



# RALEIGH CONVENTION & PERFORMING ARTS COMPLEX

# Re-Opening Protocols & Procedures Guide

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## WELCOME BACK!

At the Raleigh Convention & Performing Arts Complex, the health and safety of our guests has always been of paramount importance. In anticipation of re-opening our facilities for events, we have implemented new procedures and processes to protect our staff, event organizers, guests, performers, and exhibitors from the potential transmission of COVID-19. Throughout our planning, we have consulted experts in our industry, actively sought out best practices, and continue to adhere to local, State, and Federal guidelines, as well as the guidance of the CDC.

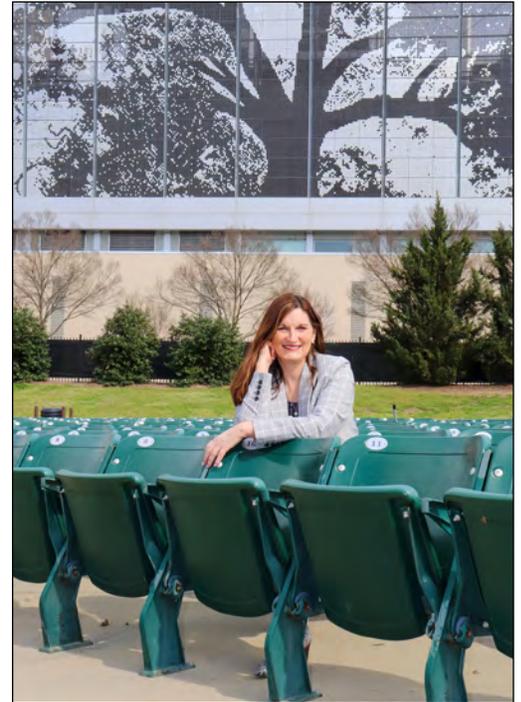
In addition to the practices below, our Complex now holds the Global Biorisk Advisory Council's GBAC STAR™ Accreditation, the cleaning industry's only outbreak prevention, response, and recovery accreditation.

Here, you'll find the ways our team is working to ensure the health and safety of all who enter our venues. We continue to monitor local, State, Federal, and CDC guidelines and, when necessary, may make adjustments to our outlined procedures and processes to protect our community. Everyone has a responsibility to keep our community safe and we appreciate your assistance in observing these and any other posted guidelines in our venues.

Thank you for being here with us,



Kerry Painter, CFP/CEM/CVP  
General Manager/Director  
Raleigh Convention & Performing Arts Complex



## COMPLEX INITIATIVES

The Complex has developed new protocols and implemented multi-venue initiatives to further protect staff, Event Organizers, guests, performers, and exhibitors.

### Working with Health Agencies & Partners

We continue to adhere to guidelines outlined by the CDC and are in compliance with Federal, state, and local government recommendations. We regularly review and update our policies and procedures to ensure compliance with these guidelines.

Internally, The Complex coordinates with health agencies and local partners to amend and adapt procedures and policies in accordance with Federal, state, local regulations and CDC guidelines. We are currently engaged with our peers through the International Association of Venue Managers, IAEE, and the Event Services Professionals Association to discuss best practices and procedures as we progress through these uncharted times. We participate regularly in town halls, conference calls, committees, and work groups to share our resources and experiences.

### Accreditations & Certifications

The Raleigh Convention Center, Duke Energy Center for the Performing Arts, and Red Hat Amphitheater hold the first and only multi-venue [GBAC STAR™](#) accreditation in North Carolina. The [GBAC STAR™](#) is the cleaning industry's only outbreak prevention, response, and recovery accreditation program for public and commercial facilities. Its 20 elements establish requirements for facilities to implement the highest standards of work practices, protocols, procedures, and systems to control risks associated with infectious agents, such as SARS-CoV-2, the virus responsible for COVID-19. GBAC STAR™ is administered by GBAC, a division of ISSA, the worldwide cleaning industry association.

Additionally, the RCC has completed the state's Count on Me NC pledge and training courses in support of the public health initiative to keep guests and staff safe and protected from COVID-19.

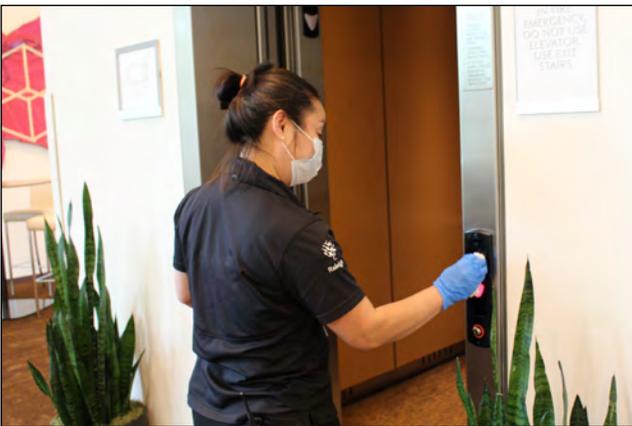


### Expanded Cleaning Program

Staff participate in ongoing training for the rigorous and continual cleaning and disinfection of frequently touched surfaces, such as door handles, handrails, push plates, interior and exterior elevator buttons, desks, countertops, point-of-sale

terminals, keypads, tables, chairs, seats, beverage stations, water fountains and dispensers, vending and ice machines, and trash receptacles, as well as back-of-house locations including staff refrigerators, clock-in/clock-out devices, breakrooms, restrooms, and work stations. In restrooms, these areas include toilet seats, flush valves, women's sanitary product containers, soap and towel dispensers and baby changing stations.

The Complex procured additional hand sanitizer stations, disinfectants, electrostatic sprayers, cleaning cloths, and other products to aid us in providing a safe environment. Foot pulls have been installed at DECPA and will be installed at the RCC to decrease touchpoints on door handles.



To encourage social distancing in restrooms, alternating restroom sinks and urinals are unavailable for use. Hand dryers have been disabled to prevent the unintentional spread of germs.

Staff using any cleaning or disinfecting product are instructed to use the proper PPE recommended for that product. This may include gloves, masks, or eye protection.

Disinfectants have a specified contact time that varies between each product. After the specified time has passed, the disinfectant is wiped up using the proper cleaning cloth. All disinfecting products used appear on the EPA's List N: Disinfectants for Use Against SARS-CoV-2.

Housekeeping staff have increased the frequency of cleanings throughout the day in common spaces and high-touch areas, as well as overnight cleaning of leased spaces. Additional cleanings may be arranged based upon event needs.

Additional cleaning protocols have been developed to avoid the cross-contamination of surfaces, including the creation of a color-coded cleaning cloth system which extends into the cloth sanitization process. Cleaning staff are also issued fresh gloves to avoid cross-contamination. Staff replace gloves based on recommendations by the CDC.

When possible, the Raleigh Convention Center and the Duke Energy Center for the Performing Arts increases the use of outdoor air in its HVAC system. HVAC

equipment is maintained per manufacturer and industry best practices to ensure optimal performance, which is critical in preventing the spread of COVID-19. Staff actively monitor recommendations from the American Society of Heating, Refrigeration and Air-Conditioning Engineers (ASHRAE). All air filters are being updated to MERV 13 or higher. Filters with a MERV rating of 13 or higher are frequently used in general surgery and hospital inpatient care facilities and will filter down to at least 0.3-1.0 micron particle size.

For facility staff, Event Organizers, and event staff in our Loading Dock, multiple hand sanitizer stations are available. Staff disinfect frequently touched areas. Upon arrival, all deliveries/vendors are required to check-in with Security for a wellness check. Access to the RCC or DECPA is permitted only once an approved wellness check has been completed and recorded.



### Health Ambassadors

Guests with immediate health or cleanliness-related concerns may contact the Health Ambassador relevant to their concern.

**Raleigh Convention Center:** The RCC Health Ambassador-on-Duty may be reached at 919-745-9868.

**Duke Energy Center for the Performing Arts:** Guests may email [PAC.info@raleighnc.gov](mailto:PAC.info@raleighnc.gov) or call 919-996-8700. Event organizers should contact Courtney Bisbe at [courtnev.bisbe@raleighnc.gov](mailto:courtnev.bisbe@raleighnc.gov) or at (919) 594-7543.

**Food Safety:** Clients may contact Centerplate Head Chef, Phillip Evans at [phillip.evans@centerplate.com](mailto:phillip.evans@centerplate.com) or at 919-830-5689.

## COMMUNICATIONS

All Complex venues use physical and digital signage to encourage staff, visitors, and event organizers to practice social distancing, wear masks, and wash their hands often.

Descriptions of our venues' updated and expanded cleaning protocols can be found on the "Our Cleaning Protocols" page of each venue's website:

**Raleigh Convention Center (RCC):** <https://www.raleighconvention.com/clean>

**Duke Energy Center for the Performing Arts (DECPA):** <https://www.dukeenergycenterraleigh.com/clean>

**Red Hat Amphitheater (RHA):** <https://www.redhatamphitheater.com/clean>

Each venue works with its production partners, Event Organizers, and event staff to communicate pertinent cleaning, health, and safety information to staff and attendees. Changes to event schedules are communicated based on the venue and event type.

**Raleigh Convention Center:** Event Organizers communicate event postponement or cancelation information directly to their attendees.

**Duke Energy Center for the Performing Arts:** DECPA shares event information to its website [calendar](#) and [Updated Schedule of Events](#) page and will notify patrons of updated show information in conjunction with ticketing partners/ Ticketmaster.

Patrons receive a "Know Before You Go" email prior to their event. This message includes information relevant to their show experience, including security and health measures. At events, DECPA will have additional staff available to direct patrons, answer questions, and assist with any concerns.

**Red Hat Amphitheater:** RHA shares event information to its website [calendar](#) and [Updated Schedule of Events](#) page. Event Organizers communicate directly with ticketholders. Live Nation maintains a page of recent schedule changes at their [Event Status Updates](#) page.

For citywide information relating to COVID-19, please visit the City of Raleigh's [dedicated COVID-19 page](#). For statewide information, please visit the [North Carolina COVID-19 Information Hub](#).

## STAFF HEALTH EXPECTATIONS & GUIDELINES

The Complex has taken great care to ensure and verify the health of its staff.

Daily employee wellness screening and temperature checks are performed upon arrival. When a staff member is cleared to enter the facility, they are issued a colored wristband indicating access to the building for the day.

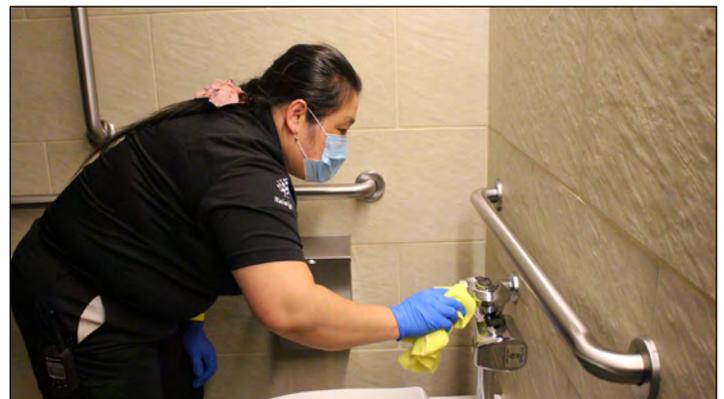
If a staff member is confirmed to have an elevated temperature, does not successfully pass the wellness check, or becomes ill on site they are asked to return home and contact their doctor. The City of Raleigh Employee Health Center is notified of all cases and tracks the employee's recovery. Employees are required to consult with the Employee Health Center before returning to work.

Should an employee test positive for the COVID-19 virus, those who may be immediately at risk will be notified. If a staff member becomes ill on-site or does not successfully meet the wellness check requirements to report to work, they are required to return home and contact their doctor. The City of Raleigh Employee Health Center is notified of all cases and tracks the employee's recovery. Employees are required to consult with the Employee Health Center before returning to work.

The Complex complies with all local, state, and Federal mandates regarding mask-wearing.

Staff have been directed not to share office equipment when possible. To the extent tools or equipment must be shared, staff have been instructed to clean tools before and after use.

Roles that can accommodate remote work have been encouraged to stay at home when possible. Staff who cannot work from home are welcomed back into the building in stages and in small groups.



Staff are encouraged to hold virtual meetings when possible to reduce the number of necessary in-person gatherings and interactions.

Back-of-house areas, such as breakrooms, common areas, and clock-in/out areas have been re-organized to encourage social distancing. Hand sanitizer stations are located in these areas and high-touch surfaces are cleaned more frequently.

## **CATERING/FOOD SERVICE**

Centerplate, our in-house caterer, leads the way in food safety and cautious food preparation.

Centerplate's Head Chef Phillip Evans has been trained by Johns Hopkins University in food and beverage safety. As the Centerplate Health Ambassador, he is available to address concerns throughout the planning process at 919-830-5689 or e-mail him at [phillip.evans@centerplate.com](mailto:phillip.evans@centerplate.com).



While there is no evidence that COVID-19 or other respiratory viruses can spread through food, Centerplate has taken the following steps regarding the cleaning and safety of their food preparation and service.

### **Staff Expectations and PPE Usage**

- Increased food safety training for all team members
- Completion of the Count on Me NC COVID-19 statewide business pledge and training courses
- Daily employee wellness screening upon arrival
- Three-ply surgical masks and gloves for all staff on a rigorous replacement schedule
- Hand washing and PPE replacement logs that are filled out throughout the day

### **Cleaning Procedures**

- Increased cleaning and sanitization schedule
- Additional time allotted for the cleaning and sanitization of front and back of

house areas, kitchen, and service items between meals/breaks

### Food Prep

- Customized and individually packaged meals
- Modified buffet services to allow for social distancing and touch free service
- Specialized packaging to decrease the amount of contact and touchpoints between Centerplate staff, food/service items, and the guest
- Greater menu customization options to fit group needs while allowing for safe food and beverage service



### Minimizing Contact/Cross-Contamination Prevention

- Plexiglass point-of-sale barriers at all retail outlets
- Touchless payment options including cashless retail outlets with enhanced ability to accept tap and smart phone wallet payments such as Google, Apple, and Android Pay
- Individually wrapped silverware
- Single-use condiments provided at time of purchase
- Elimination of all self-serve items in settings where constant sanitization is not possible

### Social Distancing

- At concession lines, signage will communicate that social distancing is required during queuing
- In self-service or ordering settings where guests must select food items or place orders, signage will recommend that groups designate one person to order or collect items for the group to decrease the total number of people in line

## EVENTS

### Should You Encounter an Unwell Guest

The Event Organizer should contact their Event Manager/Coordinator immediately so that we may assist in accommodating the guest's needs, which may include the use of a private, designated room for privacy and rest. The Event Organizer may direct the attendee to seek the care of their primary care doctor, ER, or urgent care clinic and should immediately inform the Event Manager/Coordinator of a positive COVID-19 test.

### Raleigh Convention Center

All staff, attendees, and any other visitors of Raleigh Convention Center are required to pass a wellness check in order to proceed into the facility. RCC Event Staff will work with Event Organizers to create a wellness plan on an event-by-event basis which may require additional labor. See Appendices C and D for more information and suggested footprints.

RCC Sales and Events Staff will work with Event Organizers to assist in the creation of a Pandemic Operations Guide that complies with current local, state, and federal regulations. All clients sign a contract with the RCC that states the following:

*No Use in Conflict with Law. The City may terminate any or all of this Agreement, without penalty, if the use of the Facilities shall in any way conflict with or cause the City to be in violation of any federal, state or local laws, or any rules or regulations of the RCC.*

*Governing Law and Venue. All matters relating to this Agreement shall be governed by the laws of the State of North Carolina, without regard to its choice of law provisions, and venue for any action relating to this agreement shall be Wake County Civil Superior Court or the United States District Court for the Eastern District of North Carolina, Western Division.*

All contracts now include a Coronavirus Addendum and require the client's signature to execute the contract. The addendum reads as follows:

1. During the Customer's event, the Customer agrees to strictly, and without exception, follow all local, state, and federal laws, rules, regulations, and

guidelines applicable to the Customer's event (collectively, the "Guidelines") regarding human protection from illness related to the SARS-CoV-2 virus (the "Coronavirus"). Furthermore, the Customer agrees to ensure that the Guidelines are followed by all persons admitted to the Facilities by Customer. Should Customer fail to follow and enforce the Guidelines as provided herein, the City reserves the right, without penalty, to bar or remove the non-compliant person from the Facilities, terminate the Customer's event immediately, and/or remove and prohibit the reentry of all the persons admitted to the Facilities by Customer. Should the City terminate the Customer's event pursuant to this Section, the City may retain any deposits and fees received from Customer for the event and the City shall not be responsible for any damages, including special, incidental, or consequential damages. The Guidelines are located at various sites, including, but not limited to:

- a. <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- b. <https://www.nc.gov/covid-19>
- c. <https://covid19.wakegov.com/>
- d. <https://raleighnc.gov/COVID-19>

2. Fourteen (14) days prior to Customer's event City shall provide the maximum capacity limitations for the Facilities based on the then-current Guidelines, together with a list of any precautions required by the City in addition to those set forth in the Guidelines, including but not limited to additional facemask requirements and capacity restrictions in addition to those set forth in the Guidelines ("RCC Guidelines"). Any reference to Guidelines in this Coronavirus Addendum shall also be deemed to include the maximum capacity limitations and RCC Guidelines provided by the City.

3. Customer agrees that the City reserves the right to conduct daily health screenings of persons admitted to the Facilities by Customer. Should any person fail or refuse the health screening, such person will not be permitted to enter the Facilities. The Customer agrees to defend, indemnify, and hold and save the City, its officers, agents, employees, and elected officials, harmless from liability from any loss, damage, liability, or expense that may arise in whole or in part from the City or Customer's removal of any person pursuant to this Section.

4. If Customer becomes aware that a person admitted to the Facilities by

Customer tests positive for the Coronavirus during Customer's event or within fourteen (14) days following Customer's event, Customer agrees to notify the City of such positive test and any other information that it is lawful for Customer to release that relates to possible Coronavirus exposure related to Customer's event as soon as possible following Customer's receipt of notice of the same.

5. Should the City determine, in its sole discretion, at any time before or during Customer's event that either (i) Customer's event is in violation of the then-current Guidelines or (ii) Customer's proposed use of the Facilities for the event poses an unacceptable risk for the transmission of the Coronavirus, the City reserves the right to terminate the Agreement in accordance with the terms of Article IV, Section 1 of the Agreement, and such a determination shall be deemed a force majeure event.

6. Customer agrees to defend, indemnify and hold and save the City, its officers, agents, employees, and elected officials, harmless from liability from any loss, damage, liability, or expense that may arise in whole or in part from any Coronavirus related injury, illness or death of persons admitted to the Facilities by Customer.

Event organizers sign a license agreement in which they agree to the rules and regulations in the Event Planner Handbook, which notes the following: Through execution of this Agreement, Customer represents and acknowledges that they have been provided, have reviewed, and have accepted the terms and conditions of the [Raleigh Convention Center Event Planners Handbook](#) which includes the Rate Schedule (as either may be amended, updated, or revised). All charges incurred as described therein in association with Customer's use of the Facilities shall be the responsibility of Customer.

Throughout the planning process, RCC Event Staff will partner with Event Organizers to address the following:

- To manage traffic flow in high volume areas, an Event Manager/Coordinator will discuss all flows of attendee foot traffic to coordinate paths of travel on an event-by-event basis.
- It is incumbent upon Event Organizers to secure additional signage in contract-ed spaces and personnel responsible for regulating crowd control and enforcing social distancing practices.

- Elevator capacities are posted. Event Organizers hosting events at the RCC are responsible for hiring personnel to regulate elevator capacities and social distancing practices.
- RCC Event Staff will work with Event Organizers to formulate an event schedule with staggered, longer breaks to accommodate any additional cleanings as requested.
- For touchless programs and event collateral, RCC Event Staff may refer Event Organizers to the CVB's website for recommended digital platforms [here](#).

For examples of social distancing room sets, please consult **Appendix A**.

### Duke Energy Center for the Performing Arts

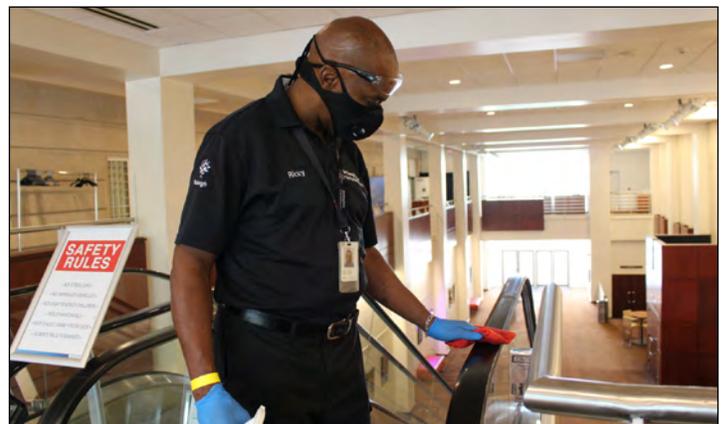
To encourage social distancing, all theatre lobbies will be available to patrons before, during, and after a performance. Timed entry is currently being evaluated for potential implementation.

During events, staff attendants will be available at all front-of-house elevators to ensure appropriate capacities. Theatre traffic flow patterns have been reworked to reduce congestion and all lobby furniture has been removed to prevent congregation and the spread of germs through contact surfaces. Playbills will be issued for one-time use only.

In the theatres, seating will be socially distanced. **See Appendix B for examples.**

Seating will be available for patrons who cannot remain in their assigned seat due to health concerns.

Intermissions will be eliminated or an appropriate alternative will be implemented.



To keep our performers and producers safe, performers will not share microphones and props will be specially disinfected by Event Organizers.

All performers and show staff will undergo the same wellness checks as Complex employees, as detailed in "General Staff Expectations & Health Guidelines."

Signage will also be used to indicate whether dressing rooms have been cleaned.



## SECURITY

The Raleigh Convention & Performing Arts Complex has revised its existing Security procedures to account for social distancing and reducing touchpoints without compromising the safety and security of our guests, clients, staff, performers, and exhibitors.

### Security Staffing and Expectations

In-house and third-party Security staff are subject to the same stringent PPE expectations as Complex staff and third-party contractors.

Security staff are required to complete a daily health questionnaire to monitor the occurrence of any symptoms.

### Complex-wide Procedures

Deployment of security or guest services staff throughout the ADA-compliant security lanes to ensure social distancing, share information, and manage guest expectations related to entry procedures and security screening.

### RCC Command Post/Loading Dock

Command Post staff are responsible for passing a wellness screening on a daily basis and performing screening for anyone entering the facility via the Loading Dock.

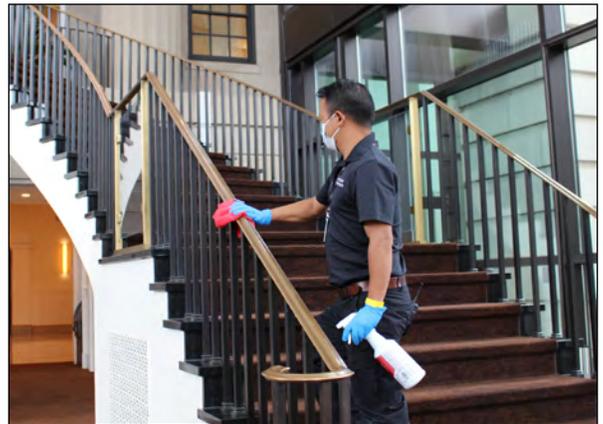
## Duke Energy Center for the Performing Arts

Guests will undergo a touchless temperature scan before proceeding through a metal detector and bag inspection.

