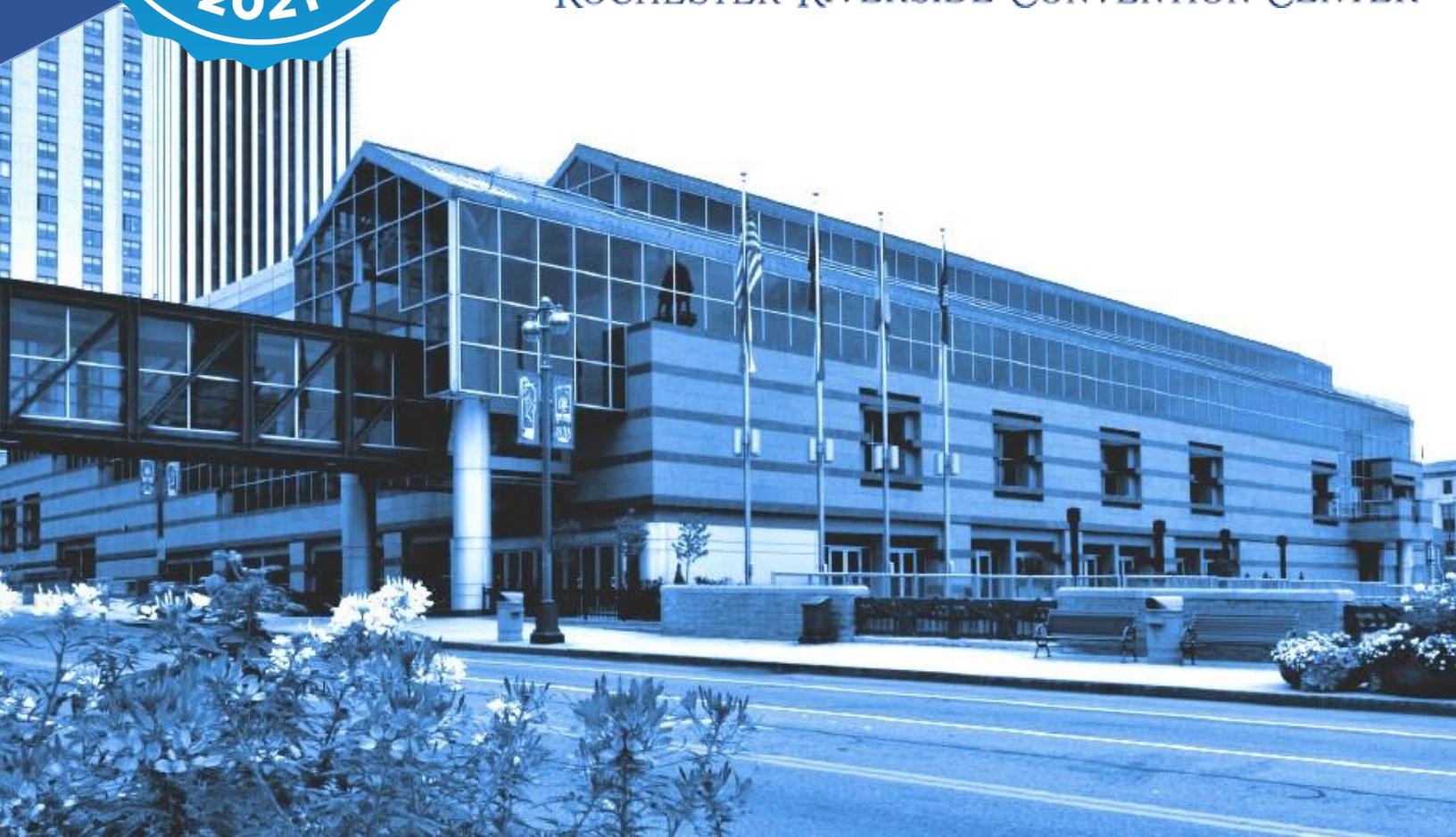


RECOVERY PLAN:

Ready, Set, Go Safely!



JOSEPH A. FLOREANO
ROCHESTER RIVERSIDE CONVENTION CENTER



RECOVERY PLAN: Ready, Set, Go Safely!

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OVERVIEW

The Joseph A. Floreano Rochester Riverside Convention Center opened in August 1985, and remains to this day the regions premier public assembly venue. Hosting over 300,000 guests and generating over \$30 million dollars in economic impact annually.

