



# Indiana Convention Center COVID-19 Operating Plan

February, 2021

100 S. Capitol Avenue

Indianapolis, IN 46225

# Overview

The following are health guidelines based on the mandates set forth by the Governor of the State of Indiana, the Mayor of Indianapolis, and the Marion County Public Health Department, as well as the best practices established by numerous industry groups, including the International Association of Venue Managers.

## Goals

1. To create a safe and welcoming environment for everyone wanting to host or attend an event within the Indiana Convention Center while maintaining social distancing
2. To work within the guidelines established by our city and state government officials while addressing our clients' needs to create valuable experiences for event attendees
3. To collaborate with our clients to build events that are safe and successful, while recognizing that each is unique and must be tailored to satisfy a client's distinctive health needs and business goals

## Specifications

As we continue to operate within the guidelines set forth by city, county and state government officials, event specifications will depend on the event type. Each event is unique. As a baseline, the Indiana Convention Center (ICC) has implemented the following to promote a healthy environment and mitigate infection risks:

- I. Temperature checks at specific entry locations and self-temperature checks before coming to work for all ICC staff, labor and contractors
- II. Contact-tracing and communications protocols to prevent further infections should an individual become infected
- III. Mandatory masks worn in all public and common areas of the facility
- IV. Plexiglass sneeze guards at all reception areas and at all service areas
- V. Frequent handwashing for all staff throughout the day. Additionally, ICC has provided multiple hand sanitizer dispensers throughout the facility for staff and visitors alike
- VI. Physical distancing at a minimum of six feet maintained by staff, temporary labor, and encouraged for visitors
- VII. Graphics and signage with reminders for practicing good health and safety habits installed at all entrances and throughout the building
- VIII. One-way travel markers and barriers in hallways and corridors
- IX. Touchless, automatic toilets, sinks and soap dispensers in all restrooms
- X. Hands-free elbow door openers on all exterior and interior entry points
- XI. Hospital-grade air filters and 24/7 air circulation during events
- XII. Increased cleaning and disinfection with the Clorox 360 system

# Event Health Plans/Risk Mitigation Plans

Each event is unique and we pride ourselves on collaborating with our clients. Together we will establish guidelines in the form of an **Event Health Plan** for groups of 250 attendees or less. For groups with over 250 attendees, events are required to submit a **COVID-19 Risk Mitigation Plan** to the Marion County Public Health Department no later than seven days before the event. Your event coordinator/manager will work with you and your show contractors and vendors throughout the planning process to help develop your plan. These plans are intended to ensure that the health needs of attendees, clients, vendors, exhibitors and ICC employees are met and the possibility of COVID-19 infection is avoided. The ICC is confident that successful planning along the lines described below can ensure events are safe and successful.

The following are what the ICC in general will **require**:

- I. Mask or face coverings (over the nose and mouth) at all times while inside the facility
- II. Health screening of all guests prior to entry
- III. Designated event-specific entrances and exits monitored by contracted event security staff
- IV. Personnel to monitor and enforce all social distancing requirements and mandates

In addition to the above-mentioned guidelines, please see below additional mitigation requirements. The following are what the ICC **will require in exhibit halls** as part of your plan:

- I. Space utilization plans that maintain safe physical distance between individuals
- II. Minimum of ten-foot aisle ways for trade show floor plans
- III. Aisle ways going only one direction
- IV. Booths a minimum of 10'x10' (or at least allow for social distancing based on the number of representatives within each booth)
- V. Staggered entry for show times or multiple show times throughout the day (let us know what options you have to keep guests from overcrowding and maintaining social distancing). Examples: Alphabetical entry, A-M in the morning session, N-Z in the afternoon session
- VI. Decorator cleaning standards and methods must be approved by ICC event management
- VII. Show floor diagram reviewed and approved by the ICC event coordinator/manager prior to event to make sure all requirements are met

The following are what we ***will require in meeting rooms and ballrooms*** as part of your plan:

- I. Space utilization plans that maintain safe physical distance between individuals
- II. Tables and chairs placed for social distancing (in some cases chairs will be grouped together in pairs or groups of four or kept as single chairs depending on the nature of the group and the communication we have in advance with the client and their specific needs)
- III. Aisles going only one direction, if possible
- IV. Stages and head tables large enough for social distancing
- V. Meeting room and/or ballroom diagram(s) reviewed and approved by your event coordinator prior to event to make sure all requirements are met
- VI. Meeting room and/or ballroom schedule and changeovers accurate so that housekeeping can clean and disinfect between sessions
- VII. Collaboration with your event coordinator/manager to establish cleaning schedules for session room

The following are what the ICC ***strongly recommends*** for inclusion within each plan to ensure attendees have a safe and healthy experience while in Indianapolis and at the Indiana Convention Center and clients may agree to additional or alternative measures within your specific plan):

- I. Mandatory face mask/coverings policy for all client staff, event attendees, workers, vendors and exhibitors with proactive communication prior to their arrival
- II. Online or other remote application registration process, to help avoid gathering in lobbies or in any common area
- III. Attendee badges mailed in advance
- IV. Plexiglass dividers at registration counters
- V. Digital self-check-in with onsite print-your-own-badge stations for attendees to grab their own badge
- VI. Touchless and cashless payment options
- VII. Staff to wipe down/disinfect any commonly touched surfaces at registration counters or self-service kiosks
- VIII. Frequent use of hand-sanitizer and handwashing and/or individual-sized hand sanitizer bottles given to all staff and attendees

- IX. Event-specific signage and other communications to encourage good health and safety practices (i.e. social distancing, handwashing/sanitizing, etc.)

# Housekeeping

## Daily

The Indiana Convention Center uses the Clorox Total 360 system, an innovative electrostatic spray for hard surface disinfecting that provides coverage at 18,000 square feet per hour. It kills 99.9% of bacteria in five seconds and inhibits the growth of mold and mildew for up to seven days. Additional products used to clean, disinfect and deodorize washable surfaces, restrooms and floors include Crew Restroom Floor & Surface Cleaner and Bio-Protect.

## Show-by-Show

Along with the above disinfection, the ICC cleaning staff will do the following on a daily basis:

- I. Thoroughly clean and disinfect every restroom
- II. Routinely monitor and wipe down restrooms with disinfectant as well as respond to emergency cleaning needs (i.e. biowaste)
- III. Routinely disinfect all surfaces, including door handles, handrails, push plates, restroom partitions, restroom fixtures, tables, lobby furniture, trash cans, information centers, telephones, escalators and elevators on a 24/7 basis
- IV. Increase daily disinfecting of technology and equipment (microphones, sound and light control boards, AV equipment, etc.)
- V. Routinely clean all carpeted areas throughout the building

# Food and Beverage

## Centerplate-Our exclusive provider

We are happy to work with Centerplate as our exclusive food and beverage provider at the Indiana Convention Center. During this time there will be several changes to the way concessions and catered events will be offered. Also, we will modify our food service policies to include touchless points of sale (please see attached for more information). All Centerplate staff will adhere to strict guidelines regarding self-temperature screenings, temperature screenings on the property, face masks, gloves, and proper handwashing. In addition, sneeze guards on all concession stands and food areas are in place.

The following is a list of operational changes that Centerplate is implementing in response to COVID-19 preparedness.

- I. Implementation of hand sanitizing stations
  - a. Front of house (at points of sale, front of buffet lines and suites) and any other areas where touch traffic count may be high
  - b. Back of house (entrance and exit to kitchens, pantries and concession stands)
- II. Increased cleaning and sanitizing schedule
  - a. Dedicated staff members to sanitize and disinfect
  - b. Door handles, push plates, thresholds and handrails
  - c. Dining tables and chairs in food court areas
- III. Employee pre-screening wellness survey app
- IV. Use of PPE (personal protection equipment) for staff members
- V. Point of sale barriers at all concession retail outlets
- VI. Modified food and beverage service
  - a. Adaptable menus
  - b. Individually wrapped meals
  - c. Grab and go items
  - d. Modified buffet services
  - e. Placement of hand sanitizer at the front of modified buffet lines

- VII. Single-use supplies
  - a. Replacing bulk condiments with single-serve items
  - b. Covered dispensers for utensils and service ware
  - c. Use of sealed containers and wrapped foods for retail and take-away
  - d. Fresh cups for refills
- VIII. Elevated COVID-19 training for team members
  - a. Appointment of health ambassadors

## ICC COVID-19 Policies for Employees, Contractors and Guests

- I. Employees who are currently ill or become ill based on the Centers for Disease Control (CDC) guidelines, or people who think or know they have COVID-19, have symptoms and were directed to care for themselves at home may discontinue isolation under the following conditions:
  - Isolation has been followed for at 10 days after onset of symptoms
  - Symptoms have improved
  - Fever free without the use of medicines for at least 24 hours
- II. Based on the CDC guidelines, individuals with laboratory-confirmed COVID-19 who have not had any symptoms may discontinue isolation when:
  - At least 10 days have passed since the date of their first positive COVID-19 diagnostic test and have had no subsequent illness
  - Are asymptomatic
- III. Based on the CDC guidelines, individuals with laboratory-confirmed COVID-19 who were severely ill or have a severely weakened immune system may discontinue isolation when:
  - Ten to 20 days (depending on the health of each person) have passed since the onset of symptoms

- Possible additional testing for people who are severely immunocompromised to determine when they can be around others (healthcare provider should determine if you can resume being around other people based on the results of your testing)
- IV. Anyone who has had close contact with someone with COVID-19 should stay home for 14 days after their last exposure to that person.
  - V. However, isolation is not necessary for anyone who has had close contact with someone with COVID-19 and:
    - developed COVID-19 illness within the previous 3 months and
    - has recovered and
    - remains without COVID-19 symptoms (for example, cough, shortness of breath)

## Miscellaneous

This is an evolving process that is new to everyone. We look forward to working with you to create a memorable experience for you and your guests at the Indiana Convention Center. Although these times are challenging, we still have attractive sponsorship opportunities to share with you:

### New sponsorship opportunities

- I. Directional floor clings at entrances and skywalks (talk to your event coordinator/manager about your options)
- II. Barriers in hallways (talk to your event coordinator/manager about your options and sizes)
- III. Directional signage (lobbies, exhibit halls, ballrooms, or meeting rooms)
- IV. Hand sanitizing stations (we recommend securing additional stations to brand and supplement what we have installed)
- V. Face masks/coverings
- VI. Individual sized hand sanitizer



# Visible changes

When visiting the Indiana Convention Center, you and your guests will see a difference between your past experiences and now. Our housekeeping team will be more visible in a bright green uniform. In the past, we have let them blend in behind the scenes. Now, it is our goal to have them stand out. This should make our guests feel comforted by their attention to detail.