Secondary hand-scanning has been eliminated. To minimize face-to-face contact, guests will be required to empty pockets and walk through metal detectors in case of an unsatisfactory or incomplete scan. If a secondary bag screening is required, guests will be provided with a clean surface to empty the bag's contents. This practice ensures no direct contact with Security staff and the guest or bag. The surface will have a height that is ADA-compliant.

Disinfecting stations will be available for guests to immediately clean their bags and/or belongings impacted by the Security screening.

Equipment will be disinfected daily, as well as before and after each performance and shift.



## BOX OFFICES & TICKETING

We have implemented a number of new policies and expanded existing protocols to ensure the health and safety of our guests and staff at the Duke Energy Center for the Performing Arts.

### Ticket Assurance Policy

We understand that during these uncertain times there are many "what ifs" and we want patrons to feel confident when purchasing tickets for a future performance in our venues.

If ticket(s) are purchased for an upcoming Duke Energy Center performance\*, but a patron feels uncomfortable attending due to COVID-19 conditions, we will offer a refund in full. The following guidelines must be met when requesting a refund.

1. Email [PACBoxOffice@RaleighNC.gov](mailto:PACBoxOffice@RaleighNC.gov) two weeks prior to the ticketed performance.

2. Include name, phone number, performance date and time.

3. A full refund (including service fees) will be processed within 30 days.

\*This specific policy does not apply to performances and productions presented by our Resident Companies (North Carolina Theatre, Carolina Ballet, North Carolina Symphony, North Carolina Opera or PineCone)

If tickets are purchased for one of these performances, the respective company will need to be contacted for further information on their refund policy and other reseating or exchange options.

The Ticket Assurance policy is only available for original ticket buyers through Duke Energy Center for the Performing Arts and [ticketmaster.com](https://www.ticketmaster.com).

Tickets purchased via third-party resellers are not covered by this policy.



### Purchasing/Accessing Tickets

To protect customers and staff, the DECPA Box Office is outfitted with the appropriate PPE and plexiglass barriers, as well as line management signage to promote social distancing.

When possible, ticket purchasers will use a microphone to communicate with Box Office staff.

If a signature is required during a payment transaction, guests are welcome to use and keep the pen used to sign the receipt. All returned pens will be sanitized.

Touchless and cashless payment options are available. PIN pad systems will be cleaned between guests if they are guest-facing.

When possible tickets will be contact-free and patrons will receive digital tickets via their devices. Guests unable to receive digital tickets should contact the Box Office to find an alternative method of ticketing.

## Entry to the Theatres

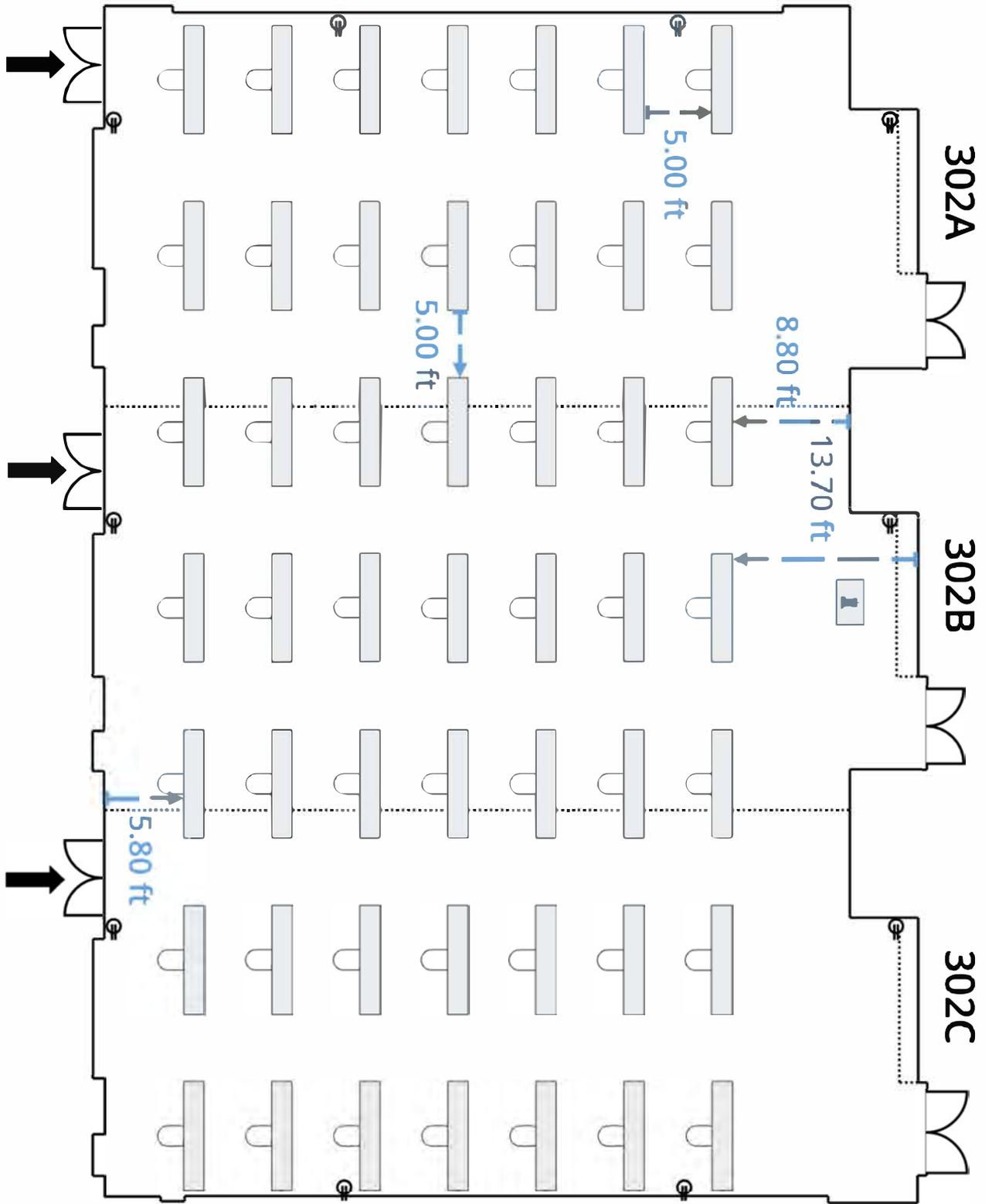
Will Call lines will be sectioned off with 6' distance from the ticket purchase line. To reduce lines, DECPA staff will contact Will Call ticket holders well in advance of the show to transmit Will Call tickets digitally.

DECPA patrons will enter the venue as follows:

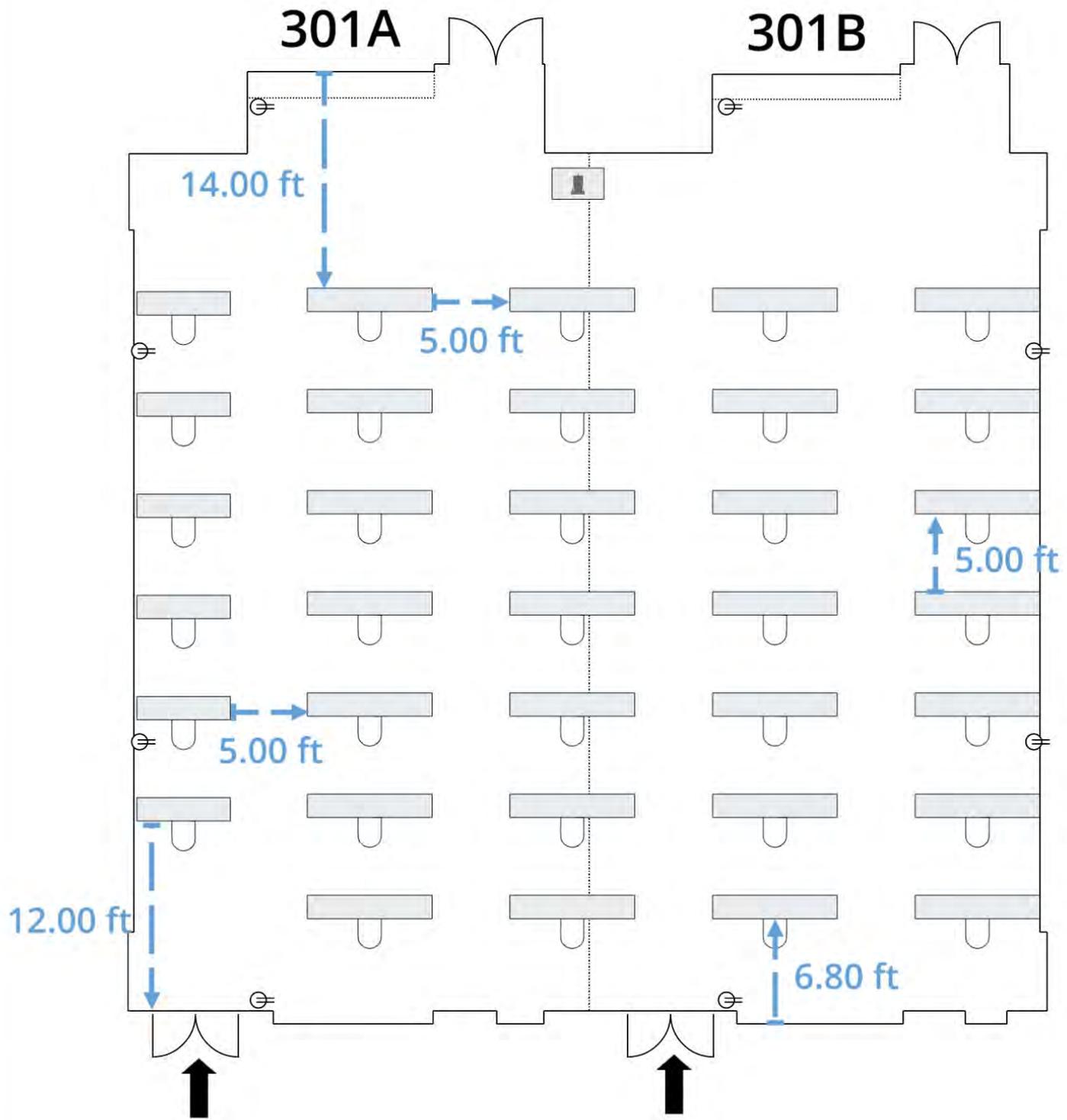
- Ushers will verify that the patron is wearing a mask. Those without masks will be provided one.
- Patrons will be instructed to use a hand sanitizer station.
- Ushers will perform a temperature reading through the use of an wrist thermometer.
- Patrons will then be guided through a security screening.
- Ushers will verify tickets with a touchless scanner.
- Patrons will once again be able to access hand sanitizer stations before entering the theatre lobbies.



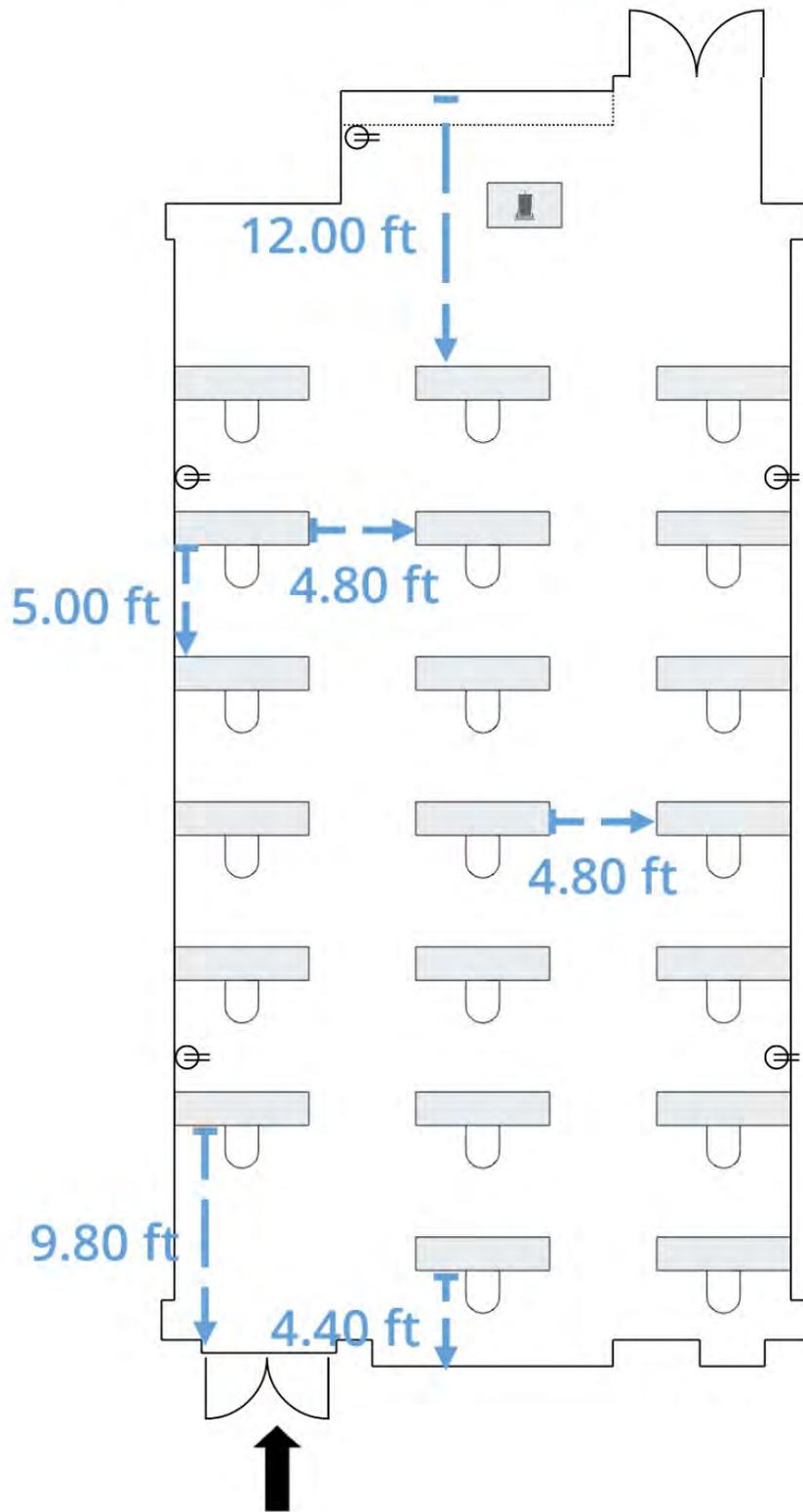
# Appendix A: RCC Social Distancing Room Sets



5 Feet

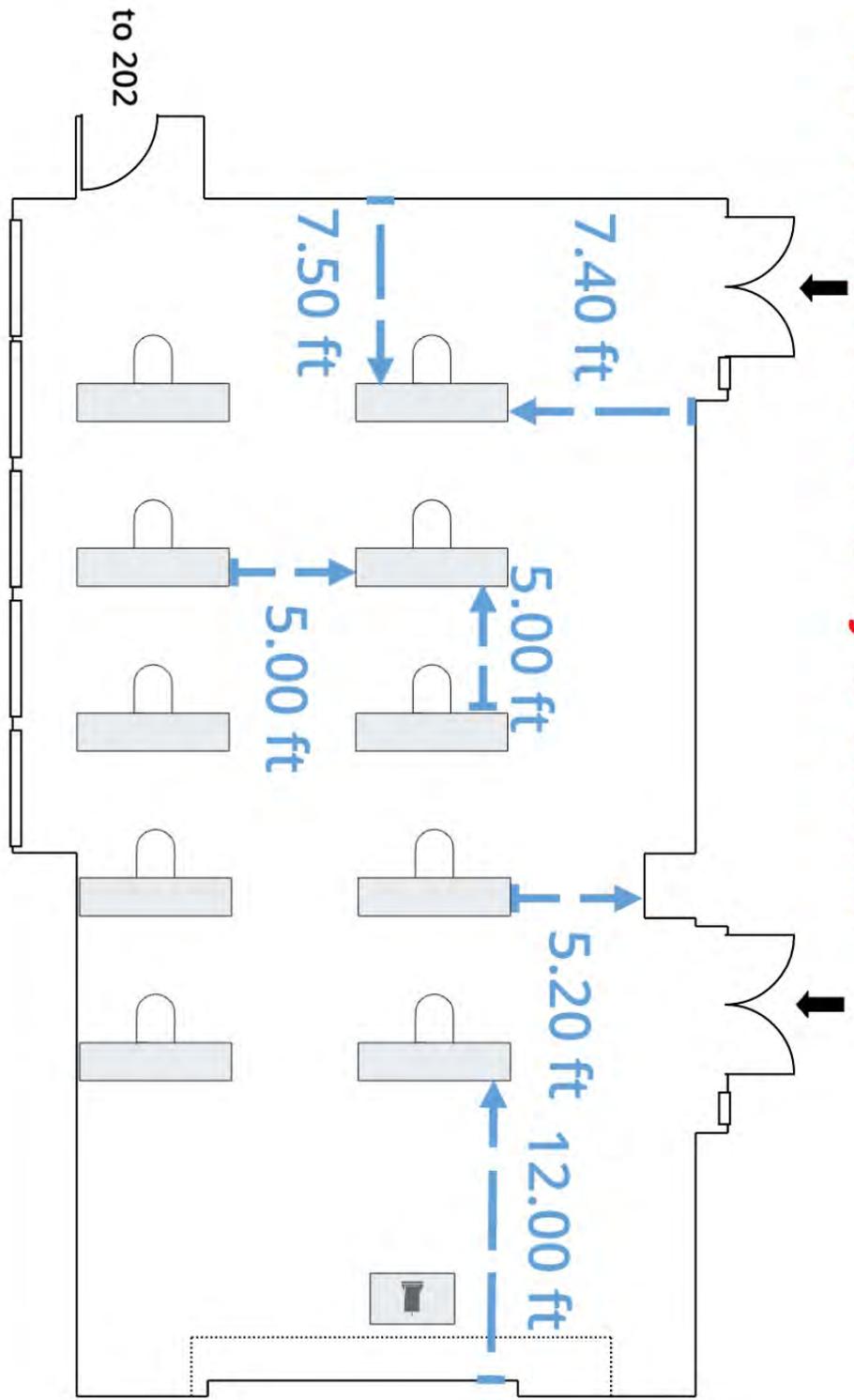


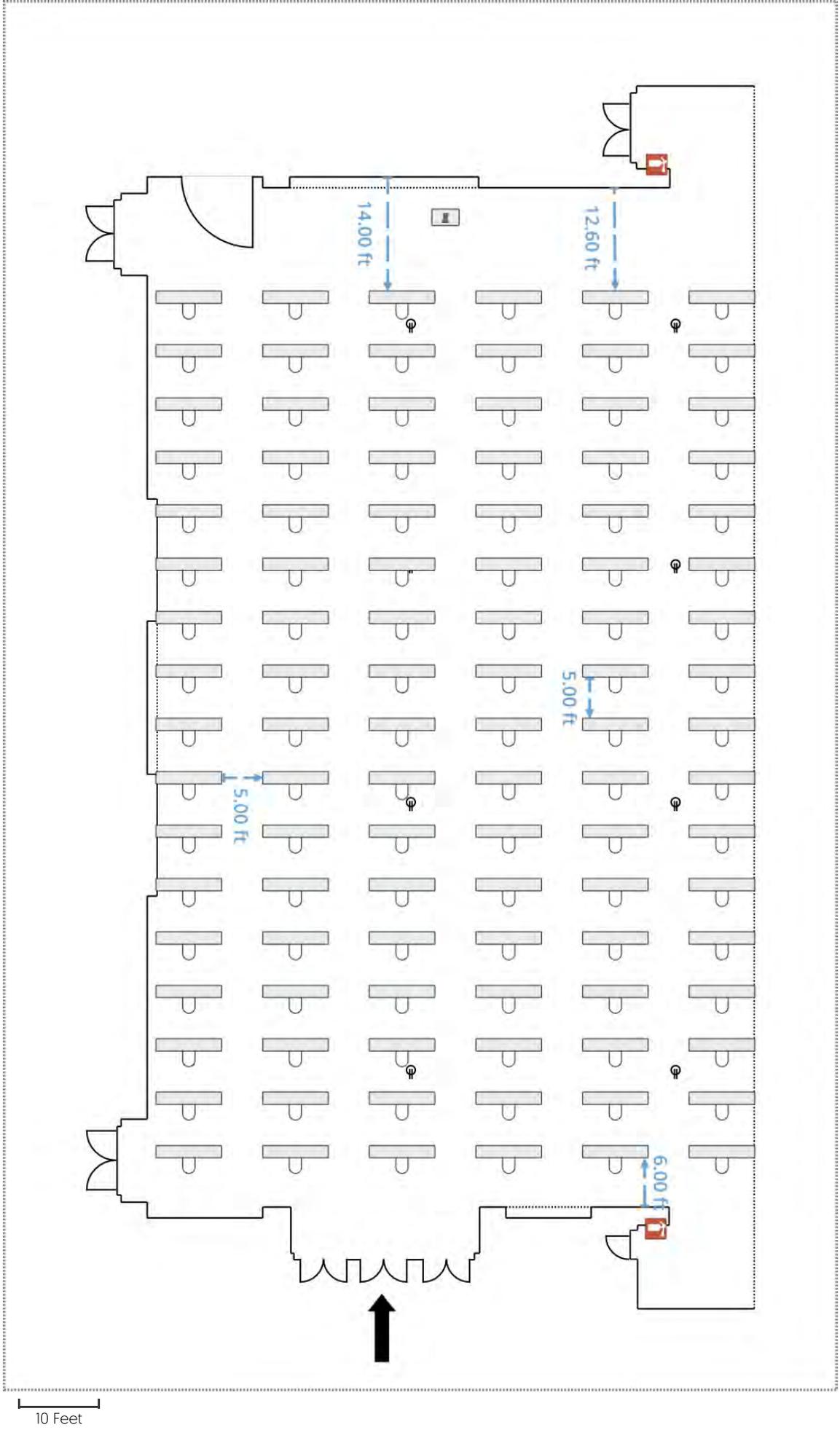
# \*\*6'x 18" Table Inventory is Limited



