



OREGON

Oregon
Convention
Center

**2021 OCC
REIMAGINED**
Opening & Innovation
Strategy

OCC Reimagined

Opening & Innovation Strategy

Updated August 17, 2021

Our human desire of belonging is fueled by the unique power of connection to deepen moments, inspire change, and build trust. The Oregon Convention Center brings people together to share experiences of discovery and celebrations of joy.

While there is no playbook for the unprecedented challenges we currently face, you have my commitment that we will continue to be driven by science and the guidelines provided by public health officials as we evaluate and evolve our safety protocols and policies. We know that it has had a disproportionately negative impact on our Black community, all people of color, and Indigenous communities. In light of those statistics the Oregon Convention Center is adopting a precautionary principle which assumes the public should be protected from exposure to harm when scientific investigation has found a plausible risk. While we will follow the advice of federal and local health agencies, we may at times expand precautions beyond their guidance as we make decisions about continuing and resuming operations.

I am confident in our deep operating experience, expertise in safely managing public gatherings and the integrity of our leadership team. More than that, I have tremendous confidence that our employees will rise to this challenge and be ready to provide the service and experiences for which we are renowned, trusted and beloved.

To date, there is no guarantee of a COVID-19 free event, even if all protocols are followed. However, thoughtful planning, training, and implementation of recommended health and safety measures are the best ways to protect events and the people who plan, attend and service them. With our commitment to operate as safely as we can, we can inspire our guests to return to OCC where we live for magic.

Our collective team has collaborated to carefully build a comprehensive reopening plan that we are confident provides clients a path to plan and guests a path to attend safe events. Our reopening strategy is graduated and scalable so we can successfully navigate changes and evolutions the virus may bring.

As much as we are all eager to get back to work, the decision when and how to reopen must be driven by a realistic assessment of our ability to resume safe operations. “We’re all in this together” describes the essential role we all play in this decision. Because the spread of COVID-19 increases when people are brought together in physical proximity, everyone – guests and employees – must do their part.

—Craig Stroud, OCC Executive Director

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Enhanced Cleaning

OCC Setup Supervisors are the team responsible for ensuring that enhanced cleaning measures, as outlined below, are conducted. This team will be responsible for the implementation of all procedures, ongoing completing and reporting of enhanced cleaning measures adopted for each location.

Enhanced cleaning supplies and required PPE for cleaning activities

OCC will maintain sufficient inventory of required cleaning supplies and personal protective equipment (PPE) to complete enhanced cleaning duties and tasks. Additionally, the following information will be provided and accessible:

- A list of Environmental Protection Agency (EPA)-registered cleaning solutions approved for use against the COVID-19 virus to use for enhanced cleaning efforts.
- Safety Data Sheets (SDS) for each cleaning solution.
- Instructions and other guidance for the safe use and correct application of cleaning solutions and use of Personal Protective Equipment (PPE) during cleaning activities.

Daily cleaning schedules

OCC will keep updated cleaning schedules for all areas that include:

- Identification and categories according to high, medium and low use: Examples of “high use areas” include high traffic areas, high touch surfaces (e.g., door handles/knobs), commonly used devices and equipment by guests (mobility scooters, wheelchairs, self-service business center, Mamava Pods, ATM’s, parking pay stations, shared equipment/spaces (e.g., printers, elevators).
- Frequency and timing of enhanced cleaning efforts.
- Closure of areas and related procedures to close areas during cleaning including how long areas will be closed before re-use is allowed.

Cleaning and disinfection protocols and practices

OCC has obtained the Global Biorisk Advisory Council (GBAC) Star Accreditation. The GBAC STAR Facility Accreditation Program is performance-based and designed to help facilities establish a comprehensive system of cleaning, disinfection, and infectious disease prevention for staff and venues.

Cleaning and Sanitizing

Cleaning and sanitizing will remove dirt and impurities from surfaces and objects and may lower counts by reducing but not necessarily eliminating them.

Disinfecting

Disinfecting reduces and kills germs on surfaces and objects. Because disinfecting does not necessarily clean the surface, cleaning and disinfecting are both essential. Electrostatic disinfectant sprayers will be used overnight throughout the center in high traffic areas and on high touch surfaces.

Cleaning, sanitizing and disinfecting shall be frequent (multiple times per day) with an emphasis on high traffic and high touch point areas e.g., escalators and stair rails, elevators, door handles, push plates, cash bars, ATM and parking machines, elevator buttons, countertops, basins, toilets, urinals, faucets, restroom stalls and doors. The frequency of these measures will be increased in high traffic back of house areas with an emphasis on the employee break areas, employee entrances, employee locker rooms, employee restrooms, employee offices and shared office equipment such as a kitchenette and printers.

High-touch OCC audiovisual equipment such as microphones, mic stands, presentation remotes and audio/video cable will be sanitized frequently, and equipment will be dedicated to individual users where possible. OCC will provide disinfectant wipes at lectern so client can clean high touch items between users.

OCC will implement the following:

- Decontamination requirements, steps and supplies for employees responsible for enhanced cleaning procedures.
- Trainings and materials required for employees responsible with enhanced cleaning duties and tasks.
- Deep cleaning/disinfection plans for areas where any person who has tested positive, is presumed to have or may have had contact with a person with COVID-19 that include time requirements for

reopening in alignment with Center for Disease Control and Prevention (CDC) and Oregon Health Authority (OHA) guidance.

