



# SAN DIEGO CONVENTION CENTER REOPENING GUIDE





# SAN DIEGO CONVENTION CENTER REOPENING GUIDE



## CLEAN, SPACIOUS AND FILLED WITH SUNSHINE. THE SAN DIEGO CONVENTION CENTER WILL BE READY FOR YOU.

The San Diego Convention Center (SDCC) looks forward to welcoming you and your event attendees to San Diego. As a venue with experience welcoming conventions and events for more than 30 years, we operate with thorough policies and procedures to ensure the health and safety of you, your attendees, staff and stakeholders. These ongoing measures will continue, along with new strategic protocols developed by our team to meet the demands of city, county, state and federal mandates. **This guide will be updated once we receive further guidance from the state and local jurisdictions.**

## WE'RE HERE TO SUPPORT YOU

This resource is designed to assist you in planning your event at the San Diego Convention Center. We are committed to monitoring the latest health and safety standards to update this guide and supplemental resources, as needed.

## SIX FOCAL POINTS FOR SUCCESS

We have established the following focal points as the basis for our success moving forward.

1. Infection Control & Prevention
2. Staff Responsibilities
3. Client and Guest Needs
4. Communication
5. City, County, State and Federal Directives
6. Partners' Protocols and Guidelines

.....

*The most up-to-date version of our guide, details of cleaning and disinfecting products used at our Center and additional valuable information for planning your event are available on our website at [visitsandiego.com/safe-meetings](https://visitsandiego.com/safe-meetings).*





## 1. WE ARE COMMITTED TO A HIGH STANDARD FOR INFECTION CONTROL & PREVENTION, INCLUDING THIRD-PARTY VALIDATION



In July 2020 our facility was one of the first convention centers to achieve the [Global Biorisk Advisory Council \(GBAC\) STAR Accreditation](#) through a partnership between the International Association of

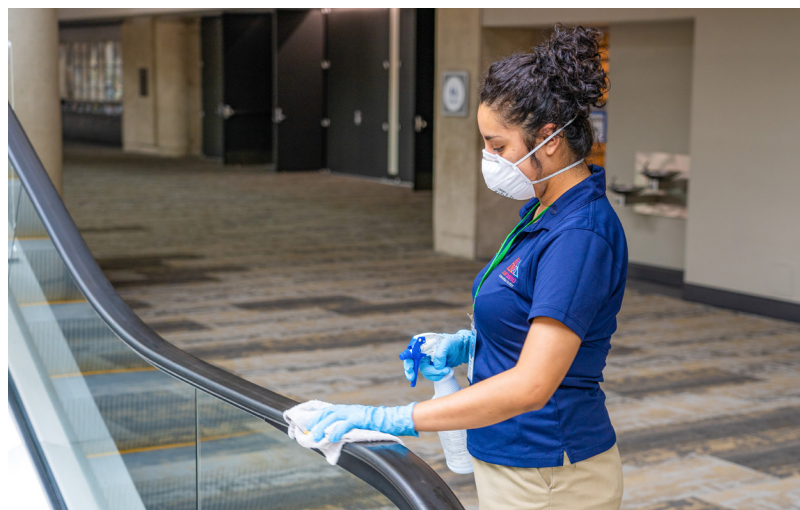
Venue Managers and the International Sanitary Supply Association. Created by leaders from distinguished health organizations and widely considered to be the industry's gold standard for third-party validation, GBAC STAR is a performance-based accreditation program that:

- Helps facilities demonstrate they have the work practices, procedures and protocols to prepare, respond, and recover from outbreaks and pandemics.
- Functions as the cleaning industry's only outbreak prevention, response, and recovery accreditation.
- Establishes requirements to assist Centers with policies and systems to control risks associated with infectious agents such as SARS-CoV-2, the virus responsible for COVID-19.
- Establishes a framework for communication and awareness of best practices.
- Supports consistency across accredited venues through 20 program elements.
- **Cleaning & disinfecting:**
  - All high-touch areas will be placed on a visible continual cleaning and disinfecting routine during event hours and overnight. We will use electrostatic disinfectant sprayers

to disinfect larger spaces efficiently.