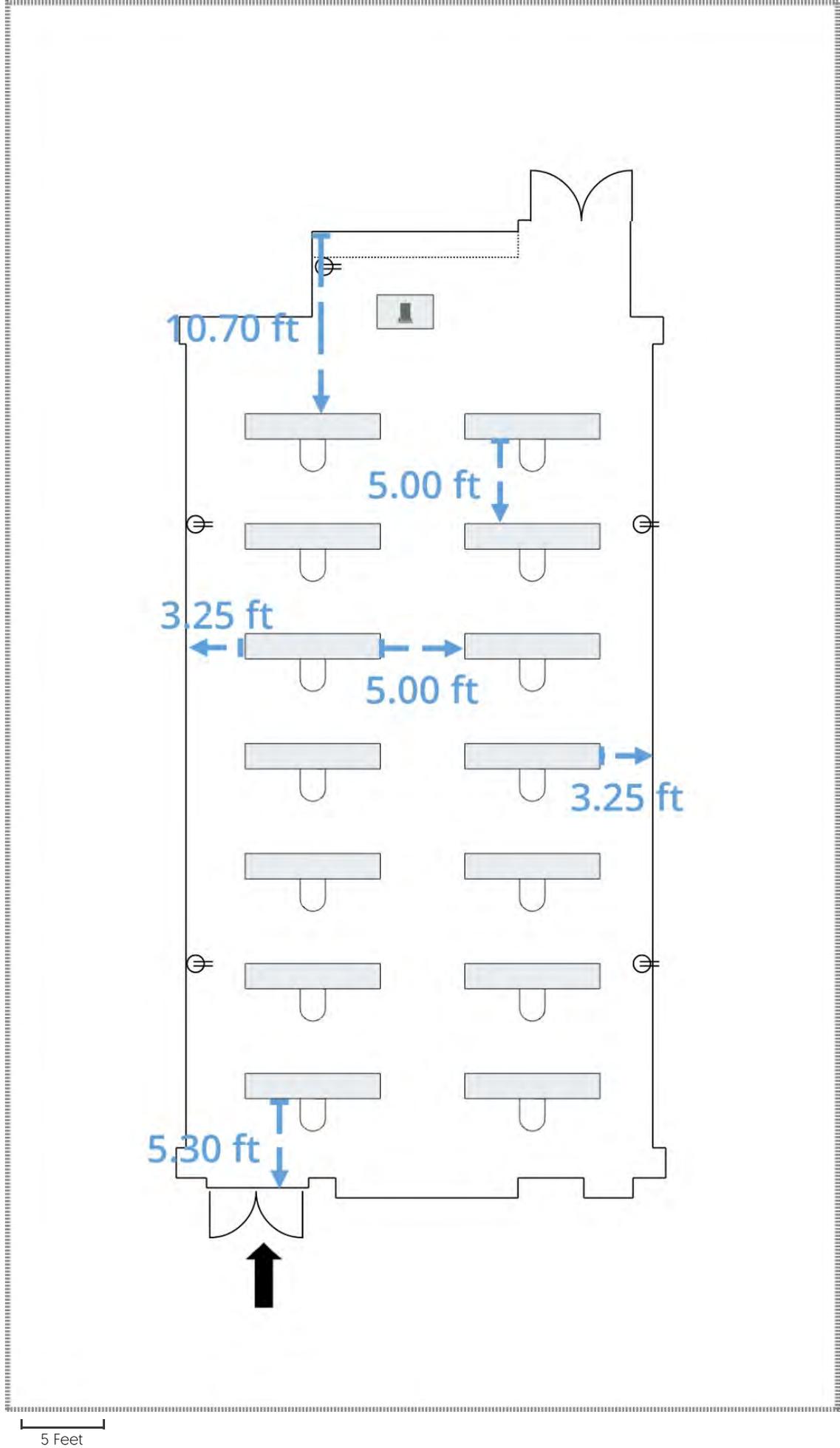
5 Feet

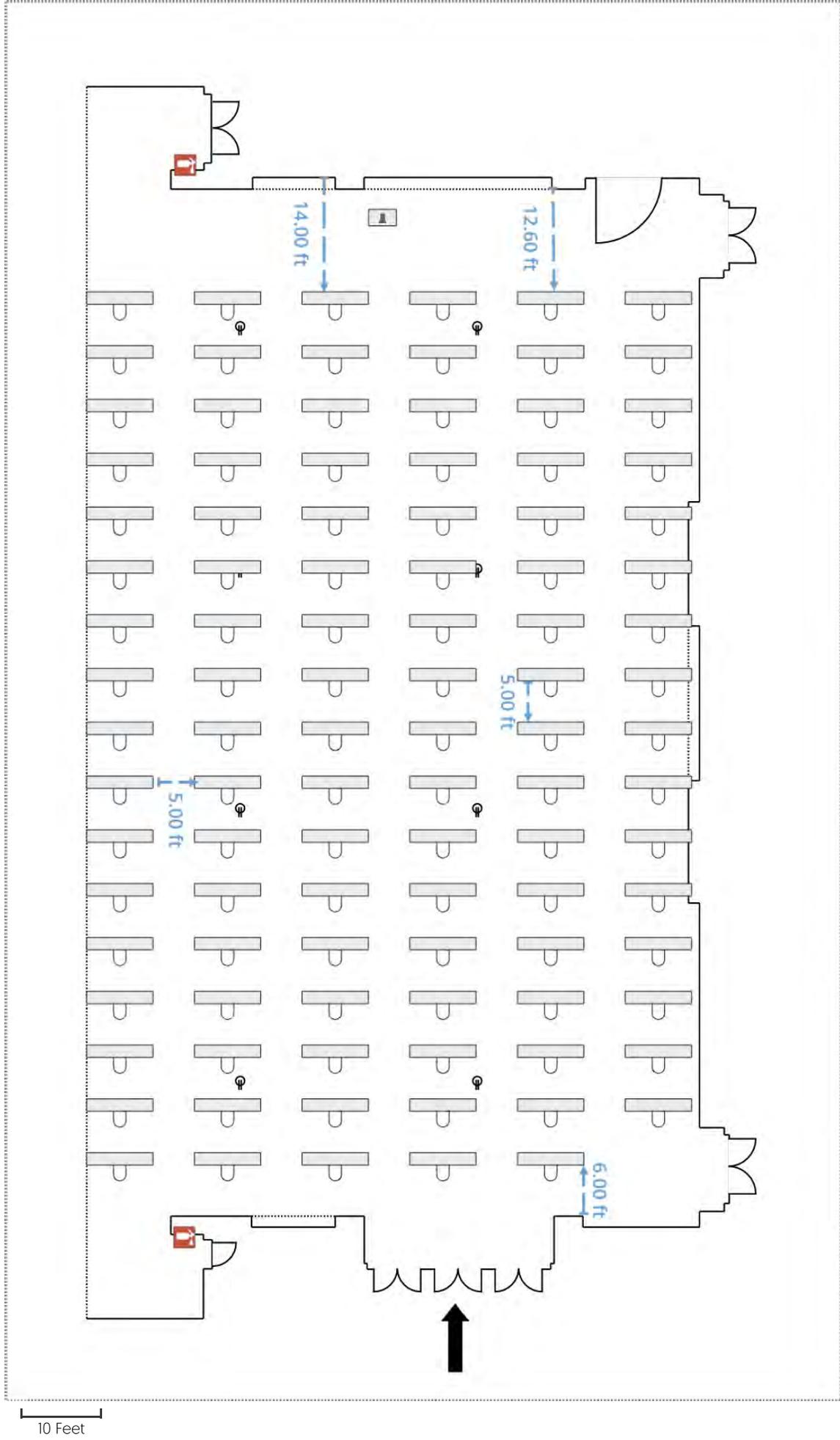
**\*\*6'x18" Table Inventory is Limited**

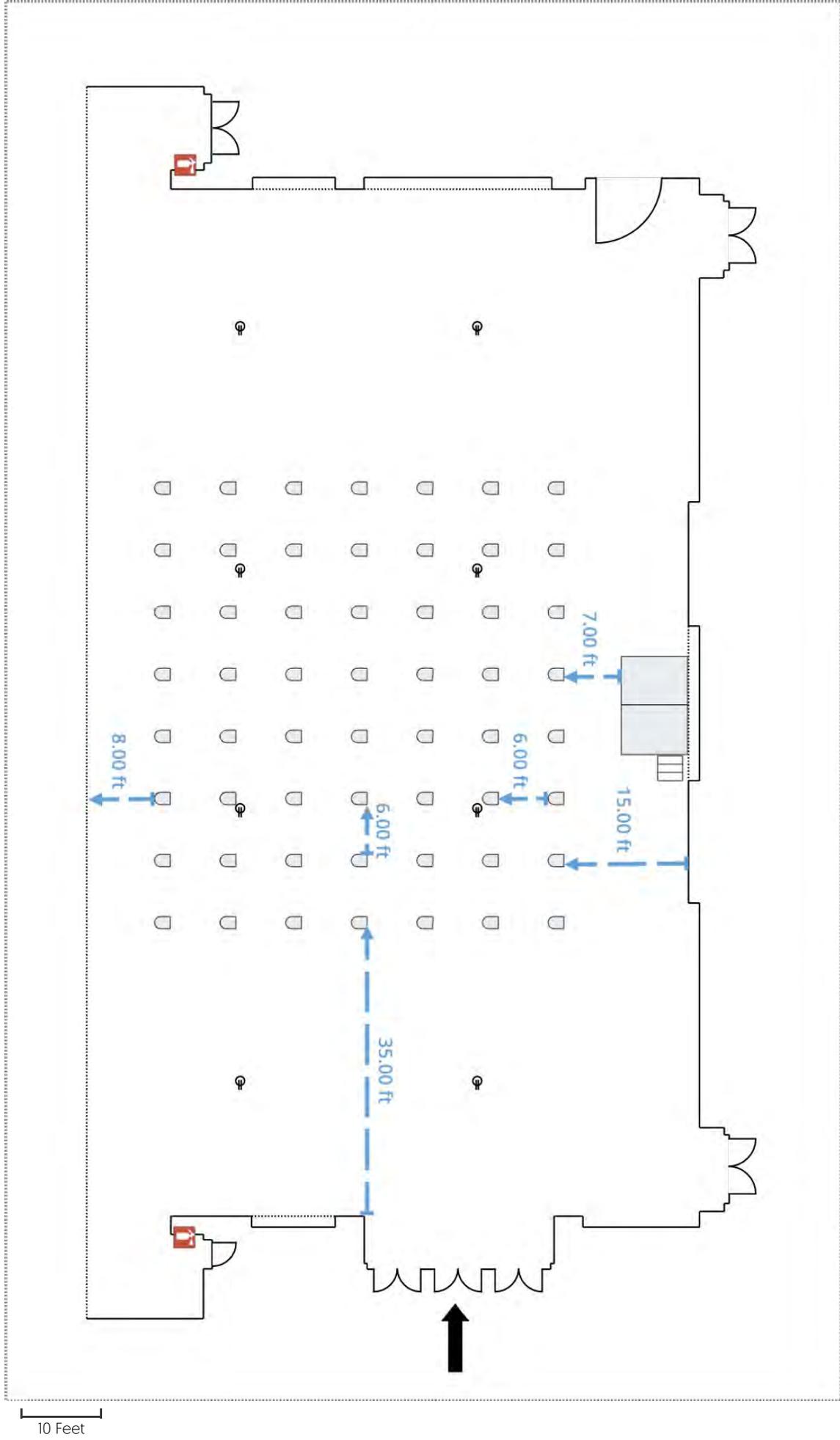


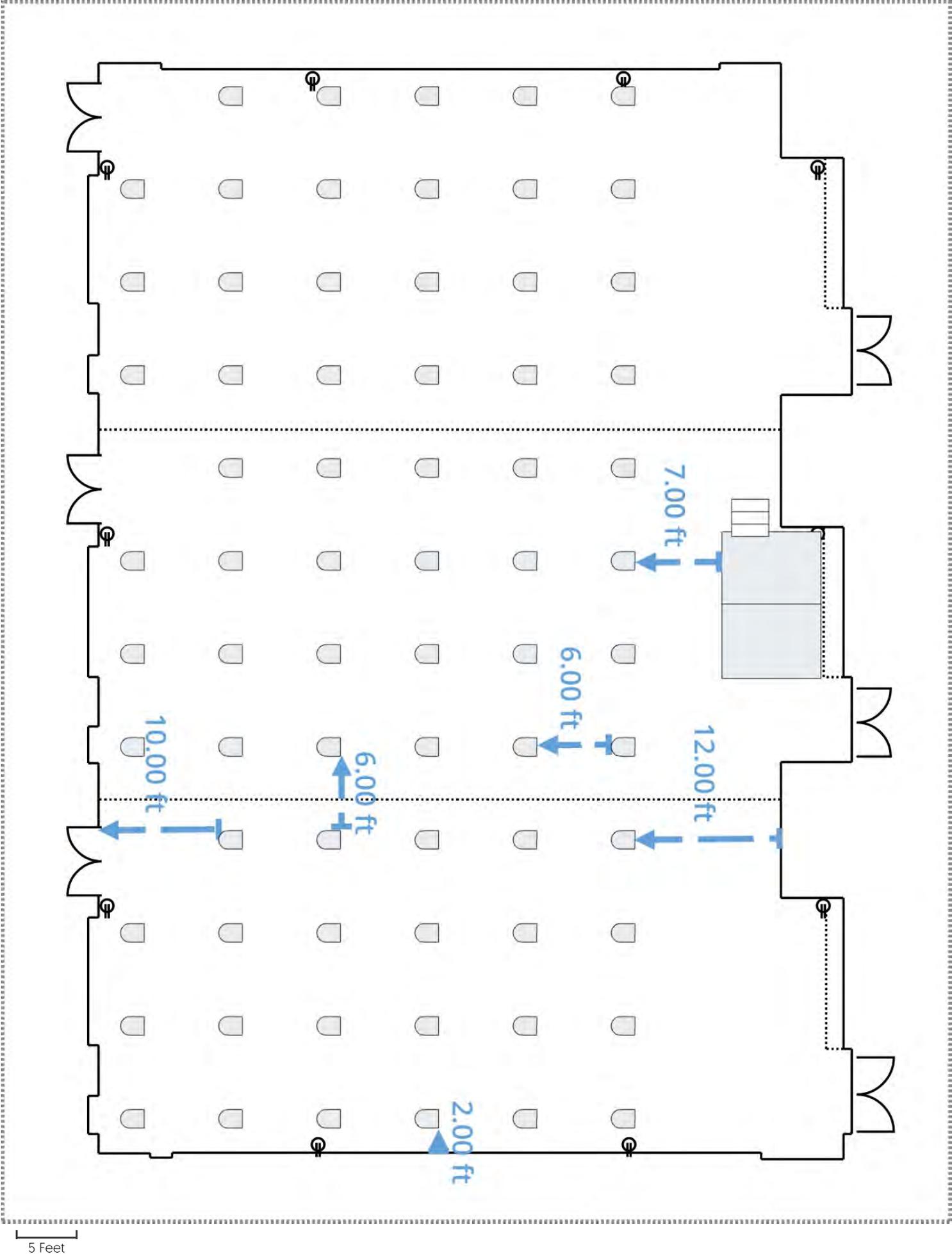


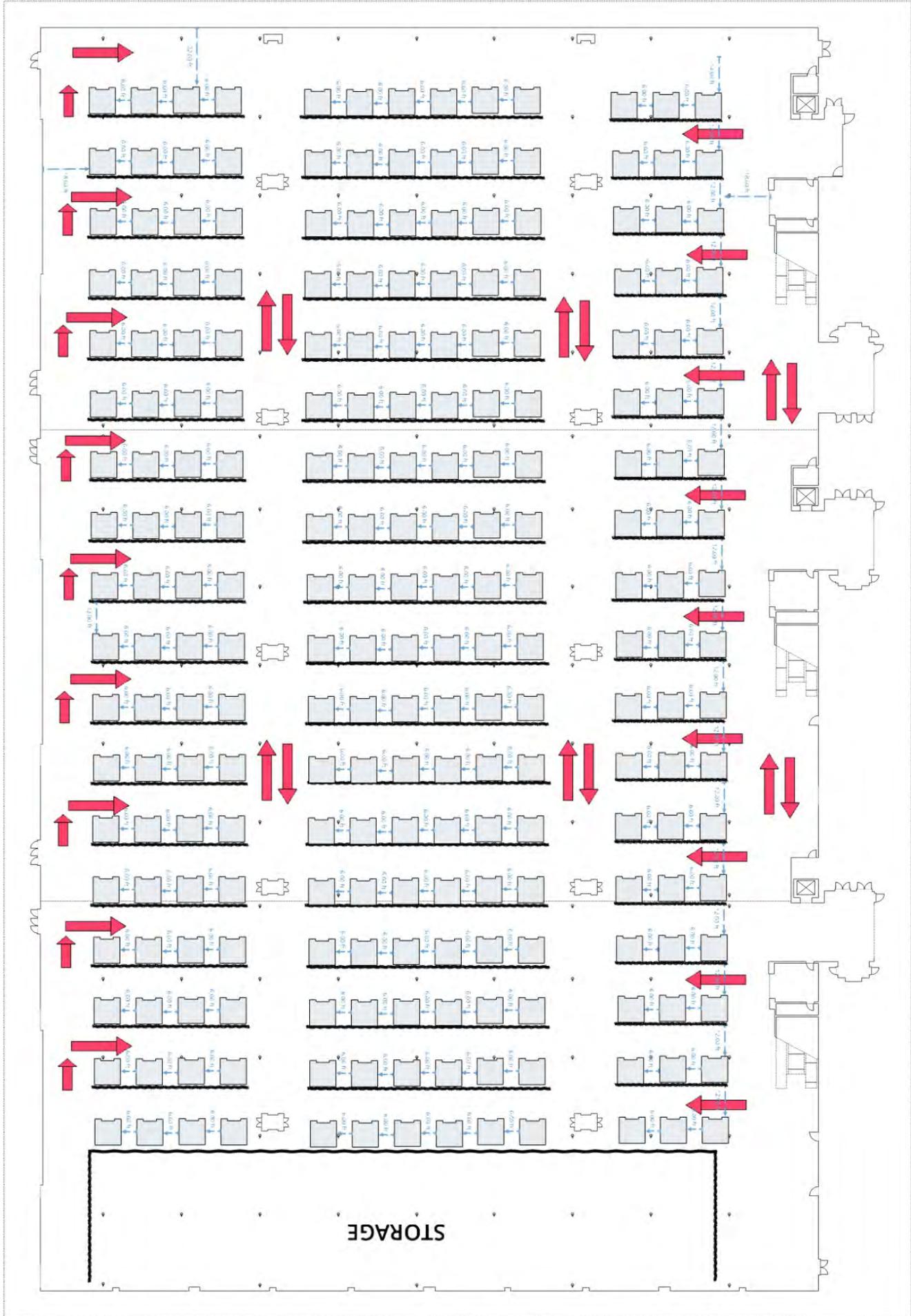
Ballroom A - Classroom for 102, 8' X 18" Tables for Social Distancing Room Sets - April 21, 2020, 12:00 PM



