



Holland Civic Center Place

# HEALTH SAFETY PROGRAM

July 8, 2020

The Holland Civic Center Place has a long tradition of being the primary facility for accommodating a wide variety of events in the Holland area. Recently renovated and now open, the Holland Civic Center Place is ready to host your event and invites you to come to our public events.





## A NOTE FROM OUR EXECUTIVE DIRECTOR

Holland Civic Center Place is developing and presenting a plan for outdoor events at our venue with the guidance of Ottawa County Health Department and Governor Whitmer's applicable Executive Orders. Our team at the Holland Civic Center Place is ready to open our doors and host your events.

On the outside, the Civic Center is just a building. But in reality, it is so much more. It is a gathering space at the center of our community. We are here to bring people together to experience a moment in time together. That's why we are excited to open our doors and welcome you back inside.

Throughout our closure, our team remained intact. We continued to maintain the facility, and actually had time to make some improvements and repairs. We are now ready to deliver the same excellent events we have hosted since opening in the Fall of 2018.

In preparation for re-opening, our team worked closely with the City of Holland and VenuWorks leadership, as well as other public health directives to create a comprehensive health safety program based on the most effective health safety practices currently available.

A few things you can expect during your visit to the Holland Civic Center Place.

- Our team performing frequent cleaning, disinfecting, and sanitizing
- Touchless hand sanitizer stations throughout the building
- Appropriate social distancing in our tables/layouts
- Employees wearing masks during events
- Helpful and safety signage within the venue

Ensuring the health, welfare, and safety of our guests, as well as our clients and employees has always been and continues to be our highest priority. We know that the best experiences begin with providing a safe and comfortable environment. Our guests can continue to expect the same care and exceptional service that we have driven to meet in the past, while also doing our part to keep our community safe. Events are our passion.

We look forward to welcoming you back to the Holland Civic Center Place!

*Chris Hart*

Chris Hart  
Executive Director



## **Holland Civic Center Place Health Safety Program**

The Holland Civic Center Place is taking every reasonable precaution to promote a safe and healthy environment in response to COVID-19. We are thoughtfully and conscientiously following the recommended guidelines of the Centers for Disease Control and Prevention (CDC). As a City of Holland owned facility, we are also thoroughly following the guidelines of the City of Holland ordinances, and Executive Orders of the Governor of Michigan.

The Holland Civic Center Place Health Safety Program is a comprehensive program based on the most effective health safety practices currently available.

Even with extensive health and safety measures in place, a risk of exposure to COVID-19 exists in any public place. The Holland Civic Center Place encourages all guests to continuously monitor their individual health. COVID-19 is an extremely contagious disease that can cause severe illness and death. By visiting the Holland Civic Center Place, you voluntarily assume all risks related to exposure to COVID-19.

The Holland Civic Center Place actively strives to maintain a facility that provides a diverse, exceptional and positive guest experience including providing a clear and transparent safety program to our guests. It is crucial for all Holland Civic Center Place services to meet and exceed health guidelines, continuing to provide hospitality at its best and ensuring guests can come back with confidence.



## Following Guidelines of EO for Events as Currently Ordered for 100 Persons Outdoors

- **Events and Gatherings under 100 persons for outside usage**
  - We will have staff stationed at designated entry points to monitor numbers of guests entering and exiting events.
  - At this time, we will be following the presented number of 100 persons and will make adjustments as new EO's allow.
  
- **Relationship with the City of Holland**
  - The Holland Civic Center Place has worked closely with the City of Holland and they have instructed us to follow any and all Health Department guidelines. They have approved the use of a tent when requested by customers.
  
- **Food and Beverage Distribution**
  - At the Civic Center we have the ability to set up a bar and food distribution to the clients needs. We have implemented new practices to meet and follow all proposed guidelines.
  - We have portable plexiglass dividers that separate service and POS from the customer.
  - We're communicating with our customers that the preferred method of payment be cashless.
  - We will follow Health Department guidelines for in-house service.
  - For any outside catered events we are requiring the contracted caterer to reach out and confirm with the Health Department that they are following all requested guidelines.
  