High touch areas include:

- ATM pin pads
- Crash bars
- Credit card terminals
- Dining surfaces
- Doors & door handles
- Elevator controls
- Escalator handrails
- Light switches
- Lobby chairs
- Phones
- Time clocks
- Toilets
- Disinfectant wipe dispensers will be strategically placed near ATM's, house phones, laptop charging stations and other commonly touched objects.
- Restrooms are regularly and thoroughly disinfected during event hours. They feature touch-free soap dispensers, sink faucets, toilet fixtures, urinal fixtures, paper-towel and toilet paper dispensers. The touch-free designs reduce cross-contamination and encourage better hygiene.
- Additional hand sanitizer stations will be provided near building entrances and areas such as meeting rooms, lobbies and elevator landings. Touch-free dispensers will be used wherever possible and a schedule established for checking that they are filled.
- We will use products on the Environmental Protection Agency (EPA)-approved list for use against COVID-19. Employees will be provided training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants will wear gloves as required by the product instructions.





- **Air quality:**

- Our HVAC systems are carefully managed to provide the appropriate amount of indoor air circulation and proper outside makeup air.
- Our up-to-date Johnson Controls Metasys building automation system monitors HVAC equipment throughout the facility and immediately alerts HVAC technicians when issues are detected.
- A professional automation consultant conducts regular site visits to support consistent operations, and our maintenance management software creates automated work tasks for HVAC technicians regarding various maintenance practices, including filter replacements.

- **Water options:**

- Water bottle fill stations are available in strategic heavy use locations within the Center.
- All lecterns will have bottled water and hand sanitizer accessible.
- Clients will be encouraged to work with their food & beverage liaison to order bottled water for strategic break locations. Water coolers have been removed due to potential for contamination.

- **Physical distancing:**

- All attendees to wear face coverings when in the facility. See [County face covering standards](#).
- Any exterior line queues to have a 6' distance between attendees.
- All public lobby areas to prepare 6' distancing guidelines through the use of signage, PA announcements, guest service personnel or any combination of other means.
- Floor decals may be used on the exterior sidewalk, in the exhibit halls and in the Sails Pavilion.
- Theater or classroom sets have attendees wearing face coverings and facing the same direction for improved protection.
- We will consult with you and your general services contractor to assist in the design of strategic layouts that offer the best opportunity for physical distancing while meeting the needs of the event.
- Organizers will be assisted in the planning and layouts for distancing minimums, working with

the Fire Marshal and County Health liaisons for special distancing needs.

- The number of individuals will be limited riding in elevators, reducing elevator usage to ADA patrons (where appropriate) and encouraging others to use stairs or escalators to establish physical distancing.
- Exterior, exhibit hall and meeting room doors can be designated as entry or exit only to keep the flow moving in one direction to easily allow for physical distancing. Directional hallways can be established. Plans will remain in place for emergency exits.
- Doors will be held open during peak attendee ingress or egress, if possible and in accordance with security and safety protocols.
- All visitor attraction brochure racks and other self-service displays with printed hand-outs will be closed.
- **Contact tracing:**
  - Organizers must maintain database of contact information for attendees, including telephone numbers, for at least three weeks.
  - SDCC and organizers must cooperate with county contact tracing measures.



## 2. OUR TEAM OF PASSIONATE PROFESSIONALS TAKE THEIR **STAFF RESPONSIBILITIES** TO HEART

Our staff will be trained and ready to support you.

- **Health monitoring:** On arrival to work, all SDCC staff will have their temperature taken with protocols in place if temperatures meet or exceed 100 degrees. Staff understand they are not to come to work if they are not feeling well and they will be sent home immediately if they become ill at work. SDCC offers quality healthcare benefits for full-time staff and multiple healthcare options for part-time staff. All staff receive paid time off.