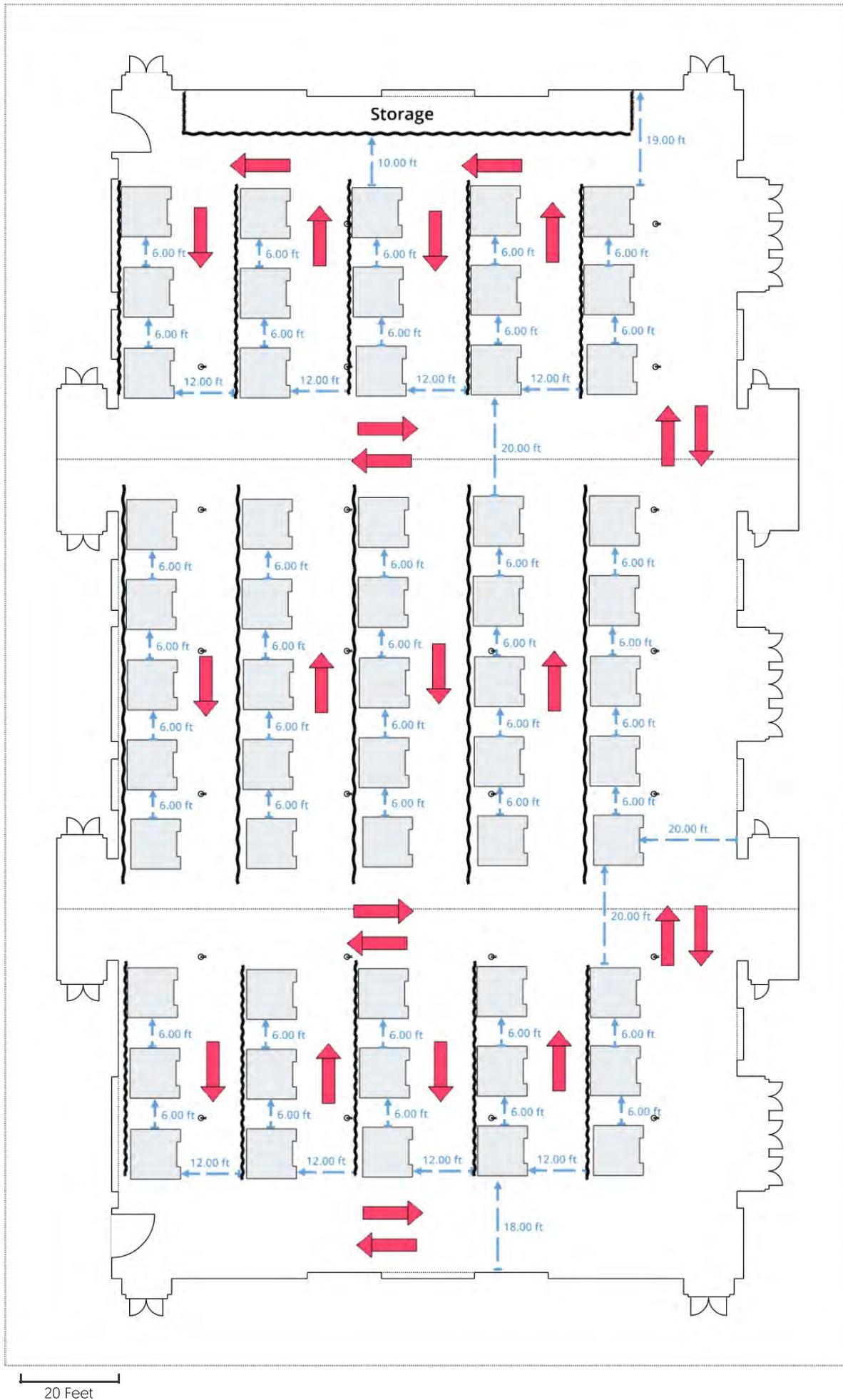




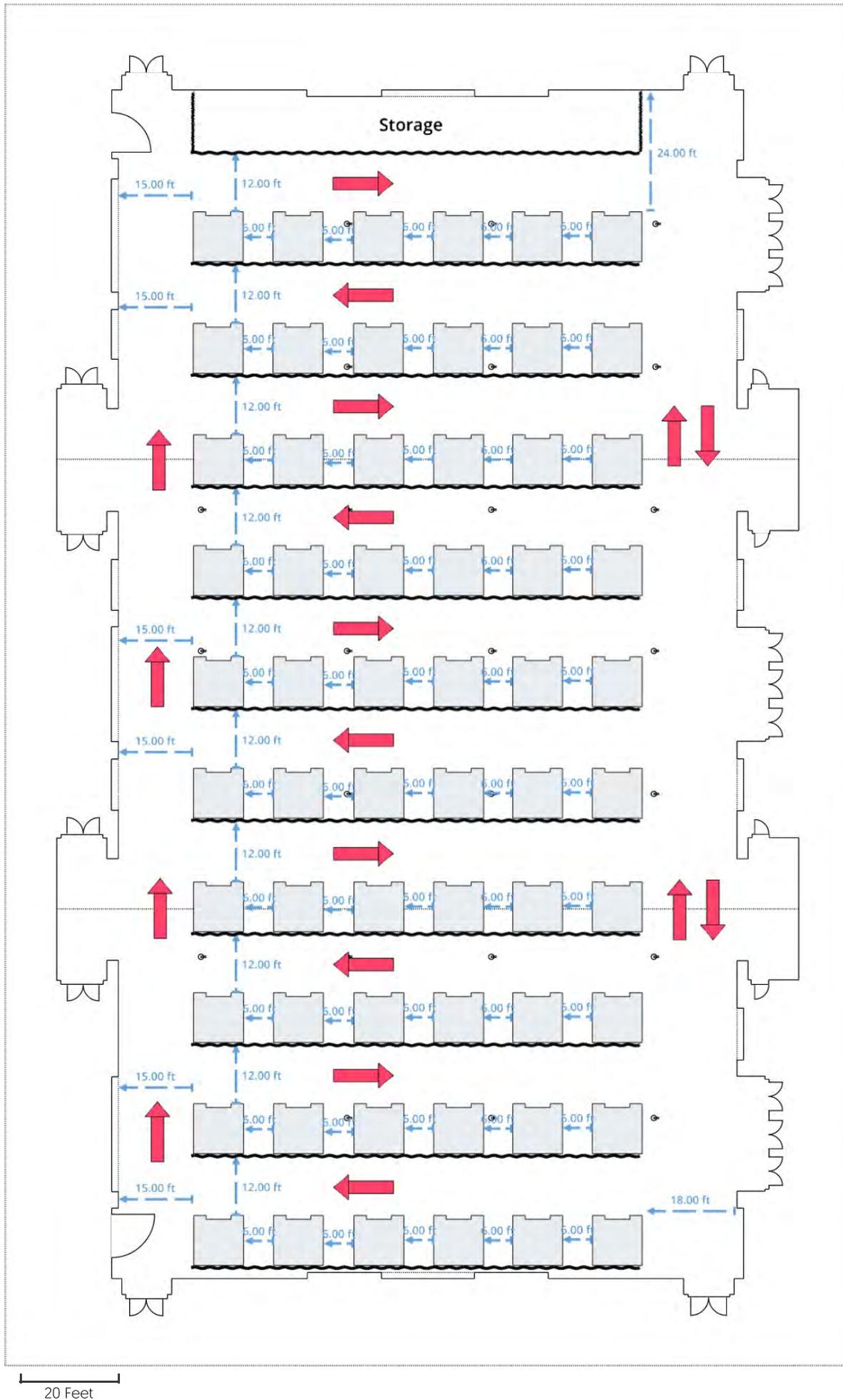




20 Feet



20 Feet

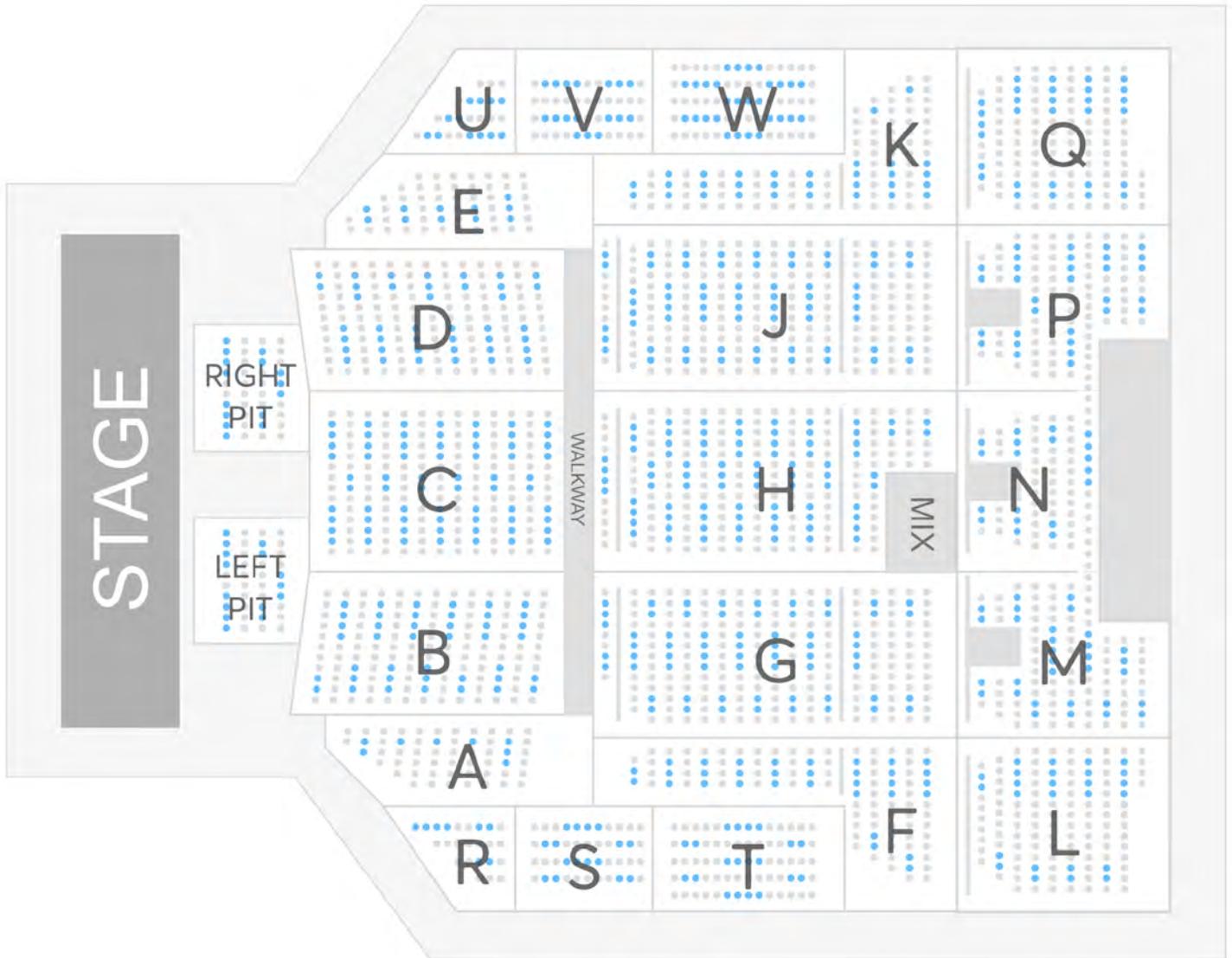


20 Feet

# Appendix B: DECPA Social Distancing Theatre Seating

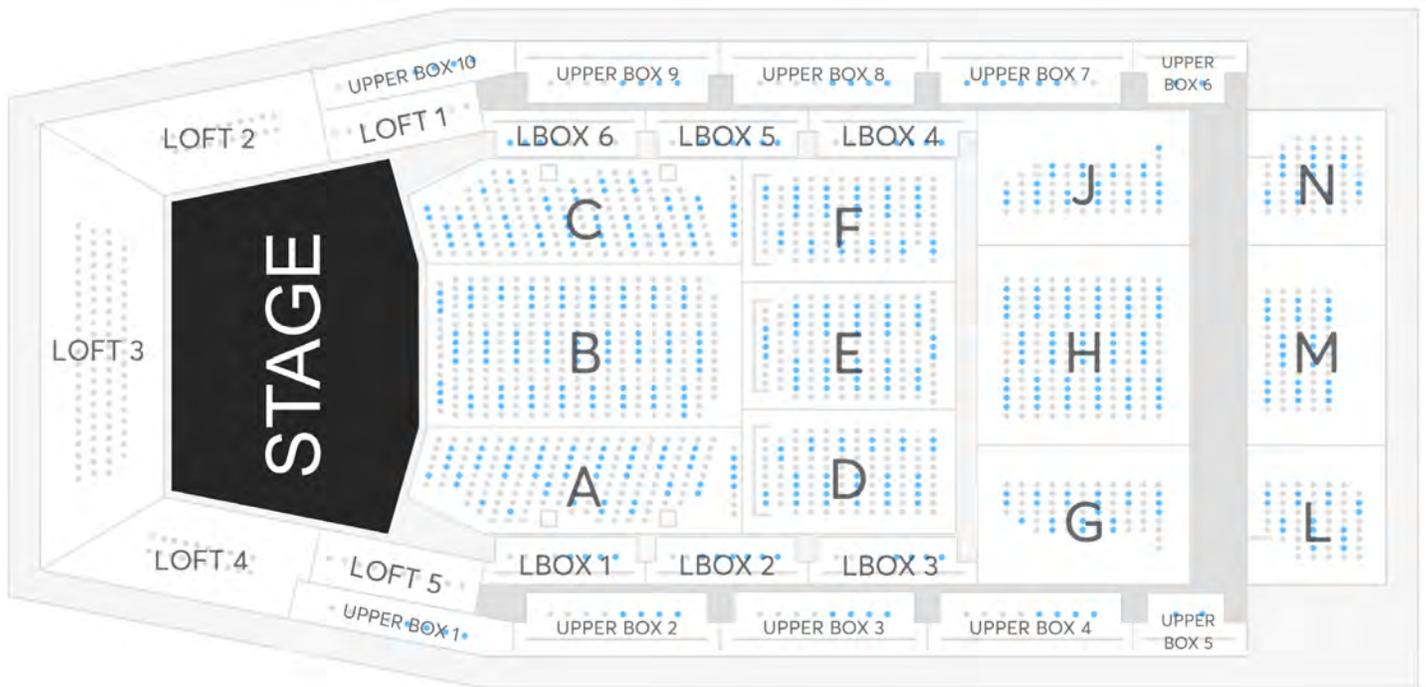
## Raleigh Memorial Auditorium

### Social Distancing Pods



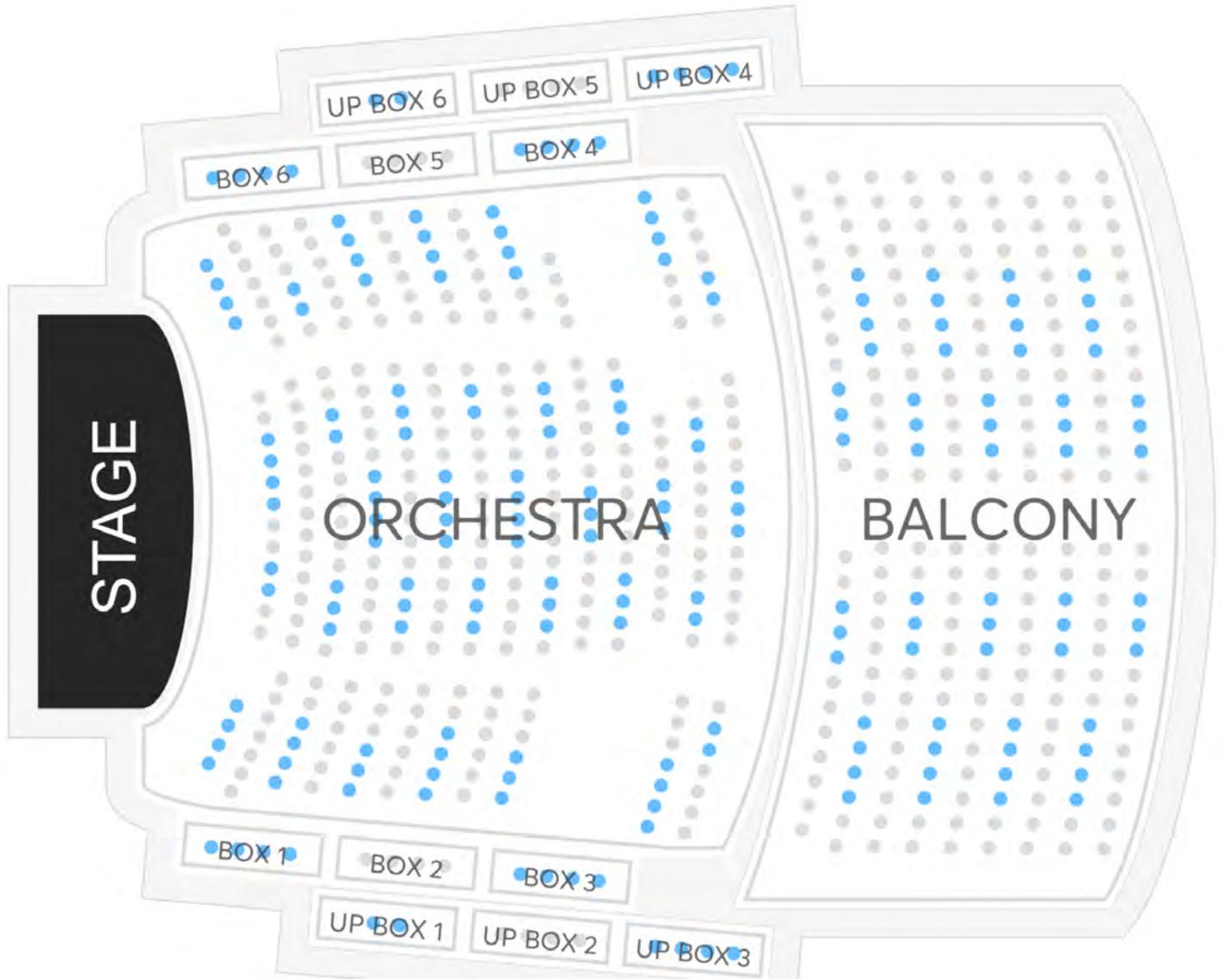
# Meymandi Concert Hall

## Social Distancing Pods



# A.J. Fletcher Opera Theater

Social Distancing Pods



# WELLNESS SCREENINGS: AN EVENT ORGANIZER'S GUIDE TO LOGISTICS AND IMPLEMENTATION

The Event Team at Raleigh Convention Center is committed to maintaining safety of all visitors, including facility staff, Show Management, and attendees alike.

**All visitors of Raleigh Convention Center will be required to complete a wellness assessment in order to enter the facility.** An RCC Event Manager will work in tandem with Event Organizers to develop an individualized schedule tailored to the meeting's needs to allow for staggered attendee entry.

Once these details have been finalized, your Event Manager will proceed with scheduling staff accordingly and provide a detailed estimate for review and approval.

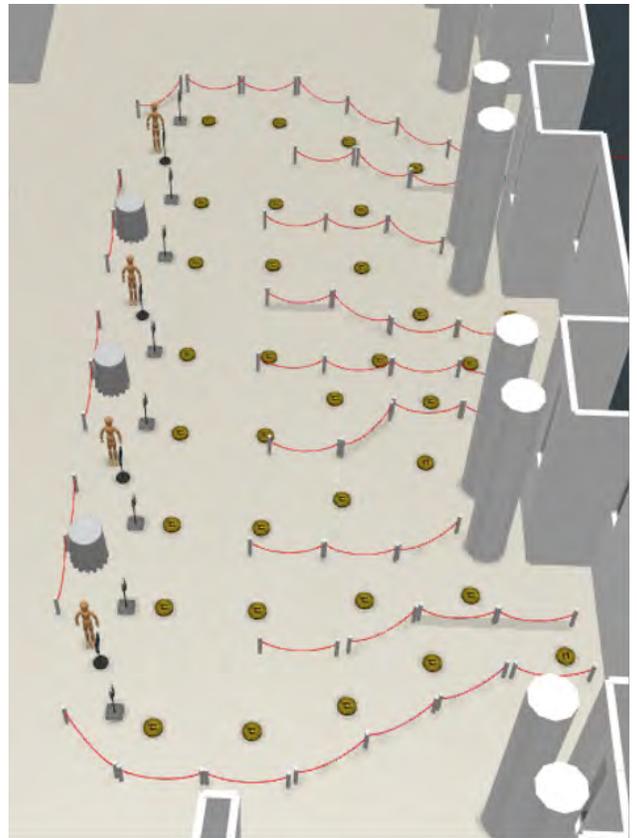
## The Wellness Screening Process

When an attendee enters the Main Lobby doors, he/she will be directed to follow a pathway leading to a Wellness Screening. This pathway will include floor-clings measuring 6' apart in the event that a line forms. Upon approaching the check-in, he/she will be greeted by a Wellness Ambassador who will check the attendee's temperature and ask a brief series of questions.

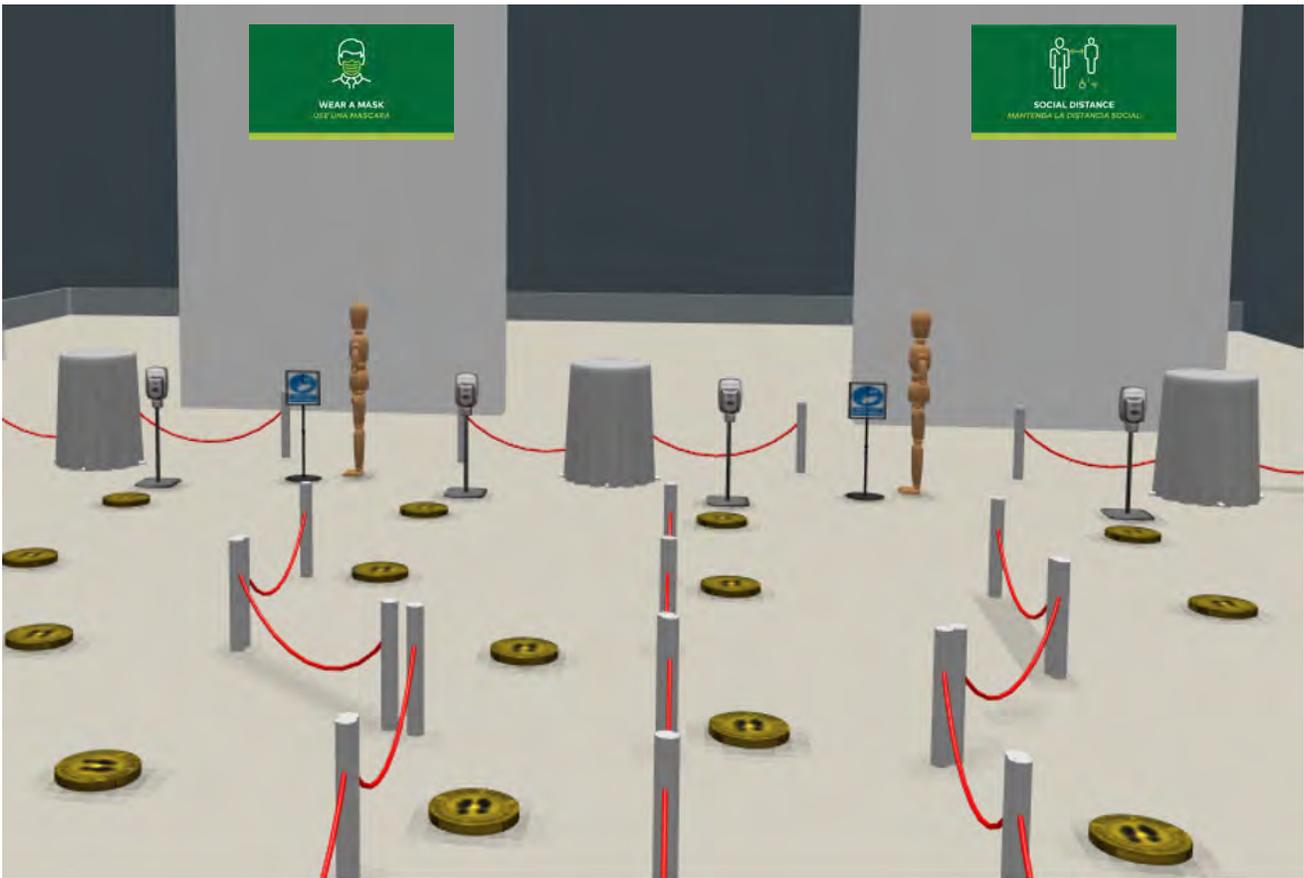
If an attendee's temperature is less than 100.4°F and he/she passes the questionnaire, a color-coded wristband will be given in order to proceed to event registration for additional credentials.

If an attendee's temperature reads equal to or greater than 100.4°F or he/she does not pass the questionnaire, they will be directed to an isolated holding area for additional screening.

Raleigh Convention Center requires all patrons and staff to wear a mask prior to completing the Wellness Screening and if social distancing is not feasible throughout the remainder of the facility. A mask is always required when interacting with Convention Center Staff.



(continued on back)



## What Will Event Organizers Be Responsible for Providing?

As a steward in safety and cleanliness, Raleigh Convention Center will provide all tensabarrier, signage, tables/chairs, and thermometers within Wellness Screenings at no additional cost.

### LABOR

Event Organizers/Show Management must work with an assigned Event Manager to determine a schedule for Wellness Ambassadors that will be required, based upon entries per hour. Labor Costs associated with Wellness Screenings and/or enforcement of social distancing will be billed to the event's Master Account.

### WRISTBANDS

Raleigh Convention Center will maintain an inventory of wristbands in multiple colors that will rotate daily. Wristbands will be billed to the Master Account based upon usage.

### ADDITIONAL SIGNAGE

Although clings within Wellness Screenings will be provided, it will be incumbent upon Show Management to provide any signage or clings beyond that point based upon contracted space.

# WELLNESS SCREENINGS: AN ATTENDEE'S GUIDE

## AT A GLANCE

- For a smooth and safe experience, please **follow signage**.
- A successful **Wellness Screening is required** to receive a wristband.
- The wristband will grant you entrance to the building and **must be worn at all times** while inside of the RCC.
- For questions and concerns, **contact your Event Organizer**.

Thank you for visiting Raleigh Convention Center! We are excited to welcome you back and have implemented a few measures to protect the health and safety of all staff and patrons.

When approaching the facility, please follow signage to the appropriate entrance. If multiple events are in the facility, individual entrances may be designated to provide the most safe and efficient service.

**Upon facility entry, your temperature will be taken and you will be asked the following questions:**

1. **Have you, any family member or someone that you have encountered experienced any cold or flu-like symptoms in the last 14 days such as: Fever, cough, sore throat, respiratory illness, difficulty breathing/shortness of breath?**
2. **Do you have cold or flu like symptoms right now?**
3. **Have you traveled out of the country within the past 14 days? If yes:**
  - A. **Where have you traveled?**
  - B. **For how long?**
  - C. **Do you know what the Travel Advisory level was?**

If you answer "yes" to any of the above questions or your temperature is not within the regulated range, you will not be permitted into the facility and directed to contact your healthcare provider. If your answer is "no" to all of the above questions and your temperature is within normal range, you will be granted a colored wristband and permitted facility access.

Without exception, this wristband must be worn at all times while within the facility. Please maintain social distancing at all times and wear a mask in accordance with local regulations. For our safety and yours, a mask must always be worn when interacting with Raleigh Convention Center Staff.

If you have any questions or concerns, please address them directly with the Event Organizer. We all play a critical role in maintaining a safe environment that is fundamental to the overall success of the events here at Raleigh Convention Center. We appreciate your cooperation and look forward to seeing you soon!

## Know your Ws!



**WEAR** a cloth mask  
over your nose and mouth.



**WAIT** 6 feet apart.  
Avoid close contact.



**WASH** your hands or  
use hand sanitizer.

# PANDEMIC OPERATIONS GUIDE

## EVENTS AT RALEIGH CONVENTION CENTER

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The goal of this document is to provide an outline of the event's response to the current pandemic and obtain approval to proceed within compliance of given current local, state, and federal regulations.

Upon review of the completed event's Pandemic Operations Guide below, Raleigh Convention Center management will respond with approval or comment accordingly where additional information may be needed.

Once the Pandemic Operations Guide has been reviewed and finalized, applicable personnel from RCC will return with signature.

**Upon completion of this form, please see "[Submission of Pandemic Operations Guide](#)" , page 8 for full list of required attachments.**

### GENERAL EVENT INFORMATION

#### EVENT AND CONTACT INFORMATION

#### RCC APPROVAL

Event Name:

Host Organization:

Primary Contact for Event Logistics:

Move-In Dates/Times: until

Event/Show Dates/Times: until

Move Out Dates/Times: until

*Comments (RCC Internal Use Only)*

What is the purpose of the event?