## Conclusion

In conclusion, we hope this gives you what you need to create a successful event at the Indiana Convention Center and our team is here to help you.

Next steps for you:

- I. Contact your event coordinator/manager
- II. Contact your pre-qualified decorator and have them share your floor plans with us
- III. Contact your production manager or production company and have them share your production plans with us

Let's start planning your event!

If you have any questions, please do not hesitate to contact us directly!



Indiana Convention Center

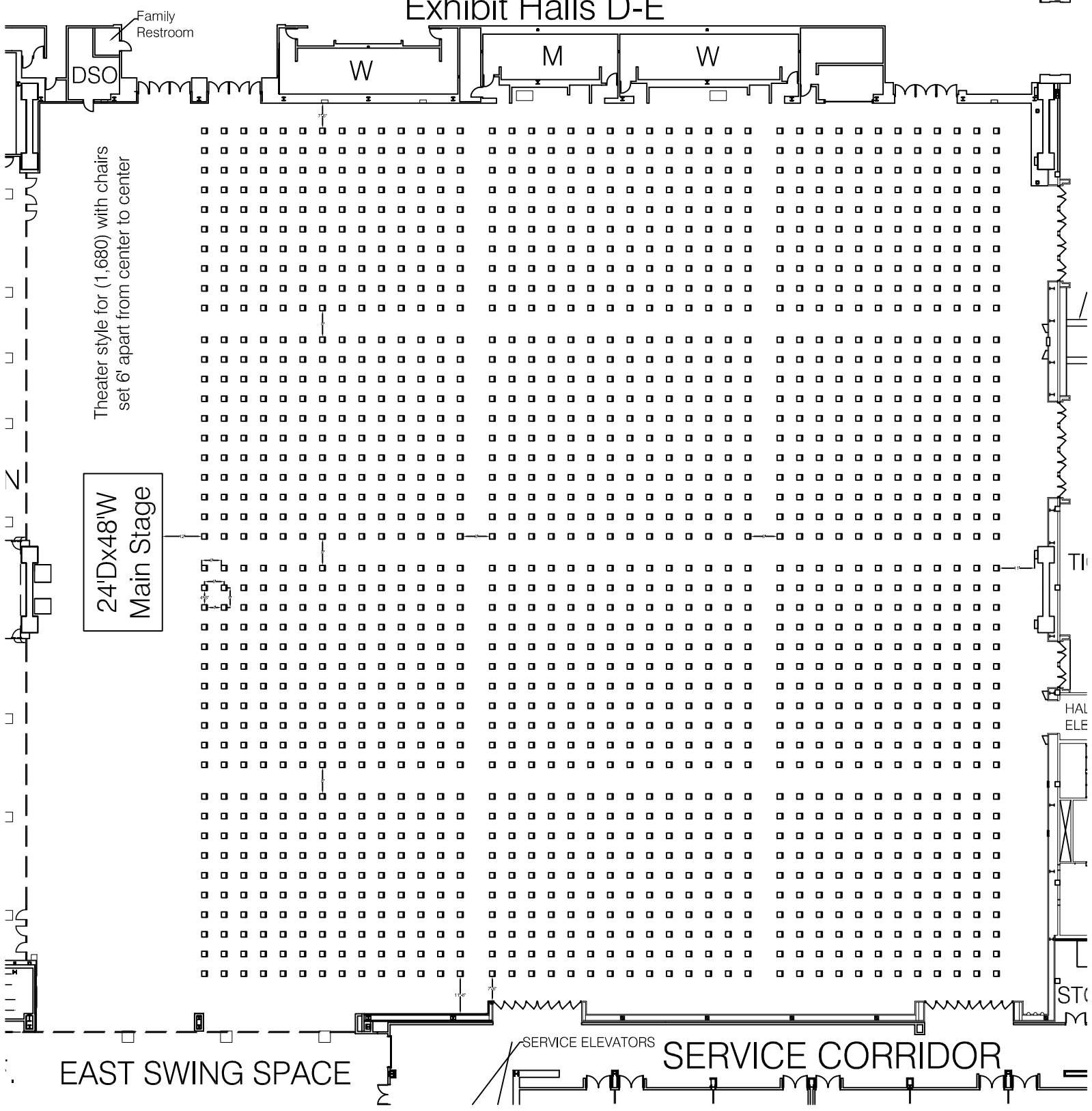
317-262-3400



# **SOCIAL DISTANCING FLOOR PLAN PACKET**

*Please use these floor plans as a reference for what the Indiana Convention Center can do for your event while following social distancing guidelines. These floor plan examples show the common room sets of theater style, classroom style, and banquet style in some of our exhibit halls, ballrooms, and meeting rooms. You may consult with your event coordinator/manager in regard to creating diagrams that might be more specific to your event and contracted space.*