The JAFRRCC is a recipient of the Prime Site Award from Facilities Magazine for over 20 years, and one of the few Convention Centers in the country to operate full service food & beverage in-house.

At your service is 100,000 square feet of accessible, easily convertible space with exhibit capacity for up to 400 booths, banquet style for 3,500 or theater seating for 5,000, and 25 individual meeting rooms

An enclosed skyway directly connects the Convention Center to the Hyatt Regency Rochester and South Avenue Parking Garage.

The JAFRRCC is a non-profit organization governed by a Board of Directors representing the local business community as well as City and County representatives. Additionally, we meet with our Corporate Advisory Board annually to seek feedback on our standard business practices and initiatives that affect customers and stakeholders.



DEFINITIONS

Within the scope of this recovery plan, the following terminology should be referenced as:

JAFRRCC: The Joseph A. Floreano Rochester Riverside Convention Center

Licensee: The entity which contractually leases space at the JAFRRCC for an event and is responsible for the marketing, admission, production and execution of the event. Also known as the event organizer, show management or building client.

Vendors/Partners: Lines of businesses that are based in our building or work in partnership with the JAFRRCC. This includes AV companies, labor unions, event and exhibit rental companies, and any vendor supplying services for an event.

Building Cleaning: Cleaning and waste management responsibilities specifically assigned to staff. These tasks include overall building cleaning of back-of-the-house areas, shared public areas, restrooms and other general cleaning necessary whether, or not, an event is active in the venue.

Contact Tracing: A system in which, at minimum, requires the collection of at least one form of contact information for every individual who enters the JAFRRCC. Contact information includes, but is not limited to phone, email, or mailing address.

Infection Control: A collective reference of mandatory practices which mitigates the spread of COVID-19 that include (a) use of face mask; (b) physical distancing; (c) proper and frequent handwashing; (d) isolation of those who feel ill and (e) contact tracing. The Monroe County Department of Health mandates infection control practices.

Physical Distancing: The spatial requirement of at least (6) feet between individuals which must be maintained at all times. Also known as social distancing.

PPE: Personal Protective Equipment. This includes face masks, gloves, shields, harnesses and any other protective equipment required by OSHA to perform specific tasks safely.

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OUR COMMITMENT TO YOU

As local communities around the world consider reopening parts of their economies in the safest way possible, the JAFRRCC is committed to a safe and healthy facility by using the most effective cleaning products on the market, investing in trusted and innovative equipment, enhancing overall standards and procedures and relying on the guidance of leading public health experts at the CDC, OSHA and the Monroe County Department of Health.

Recognizing that operating venues of mass gathering has significantly changed in the wake of the COVID-19 pandemic, we have modified our cleaning and building maintenance operations to ensure a safe and healthy environment. These enhanced procedures include, but are not limited to:

- Staff training
- Awareness of infection control practices
- Enhanced cleaning and disinfection procedures
- Targeted cleaning SOP's scaled for event days and non-event days
- Use of the most effective products, equipment and technology in the market
- Clear and consistent signage
- Workplace safety
- Focused maintenance plans



GLOBAL BIORISK ADVISORY COUNCIL

The Floreano Convention Center is a GBAC STAR™ accredited venue, recognized for our high-level standards on outbreak prevention, response and recovery.

GBAC, a division of ISSA, the worldwide cleaning industry association, helps organizations and businesses prepare for, respond to, and recover from biological threats, biohazard situations and real-time crises. Recognized as the gold standard of safe venues, GBAC STAR™ provides third-party validation to ensure the implementation of rigorous protocols in response to biorisk situations. Venues earning this accreditation have:

- Established and maintained a cleaning, disinfection, and infectious disease prevention program to minimize risks associated with infectious agents such as the novel coronavirus (SARS-CoV-2).
- Developed the proper cleaning protocols, disinfection techniques, and work practices in place to combat biohazards and infectious disease.
- Highly skilled cleaning professionals who are trained for outbreak and infectious disease preparation and response.

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JAFRRCC STAFF, PARTNERS, VENDORS, & EVENT SERVICE CONTRACTORS:

Points of Entry: It will be essential for event organizers to designate specific point(s) of entry for staff, attendees, exhibitors and contractors. At these points, event security personnel will conduct a brief general wellness screening, contact tracing will be implemented and signage on infection control practices will be posted.

Face Masks / PPE: Face masks and appropriate OSHA-mandated PPE will be required for all event-related personnel (event organizer/staff, attendees, exhibitors and contractors) entering the Floreano Convention Center.