What general modifications have been made in response to the current pandemic?

*Comments (RCC Internal Use Only)*

# EVENT FOOTPRINT

## EXHIBITORS

RCC APPROVAL

Will the event host exhibitors?

*\*\*If answer to this question is NO, please proceed to "Accessibility" below\*\**

If YES..

How many?

Where will exhibits be located?

What is the total square footage of intended exhibit booths?

Exhibitor Move In Dates/Times:

until

Exhibitor Move Out Dates/Times:

until

*Comments (RCC Internal Use Only)*

## ACCESSIBILITY

RCC APPROVAL

How will the event handle attendees with ADA Accessibility needs?

*Comments (RCC Internal Use Only)*

# SECURITY, WELLNESS, AND ADMISSION

## WELLNESS SCREENINGS / INGRESS & EGRESS

RCC APPROVAL

### Staff / Show Management / Contractors

How many staff will be present on site daily?

What time(s) will staff arrive and depart daily?

What entrance of the facility will staff utilize daily?

### Attendees / Guests and Coaches/Athletes (Sporting Events)

How many guests will be present on site daily?

What time(s) will guests arrive and depart daily?

What entrance of the facility will guests utilize daily?

What communication will occur in advance to ensure that all personnel are informed of Wellness Screenings?

*Comments (RCC Internal Use Only)*

Is this event ticketed?  
How will attendees be credentialed?

How is admission being controlled into event spaces?

How will arrivals be staggered to ensure compliance with capacity regulations and prevent gatherings?

*Comments (RCC Internal Use Only)*

What is your current security plan, and how will you regulate the flow of foot traffic throughout both contracted and common spaces?

How will the event handle enforcement of the current executive orders and this plan?

*Comments (RCC Internal Use Only)*

## FOOD AND BEVERAGE

### F&B - SAFE HANDLING AND RESTRICTED CONSUMPTION

RCC APPROVAL

Will the event feature any food and beverage components?

*\*\*If answer to this question is NO, please proceed to "Pandemic Response" below\*\**

If YES..

Where will F&B service be located, and where will consumption be permitted?

If consumption is restricted to certain areas, how will the event handle enforcement to ensure compliance?

*Comments (RCC Internal Use Only)*

## PANDEMIC RESPONSE

### PPE / SOCIAL DISTANCING

RCC APPROVAL

What forms of Personal Protective Equipment (PPE) will Event Organizers provide to staff, suppliers, and attendees?

What other signage and additional efforts will be implemented to promote social distancing throughout the event?

*Comments (RCC Internal Use Only)*

### CLEANING & SANITIZATION

RCC APPROVAL

Raleigh Convention Center will provide complimentary sanitization of internal equipment on a nightly basis. Additional cleanings may be accommodated based upon the event schedule (fees apply). Sanitization of any 3<sup>rd</sup> party equipment must be arranged with equipment provider.

In what way and how often will 3<sup>rd</sup> party provided equipment be sanitized?

What chemicals will be utilized to sanitize 3<sup>rd</sup> party equipment?

*Comments (RCC Internal Use Only)*

Will all staff, suppliers, and attendees be required to sign a Waiver of Liability, outlining inherent risks in attending an event during the pandemic?

How will this be distributed and recorded?

*Comments (RCC Internal Use Only)*

### **Submission of Pandemic Operations Guide**

**Once you have answered all questions above, please submit with the following attachments:**

- **Any drafted diagrams, floor plans, or exhibit footprints for the event.**
- **Preliminary schedules/agenda for the event, including move in/out**
- **Waiver of Liability as it is intended to be sent to any guests attending the event**

**Thank you for taking the time to thoughtfully complete this document. Upon review, one of our team members will be in touch with approval or comments requesting additional information.**

**FINAL APPROVAL (RCC INTERNAL USE ONLY)**

I have reviewed the above Pandemic Operations Guide for  
-----  
and approve that it meets the qualifications as outlined above.

**EVENT MANAGER:**

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----- (signature) ----- (name)  
----- (date)

**OTHER**

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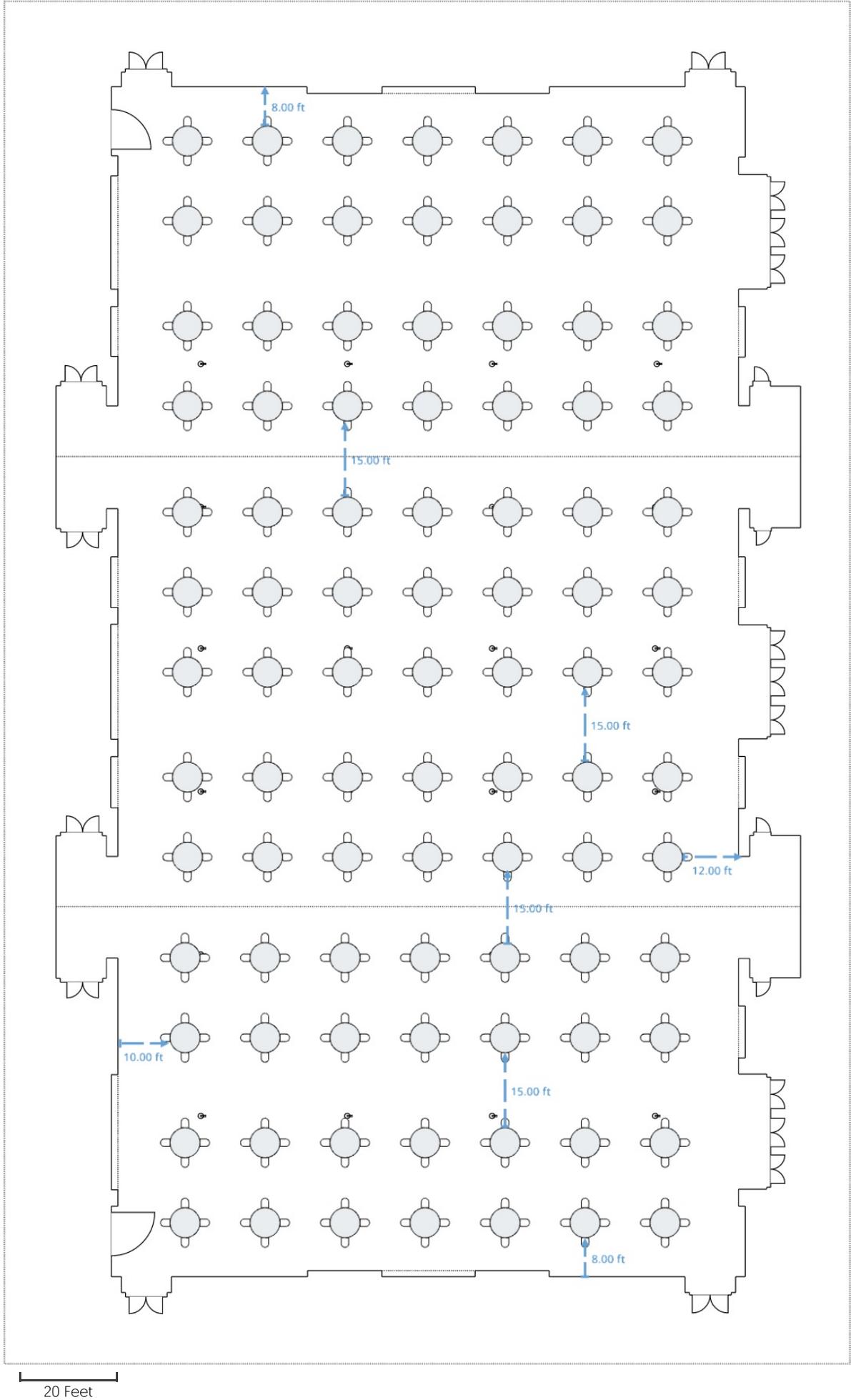
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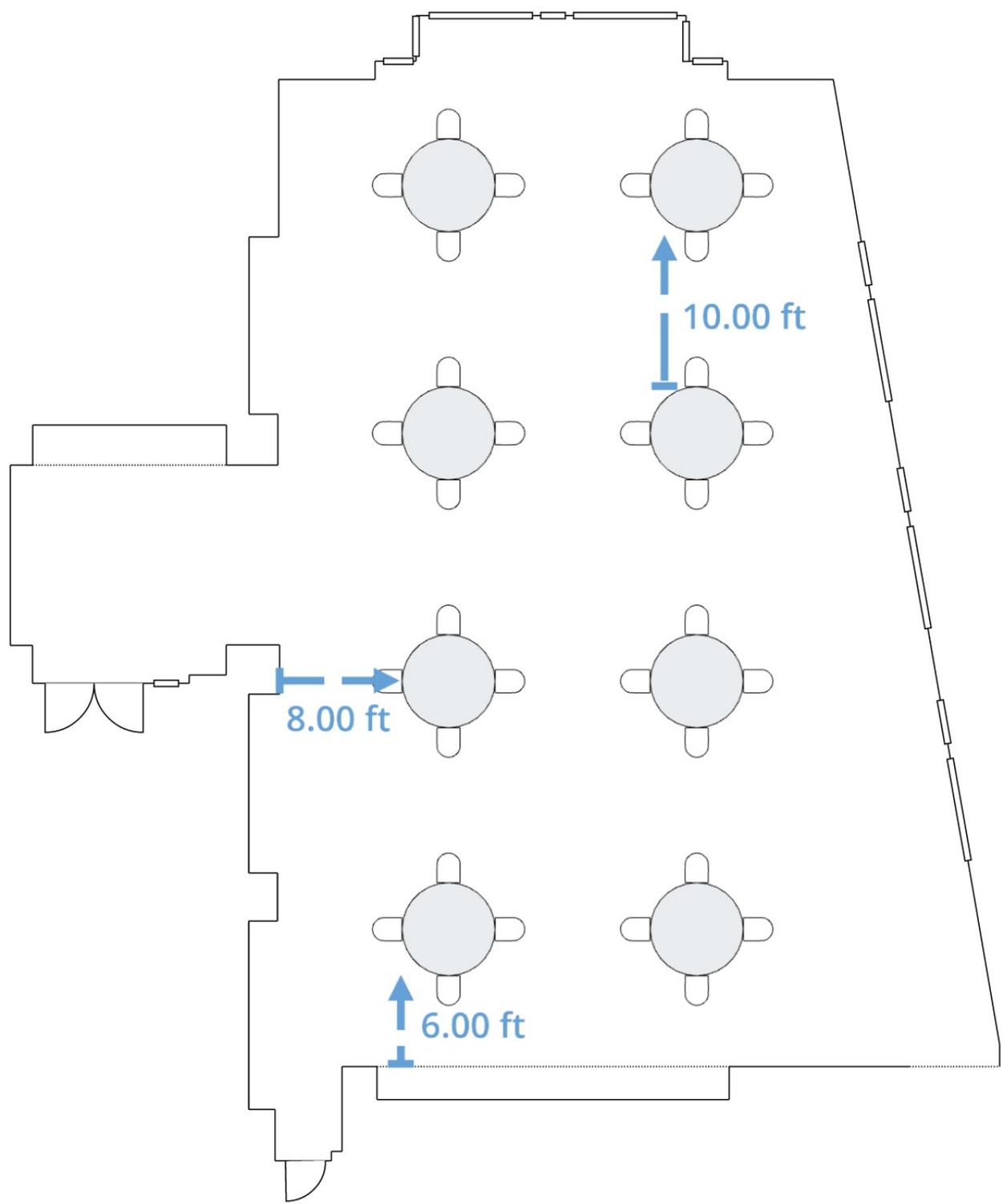
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# Room Capacity Chart

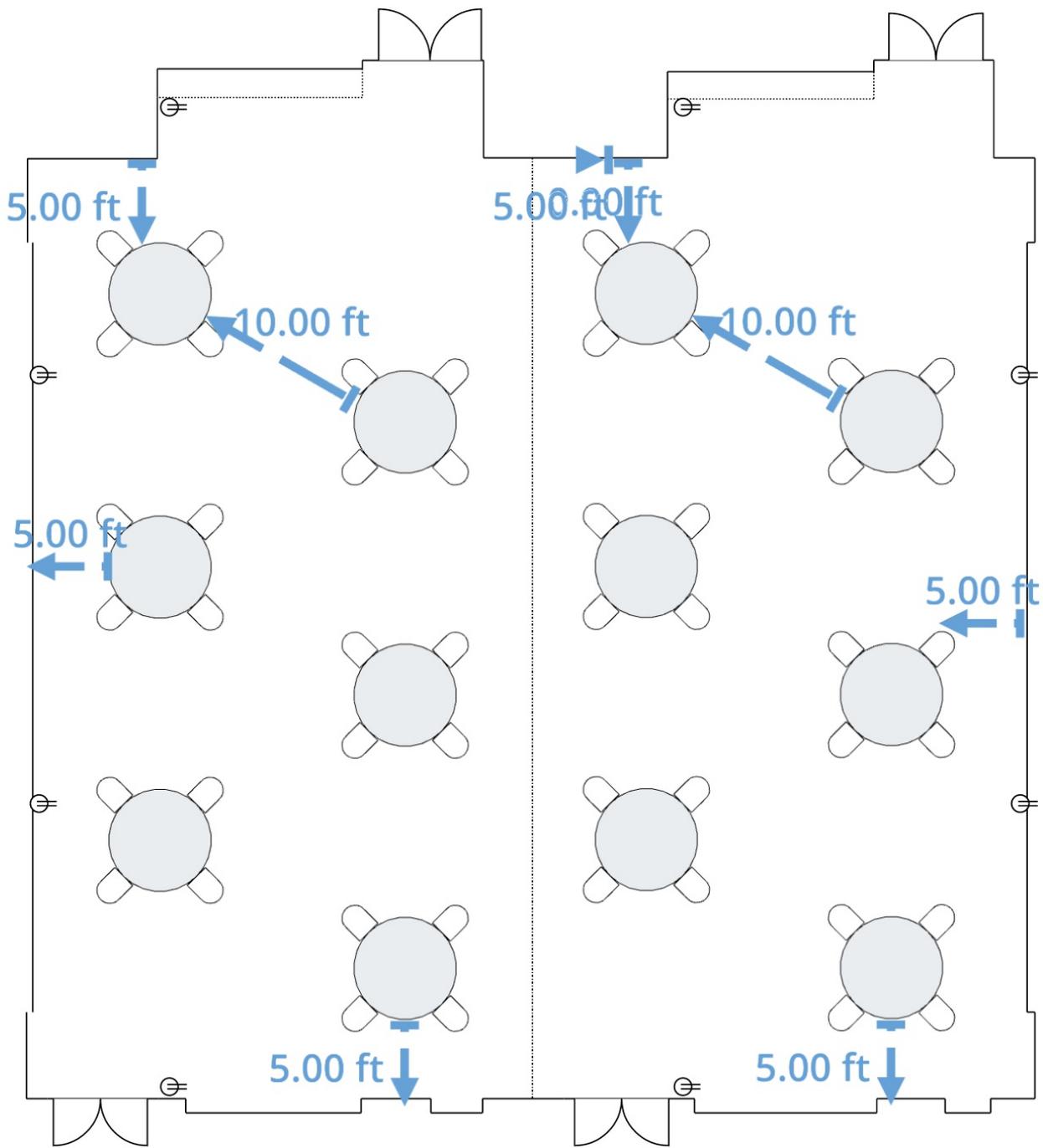
|                         | Space            | Square Footage | Banquet Seating (72" Rounds)   |                                       |                   | Classroom   |  |                     | Theater Seating                              |  |                               |
|-------------------------|------------------|----------------|--------------------------------|---------------------------------------|-------------------|---|--|---------------------|--|--|-------------------------------|
|                         |                  |                | Maximum<br>10 seats, 5' aisles | Est. Socially Distanced<br>10' aisles |                   | Maximum<br>4 per 8ft   3 per 6ft,<br>32" b/w rows | Est. Socially Distanced<br>6' between rows |                     | Maximum<br>no chair spacing,<br>18" b/w rows | Est. Socially Distanced<br>6' between rows |                               |
|                         |                  |                |                                | Moderate<br>6 seats                   | Strict<br>4 seats |   | Moderate<br>2 per 8ft                      | Strict<br>1 per 8ft |  | Moderate<br>4' chair spacing               | Strict<br>6' chair<br>spacing |
| Ballroom<br>(400) Level | Ballroom ABC     | 32,617         | 1,960                          | 546                                   | 364               | 2440  | 480  | 345                 | 3,690  | 680  | 402                           |
|                         | Ballroom A       | 10,705         | 600                            | 168                                   | 112               | 712   | 150  | 105                 | 1,152  | 214  | 124                           |
|                         | Ballroom AB      | 22,545         | 1,380                          | 378                                   | 252               | 1720  | 330  | 240                 | 2,808  | 466  | 278                           |
|                         | Ballroom B       | 12,440         | 700                            | 210                                   | 140               | 720   | 180  | 135                 | 1,440  | 252  | 154                           |
|                         | Ballroom BC      | 22,512         | 1,380                          | 378                                   | 252               | 1728  | 330  | 240                 | 2,550  | 466  | 278                           |
|                         | Ballroom C       | 10,072         | 600                            | 168                                   | 112               | 720   | 150  | 105                 | 1,102  | 214  | 124                           |
|                         | 402              | 3,829          | 150                            | 48                                    | 32                | 217   | 48   | 30                  | 342  | 65   | 55                            |
| Meeting (200) Level     | 301AB            | 3,495          | 180                            | 72                                    | 48                | 248   | 53   | 40                  | 402  | 78   | 46                            |
|                         | 301A             | 1,758          | 80                             | 36                                    | 24                | 140   | 26   | 20                  | 224  | 39   | 23                            |
|                         | 301B             | 1,737          | 80                             | 36                                    | 24                | 140   | 26   | 20                  | 224  | 39   | 23                            |
|                         | 302 ABC          | 5,367          | 300                            | 108                                   | 72                | 420   | 78   | 60                  | 592  | 117  | 69                            |
|                         | 302 A            | 1,847          | 80                             | 36                                    | 24                | 140   | 26   | 20                  | 200  | 39   | 23                            |
|                         | 302 AB           | 3,618          | 200                            | 72                                    | 48                | 248   | 53   | 40                  | 402  | 78   | 46                            |
|                         | 302 B            | 1,771          | 80                             | 36                                    | 24                | 140   | 26   | 20                  | 224  | 39   | 23                            |
|                         | 302 BC           | 3,520          | 200                            | 72                                    | 48                | 248   | 53   | 40                  | 402  | 78   | 46                            |
|                         | 302 C            | 1,749          | 80                             | 36                                    | 24                | 128   | 26   | 20                  | 224  | 39   | 23                            |
|                         | 303              | 1,716          | 80                             | 30                                    | 20                | 114   | 26   | 19                  | 187  | 39   | 23                            |
|                         | 304              | 2,257          | 120                            | 36                                    | 24                | 159   | 36   | 23                  | 242  | 47   | 29                            |
|                         | 305 AB           | 3,682          | 180                            | 72                                    | 48                | 261   | 53   | 40                  | 421  | 39   | 46                            |
|                         | 305A             | 1,847          | 80                             | 36                                    | 24                | 128   | 26   | 20                  | 211  | 39   | 23                            |
|                         | 305 B            | 1,835          | 80                             | 36                                    | 24                | 128   | 26   | 20                  | 211  | 117  | 23                            |
|                         | 306 ABC          | 5,538          | 300                            | 108                                   | 72                | 426   | 78   | 60                  | 640  | 39   | 69                            |
|                         | 306 A            | 1,846          | 80                             | 36                                    | 24                | 140   | 26   | 20                  | 211  | 78   | 23                            |
|                         | 306 AB           | 3,692          | 200                            | 72                                    | 48                | 272   | 53   | 40                  | 434  | 39   | 46                            |
|                         | 306 B            | 1,846          | 80                             | 36                                    | 24                | 140   | 26   | 20                  | 224  | 78   | 23                            |
|                         | 306 BC           | 3,692          | 200                            | 72                                    | 48                | 272   | 53   | 40                  | 434  | 39   | 46                            |
| 306 C                   | 1,846            | 80             | 36                             | 24                                    | 140               | 26  | 20   | 211                 | 39   | 23   |                               |
| 307                     | 701              | 20             | 12                             | 8                                     | 40                | 8   | 6  | 66                  | 16   | 9  |                               |
| Mezzanine (200) Level   | 201              | 1,424          | 40                             | 18                                    | 12                | 72  | 22   | 12                  | 115  | 27   | 15                            |
|                         | 202              | 776            | 30                             | 12                                    | 8                 | 32  | 10   | 5                   | 55   | 15   | 8                             |
|                         | 203              | 814            | 30                             | 12                                    | 8                 | 32  | 10   | 5                   | 58   | 15   | 8                             |
|                         | 204              | 795            | 30                             | 12                                    | 8                 | 32  | 10   | 5                   | 55   | 15   | 8                             |
|                         | 205              | 826            | 30                             | 12                                    | 8                 | 32  | 10   | 5                   | 63   | 15   | 8                             |
|                         | 206              | 1,381          | 40                             | 18                                    | 12                | 68  | 22   | 12                  | 120  | 27   | 15                            |
| Exhibit (100) Level     | Exhibit Hall ABC | 146,843        | 8,980                          | 2,316                                 | 1,544             | 10,000  | 1,521                                      | 1,009               | 10,000                                       | 2905                                       | 1688                          |
|                         | Exhibit Hall A   | 45,638         | 2,750                          | 708                                   | 472               | 3,100   | 457  | 317                 | 3,100  | 908  | 536                           |
|                         | Exhibit Hall AB  | 99,907         | 6,070                          | 1,608                                 | 1,072             | 6,900   | 1,041                                      | 695                 | 6,900  | 2001                                       | 1132                          |
|                         | Exhibit Hall B   | 54,269         | 3,180                          | 900                                   | 600               | 3,800   | 584  | 378                 | 3,800  | 1093                                       | 596                           |
|                         | Exhibit Hall BC  | 101,205        | 6,080                          | 1,608                                 | 1,072             | 6,900   | 1,064                                      | 692                 | 6,900  | 1997                                       | 1152                          |
|                         | Exhibit Hall C   | 46,936         | 2,870                          | 708                                   | 472               | 3,100   | 480  | 314                 | 3,100  | 904  | 556                           |