# Exhibit Halls D-E



Family Restroom

DSO

W

M

W

Theater style for (1,680) with chairs set 6' apart from center to center

24'Dx48'W  
Main Stage

TI

HAL  
ELE

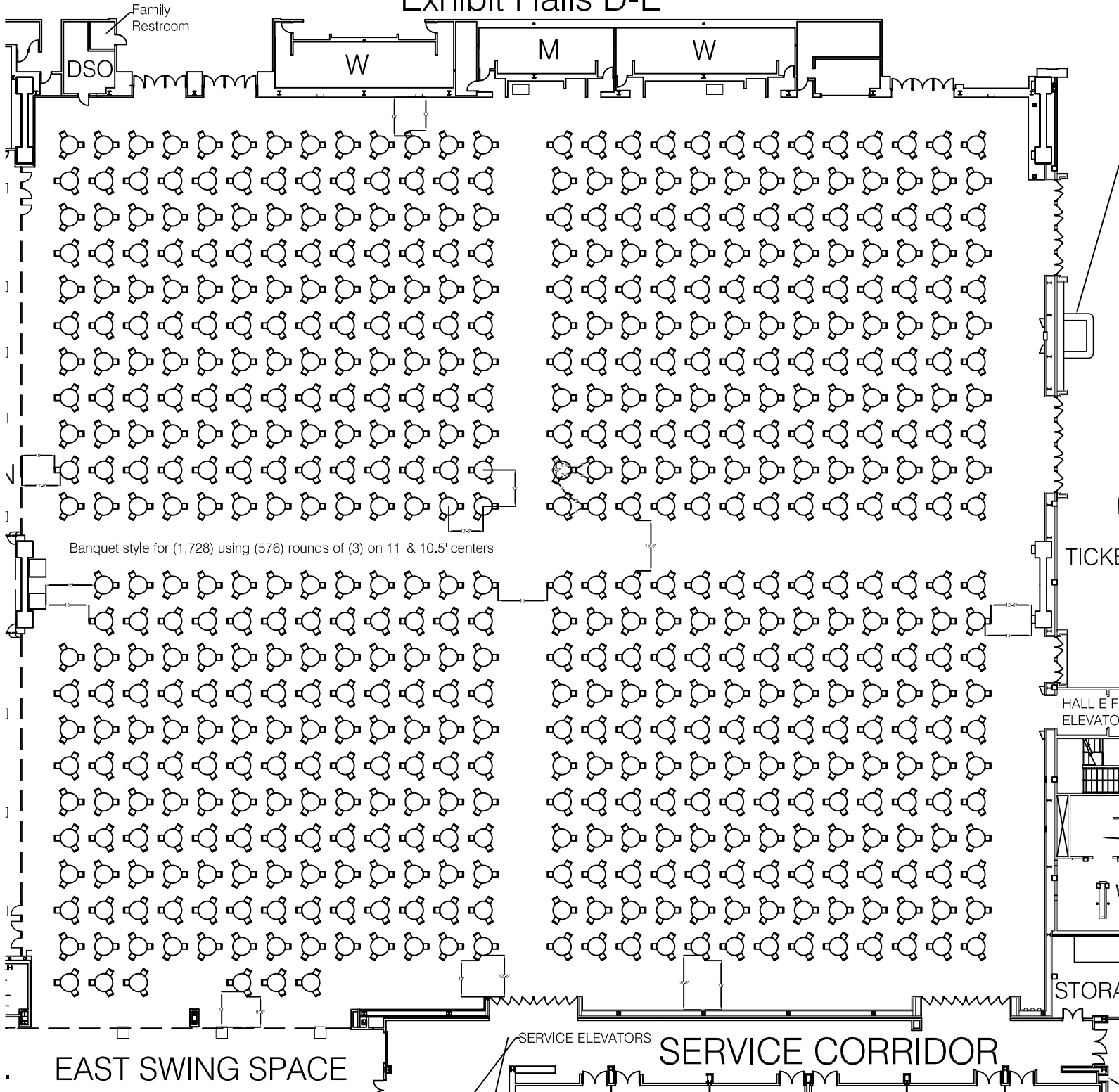
STC

EAST SWING SPACE

SERVICE ELEVATORS

SERVICE CORRIDOR

# Exhibit Halls D-E



# SAGAMORE BALLROOM

6

5

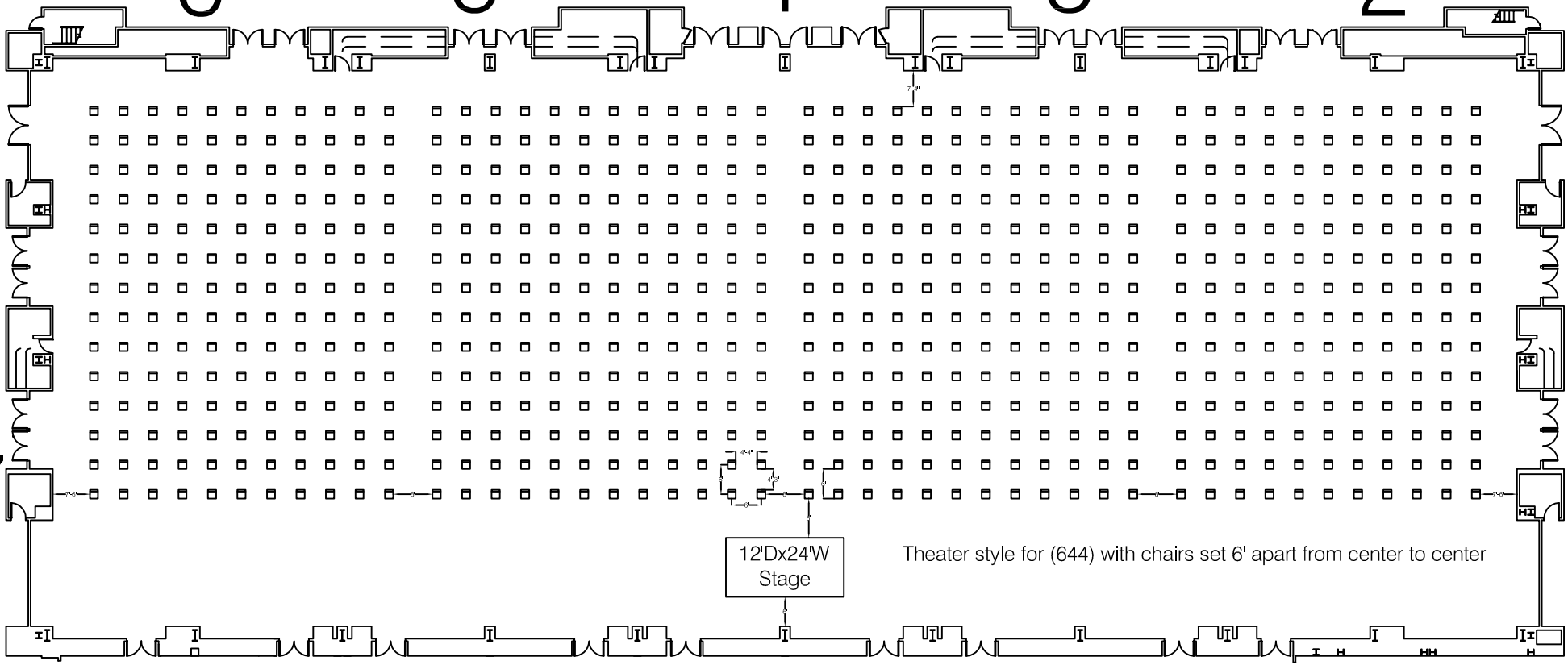
4

3

2

7

1



12'Dx24'W  
Stage