- **Social Distancing Practices and Mask Usage**
  - While each event has different needs; we will be maintaining consistent measures throughout each event.
    - Keeping 7ft between each table with average numbers of seating for 8
    - Floor markers indicating 6ft separation between guests when in designated lines
    - Dancing will be allowed as long as masks are worn by each individual
  - Masks will be required of guests at all times, except when not seated at a table.
    - We will have masks available for guests as they enter the event.
  
- **Staff Safety Practices**
  - As stated below staff will be required to wear masks and gloves at customer events. We've had staff review COVID information and training before returning to work. We are performing daily screening checks on each employee as they arrive and leave the facility.



- **Restroom Usage Plan**

- Restrooms will be accessible to guests under social distancing practices. We have additional signage indicating the number of guests allowed at one time.
- We will have staff members providing regular cleaning and sanitation throughout the event.
- We have implemented social distancing within our restrooms by limiting the number of usable toilets (currently every other stall).

- **Cleaning and Sanitation Practices**

- We have gone above our normal sanitation practices – currently using two methods.
- Method #1 – Using our standard sanitation solution to clean and disinfect all hard surfaces as frequently as possible.
- Method #2 – We've purchased an Electro Magnetic Sprayer which cleans and sanitizes both hard and porous surfaces with 360-degree coverage; which will be performed before, throughout and after each event.

- **COVID-19 Symptoms**

- We are communicating with each client to inform their guests that if they have had any symptoms or feel ill to not attend the event.
- We will have additional signage reminding guests of the symptoms and venue protocols regarding COVID-19.
- We will strongly recommend and offer to do temperature checks as guests arrive for each event.
- If any customer states that they feel associated symptoms we will ask them not to enter the venue. We will be offering documentation on what to do if symptoms are presented per the CDC.



## **FACILITY CLEANING PROTOCOLS**

Our facility uses cleaning products and protocols which meet or exceed CDC guidelines and Occupational Safety and Health Administration (OSHA) guidelines. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE (Personal Protective Equipment). Operations will be the primary department responsible for all cleaning and disinfecting of the facility. Other departments will support as appropriate for employee and guest service and safety. In preparation for re-opening, we have continually maintained the facility and thoroughly cleaned all rooms and spaces, conducted additional deep cleaning in all front-of-house and back-of-house areas, and performed detailed sanitizing of all equipment as well as touch-points throughout the facility to provide a clean and comfortable environment. All sanitizers used in maintaining our facility are approved by the EPA for use against COVID-19. Our protocols are continuously under review and will be added/modified as developments occur.

### **Air Filter & Heating, Ventilation and Air Conditioning (HVAC) Cleaning**

High efficiency air filters have been installed and ventilation rates will be increased. The frequency of air filter replacement and system cleaning has been increased and fresh air exchange will be maximized.

### **Cleaning Supplies**

There will be a designated supply area for disinfectant wipes, hand sanitizer and paper tissues. Employees will monitor supply levels and replenish as needed.

### **Hand Sanitizer**

Touchless hand sanitizer dispensers are placed at key entrances and contact areas such as the main lobby, room entrances, and food & beverage areas.

### **Rooms & Communal Spaces**

In addition to standard Holland Civic Center Place cleaning practices, the frequency of cleaning and disinfecting has been increased throughout the entire facility – including high traffic back-of-house areas – with an emphasis on frequent touch surfaces. At the end of the day, the facility in entirety will be cleaned and sanitized.

### **Shared Equipment**

Employees are instructed to refrain from using other employees' equipment when possible. Microphones, headphones, and other personal equipment should not be shared, and should be sanitized before and after each use. If required, shared tools and equipment will be disinfected before, during and after each shift or anytime the equipment is used by or transferred to a new employee. This includes radios, computers and other communication devices, payment terminals, kitchen implements, tools, cleaning equipment, keys and all other direct contact items used throughout the facility.

### **Signage**

Signage will be posted throughout the facility including health and hygiene reminders. Floor markers will be placed at intervals to assist with social distancing.



## **GUEST, CLIENT & EMPLOYEE HEALTH**

The health, welfare and safety of our guests as well as our clients and employees has always been and continues to be our highest priority.

### **Hand Sanitizer**

Touchless hand sanitizer dispensers are placed at key entrances and contact areas such as the main lobby, room entrances, and food & beverage areas.