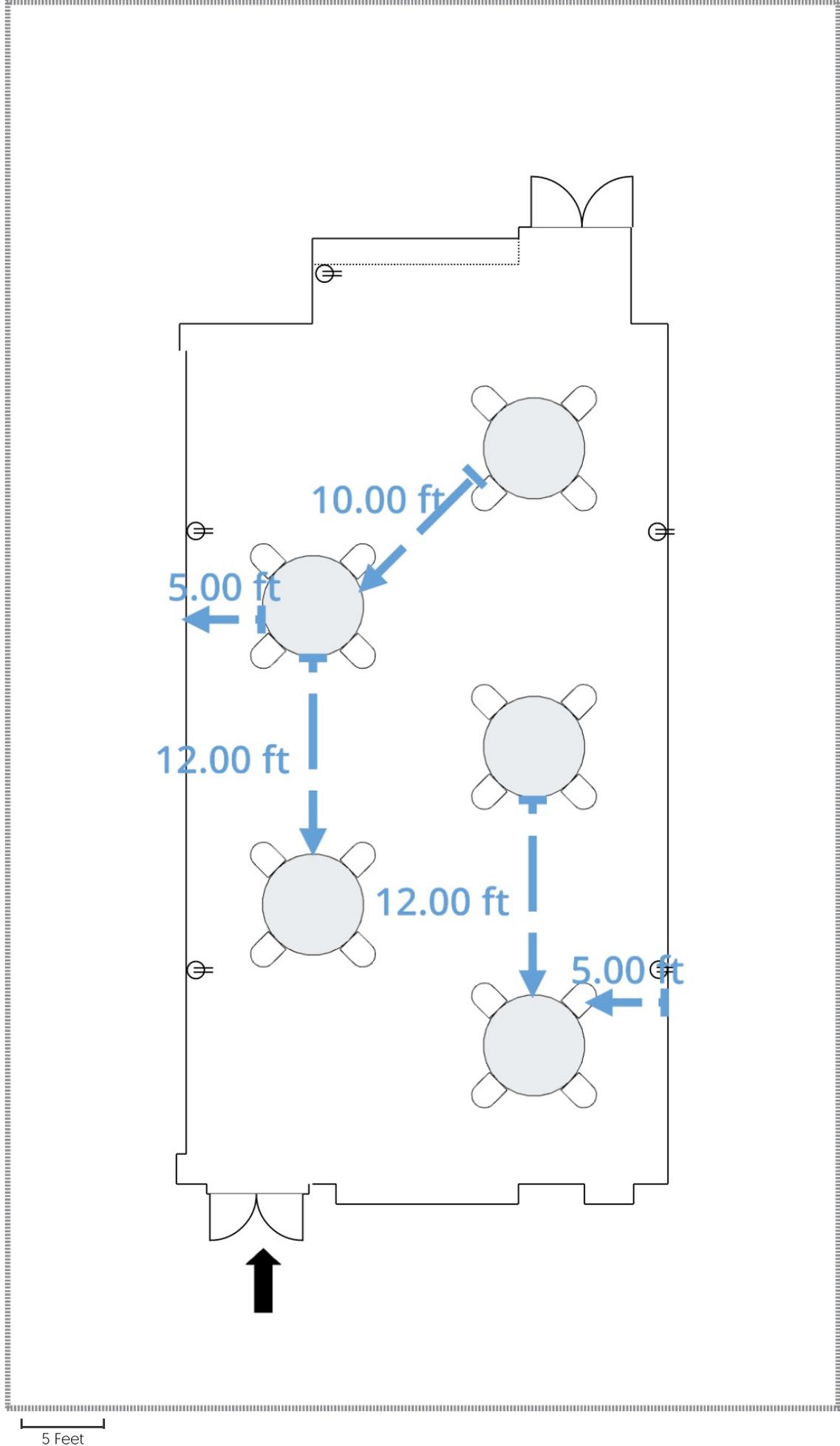
\*Capacities are based off maximum fire capacities in the applicable space

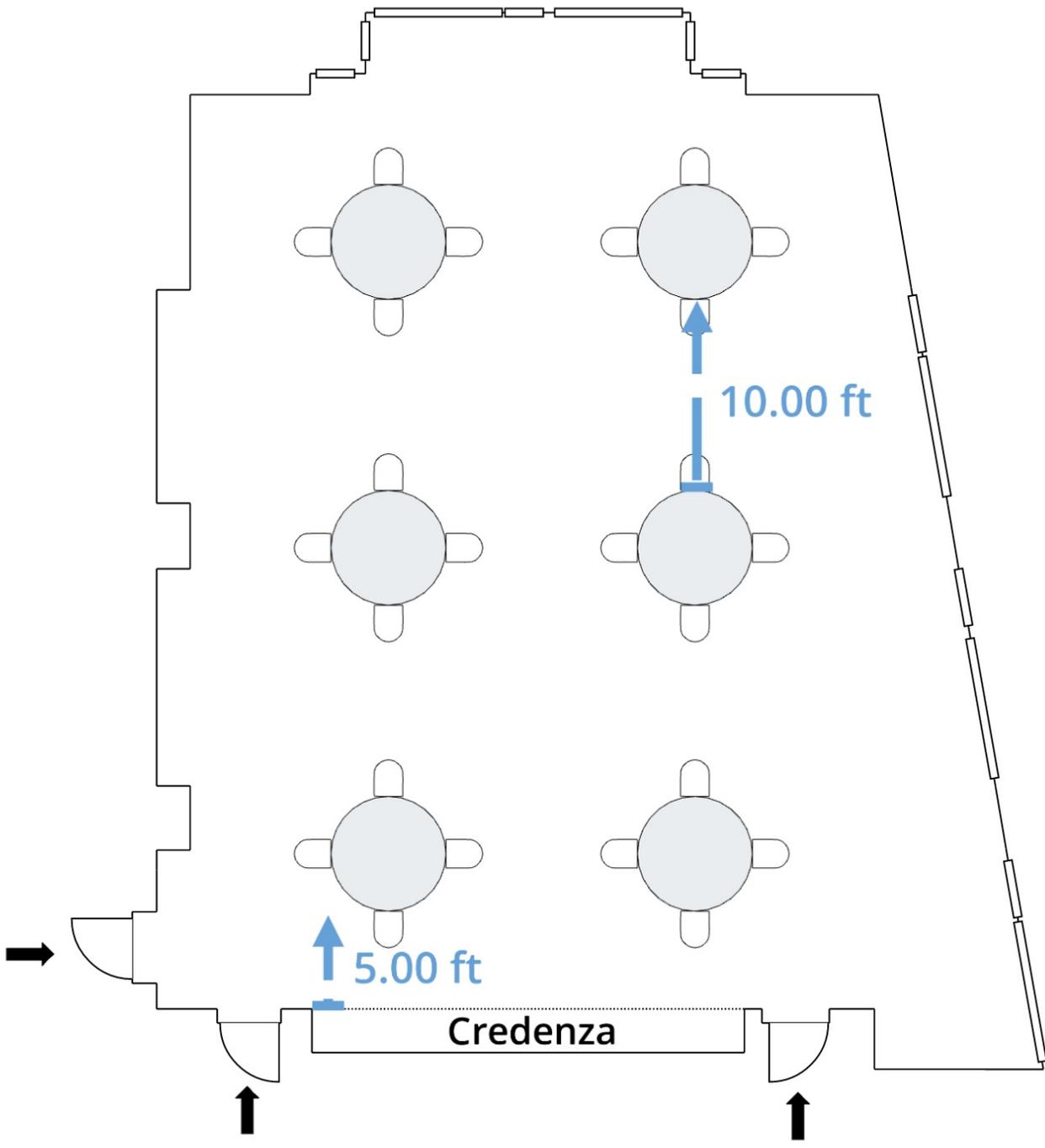




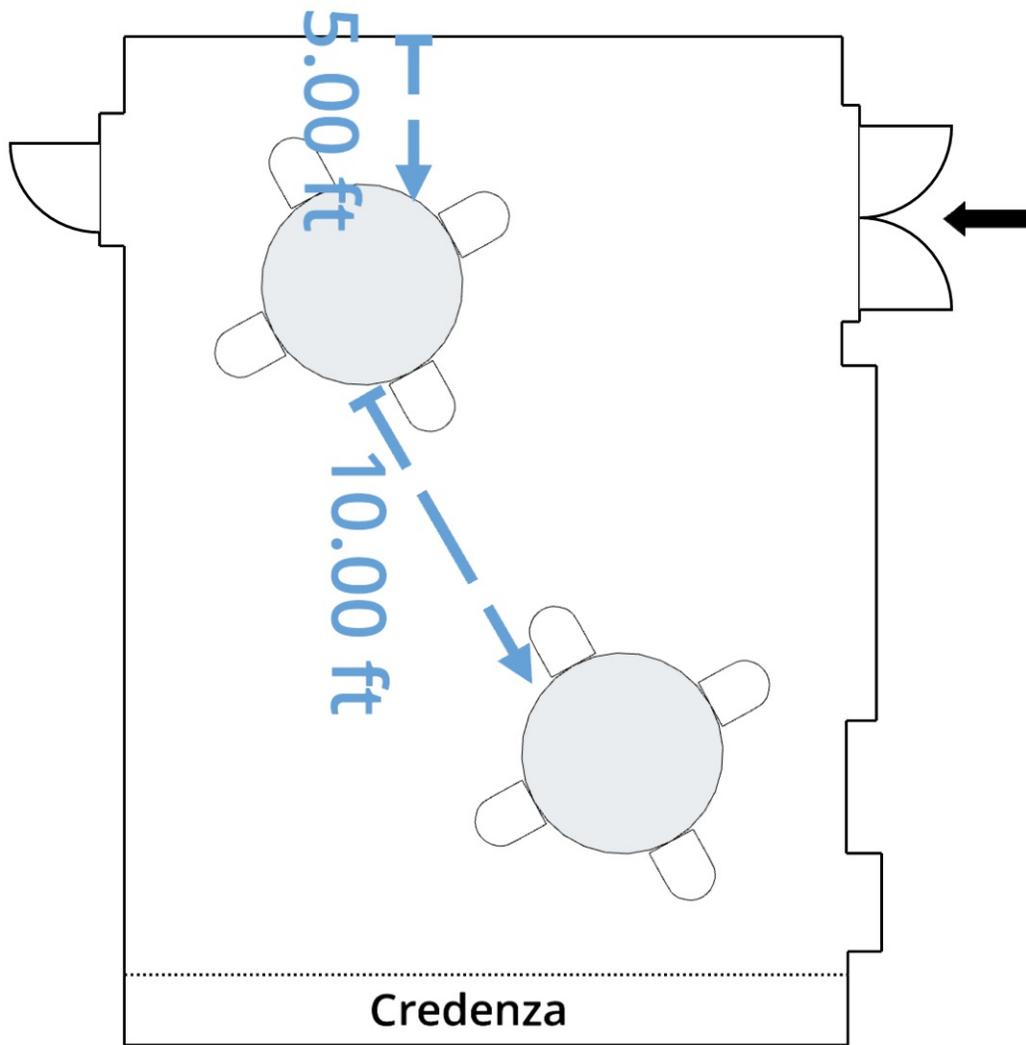
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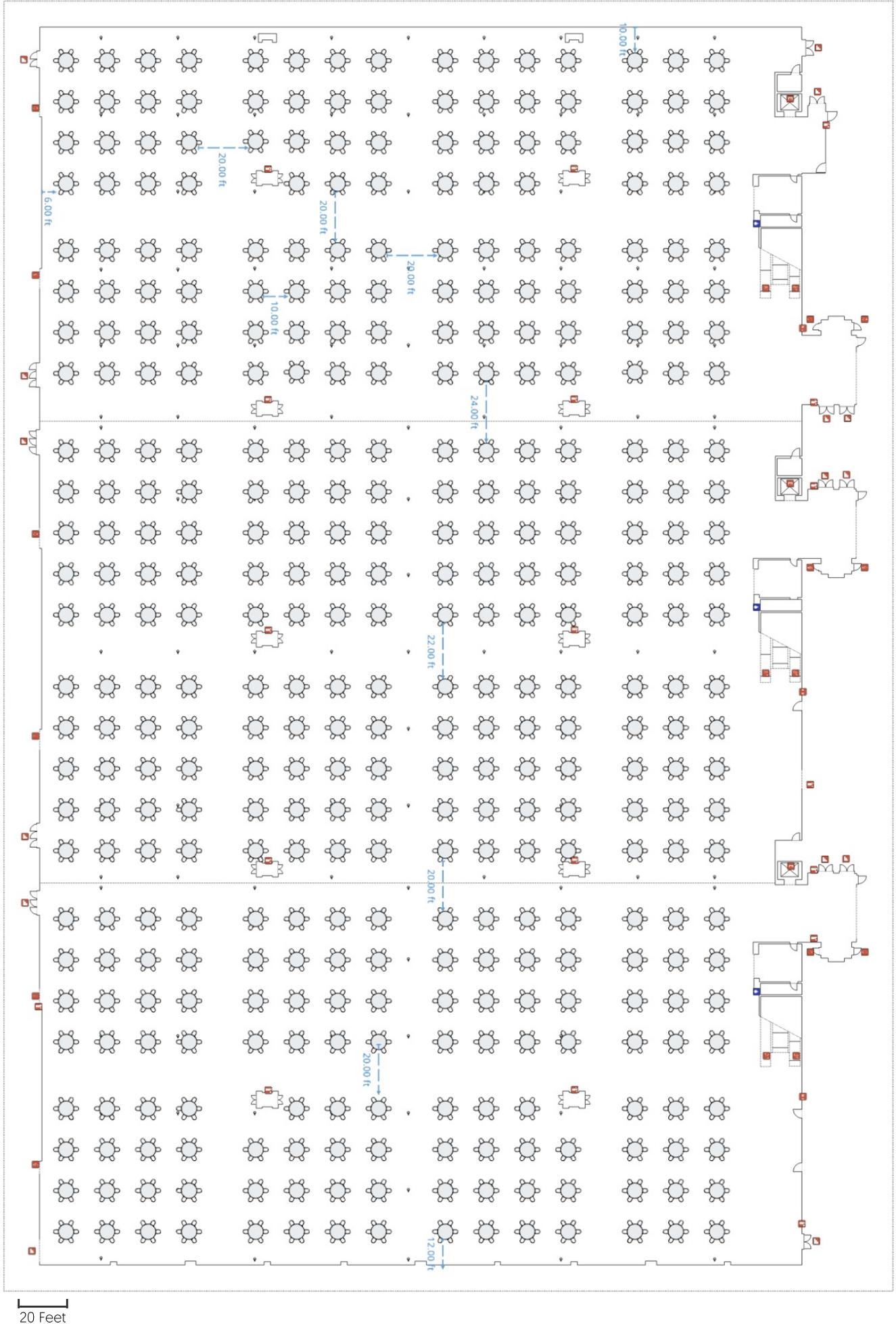
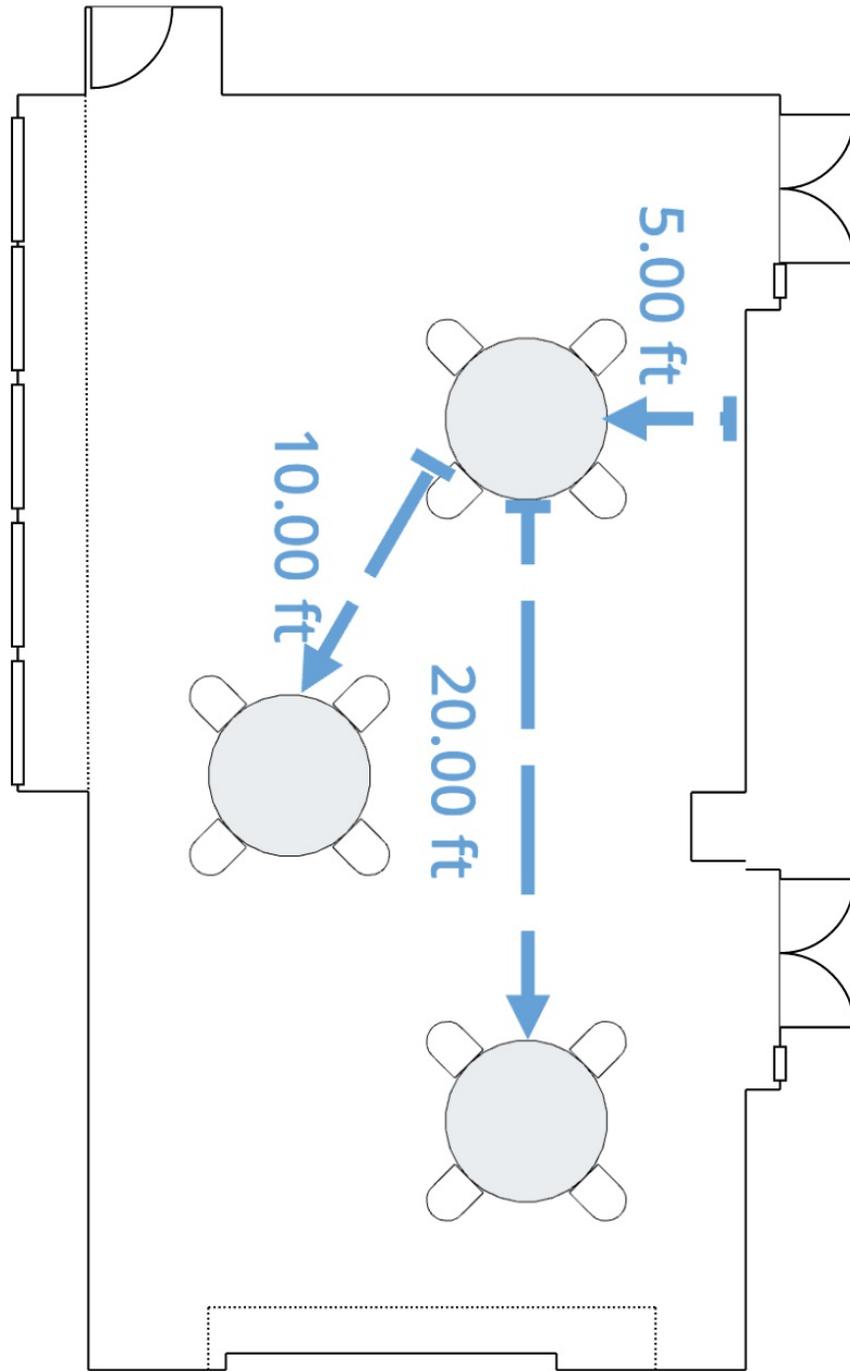
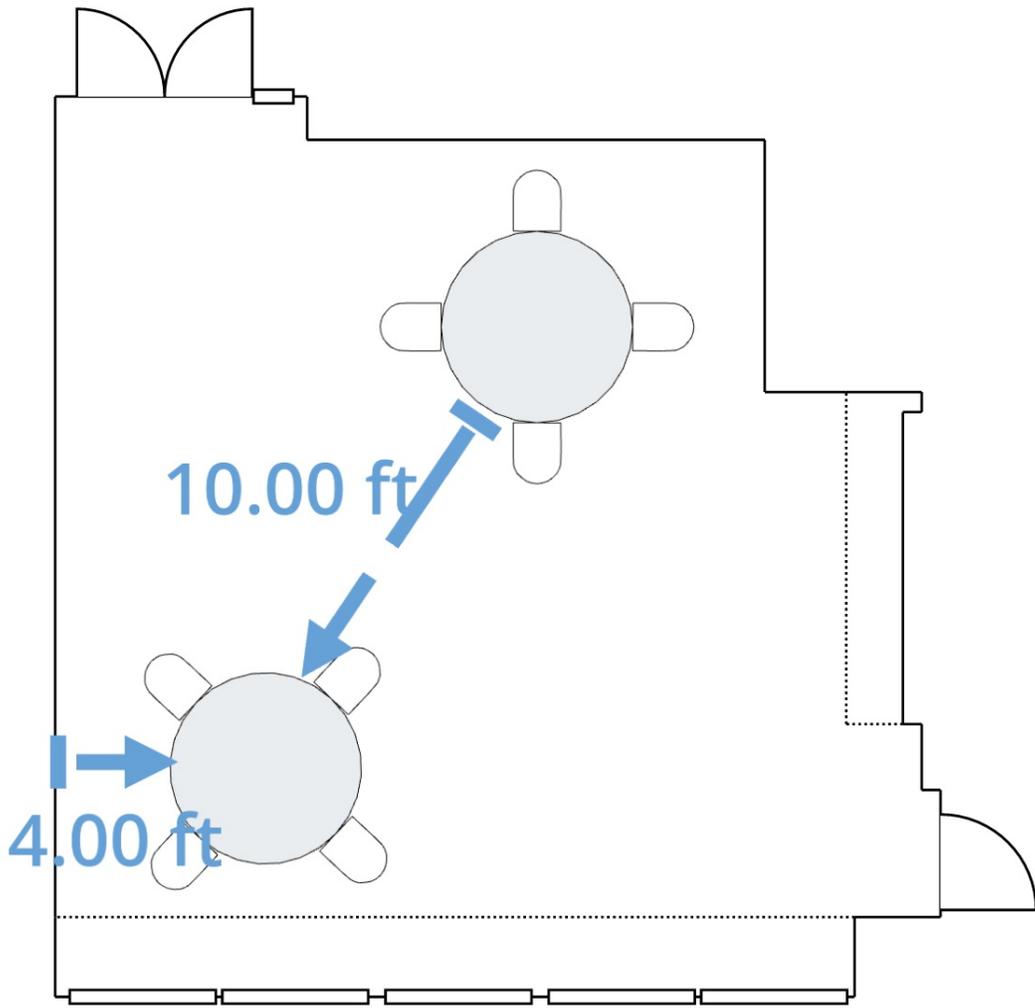


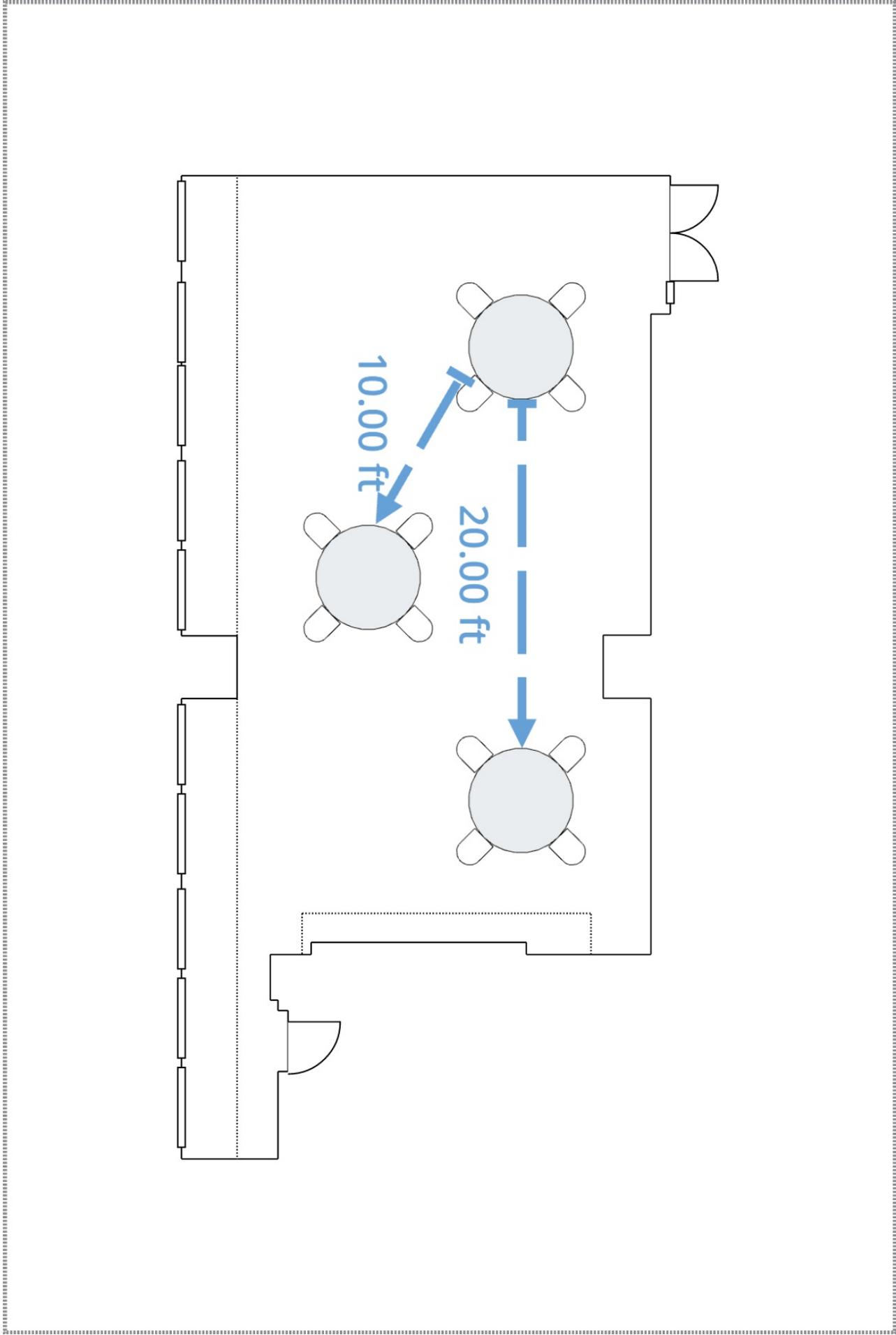
Exhibit Hall - 386 Rounds of 6 for 2316, 10' aisles for Socially Distanced Room Capacities\_Examples  
 - January 1, 2021, 12:00 PM



