



To Our Valued Clients,

The Huntington Convention Center is committed to the safety of every client and guest and we are dedicated to creating a safe and worry-free experience within our facility. Due to the COVID-19 Pandemic, we are utilizing CDC guidelines and industry best practices to put forth new policies and procedures for cleaning and sterilizing our facility, as well as maintaining proper social distancing.

Our team has invested in new sterilization and cleaning technology, implemented stringent cleaning protocols, and redesigned meeting spaces to keep our guests and employees safe and healthy. Below are some of the protocols we have implemented to ensure the safety and success of your event, although we anticipate that they will evolve as we continue to receive information from the CDC and our state and local government. Thank you for letting us continue to be a valued partner.

### **Building Disinfection and Cleaning Protocols**

- **HVAC Air Handling Capabilities**
  - State-of-the-art Building Automation System allows for real time monitoring and adjusting of HVAC systems.
  - Prior to each event day, we will perform a daily “air flush” of space in order to During your event, we will Increase ventilation rates within the facility while incorporating fresh air from the outside to enhance the guest experience.
- **Increased Disinfection Cleaning**
  - Touchless protocols
    - Electrostatic Sprayers.
    - Touchless methods for restroom cleaning.
    - Safe, healthy, and green cleaning following sustainability guidelines already in place at the facility.
  - Reduction of supply chain dependency through on-site generation of disinfectant.
  - Additional Hand Sanitizer Stations throughout the facility for guests and employees.
  - Sanitization Stations for guests that include disinfectant, hand sanitizer and biohazard disposal for masks and gloves.



### **Building/Event Entrance Protocol**

- Security procedures to maintain social distancing
  - In-house security staff available to assist in directing foot traffic to maintain appropriate distances between guests.
- Ability to assist in coordination of touchless temperature check stations.
- Dividers installed at direct contact locations, such as our Guest Service Desks and our Security Command Center.
- Furniture socially distanced within pre-function spaces.



### **Enhanced Building Signage**

- Signage reminding and noting proper social distancing for guests.
- Restroom signage to encourage proper hygiene.



### **Building Touchless Features**

- Touchless faucets and soap dispensers in all restrooms.
- Touchless flush toilets.
- Meeting room door hold-opens to ensure less contact with surfaces.
- Toe grabs in all restrooms to allow touchless opening of restroom doors.
- Touchless water refill stations located on every level of the facility.





## Food Service Safety Guidelines (Levy Conventions)

- The Levy Catering Team will work with each client to create a custom plan to ensure the safety of guests while still providing an outstanding product.
- Levy plans to offer new presentation options and service styles to support servicing clients.
  - Change food practices on certain items (i.e. from bulk offerings to pre-packaged).
  - Chef's tables/buffets to be served by Levy team member(s). No self-service F&B offerings unless pre-packaged.
  - Recommending all disposable/compostable vessels/service ware vs. china/silver to minimize contact.
  - No longer offering self-serve beverages; Levy team member must serve the guest (single-use cup).
  - All bulk condiments changed to packets.
- Levy is currently reviewing touchless payment options to support location payment options. At a minimum, all POS terminals will be sanitized between users.
- New menu options with a selection of individually packaged meals.



## Medical Services

- Paramedic services available through University Hospitals.
- On-site first aid room for hired medical staff.
- Ambulance and transport capabilities.



## Floor Plans

- Customized floor plans available to indicate a 6-foot distancing between tables/chairs in meeting spaces.
- Customized floor plans available to show traffic flow of attendees within the facility.



## Safety and Sanitation Accreditations

- HCCC is working toward becoming a GBAC Star Facility. The GBAC (Global BioRisk Advisory Council) certification program is performance-based and designed to help each facility establish a comprehensive benchmark for cleaning and disinfecting high touch surfaces.
- ASM Global Venue Shield Program implemented in 300+ Public Assembly Venues around the world. This is a new environmental hygiene protocol utilizing hygienic safeguards that serve ASM Global's clients, guests, and staff.



## Technology Capabilities

- We are a 1-gig rated facility with 500 access points throughout the facility that can support any virtual element of your event.
- We have fiber and VLAN capabilities to allow for streaming, webcasting, and patching feeds to overflow rooms.
- Our in-house AV provider, PSAV, can facilitate hybrid events to expand your options for attendees or speakers unable to attend in-person. PSAV's comprehensive MeetSAFE® guidelines ensure all AV support is delivered safely and professionally. Hybrid event options can include:
  - Video Conferencing - *Small audience, discussion focused, real-time interactivity.*
  - Webinars - *Medium to large audience, presentation focused, moderated interactivity.*
  - Webcasts - *Unlimited audience, live or pre-recorded content, production-focused, limited interactivity.*