### **Guest & Employee Health Concerns**

Employees have been given clear instructions on how to respond to any presumed cases of COVID-19 at the facility. Guests are encouraged to be on alert for symptoms and monitor their individual health. Watch for fever, cough, shortness of breath, and/or other symptoms of COVID-19. Guests experiencing any of these symptoms are encouraged to stay home and seek recommended care.

### **Masks**

Employees are required to wear masks, unless management determines, in its discretion, that other safety protocols are sufficient to protect the employee and guests. Employees are supplied with a mask or allowed to supply their own masks. Guests are encouraged to wear masks as recommended by the CDC guidelines.

### **Payment**

Credit card is the preferred method of payment. Signatures will not be required for certain dollar amounts.

### **Signage**

Signage will be posted throughout the facility including health and hygiene reminders. Guests and employees will be required to follow the posted signage guidelines.

### **Social Distancing**

Guests are advised to practice social distancing as recommended by the CDC guidelines while standing in lines, waiting for restrooms and moving around the facility. Tables and other layouts will be arranged to ensure appropriate distancing. The facility including all rooms and spaces will comply with local or state mandated occupancy limits. Signage will be posted to indicate capacity. Areas where guests queue will be clearly marked for appropriate social distancing. Meeting and banquet set-up arrangements will allow for social distancing between guests. Room capacities will be limited in accordance with state and local mandates.



## **EMPLOYEE RESPONSIBILITIES**

Employees of the Holland Civic Center Place are diligent in our focus to meet our guests' needs while doing our part to keep our community safe. We know that the best experiences begin with providing a safe and comfortable environment.

### **COVID-19 Training & Cross Training**

Employees will receive additional training on COVID-19 disinfection and safety protocols including, but not limited to, proper hand hygiene, proper face covering (i.e. masks) and PPE usage, social distancing, the differences between cleaning, sanitizing and disinfecting, COVID-19 symptoms and reporting protocols and the employee illness and absence policies. Employees will be cross trained to perform essential functions so the facility can continue to function at 100% operation.

### **Daily Pre-Shift & Timekeeping**

Employee departments will coordinate and stagger arrival times to minimize traffic volume in back-of-house corridors. Employees will be required to sanitize their hands before and after checking in for a shift. Our administrative team will communicate continuously with employees as well as provide proper PPE and ensure cleaning and disinfection procedures are followed.

### **Entry & Temperature Checks**

Points of entry are limited to allow our team to conduct temperature checks. Before and after each shift, employees will have their temperature checked and logged as well as will be required to record any travel within the last two weeks. Any employee displaying a temperature of 100°F will be not be allowed further entry to the facility and will be instructed to return home and seek appropriate medical care. Employees are required to notify their supervisor and stay home if they do not feel well and/or if they or a household member have tested positive for COVID-19. Employees who are exhibiting any of the symptoms of COVID-19 while at the facility are instructed to immediately notify their supervisor.

### **Hand Hygiene**

Proper hand hygiene and frequent handwashing with soap is an important infection control measure. Employees should avoid touching their eyes, nose, and mouth. Employees are instructed to wash their hands – or use sanitizer when a sink is not available – regularly with soap and water for at least 20 seconds and to wash after any of the following activities: using the restroom, sneezing, coughing, touching their face, blowing their nose, cleaning, eating, drinking, before, during and after preparing food, before and after starting a shift, before and after going on break, and between providing assistance to guests. Employees are instructed to perform proper hygiene as recommended by the CDC guidelines.

### **Personal Protective Equipment (PPE)**

Appropriate PPE (Gloves/Masks/etc) will be provided to and worn by employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Employees are trained on proper PPE use and disposal. Employees are required to wear masks, unless management determines, in its discretion, that other safety protocols are sufficient to protect the employee and guests. Employees are allowed to supply their own mask. PPE will be distributed at the employee point of entry and/or department specific locations.

### **Social Distancing**

Employees are advised to practice social distancing as recommended by the CDC guidelines when moving throughout the facility, assisting guests, performing tasks and accessing back-of-the-house.



## **DEPARTMENT SPECIFIC PROTOCOLS**

Each department has specific protocols in addition to “Guest, Client & Employee Health” as well as “Employee Responsibilities” as outlined previously.