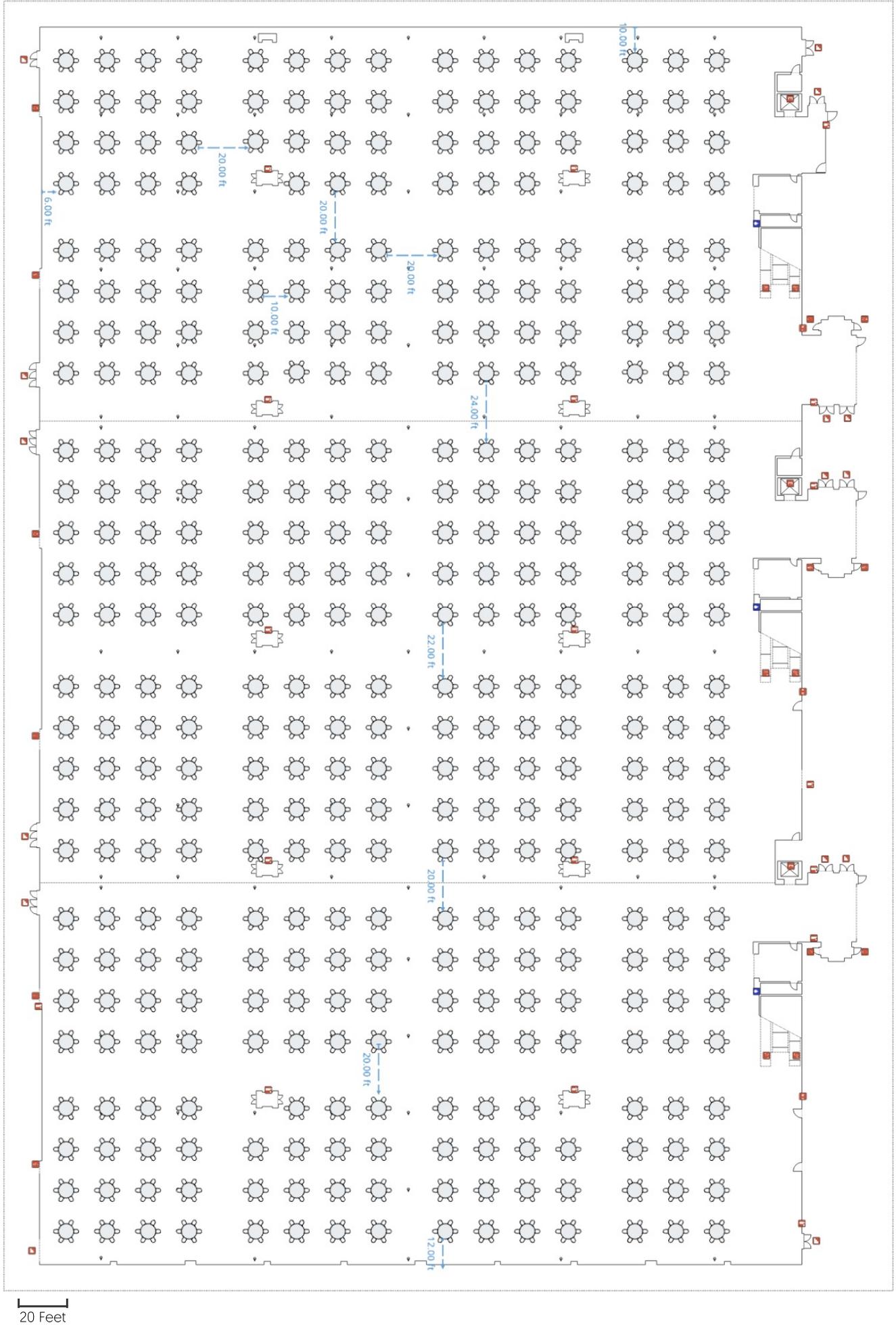
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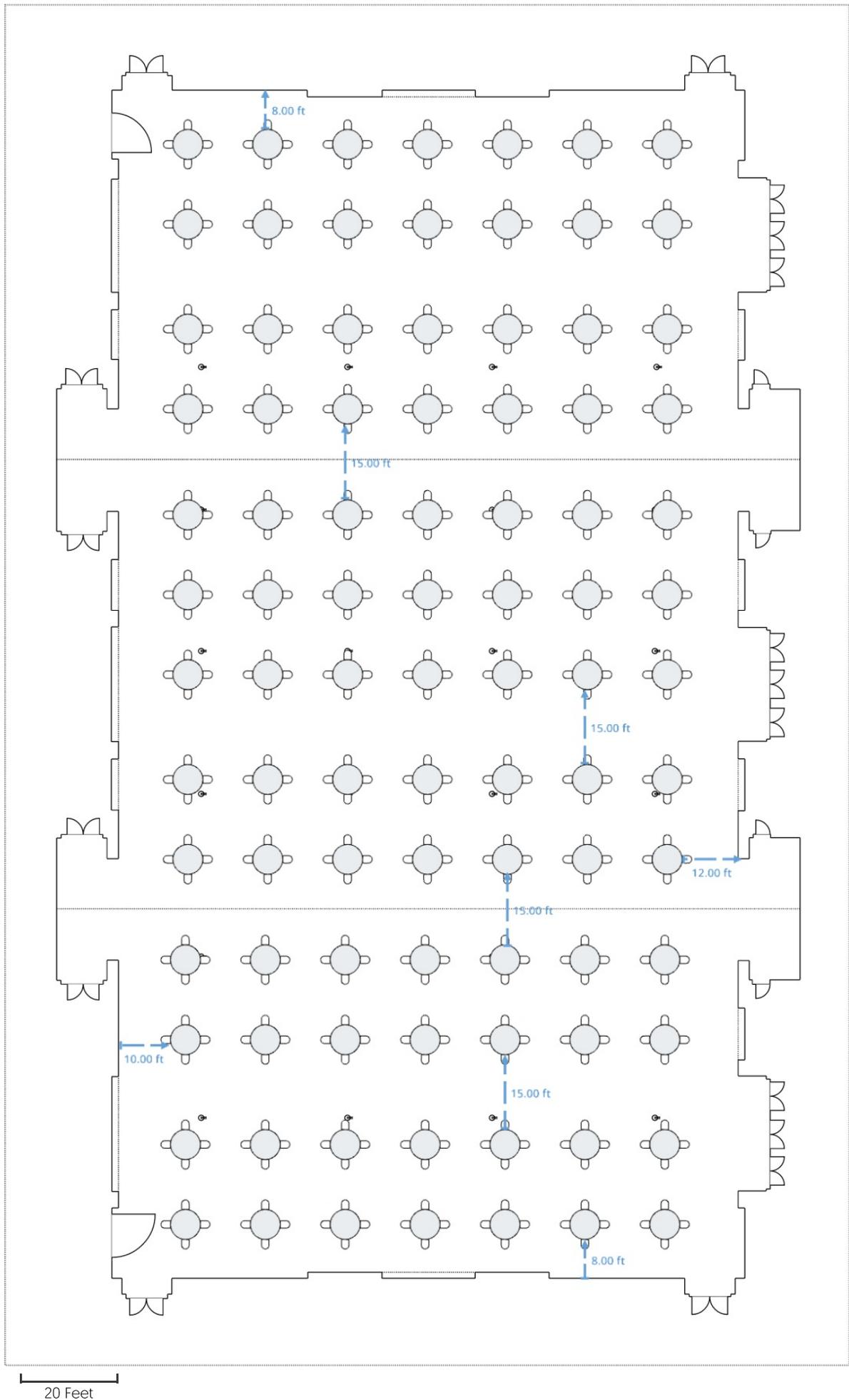


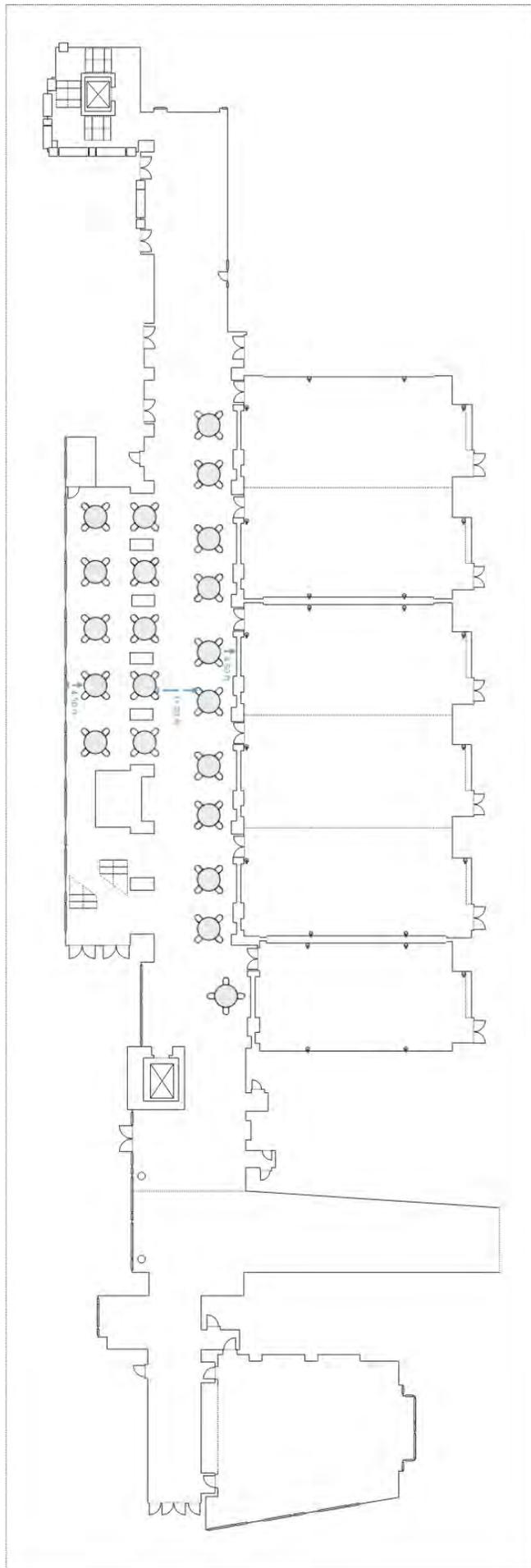
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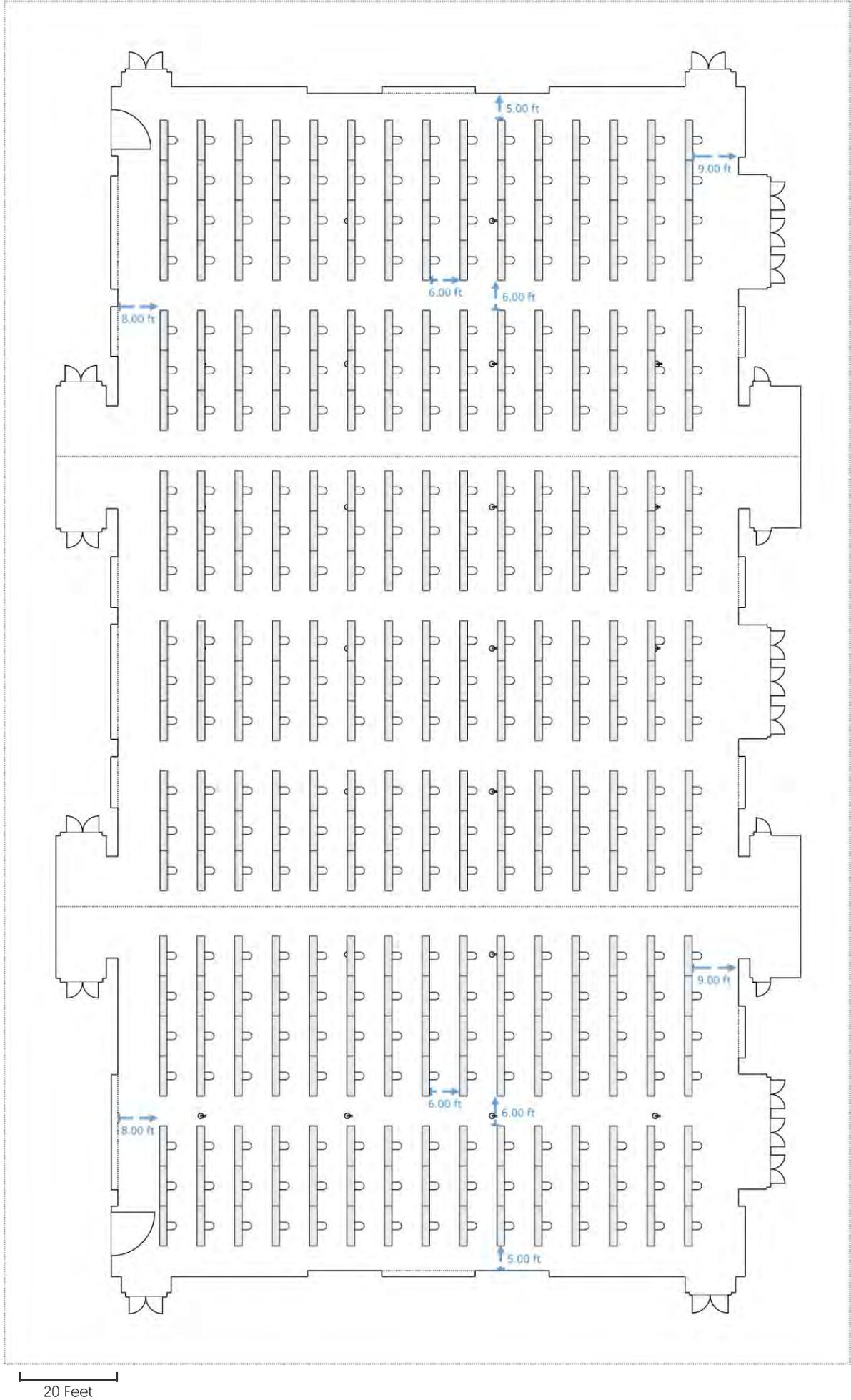
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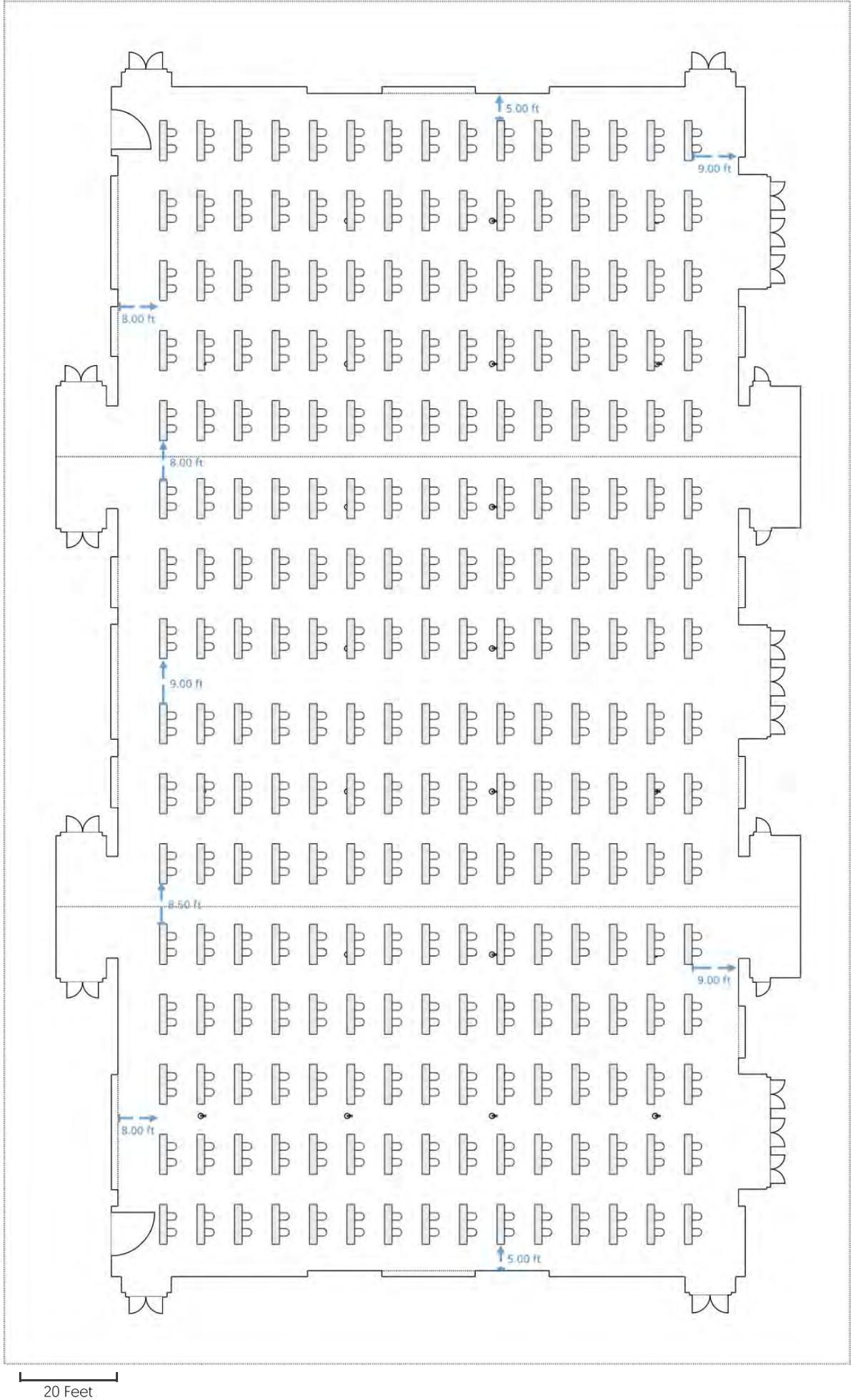