*We are committed to helping guests  
feel welcomed and comfortable.*



### 3. WE ANTICIPATE OUR **CLIENT AND GUEST NEEDS** THROUGH TRANSPARENT PLANNING, COMMUNICATION, AND FOLLOW-UP

Our team is prepared for the challenges surrounding the planning and impacts of reopening our venue at an approved designated time. For some attendees, the event at our Center may be the first large gathering they will be attending in quite a while. To help you and your guests feel safe, welcomed and comfortable, our team is committed to assisting with:

- **Event-specific physical distancing plans:** During the event planning stage, we will work with clients to develop plans with the following considerations, as relevant based on the type and size of event:
  - Maximum room sets in accordance to revised occupancy standards, in accordance with county and state guidelines
  - Registration and box office queues
  - Staggered vendor/exhibitor move-in and move-outs
  - Scheduled adjustments to anticipate attendee flow in common areas
  - Adjustments and/or removal of public seating areas
- **Event-specific food & beverage plans:** We will assist in developing a food and beverage plan that may include:
  - Large meal function spaces to accommodate physical distancing requirements
  - Longer and/or assigned meal times for attendees



- **PPE:** All staff are required to wear face coverings while working in the Center. In addition, staff will wear appropriate advanced PPE for specific tasks.
- **Physical distancing:** Office staff are working from home multiple days per week, where appropriate, to keep the number of staff in the venue to a minimum. Rotations will be done with each event in mind to guarantee that staff critical to your event will indeed be onsite to support you. Additional physical distancing measures we will conduct include:
  - Designating staff points of entry for reporting to work.
  - Developing physical distancing guidelines for all workstations and break locations.
  - Staggering employee breaks in compliance with wage and hour regulations and any collective bargaining agreements.
  - Discouraging employees from congregating in high-traffic areas such as restrooms and hallways.
  - Requiring employees to avoid handshakes and similar greetings that break physical distance.
- **Professional training:** All employees will attend an advanced re-opening training on COVID-19 relevant information, with documentation and signoffs of understanding. We will review training standards ahead of time with organizations supplying temporary, contract and/or volunteer staff; all workers must be trained in COVID-19 prevention policies and have the necessary PPE for their duties. Information will be provided on an ongoing basis through pre-shift meetings with staff to review infection mitigation procedures.



- Modifications or alternatives to buffet-style food service
- Consideration of self-contained grab-and-go meals/snacks to limit contact
- Water service options
- **Supplemental plans:** We will assist with any additional plans needed for the event, including:
  - Placement of additional hand sanitizing stations and/or other resources based on projected event attendance.
  - Use of electronic boards and personal device apps to distribute event schedule information instead of printed material hand-outs.
  - Placement of lobby greeters to provide guidance to guests and assist in maintaining proper physical distancing requirements.
  - Necessary measures for complying with contact tracing needs, in accordance with county directives.
- **Protocols for care:** If an individual presents COVID-19 symptoms, our Public Safety team will work with you on our response plan, which includes removing the person from the general population, notifying onsite EMTs/paramedics, and coordinating any transportation needs and/or follow-up with the person's hotel (as appropriate). If we can confirm the individual was in a meeting room or another shared setting for a considerable amount of time, the areas will be thoroughly cleaned and disinfected.

#### 4. WE RECOGNIZE THAT **COMMUNICATION** IS CRITICAL TO EVENT SUCCESS

Open communication will be more important to our joint success during this challenging time. You can count on us to provide:

- **Clear & consistent advance information:** Up-to-date and relevant information regarding policies, practices and directives is available on our website. This information will include key updates from tourism partners such as the San Diego International Airport, Gaslamp Quarter Association and the San Diego Tourism Authority. We will continue to send periodic client newsletters with pertinent information so you can proceed with confidence.
- **Attendee communications:** We can assist with pre-event messages to your guests to share information



about COVID-19-related protocols, especially ones that are specific to state and local standards.

- **Onsite reminders:** Public health announcements and information can be posted on **digital signage** throughout the building. Signage with health and safety reminders will also be posted in highly visible front- and back-of-house locations to reach attendees, employees, vendors, and contractors.
- **Additional customized materials:** Our team will work with you to offer ideal signage placement locations for contractor-supplied signage. Upon request, we can also provide templated materials and language to meet your needs.