Theater style for (644) with chairs set 6' apart from center to center

SERVICE CORRIDOR

# SAGAMORE BALLROOM

6

5

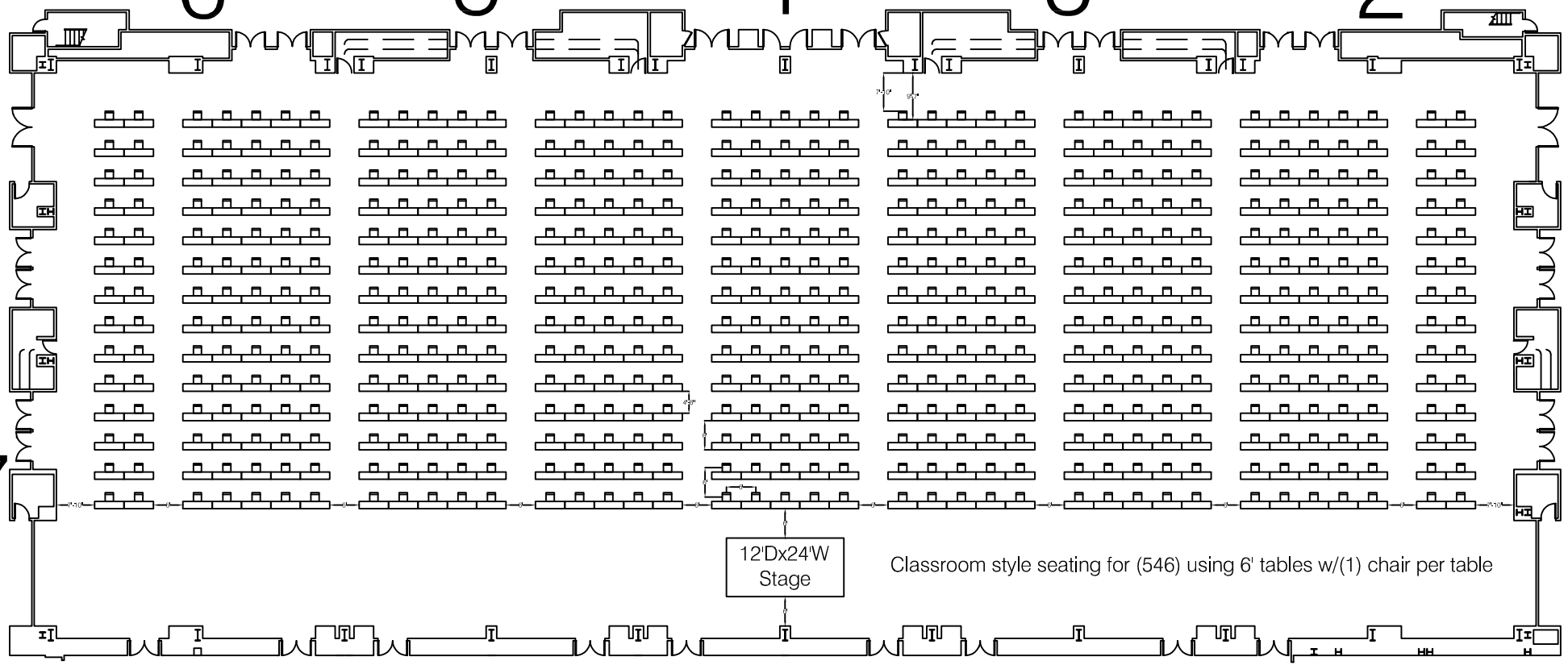
4

3

2

7

1



SERVICE CORRIDOR

12'Dx24'W  
Stage

Classroom style seating for (546) using 6' tables w/(1) chair per table

# SAGAMORE BALLROOM

6

5

4

3

2

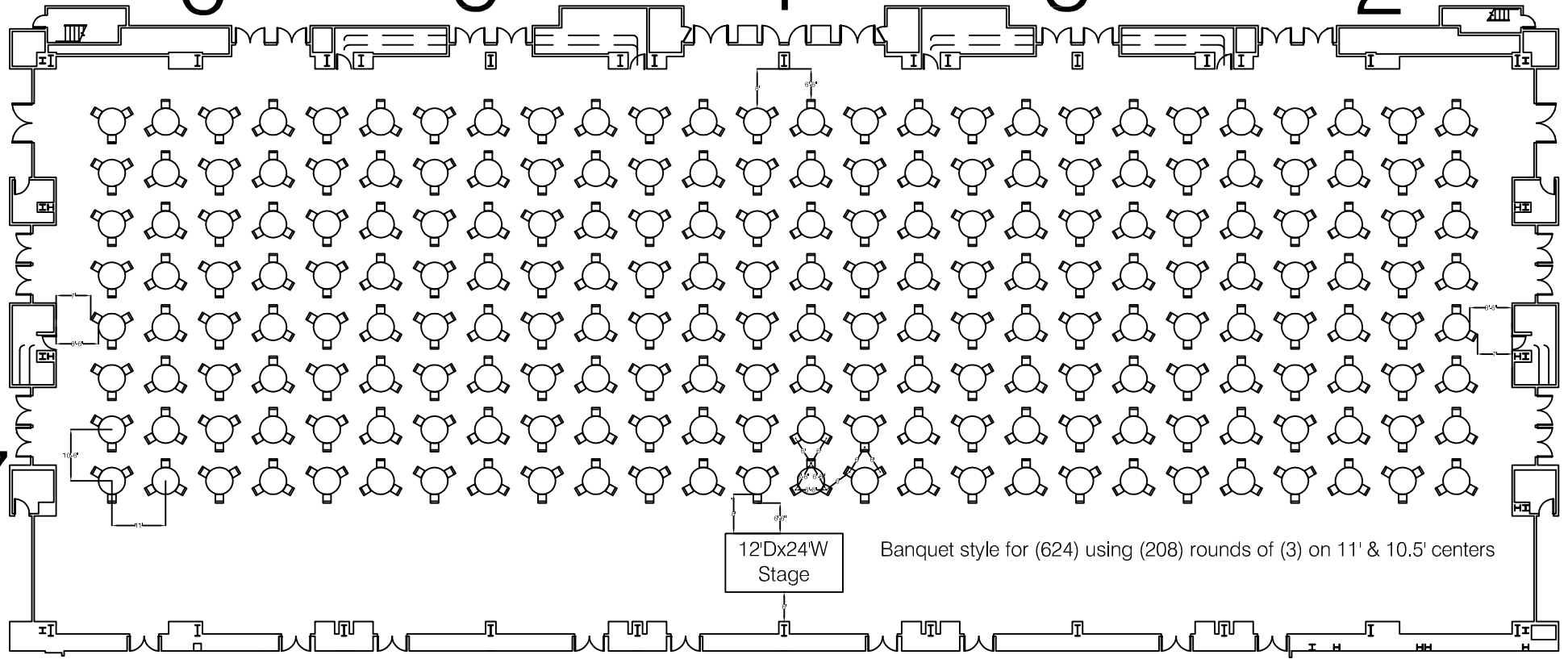
7

1

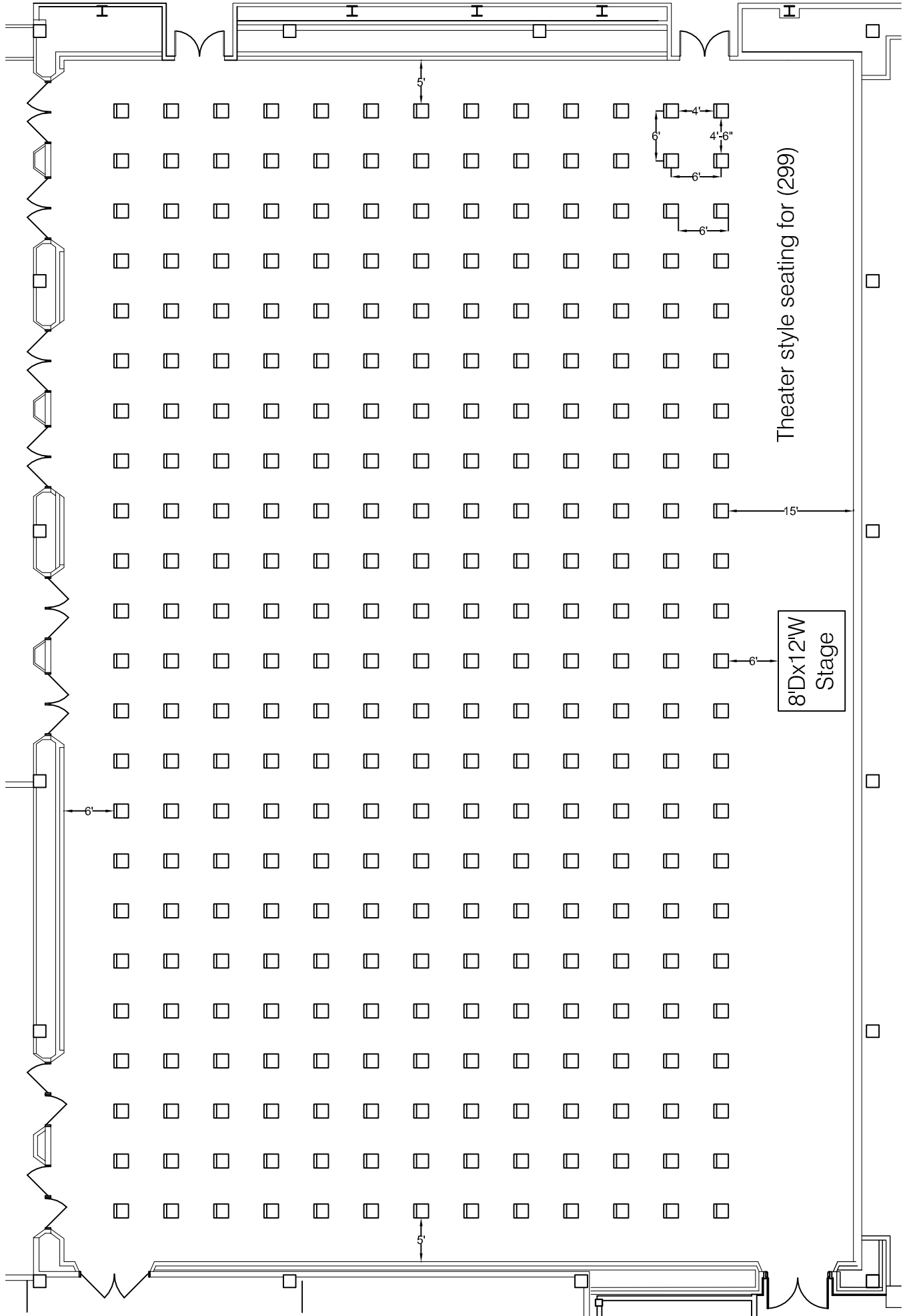