- Directional and cautionary signs for use when an area is unsafe or needs to be cleaned.

Hand Sanitizers

Touchless hand sanitizer dispensers, with an alcohol content of at least 60%, will be placed at key guest and employee entrances, as well as high-use areas such as public lobby spaces, restroom entrances, stairs, elevators, escalators, employee work areas and offices.

PPE & Face Coverings

To ensure the health and safety of Metro employees, visitors and guests, all sites, facilities, properties and venues will follow the Center for Disease Control and Prevention (CDC) guidelines for the type and use of personal protective equipment (PPE) and face coverings.

Personal protective equipment (PPE)

Personal protective equipment (PPE) is equipment worn to minimize exposure to hazards that cause workplace injuries and illnesses.

- Metro shall provide the necessary protective items based on the activities personnel are performing to minimize spread of COVID-19.
- Employees responsible for COVID-19 related cleaning activities must adhere to Metro's COVID-19 Enhanced Cleaning Policy and wear appropriate PPE for the task.
- In some instances, pre-COVID-19 safety practices and supplies may meet these requirements.

Face coverings | Employees and volunteers

Face coverings are defined as a cloth or similar material that covers the mouth, nose and chin of persons wearing them and intended to reduce the likelihood of spreading the virus. Face coverings are distinct from facemasks (example N95) which are evaluated for use in medical and other occupational setting.

- Face coverings should be made of multiple layers of cloth or other filtering materials, fit snugly against the side of the face and cover the nose and mouth, and allow breathing without restriction.
- Metro employees and volunteers are required to have a face covering, or other similar safety gear, with them always.
- Bandanas, balaclavas without filtering media, vented or face coverings with exhalation valves, mesh masks, lace masks, or other coverings with full openings, holes, or visible gaps are not considered appropriate face coverings because they do not provide adequate protection against the spread of droplets.
- Face shields are not preferred and should only be worn as a face covering alternative in limited, appropriate and approved circumstances.
- Face coverings are always required indoors by employees and volunteers except when eating or drinking or when the employee is the sole occupant of a vehicle or a fully enclosed room or office space.

- Face coverings are not required in outdoor drive-through situations.
- Employees and volunteers may fabricate and wear their own face coverings if they follow CDC guidance on construction, recommended fabrics, use and cleaning. Fabric designs should be appropriate for the workplace and must adhere to all employment policies including the Discrimination and Harassment-Free Workplace Policy.
- Employees seeking accommodation from wearing a face covering should contact Human Resources at benefits.help@oregonmetro.gov.

Face coverings | Visitors and guests

Visitors and guests to Metro’s facilities over the age of five (5) are required to wear face coverings indoors. Visitors wishing to wear their own face coverings are encouraged to use fabric that is respectful and appropriate.

Masks and other public health supported COVID-19 prevention methods may be required for the public at the client and director’s discretion and may vary by venue.

OCC employees will educate individuals not complying with the Center for Disease Control and Prevention (CDC) and Oregon Health Authority (OHA) guidelines for face coverings. If guests aren’t complying with face covering guidelines, the following mitigation process is as follows:

1. Ask guests to comply with policy.
2. If guests continue to not comply with the face covering guidelines, the employee will escalate to an Event Manager.
3. Event Manager informs the client that guests are not adhering to the face covering guidelines.
4. Encourage client to remind guests to adhere the face covering guidelines.

Inventory and management of PPE and face coverings

Each site must responsibly manage inventory of PPE and face coverings following protocols outlined for the departmental management of these resources including:

- Coordinating with staff identified to manage the procurement and inventory of PPE and face coverings.
- Adapting and implementing CDC strategies to optimize PPE supply.
- Ensuring all employees are adequately trained and provided resources on the safe and appropriate use, cleaning, storage and disposal of PPE that includes precautions for avoiding contamination.
- Using alternative types of PPE and face coverings that are more readily available when safe to do so.
- Disposing of used PPE appropriately into a general waste receptacle.

Virtual Presentations

A need for enhanced virtual environments is growing at a fast pace for meetings, fundraisers, trainings and events of all types and sizes. Below is a link for recommendations for hosting virtual studios at OCC that can scale up as needed to meet clients and their guest's expectations.

[Virtual Presentations](#)

Virtual Site Tours

Site visits and venue tours may be replaced by virtual tours to the extent feasible.

- [TrueTour® software \(preferred method\)](#)
- Virtual site tour using Apple FaceTime or Microsoft Teams mobile app
- [Travel Portland website](#)

Symptomatic Guest

If a guest becomes symptomatic while at OCC an OCC employee will ask the guest to immediately exit the venue and seek medical attention. If the guest's physical condition has degraded to the point that they are unable to seek medical attention on their own, the employee will provide the individual an appropriate place to wait while emergency medical services respond. While waiting for emergency medical services obtain the guest's contact information and notify the Event Manager of the situation so they can involve the client.

Case Management & Notification

Visitor and guest notification for Metro facilities

There is no requirement to obtain visitor or guest contact information for Metro facilities. A procedure and update to this policy will occur when and if county, state, or federal guidance recommends logging of visitors and notifications.

Metro Approved COVID-19 Policies & Procedures

[COVID-19 Policy - Enhanced Cleaning](#)

COVID-19 Resources

[Center for Disease Control](#)

[Oregon Health Authority](#)