

## Colorado Convention Center CLIENT COVID-19 (CORONAVIRUS) FAQ

- **Is the venue engaged with local health departments and following Public Health (PH)/World Health Organization (WHO)/Centers for Disease Control and Prevention (CDC) policy and guidance?**
  - The Colorado Convention Center (CCC) is in direct contact with City leadership, including the Denver Department of Public Health & Environment (DDPHE), to monitor possible local impacts of the COVID-19 virus (Novel Coronavirus). DDPHE, in turn is working directly with the Colorado Dept. of Public Health & Environment (CDPHE), and the CDC to ensure accurate information is provided to the public, healthcare and other service providers, and CCC staff and visitors.
- **Does the venue have a public statement available that organizers can direct customers to?**
  - Denver Arts and Venues has provided a statement that is available on our [website](#) and available for your use.
  - In addition, there is a hospitality community statement which can also be referenced [here](#).
  - These links can also be provided to your attendees if you so choose.
- **Does the facility have hand sanitizing available? Where? Are additional units being deployed?**
  - Yes, the CCC has hand sanitizing stations throughout the facility. We have a map of these locations as well as having them displayed on our on-line map available on our website.
  - The CCC has ordered additional stations and are awaiting delivery.
- **Has the venue enhanced its public space and restroom cleaning and disinfection efforts? Does the housekeeping staff re-wipe (with disinfectant) high-volume touch-points for areas it is responsible for including: catering areas, surfaces, handrails, restrooms, entrances/exits, public touch screens, door handles, flat surfaces, etc... along with the use of the correct cleaning/sanitizing materials and products?**
  - The Colorado Convention Center/ASM Global adheres to the recommendations set forth in the U.S. EPA's Emerging Pathogen Policy regarding cleaning disinfectants effective against the Coronavirus (COVID-19). The Convention Center is taking this very seriously and are following the advised protocols as described by the CDC and WHO. All staff and EMS/first aid office personnel have been briefed and are prepared to handle any incident. They are well connected with the CDPHE and are trained to follow appropriate protocol and notify all health department officials.
  - The Housekeeping Team will clean all "high-touch" surfaces including: all door handles, door knobs, push bars, counters, tabletops, benches, bathroom fixtures, toilets, phones, keyboards and tablets.
  - Essential use of proper hand hygiene by either washing hands or use of hand sanitizer before and after performing a cleaning task.
  - Alcohol based hand sanitizers are available throughout the building.
  - Ring – down phones will be added to A & F lobby locations connecting a caller directly with the paramedic office.
  - Centerplate and Food Preparation: Centerplate/Sodexo (our exclusive caterer) is coordinating globally to manage the impact of COVID-19 and protect employees, clients and consumers. Existing rules for food safety, personal hygiene, and infection control will be rigorously followed in order to minimize risk. Centerplate will be managing and communicating with ALL staff in daily pre-shift and safety meetings that are held in every Dept. Gloves will be worn by all staff prepping and serving food.
  - Disinfect speaker AV equipment and stage sets on a frequent basis.
  - Encourage exhibitors to frequently clean and disinfect high traffic areas of their booth
  - Increased the outside air intake/air change rates during occupied show hours.

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- **Does the venue brief / hold briefings for its staff on good hygiene, including posters/signage for staff in back of house areas?**
  - Yes, the venue briefs and reinforces proper hygiene and flu prevention for all its departments on continuously throughout the year including information on COVID-19 coronavirus.
  - The CCC also works closely with our F&B Contractor and other contract partners to ensure they are following the proper guidelines for employees in their respective areas of oversight.
  - The CCC is also deploying posters through all our facilities, both in back of house area restrooms and in front of house area restrooms which will be visible to our customers and visitors.
  - Signage has also been put on the CCC Digital Signage Network throughout our venue for additional visibility.
  
- **Does the venue have a permanent first aid station? How often/when is it staffed? If so, are the EMTs/first aid staff trained to recognize, treat and process Coronavirus cases?**
  - The CCC does have a permanent first aid station.
  - All personnel staffing the first aid stations are trained to recognize, treat and process Coronavirus cases.
  - All personnel staffing the first aid stations have the proper PPE in place should they encounter one of these patients.
  - Added phones to the A and F lobby that connect directly to paramedic support
  
- **What are the closest medical facilities to your venue?**
  - The closest medical facilities to the Colorado Convention Center are:
    - **Denver Health Urgent Care** (303)-602-6500  
1545 California St 0.1 miles (1 blk)
    - **Denver Health (Hospital)**  
777 Bannock Street (1.03 miles) (303) 436-6000
  
- **Does the Venue have any other recommendations for clients and attendees for the prevention of Coronavirus?**
  - **Prevention:** <https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>
  - There is currently no vaccine to prevent 2019-nCoV infection. The CDC recommends everyday preventive actions to help prevent the spread of respiratory viruses, such as Novel Coronavirus:
  - Wash your hands often with soap and water for at least 20 seconds.
  - Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
  - Avoid touching your eyes, nose, and mouth with unwashed hands.
  - Avoid close contact with people who are sick.
  - Stay home when you are sick.
  - Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
  - Clean and disinfect frequently touched objects and surfaces.