12'Dx24'W  
Stage

Banquet style for (624) using (208) rounds of (3) on 11' & 10.5' centers

SERVICE CORRIDOR

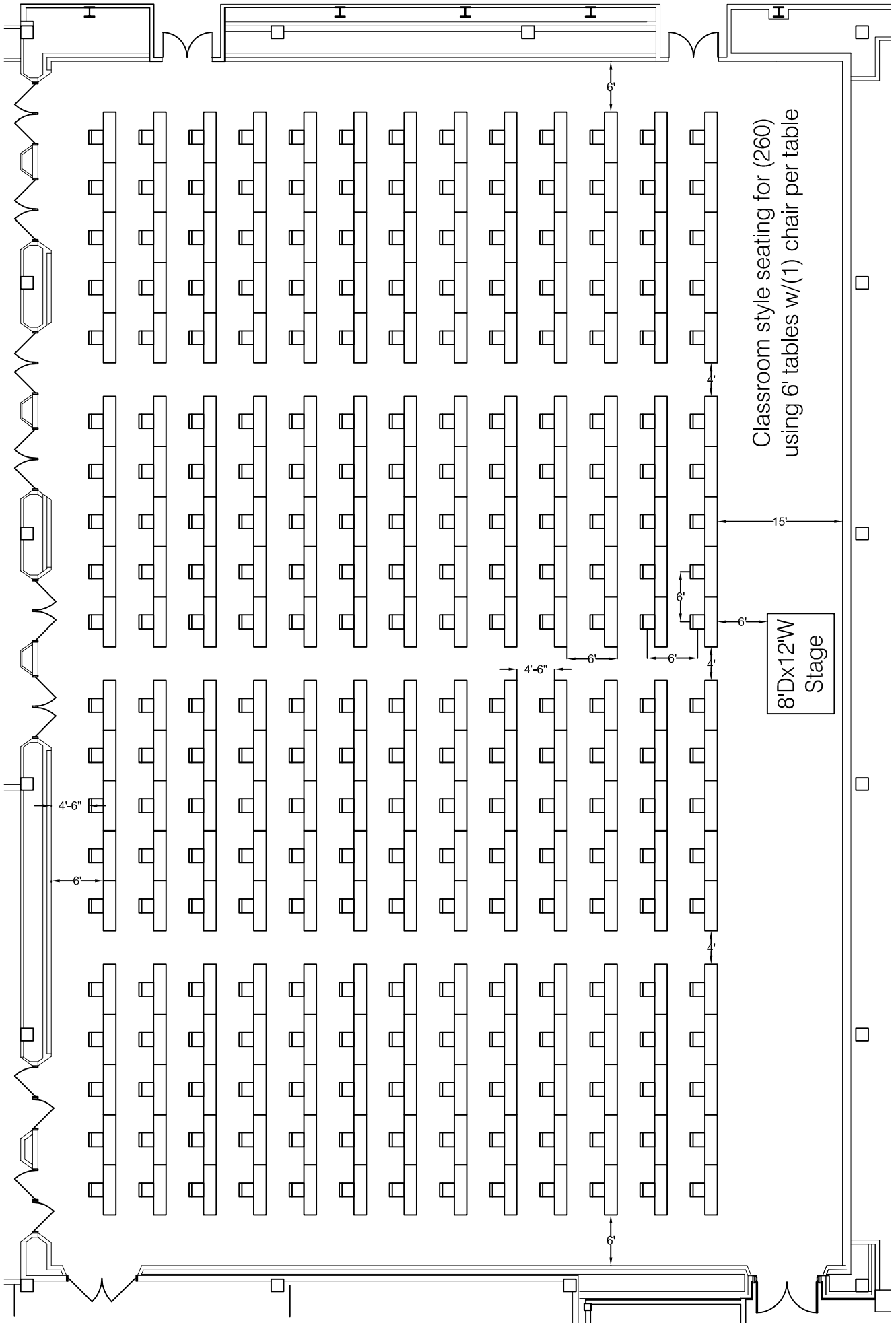


# 500 BALLROOM

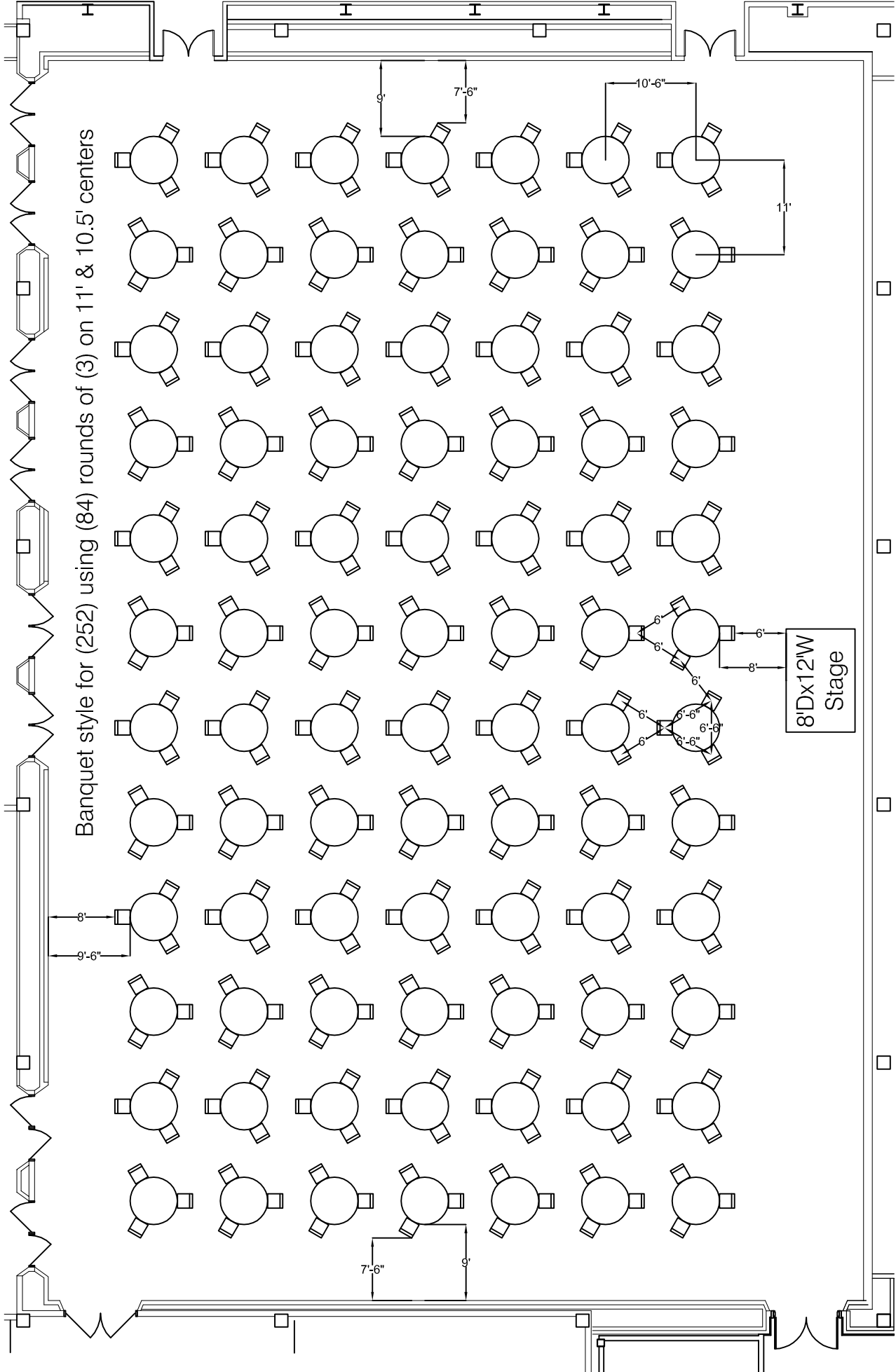




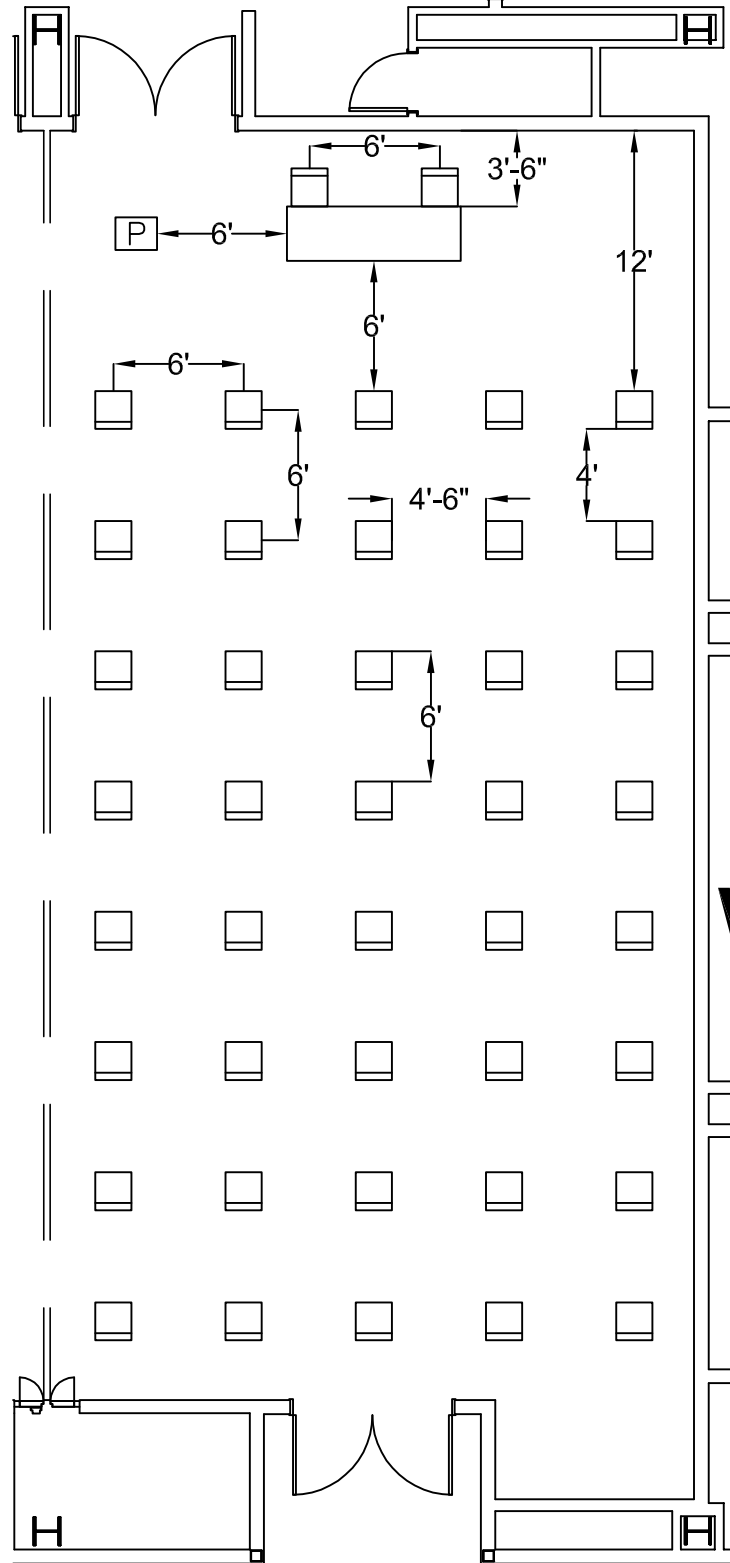
# 500 BALLROOM



# 500 BALLROOM



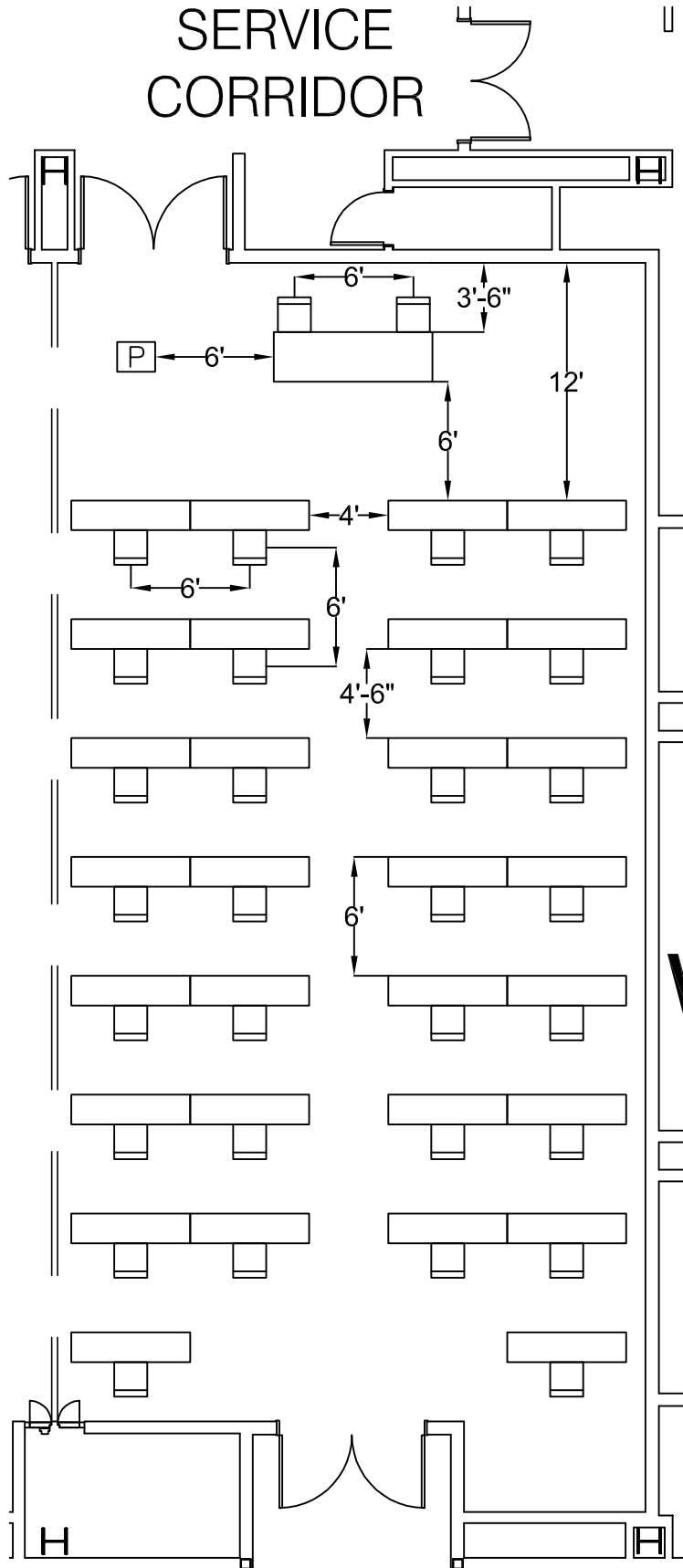
# SERVICE CORRIDOR



# 130

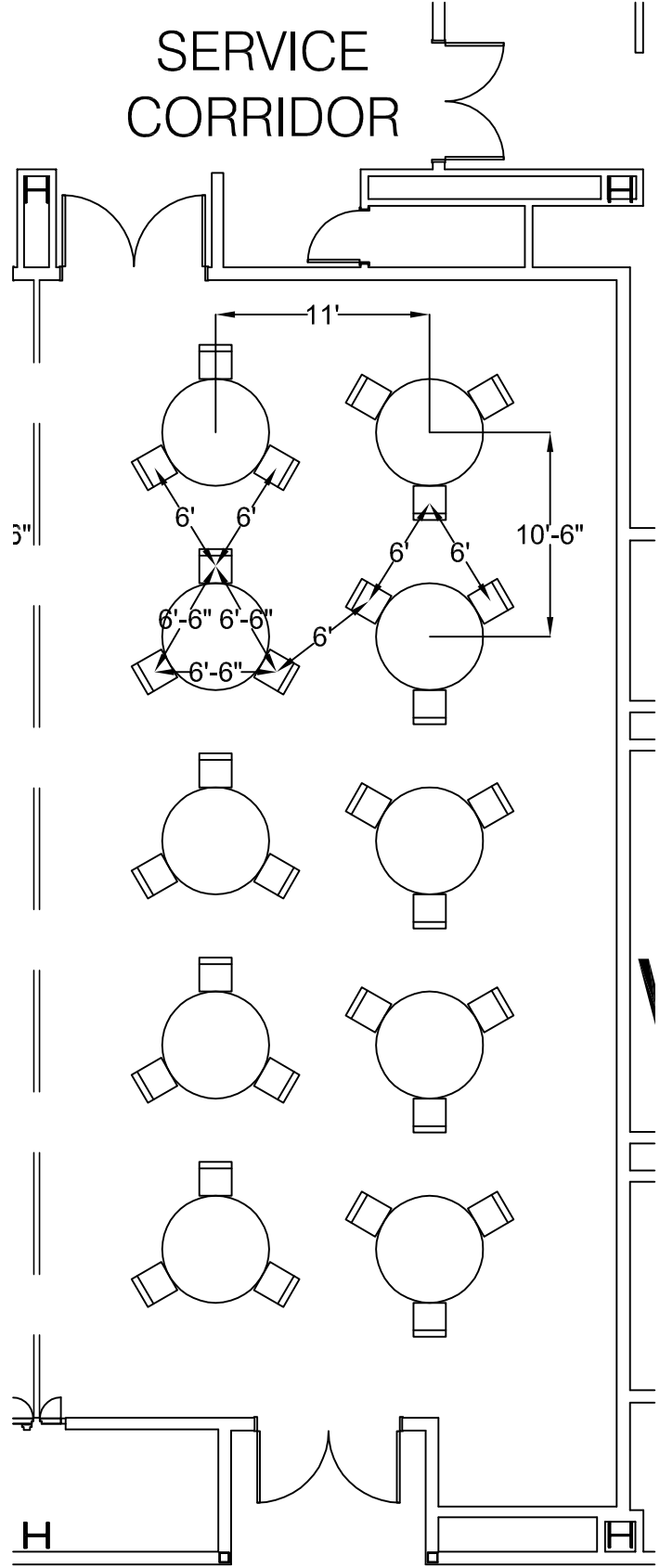