Temperature Check: Event organizers and service contractors will be required to administer temporal temperature checks of attendees and staff if mandated by Monroe County Department of Health protocols. JAFRRCC will comply with administering infrared temperature checks of its staff. In the event of this mandate, anyone who has a temperature of or over 100.4°F will be subject to a secondary screening and/or sent home.

Physical Distancing: All events must maintain and enforce physical distancing of (6) feet between individuals from move-in through move-out. Licensee must consider and adhere to physical distancing in all aspects of their event and ensure that production schedules and programming do not create an environment where physical distancing cannot be maintained.

Handwashing / Hand Sanitizers: Event organizers and their service contractors must recognize the importance of handwashing/sanitizing within contracted event space from move-in through move-out. JAFRRCC has installed additional hand sanitizing stations in public areas and meeting rooms.

SMART INFECTION CONTROL

The cornerstone to reopening the JAFRRCC will be implementing key infection control practices that will be required for staff, clients, attendees, exhibitors and contractors. These smart infection control requirements will help in mitigating the spread of COVID-19 and will be the basis of best practices for a safe and healthy venue.

Collectively, infection control is JAFRRCC mandated. Practices include:

- Wearing face masks/covering
- Maintaining (6) feet physical distancing
- Frequent handwashing for a minimum of (20) seconds
- Monitoring and isolation of those who present symptoms
- Contact tracing

We will implement required standards to support infection control practices for the following distinct sectors:

- **JAFRRCC Staff, In-House Partners, and Vendors**
- **Event Service Contractors**



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GENERAL BUILDING OPERATION & SECURITY

Perimeter Doors: Doors will be propped open and staffed by event security during arrival and departure. Door handles will be disinfected frequently using an Electrostatic Sprayer or manually.

Staff Screening: JAFRRCC security will establish and operate designated staff entrances and conduct health screenings.

Infection Control Enforcement: Event security will play the ultimate role of enforcing all established infection control practices. During events, JAFRRCC security will work with the event security contractor (if needed) to ensure that contractor personnel enforce expected practices.

Public Restrooms: JAFRRCC will comply with Monroe County Department of Health protocols on physical distancing within restroom areas. Clear signs will be posted reiterating proper handwashing requirements.

Event Security and Medical Services

Contractor Reorientation: Prior to reopening, JAFRRCC will conduct a reorientation with authorized event security contractors and medical services contractors on the infection control practices and operational expectations outlined in this plan.

Increased Patrols and Monitoring: We will continue our commitment to “See Something, Say Something,” by increasing vigilance during our security patrols and monitoring of CCTV to ensure compliance to the standards of this plan and to be watchful of scenarios or incidents that risk health and wellness.



A SAFE WORKPLACE

The foundation and the success of the JAFRRCC rests squarely on our dedicated team members and in-house partners. Ensuring that we are creating a safe workplace is essential to our reopening plan.

This section will address how the JAFRRCC plans to implement standard operating procedures to safeguard our staff and operate the venue daily, whether there is an active event or not.

A safe workplace will incorporate the following:

- General Building Operation and Security
- Staff Policies and Procedures
- Event Contractors Requirements

STAFF POLICIES AND PROCEDURES

Training / COVID-19 Orientation: All JAFRRCC staff will be required to complete training and orientation on infection control and physical distancing requirements prior to returning to the workplace. Orientation will also include information on self-check of symptoms, including temperature scans and requiring unwell staff to stay home.

PPE: In line with JAFRRCC'S sustainability commitment, staff will be encouraged to use provided cloth face masks with logo when working. JAFRRCC will also provide any necessary disposable face masks, gloves and/or other forms of PPE as required by OSHA for the specific assigned task.

Points of Entry: Employees will be required to use specific designated staff points of entry when reporting to work. A brief general wellness screening will be conducted (and infrared temperature checks if required by Monroe County Department of Health) at all staff entrances.

Contact Tracing: JAFRRCC will use its existing ADP system to maintain contact tracing for all employees who report to work.

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Safe Work Areas: All employees will be required to maintain healthy and safe work areas by using sanitizing wipes on all high-touch areas, washing hands frequently, using appropriate PPE and practicing physical distancing. Flexible breaks will be extended to accommodate frequent hand-washing. Where necessary, the JAFRRCC will modify work areas to ensure that workstations are distanced properly. All work areas will be cleaned and disinfected by housekeeping daily in accordance to CDC and Monroe County Department of Health guidelines.