### **ADMINISTRATION**

#### **Cleaning & Disinfecting**

- Touchless hand sanitizing stations are located at the entrance.
- Counters and equipment will be disinfected frequently and after each guest.
- Administrative staff will disinfect their respective work areas frequently.

#### **Social Distancing & Other Protocols**

- Employees will limit guest access to administrative offices. Appointments must be made in advance.

### **EVENTS**

#### **Cleaning & Disinfecting**

- Touchless hand sanitizing stations are located throughout the facility.
- Common touch surfaces will be cleaned and disinfected frequently during and after each event.
- Tables and chairs will be disinfected after each event.
- All common areas throughout building will be disinfected after each event.

#### **Social Distancing & Other Protocols**

- Tables and other layouts including meeting and banquet set-up arrangements will be arranged to ensure appropriate distancing between guests.
- The facility including all rooms and spaces will comply with local or state mandated occupancy limits. Occupancy will be limited in accordance with local or state mandates.
- Seating capacities and floor plans will be reviewed on an event-by-event basis to ensure appropriate social distancing that follows local or state mandates.
- At ticketed events, employees handling tickets will be required to wear masks and additional PPE.
- Employees will limit guest access to administrative offices. Appointments must be made in advance.

### **SECURITY**

#### **Cleaning & Disinfecting**

- Touchless hand sanitizing stations are located throughout the facility.
- Common touch surfaces will be cleaned and disinfected frequently and at the completion of an incident.

#### **Social Distancing & Other Protocols**

- Employees will assist with enforcing social distancing protocols throughout the facility.
- Keeping prohibited items out of the facility remains our highest priority. In order to avoid touching guest personal items, employees will verbally direct a guest during a bag check to open their own bags for inspection.
- Employees conducting pat-down searches will be required to wear masks and additional PPE.



## DEPARTMENT SPECIFIC PROTOCOLS

Each department has specific protocols in addition to “Guest, Client & Employee Health” as well as “Employee Responsibilities” as outlined previously.

### **FOOD & BEVERAGE**

#### **Cleaning & Disinfecting**

- All shared equipment and meeting amenities will be disinfected before and after each use, or be single use if not able to be disinfected.
- Food contact surfaces, dishware, utensils, food preparation surfaces, and beverage equipment will be washed, rinsed and sanitized after use.
- Table linens will be replaced after each use.
- Touchless hand sanitizing stations are located throughout the facility.
- Common touch surfaces will be cleaned and disinfected frequently, between each guests’ use and/or after every food & beverage event.
- Tables and chairs will be disinfected after each food & beverage event.
- Point-Of-Sale (POS) terminals will be assigned to one employee and will be sanitized between each employee and before and after each shift.

#### **Social Distancing & Other Protocols**

- Food and beverage service station layouts will be arranged to ensure appropriate social distancing between guests.
- Self-serve buffet style food service will be suspended and replaced by alternative service styles.
- Food items will be individually plated and served, when requested or when applicable.
- Condiments will be served in disposable individual packs or individual containers which will be sanitized after usage.
- Bottled water or served water including refills are available depending on style of service needed.
- Refrigerators, water coolers and coffee brewers with disposable cups and single serve condiments and creamers may continue to be used with proper hand hygiene and enhanced disinfection protocols.
- Coffee and other break items will be monitored frequently by an employee.
- Single-use or paper articles will be discarded after each use.
- Flatware will be provided as a roll-up.
- Employees will be required to wear masks and gloves when handling and serving any food items.
- Clear physical barriers will be installed at transaction service points.

### **TICKET OFFICE**

#### **Cleaning & Disinfecting**

- Touchless hand sanitizing stations are located upon entering the main lobby.
- Counters and equipment will be disinfected frequently and after each guest.
- Masks will be required for all transactions.

**Holland Civic Center Place Mission Statement:**

The Holland Civic Center Place from its inception has been the center of activity for the city of Holland. This diverse facility provides a venue to celebrate milestones in people’s lives, enrich the community with educational and recreational activities and has entertained our citizens and visitors with fun events and activities. Our mission is to continue that heritage and striving to create a great experience, while providing a positive economic impact to the City of Holland.

**VenuWorks Mission Statement:**

It is the mission of VenuWorks and its subsidiaries to maximize the presentation of successful events in client facilities for the cultural, recreational, educational, and economic benefit of the communities we serve.



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