Single Meeting Room set  
Theater style for (40) with chairs  
set 6' apart from center to center

SERVICE  
CORRIDOR



# 130

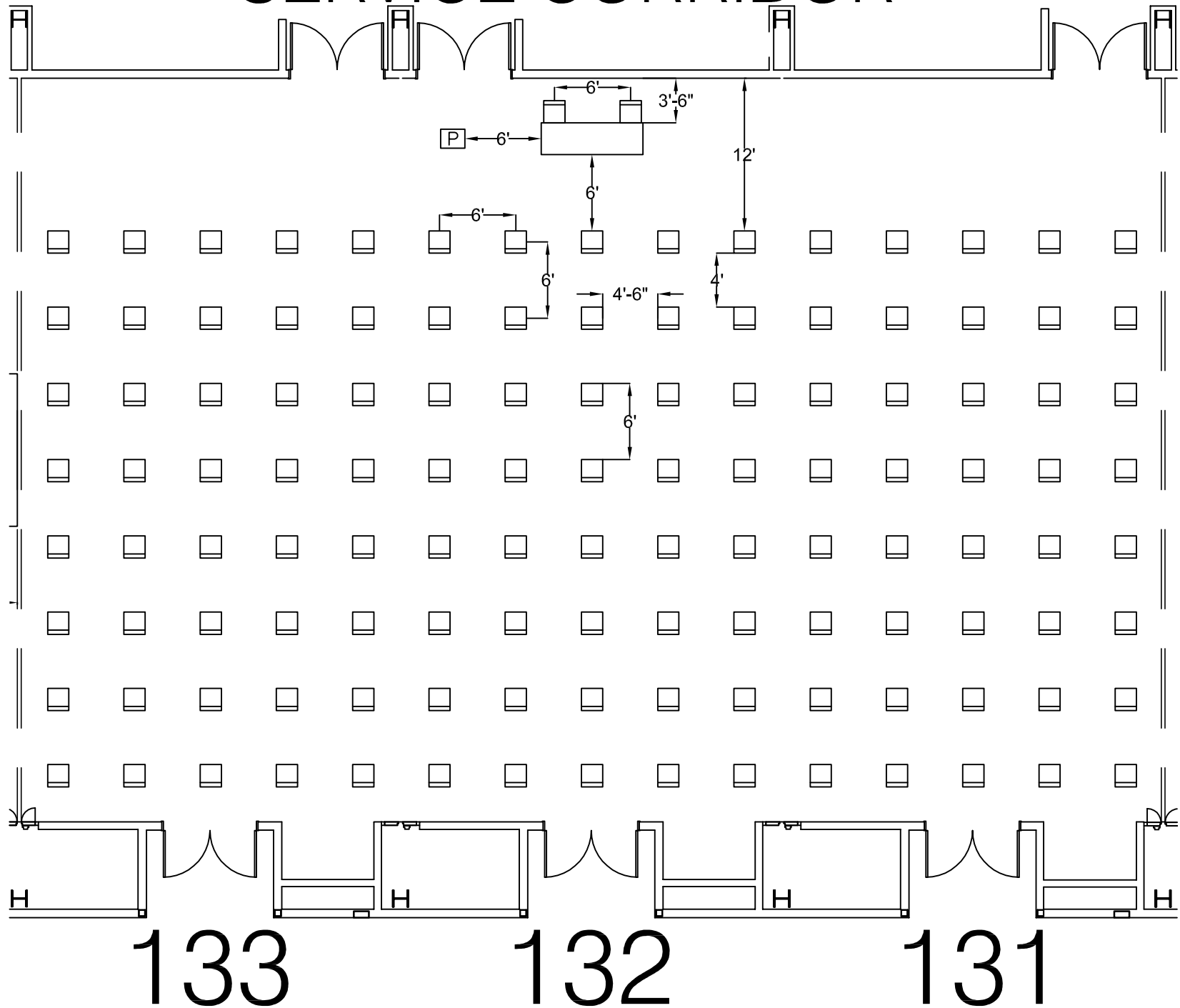
Single Meeting Room set  
Classroom style for (30)  
using 6' tables w/(1) chair each



# 130

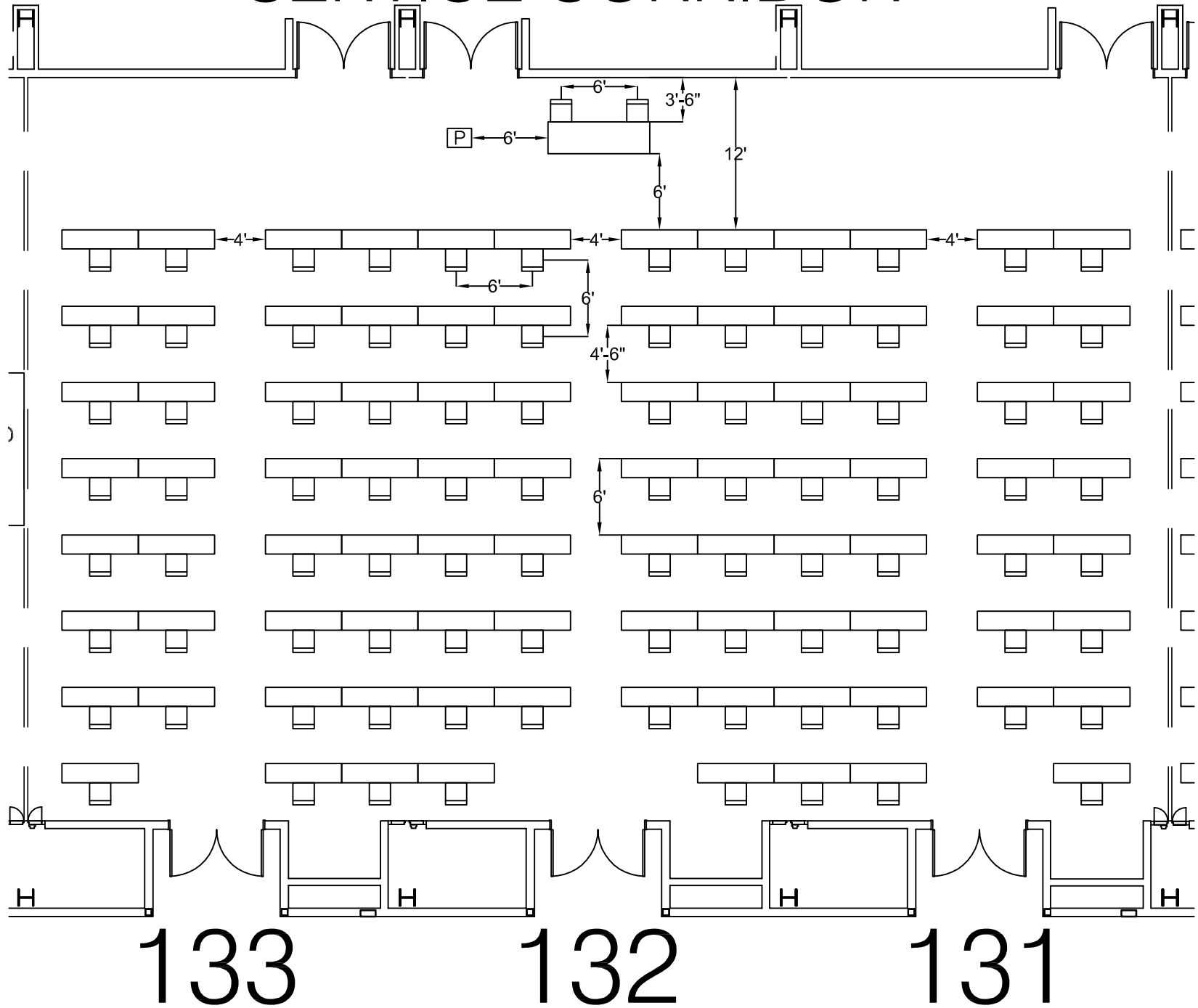
Single Meeting Room set  
 Banquet style for (30)  
 using (10) rounds of (3)  
 on 11' & 10.5' centers