Communal Areas: JAFRRCC will establish and post maximum capacities at all staff communal areas to promote appropriate physical distancing, including but not limited to administration reception area, copy rooms, break/staff rooms, kitchen and restrooms.

Work Equipment: Equipment should be used exclusively by the staff member to whom it was issued and not shared with other staff. This may include, but is not limited to, laptops, tablets, mobile phones/devices, radios, earpieces, tools and PPE. In the event that work equipment needs to be shared, the equipment must be cleaned and sanitized after each use.

Unwell Staff: Any staff member who reports that they are not feeling well or scan above the temperature threshold of 100.4°F will be immediately sent home. Staff will be given information to isolate/quarantine, as well as seeking medical assistance and testing.

EVENT CONTRACTORS

Communication / Orientation: JAFRRCC will share this recovery plan and conduct an orientation for all authorized contractors to review this plan prior to reopening.

Points of Entry & Contact Tracing: Event contractors must designate a specific point of entry for all staff and labor to include health screenings and the documentation of contact information.

Hand-Sanitizing Stations: Stations will be provided in all work areas during move-in and move-out days.

Infection Control Screenings: All event contractors will be required to comply with the infection control standards:

- Face masks must always be worn.
- Proper PPE must be used based on OSHA standards.
- Physical distancing of (6) feet between personnel is required at all times.
- Frequent hand-washing for at least (20) seconds.
- Staff and labor who are sick should be immediately sent home.

Temperature Check: If required by Monroe County Department of Health, contractors will conduct infrared temperature checks at the designated points of entry. Any individual confirmed to have a temperature of 100.4°F or higher will not be allowed entry to the property.

Communication & Signs: Event contractors will communicate the expectations and requirements of this plan to staff and its contracted labor force. Signs must be placed at the point of entry and throughout the workplace to help enforce infection control requirements.

Staffing Density: Contractors must ensure that staffing density for any scope of work must always adhere to physical distancing requirements.

Floor Plans: Floor plans provided by contractors must comply with capacity and set-up standards as outlined in the Event Services section of this plan. Floor plans are subject to review and approval by the Director of Operations, Fire Marshall and/or Monroe County Department of Health (based on event type).

Shared Equipment: Contractors should consider minimizing sharing of equipment whenever possible. All equipment should be disinfected after each use.

Incidents or Illness: Event contractors' staff and contracted labor who do not feel well should not report to work. In the event an onset of illness happens onsite, contractors should go home or immediately report to the Event Manager or Medic on site for further medical attention.

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THE EVENT PROCESS - WHAT TO EXPECT

The Joseph A. Floreano Rochester Riverside Convention Center hosts a wide array of unique events – varying in type, space use, objectives and attendance. No two events are exactly alike, and each requires careful and flexible considerations.

The JAFRRCC is committed to maintaining its reputation of providing world-class customer service to our clients while ensuring that local public health requirements are squarely front and center on how an event is operated and executed.

This section will highlight the journey from pre-event site visits to execution and will address:

- **BEFORE THERE IS AN EVENT**
- **OUT OF STATE VISITORS**
- **ARRIVING AT THE JAFRRCC**
- **NEW EVENT SERVICES GUIDELINES**
- **BEST PRACTICES FOR LICENSEE**
- **UPDATED CLEANING STANDARDS FOR EVENTS**
- **BUILDING ENHANCEMENTS FOR A SAFER ENVIRONMENT**

BEFORE THE EVENT

Capacities: The JAFRRCC sales team will determine event space based on updated physical distance capacities as mandated by the CDC and/or Monroe County Department of Health.

Lobbies / Public Areas: The JAFRRCC sales team will consider overall space used concurrently to ensure the ability to maintain proper physical distancing in lobbies and shared areas. When possible we will utilize our Terrace and outdoor space for events or for queuing.

Site Visits: Whenever possible virtual site visits will be encouraged. When physical site visits are essential, the JAFRRCC will use the following guidelines:

- All site visits must be scheduled at least 72-hours in advance. Pop-up site visits will be accommodated on case-by-case basis.
- JAFRRCC will require all attendees to fill out an electronic Health Screening Questionnaire within 24 hours prior to entering the facility. Questionnaire will also be available on-site if needed.
- JAFRRCC will send an email to the site visit organizer with instructions, a map of the meeting location and a reminder of infection control protocols.
- Site visits will be limited to (10) people max to ensure proper physical distancing.
- JAFRRCC will have hand-sanitizing stations available and signs on infection control protocol will be posted.