## OVERVIEW OF RESPONSIBILITIES

RESPONSIBILITY	SDCC*	MEETING PLANNERS**	ATTENDEES
<b>INFECTION CONTROL &amp; PREVENTION</b>			
Clean and disinfect rooms and touch-points (ongoing, with an emphasis on restrooms and high-touch objects).	✓		
Provide hand sanitizer stations in lobbies, near meeting room entrances, and at elevator landings.	✓		
Provide supplemental hand sanitizer dispensers inside exhibit halls and meeting rooms.		✓	
Provide water bottle fill stations.	✓		
Provide water bottles at lecterns	✓		
Develop event-specific F&B plans, including water service options.		✓	
Maintain HVAC systems and monitor indoor air quality.	✓		
Conduct SDCC staff health screenings and temperature checks.	✓		
Conduct ongoing employee training and enforce physical distancing among SDCC staff.	✓		
Conduct pre-event training to client's staff and enforce physical distancing among client's staff, attendees and exhibitors.		✓	
Maintain database of contact information for all attendees and exhibitors, including telephone numbers.		✓	
<b>STAFF &amp; INDIVIDUAL RESPONSIBILITIES</b>			
Must wear face coverings at all times inside the Center, until public health orders change.	✓	✓	✓
Monitor symptoms of COVID-19 before arriving at the Center and throughout one's stay.	✓	✓	✓
Avoid handshakes and other greetings that break physical distancing.	✓	✓	✓
<b>CLIENT AND GUEST NEEDS: PLANNING AND FOLLOW-UP</b>			
Maintain the <a href="https://visitsandiego.com">visitsandiego.com</a> website with links to county and state health directives.	✓		
Prepare event layouts to meet distancing minimums, in accordance with county and state guidelines.		✓	
Establish plans for directional hallways and entrance/exit doors.		✓	
Stagger schedules to avoid crowds, including scheduling of vendor/exhibitor move-in and move-outs, event registration, and session break times.		✓	
Remove public seating areas, if needed.	✓		
Develop contingency distribution plans, should attendees arrive without face coverings.		✓	
Plan and enforce attendee temperature checks and other advanced measures, as required or desired.		✓	
Place lobby greeters to provide guidance to guests upon entry (additional charges may apply).	✓	✓	
Follow protocols for care, should a guest present COVID-19 symptoms.	✓	✓	✓
Comply with contact tracing needs, according to public health directives.	✓	✓	✓
<b>COMMUNICATION</b>			
Send pre-event messages to exhibitors and attendees about protocols.		✓	
Maintain critical health reminder signage in front- and back-of-house locations (including lobbies, restrooms and elevators).	✓		
Develop supplemental materials to support physical distancing and remind attendees of hygiene practices (e.g., vinyl clings, public health announcements and digital signage).		✓	

\* SDCC column includes staff and business partners.

\*\* Meeting planners are also responsible for ensuring exhibitors and their contracted professionals operate in accordance with the guidelines.

Note: This list is not exhaustive. Additional action items depend on the size and type of event, as well as any public health directives in place at the time of the event.





## 5. SDCC FOLLOWS ALL CURRENT CITY, COUNTY AND STATE DIRECTIVES

Our team is committed to upholding applicable government directives to do our part in keeping everyone as safe as possible. Our team includes a Director of Government & Community Affairs who monitors all press conferences and public health orders from the list below to ensure we have the latest information as it evolves.

- City of San Diego: [sandiego.gov/coronavirus](https://sandiego.gov/coronavirus)
- County of San Diego: [coronavirus-sd.com](https://coronavirus-sd.com)
- State of California: [covid19.ca.gov](https://covid19.ca.gov)
- United States: [coronavirus.gov](https://coronavirus.gov)
- CDC: [cdc.gov/coronavirus](https://cdc.gov/coronavirus)

We will work closely with you to review specific event plans for consistency with local standards (e.g. individual face covering policies and room capacities).

## 6. OUR PARTNERS ARE AN EXTENSION OF THE SDCC TEAM

Their operations are consistent with our standards and corporate directives from their headquarter offices. Our partners are committed to doing all they can to ensure a safe and healthy environment. Learn about their protocols and opportunities for collaboration:

- [Centerplate](#)
- [Digital Conventions](#)
- [FedEx Office](#)
- [ON Site Audio Visual](#)
- [Smart City Networks](#)

## THANK YOU FOR MEETING IN SAN DIEGO

We hope this information is reassuring and helpful as you move forward with your event planning. Please know we are here to support you.

For additional resources, see [visitsandiego.com/safe-meetings](https://visitsandiego.com/safe-meetings).