# SERVICE CORRIDOR



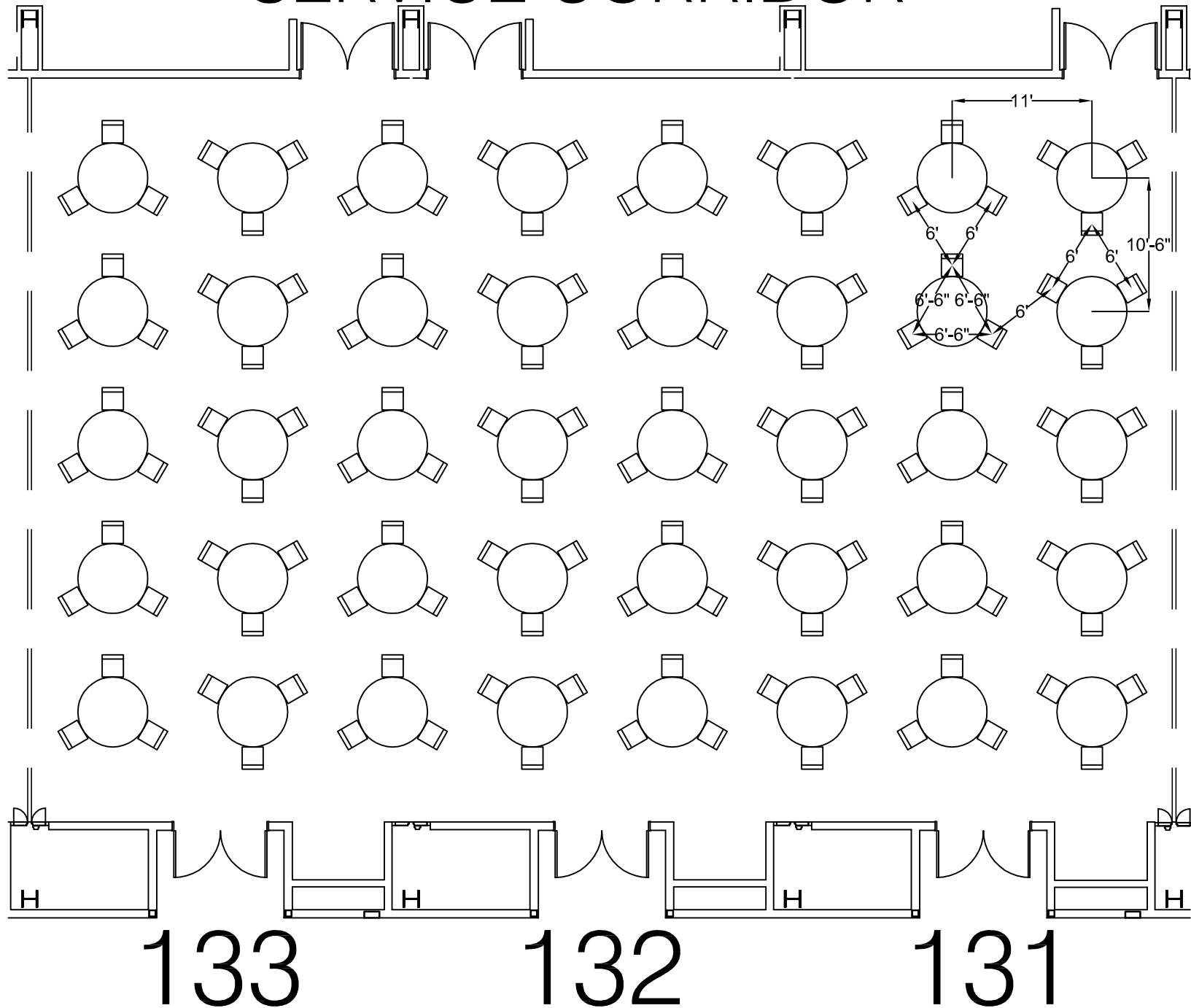
(3) Meeting Rooms Combined set Theater style for (120)  
with chairs set 6' apart from center to center

# SERVICE CORRIDOR



(3) Meeting Rooms Combined set Classroom style for (92)  
using 6' tables w/(1) chair each

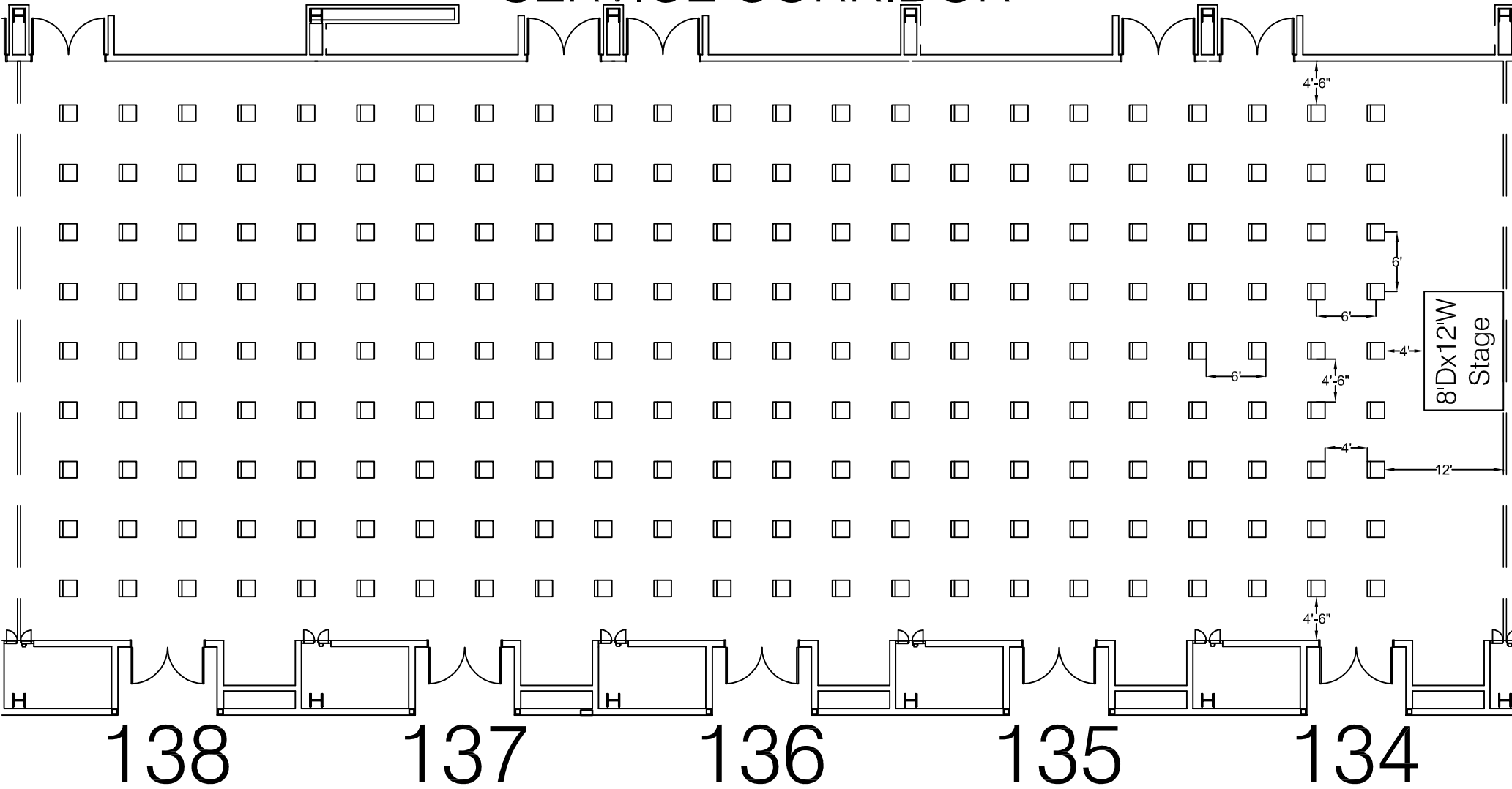
# SERVICE CORRIDOR



(3) Meeting Rooms Combined set Banquet style for (120)  
using (40) rounds of (3) on 11' & 10.5' centers