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#ReadySetROC

The Greater Rochester International Airport (ROC) has launched [#ReadySetROC](#), an initiative to promote traveler safety and health, detailing new procedures and preparations as air travel across the nation is expected to grow slowly as communities emerge from the COVID 19 pandemic.

Travelers can expect the following ongoing initiatives at ROC:

- Enhanced cleaning of high-touch surfaces and the use of misting disinfection on seating and hard surfaces
- Hand sanitizing stations throughout the terminal building in high-touch areas
- Masks and social distancing are required by employees and visitors at all times
- Plastic shields have been installed throughout the terminal at all public counters
- ROC offers free-Wi-Fi to promote the use of the [ROC website](#) and individual airline apps that can provide contact-less check-in, ticketing, and flight information.

The image shows the ROC logo on the left, which consists of the letters 'ROC' in a stylized font with a small star above the 'O'. To the right is a circular graphic containing a brochure titled '#ReadySetROC Recovery Plan'. The brochure is divided into several sections with icons: 'FACE MASKS' (person wearing mask), 'PLASTIC SHIELDS' (person behind shield), 'HAND SANITIZERS' (hand with sanitizer), 'FLOOR DECALS' (person walking on floor), 'CLEANING' (person with cleaning equipment), 'MEET & GREET' (two people shaking hands), 'GIVE YOURSELF TIME' (clock icon), 'LIMIT TOUCHPOINTS' (hand with limit lines), 'GATE AREAS' (gate icon), 'CHECKPOINT' (person at checkpoint), 'PARKING' (car icon), and '#ReadySetROC' at the bottom. The background of the graphic is light blue and red.

OUT-OF-STATE VISITORS

Governor Andrew M. Cuomo announced new guidelines, effective November 4, 2020, allowing out-of-state travelers to New York to “test-out” of the mandatory 14-day quarantine. All out-of-state travelers must complete the [Traveler Health Form](#) upon entering New York. Travelers who leave the airport without completing the form will be subject to a \$10,000 fine and may be brought to a hearing and ordered to complete mandatory quarantine. Travelers coming to New York through other means of transport, including trains and cars, must fill out the form online. **Travelers from states that are contiguous with New York are exempt from the travel advisory.**

The new guidelines for travelers to “test-out” of the mandatory 14-day quarantine are below:

For travelers who were in another state for more than 24 hours:

- Travelers must obtain a test within three days prior to departure from that state.
- The traveler must, upon arrival in New York, quarantine for three days.
- On day 4 of their quarantine, the traveler must obtain another COVID test. If both tests come back negative, the traveler may exit quarantine early upon receipt of the second negative diagnostic test.

For travelers who were in another state for less than 24 hours:

- The traveler does not need a test prior to their departure from the other state, and does not need to quarantine upon arrival in New York State.
- However, the traveler must fill out the traveler form upon entry into New York State, and take a COVID diagnostic test 4 days after their arrival in New York.

If a test comes back positive, the Monroe County Department of Health will issue isolation orders and initiate contact tracing, as well as make contact with the state the traveler came from, to ensure contact tracing proceeds there as well.

Find more information regarding the NYS Travel Advisory [HERE](#).

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ARRIVING AT THE JAFFRCC

Staff Training: JAFFRCC will conduct training with all facility and parking staff on infection control requirements, physical distancing and updated cleaning protocols. All staff will be required to wear PPE.

Minimize Touch Process: In order to reduce contact, the South Avenue Parking Garage has newly installed machines that are touchless if used with a credit card. Cash is also accepted, but we always recommend using credit to help reduce transmission.

Parking Staff: JAFFRCC will maintain minimum staffing to assist with customer service issues and ADA accommodations. Staff will always be equipped with PPE and exercise physical distancing.

Valet, Transportation, & Hotel Shuttles: Event organizers must ensure that their transportation provider incorporates all current NYS guidelines when moving attendees to/from the JAFFRCC. Busses must be cleaned and disinfected after each use and onsite transportation staff must use PPE and practice physical distancing. Valet is not currently permitted in New York State.

Hand Sanitizing Stations: JAFFRCC will provide additional hand sanitizing stations at all venue entrances.

NEW EVENT SERVICE GUIDELINES

Floor Plan Review: All floor plans are required to comply with the new JAFFRCC set-up standards. Floor plans for exhibits/tradeshows must include specific details on activities that may create congregate situations. In all cases, floor plans are subject to the review and approval of the Director of Operations, Monroe County Department of Health and/or Fire Marshall (based on event type).

Space Capacities: The JAFFRCC have adjusted existing published capacities for standard room set-up to reflect physical distancing. Capacities for exhibits and trade shows will be determined on case-by-case basis based on (a) activity planned, (b) aisle widths and (c) timing to ensure physical distancing is achievable.

New Set-Up Standards: Event set up must incorporate physical distancing of (6) feet on center between seats. Perimeter aisle requirements remain the same per the Monroe County Fire Marshall.

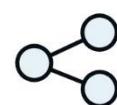
Site Inspections and Planning Meetings: The JAFFRCC Event Management team will follow the same protocol as outlined for site visits in this plan. Planning meetings will be done via a streaming or video platform whenever possible. In the event an onsite planning meeting is necessary, participants will wear face masks and capacity will adhere to physical distancing requirements.

Pre-Conference & Planning Meetings: Pre-con and planning meetings will be conducted via a streaming or video platform whenever possible. In the event an on-site planning meeting is necessary, participants will wear face masks and capacity will adhere to physical distancing requirements. All meeting materials will be provided digitally.

Head Table Water Service: To minimize shared contact items water pitchers for the head table will no longer be provided. The JAFFRCC can provide individual water bottles upon request for an additional fee.

Table Linens (Non-F&B Events): To ensure that table surface is disinfected properly after each session, we suggest table linens no longer be used. Head tables will still be skirted, without linen covering. Table linens for one time use will be professionally cleaned before setting and disinfected after set up with an electrostatic sprayer.

Meeting Technology Options & Hybrid Events: Whenever possible, the JAFFRCC will encourage event organizers to consider streaming or virtual meeting technology to supplement their event. Our Event Team can assist in helping you create a hybrid event.



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BEST PRACTICES FOR LICENSEE

Pre-Event Communication: Licensee will be required to provide clear and consistent communication to staff, attendees, contractors and speakers on the following requirements while at the JAFRRCC:

- Face masks must be worn.
- Maintain (6) feet physical distancing.
- No handshakes or contact greeting.
- Frequent handwashing for a minimum of 20 seconds.
- Stay at home if you are sick with a cough, fever or have been exposed to COVID-19.

Disposable Gloves: Use of disposable gloves are strongly recommended for activities where there is a greater risk of physical contact. These may include, but not limited to registration, meeting room monitors or any one helping to set up the room.

Temporal Scanning: If required by the Monroe County Department of Health, infrared temporal scanning will take place at each entrance. Scanning may be conducted by Licensee staff, JAFRRCC event security, or Medic (based on event type/size).

Contact Tracing: Licensee will be required to collect (2) forms of contact information for show staff, contractors, attendees and invited guests and maintain the information for a minimum of (60) days after the event should the need for contact tracing arise.

Medical Services: Events with a large daily attendance are required to utilize medical services (EMT). This applies during move-in days, event days and move-out days.

Queue Lines: Queue lines must incorporate use of stanchions and floor markings to support physical distancing requirements, which will be enforced by the event organizer's event security contractor. Event organizers will be asked to consider alternatives to alleviate queue lines by way of their registration/ticket process, use of overflow space and/or their schedule to open doors earlier. Staggering guest arrival times is also recommended (i.e. 15-30 min. increments).

Registration: To minimize the impact of physical distancing onsite, event organizers will be encouraged to implement a minimal touch process for registration or ticket sales. Contact tracing will be required, and clear protective barriers are available in our Box Office. Event organizers will be encouraged to consider the following:

- Registration badges (or wristbands) sent in advance or printed from home
- Use an exclusively digital application where registration (admission) can be scanned on mobile phones.
- Satellite registration offsite (hotels) to alleviate congregate mass in one location.

Conference Bags & Collateral: All conference materials, handouts, collateral and sponsor giveaways should be avoided unless there is a pre-approved process to sanitize items that are handed out.

Floor Plans: JAFRRCC will require event organizers to work within the space capacities, room set-up standards and floor plan review process as outlined in the Event Services section of this plan. Floor plans must indicate measurements between seats/attendees in areas where some form of congregate activity is planned. Aisle widths must be marked and indicate direction if one-way aisles are implemented. Floor plans are subject to review and approval of the Director of Operations, Monroe County Health Department and/or Fire Marshall (based on event type).

Density: Current physical distancing requirements are based on a 6-feet of radius space between individuals. Based on this, the radial space is approximately (28) square feet per person. To calculate density, divide the total available, usable space in the exhibit hall by (28) square feet per person. Available, usable space is defined as square footage that can be occupied by an attendee or exhibitor without obstructions or limitations.