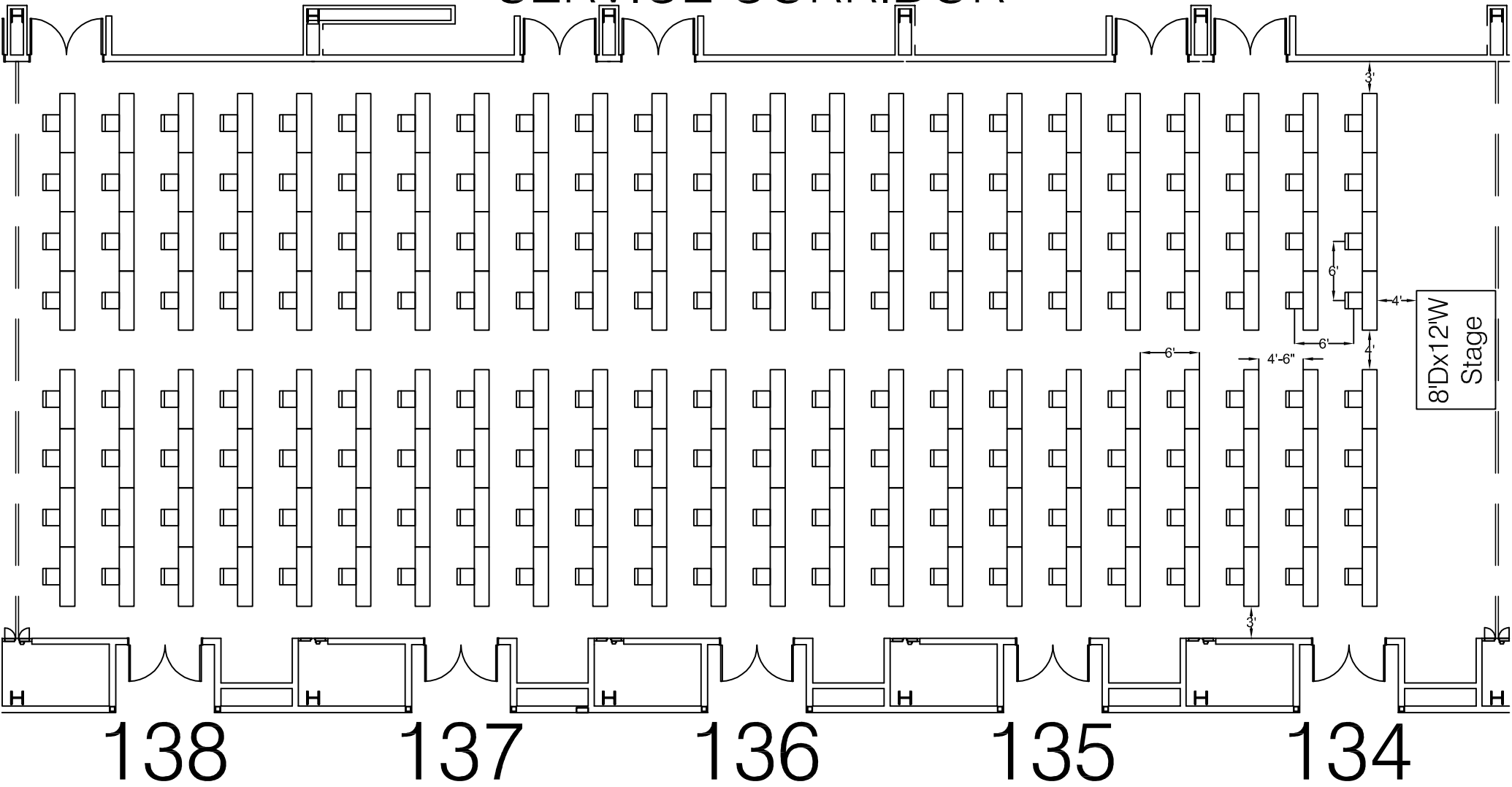


# SERVICE CORRIDOR



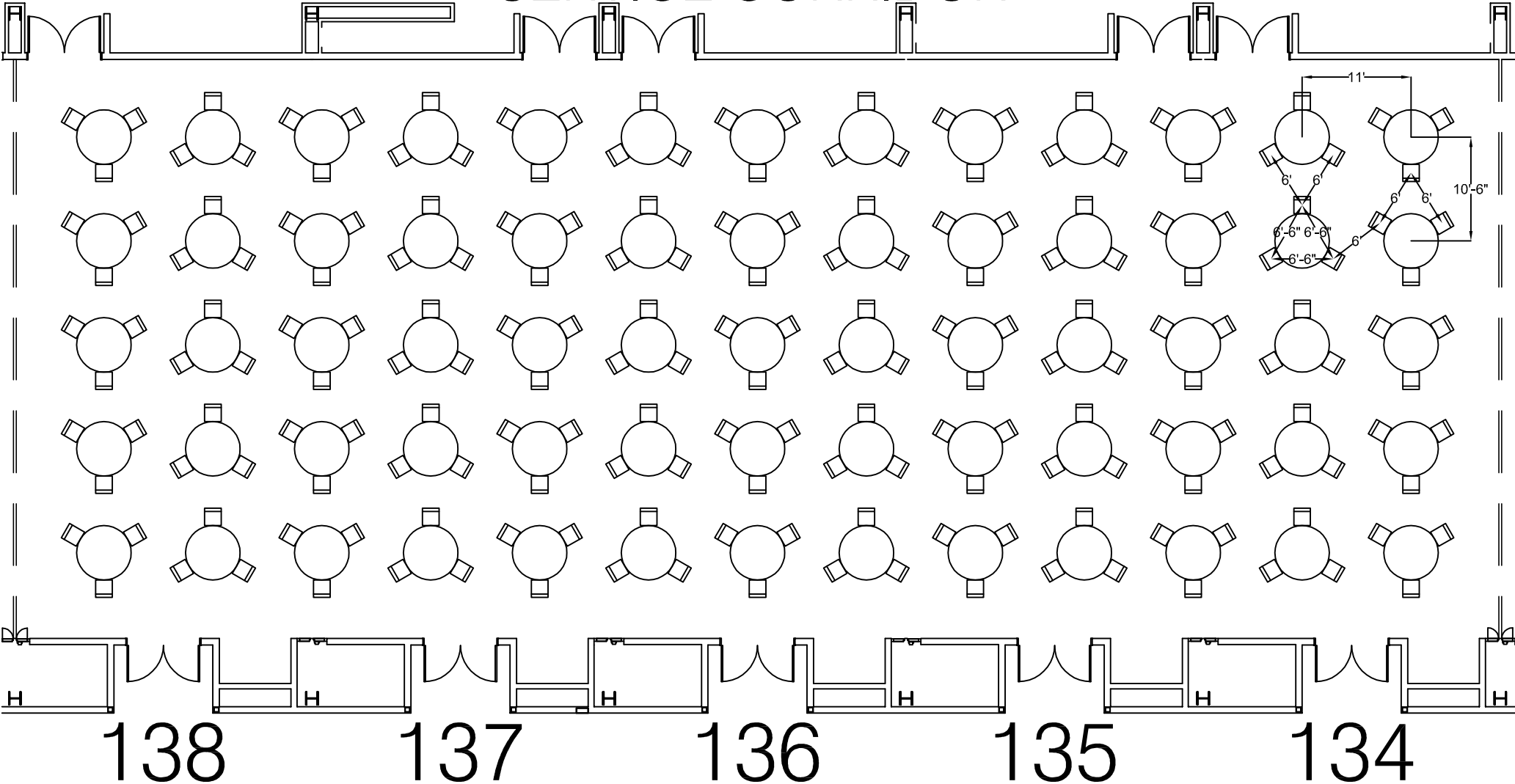
(5) Meeting Rooms Combined set Theater style for (207) with chairs set 6' apart from center to center

# SERVICE CORRIDOR



(5) Meeting Rooms Combined set Classroom style for (184) using 6' tables w/(1) chair each

# SERVICE CORRIDOR



(5) Meeting Rooms Combined set Banquet style for (195) using (65) rounds of (3) on 11' & 10.5' centers

# Centerplate

As we look at welcoming guests back into our facilities, Centerplate is focused on one thing – Safety. The safety of Our Employees, Our Attendees, Our Vendors, and Our Partners.

Our Corporate Covid Response Team has remained focused on creating return to work plans for each line of business in our portfolio.

As we pivot to improve supply chain pathways, our procurement teams have created a national stockpile of critical PPE, Chemicals, & Supplies to assure that we remain prepared to protect the safety of our customers, clients and employees. We have partnered with our vendors to assure that our food providers are placing the same elevated focus on safety that you would expect from us. As our teams bring each facility back online, we are sharing and implementing best practices from Centerplate and Sodexo locations around the globe.

As a partner, you have always counted on us to *make it better to be there* for our guests and employees and as we navigate this changing landscape, rest assured you can also count on us to *make it safer to be there* as well.

We are putting a number of new practices and policies in place at ALL of our venues as we welcome returning guests



3 Ply Surgical  
Masks & Gloves  
for all Staff



Increased  
Cleaning Schedule



Elevated Training  
for all Team  
Members



Employee  
Wellness  
Screening Upon  
Arrival



Expanded  
Sanitizer Stations



New, Targeted  
Cleaning Solutions

Health  
Ambassador  
Scott Osborn



Our Corporate Response Team has designated a Health Ambassador for each facility. This employee will receive specialized training to help

Direct Local Teams  
Work with Local Health Department  
Pre-Shift Safety Training  
Client Liaison  
Sanitation Walkthroughs

Our talented Chefs are working to adapt traditional services and menus to work within our new norms. Individually packed meals, modified buffet services, specialized packaging, and adapted menus are all being created to offer our clients some new options when planning meal services for their guests

At Indiana Convention Center and Lucas Oil Stadium, we have also added additional measures to protect the safety of our guests :

Staff Wellness Screenings  
Point of Sale Barriers  
Wrapped Silverware  
PC Condiments  
Visit Here for More Information  
<https://www.icclos.com/icclos-response-to-covid-19/>

  
**Indianapolis**  
INDIANA CONVENTION CENTER & LUCAS OIL STADIUM



 **Centerplate**