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Exhibit Areas/Trade Shows: Exhibit areas and tradeshow flow will be similar to retail stores and shopping centers. Capacity will be determined by the Monroe County Department of Health and physical distancing is required. Entrance and exit doors to the exhibit area will be open and show organizers will distribute hand sanitizers throughout the show floor. Event Security will monitor and enforce physical distancing and use of face masks. To maximize foot traffic while ensuring public safety, Licensee will consider the follow options:

- Design wider aisles at (15) feet or more.
- Use one-way aisle alternately
- Reverse tradeshow – pre-scheduled appointments
- Staggered admission. Implement assigned, timed access to spread out mass
- Extend exhibit hours
- Use (8) feet side drape
- Add floor graphics to designate safe distancing areas
- Incorporate clear, protective barriers
- Encourage digital collateral at booths
- No-touch ingress and egress to the show floor

Exhibit Booth Capacity: Physical distancing is required within the exhibit booth footprint and must account for exhibit booth staff and attendees when determining booth capacity. The use of floor graphics and a single designated entrance and exit can be helpful in ensuring that physical distancing is maintained.

Product Sampling and Giveaways: Exhibitors are not currently permitted to handout marketing material, promotion items or product samples. Additionally, no food and beverage sampling will be permitted. These regulations will be updated in accordance with Monroe County Department of Health.

General Session / Meeting Rooms: Set-up for general sessions and meeting rooms shall incorporate physical distancing. Whenever possible, the JAFRRCC will encourage event organizers to consider streaming or virtual meeting technology to supplement their event. Shared equipment (lecterns, microphones, laptops, AV accessories, etc.) are required to be cleaned and disinfected after each speaker/presenter during the program. Licensee should distribute session materials in a digital format exclusively, forgoing traditional handouts. Each meeting room and general session will be cleaned and disinfected after each session by JAFRRCC staff and event organizers must allow time within their program to accomplish this. Event organizers may want to consider overflow space if needed.

Program Timelines: Additional break time between sessions will be needed to ensure proper cleaning and disinfection after each session. Licensee should consider minimizing back-to-back sessions and use breakout space intermittently to allow areas to be properly sanitized for the next session.

Hybrid Events: Consider utilizing our onsite virtual studio for hybrid programming to offer attendees options to participate while maximizing attendance/registration goals.

Incidents of Illness: Event organizers will be required to develop an incident response plan with their EMT contractor or Event Manager to address occurrences of illness reported at their event. Attendees at the event who do not feel well will be directed immediately to EMT contractor and isolated at the first aid office for further medical exam.

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UPDATED CLEANING PROTOCOLS FOR EVENTS

Reorientation: The JAFRRCC will conduct training and reorientation with all event staff, contractors, and vendors prior to reopening.

Cleaning Protocols: The JAFRRCC is a GBAC STAR™ accredited venue, recognized for our high-level standards on outbreak prevention, response and recovery. Our GBAC trained staff uses the most up-to-date sanitization methods and equipment. Full cleaning protocols are documented in our Standard Operating Procedures. During an event, high touch points will be a frequent area of focus, including but not limited to:

- Door Handles
- Stair Railings
- Elevator Buttons
- Escalator Railings
- Handrails in accessible areas
- Restroom door handles and stall handles
- Vending Machines
- Water Fountains (available but discouraged)

PPE Waste Handling: Disposal of face masks and gloves used commercially will be handled as standard landfill waste. Face masks and gloves used in a bio-medical incident where there is a known or presumptive exposure to COVID-19 will be bagged separately prior to disposal.



BUILDING ENHANCEMENTS

Air Quality Monitoring: Indoor air quality will be constantly monitored by our Engineering Team. Team members are to utilize control room monitoring of quality control and increase staff rounds on air quality measurements throughout the facility.

HVAC System: The buildings air-handling units have been programmed to fully replenish fresh air into the building to prevent the spread of airborne pathogens. Our system is equipped with MERV 14 cartridge air filters that provide between 90% and 95% efficiency for filtering particles between 3 and 10 microns in size.

Electrostatic Technology: The JAFRRCC uses Victory Backpack and Handheld Sprayers to disinfect high touch points and event space prior to use. Victory Sprayers' patented technology provides an electrical charge to cleaning solutions, allowing them to wrap surfaces with an effective and even coverage resulting in a faster more consistent distribution of disinfectant.

Touch Free Technology: Touch free technology is used throughout the facility including hand sanitizers, paper towel dispensers, soap dispensers and faucets.

Signage: Signage will be posted in public areas, event space and back-of-house areas as a reminder to follow CDC recommendations on signs of sickness, hand washing, social distancing, and proper use of PPE.



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FOOD & BEVERAGE

The JAFRRCC is one of few convention centers in the country with a full service in-house Food & Beverage Department. This allows us to ensure that all environmental and public health protocols are in place and being adhered to, while providing an excellent culinary experience.



ELEVATED F&B OPERATIONS

- The JAFRRCC will follow all recommendations for service procedures, service equipment and service areas that support the F&B operation, as recommended by the CDC and [NY Forward Guidelines for Food Service](#).
- Employee health screenings are mandatory before every shift and PPE equipment has been secured to ensure the right safety measures are in place when team members return to work.
- Increased hand sanitizers in the back-of-house along with multiple hand washing stations in the kitchen and service hallways.
- All F&B concession counters, portables and preparation areas will be cleaned and sanitized before each use and as needed throughout the event using Electrostatic Technology and an EPA approved, food-safe disinfectant.

- We recommend guests use touchless credit cards for payment at the bar to minimize transmission, but will accept cash. POS terminals will be sanitized between users.
- Our menus feature new presentation options and service styles to support servicing our client's events while meeting the mandated service requirements. A few examples of this are:
 - Buffets will be served by JAFRRCC staff member(s). No self-service F&B offerings unless pre-packaged. Staff will also serve and refill all beverages.
 - We recommend pre-rolled or disposable service ware to minimize contact.
 - Condiments will be provided on the table if requested. Individual portion controlled condiments are recommended.
 - Preset food will require a lid until all guests are seated.

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COMMUNICATION & PUBLIC AWARENESS

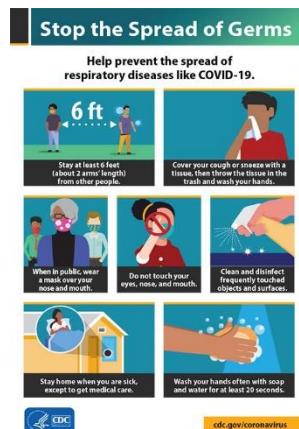
Managing expectations through effective communication of the JAFFRCC reopening guidelines will be critical in the months leading up to opening of our doors, through the end of an event. This is especially important as the battle with COVID-19 changes course frequently and the need to safeguard public health shifts dynamically.

Advanced communication and ensuring that clients, visitors and contractors are aware of the JAFFRCC reopening guidelines are crucial to recovery. New procedures will be posted on signage throughout the facility, the JAFFRCC website and social media platforms.

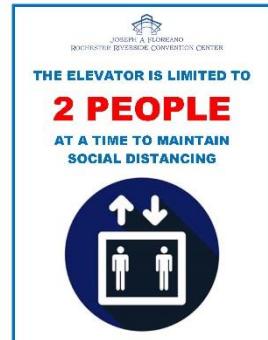
Note: Images depict sample signs only.

STAFF AREAS

The JAFFRCC will post signage on mandatory infection control protocols in all back-of-house employee areas. This message will be reinforced by supervisors with staff onsite, at staff meetings and via emails.



PUBLIC AREAS



JAFFRCC will provide appropriate signage to communicate best practices for infection control in the South Ave Parking Garage, Entrance Doors, Restrooms Lobbies, Elevators & Escalators, Queuing Areas and Concession Stands.

WEBSITE & SOCIAL MEDIA

The JAFFRCC continues to grow our online following and maintains a robust website to support digital communication. We will use these channels to ensure that the public is aware of infection control protocols at the facility and to send out communication on current information regarding COVID-19.

Partnering with Visit Rochester (CVB) a concerted effort will be made to communicate and provide situational awareness to events with attendees travelling from both within and outside of Monroe County.



EVENT COMMUNICATION

Licensee will use digital communication, websites, social media and other appropriate forms of communication to provide frequent and clear messaging on infection control and physical distancing requirements at the JAFFRCC. Messaging should also include location and hours of the event's first aid services and how to seek assistance if staff, attendee, exhibitors or contractors feel unwell.

The JAFFRCC will work with event organizers to provide appropriate signage to communicate best practices for infection control, no-touch greetings (no handshakes), physical distancing and reporting illness in all event-related areas. This signage program should be considered from move-in through move-out.