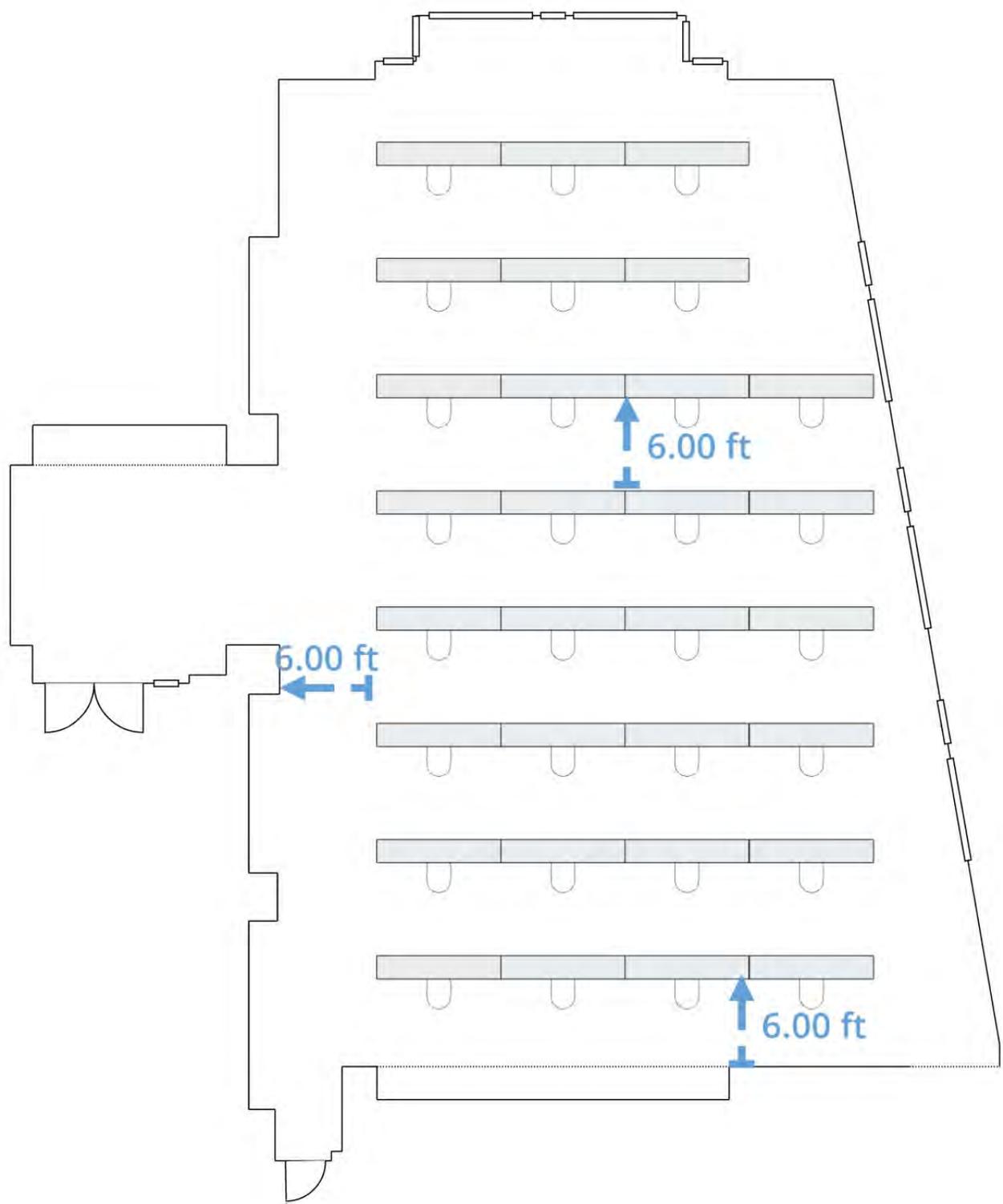




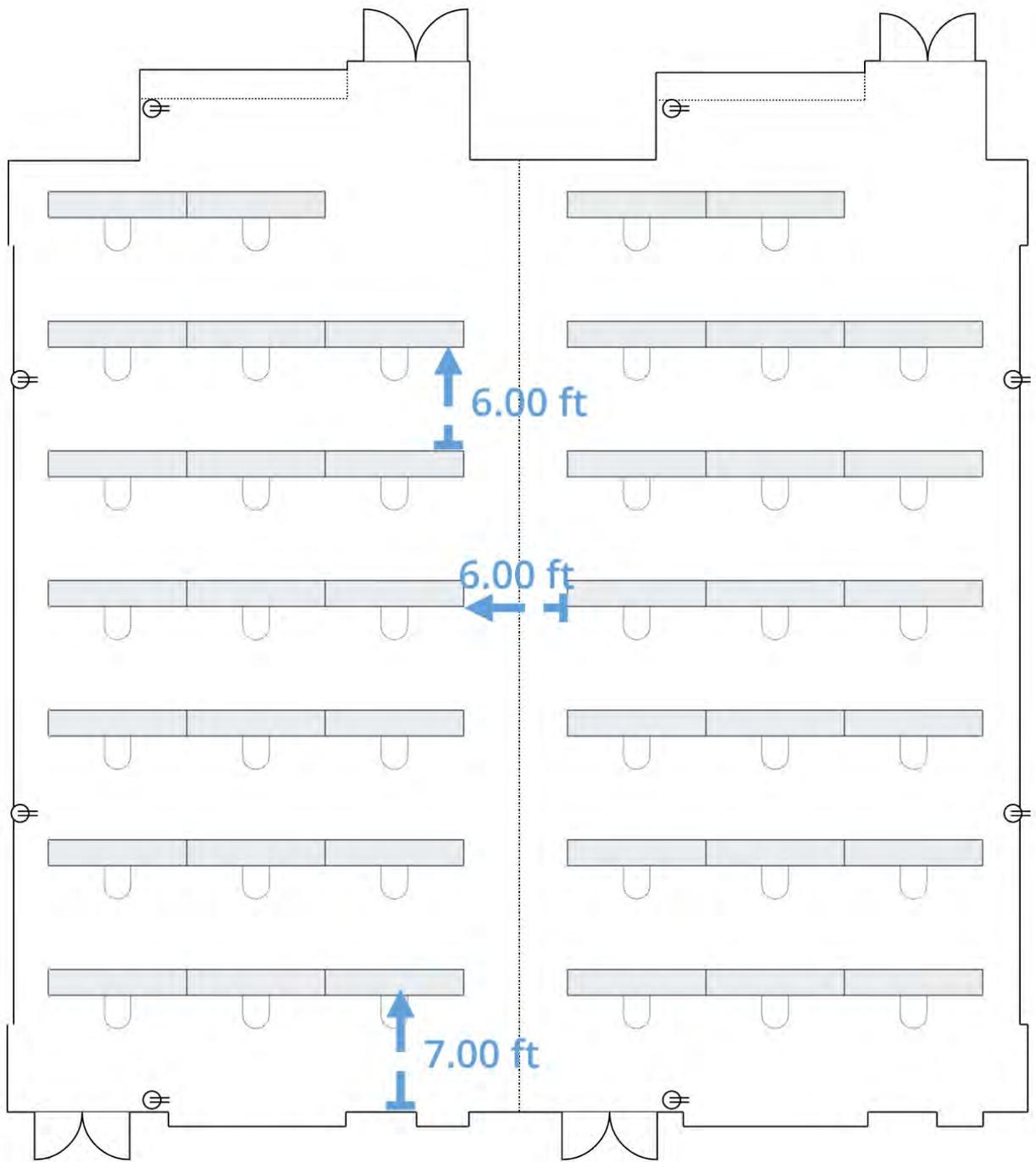
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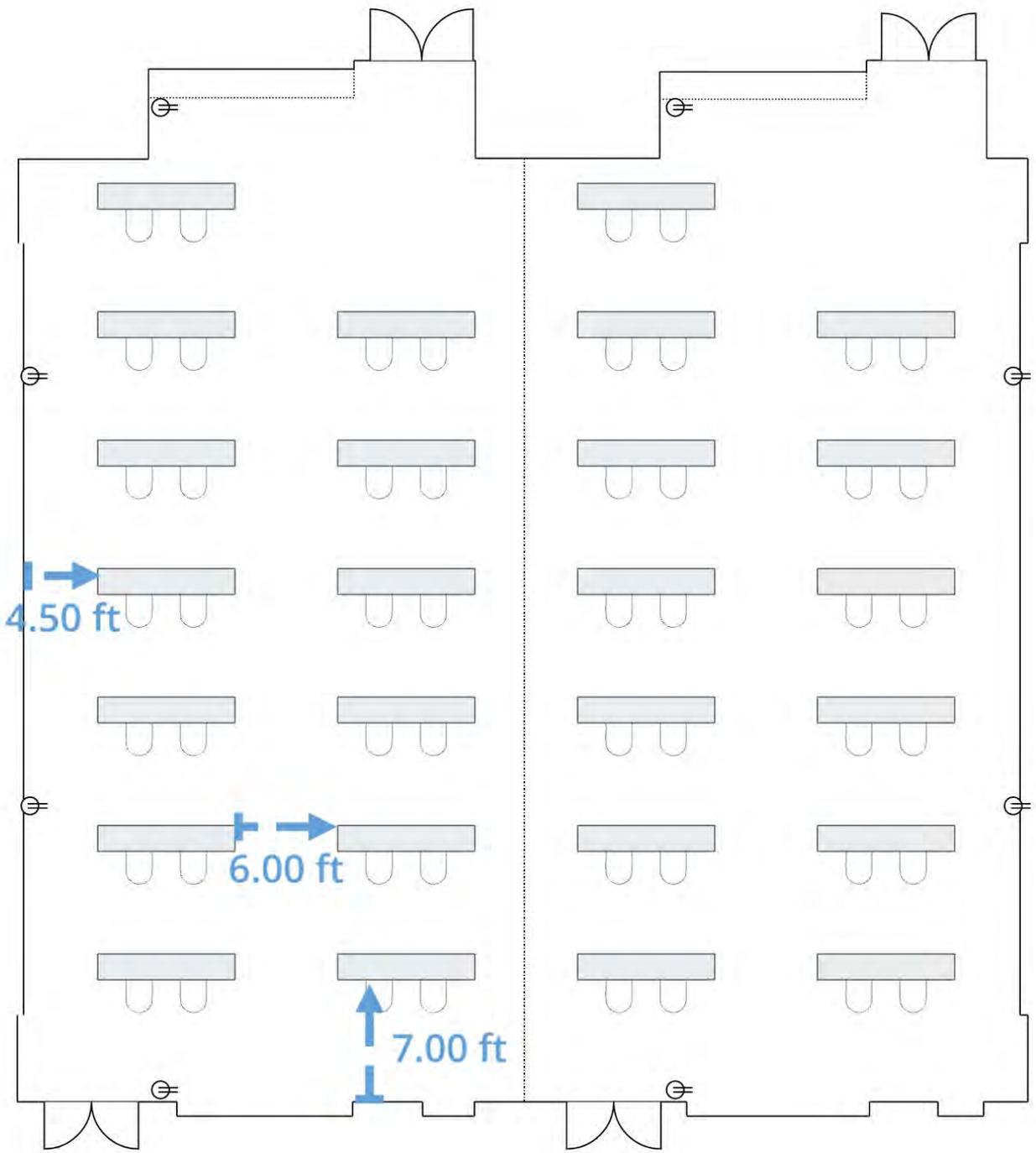




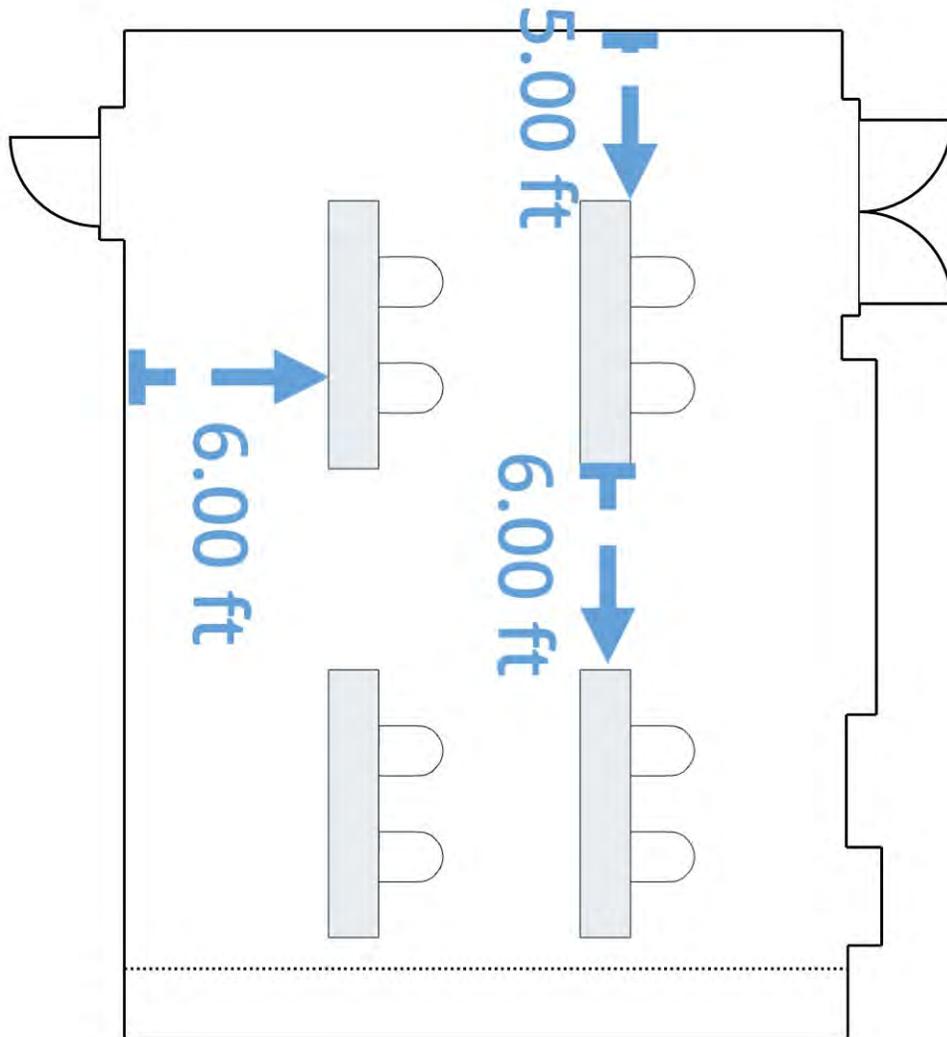
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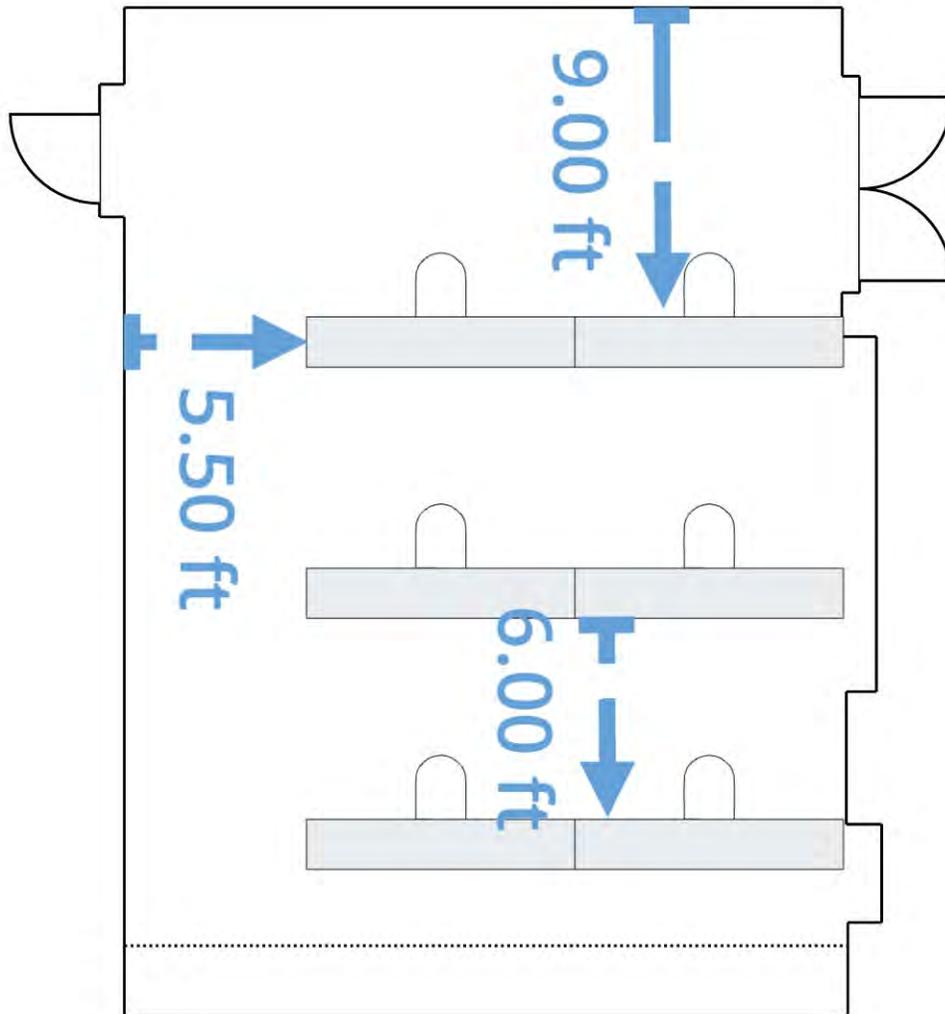


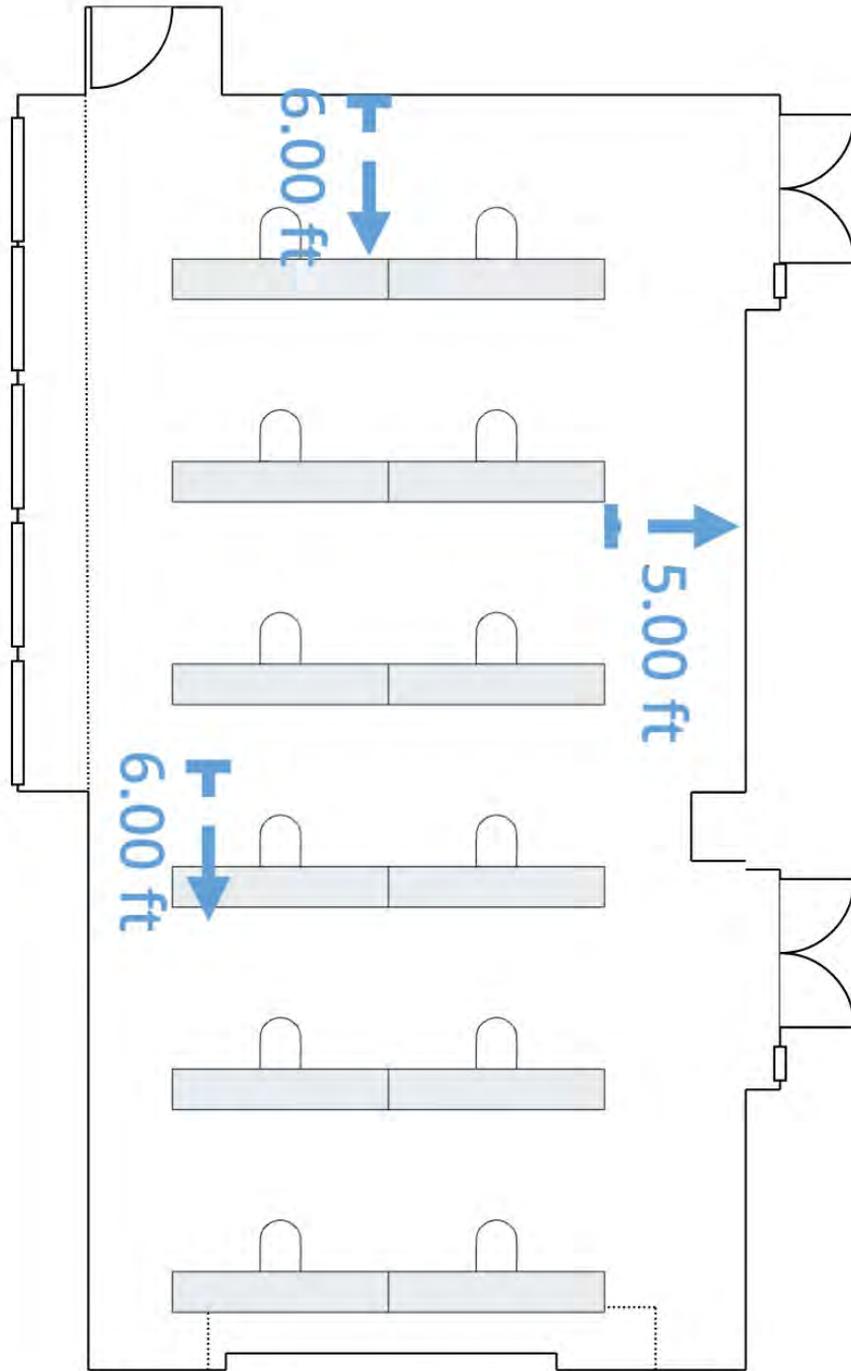
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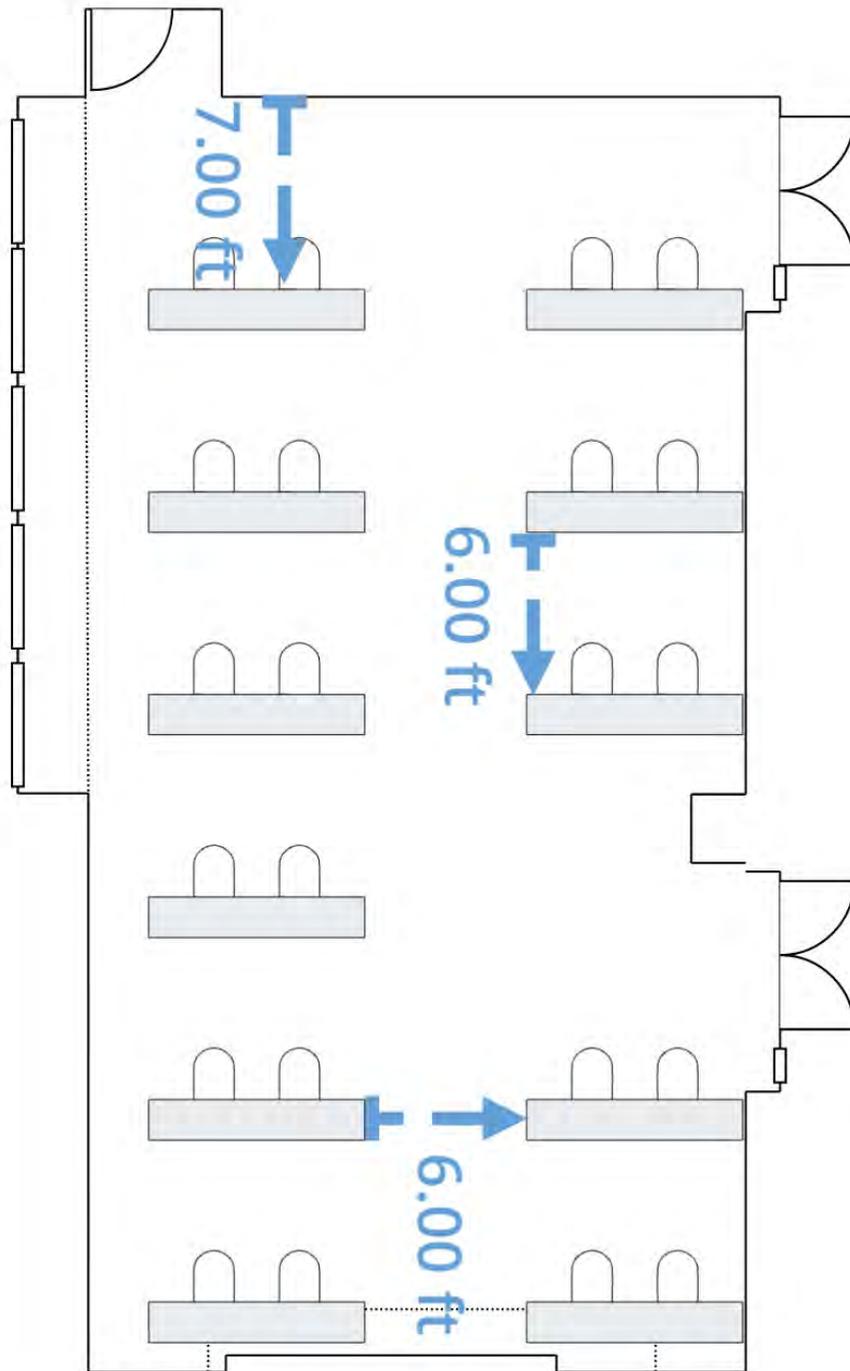


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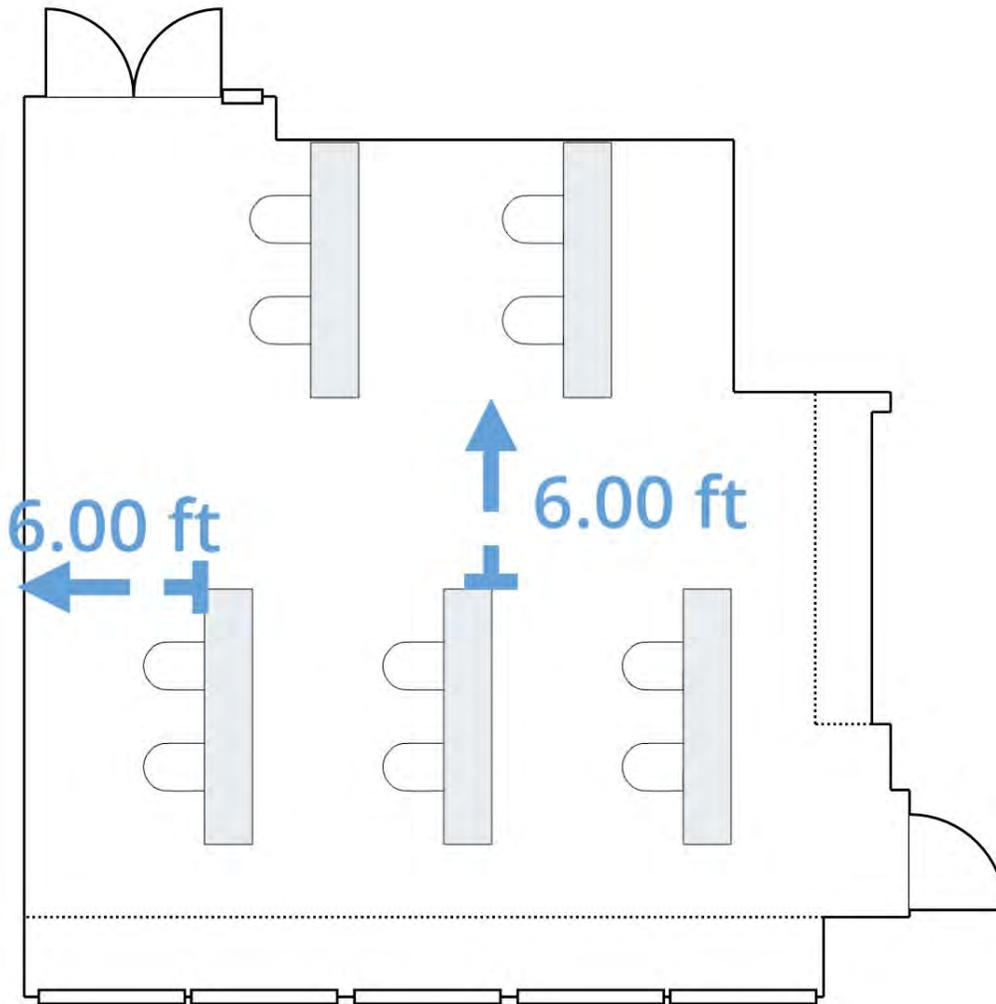




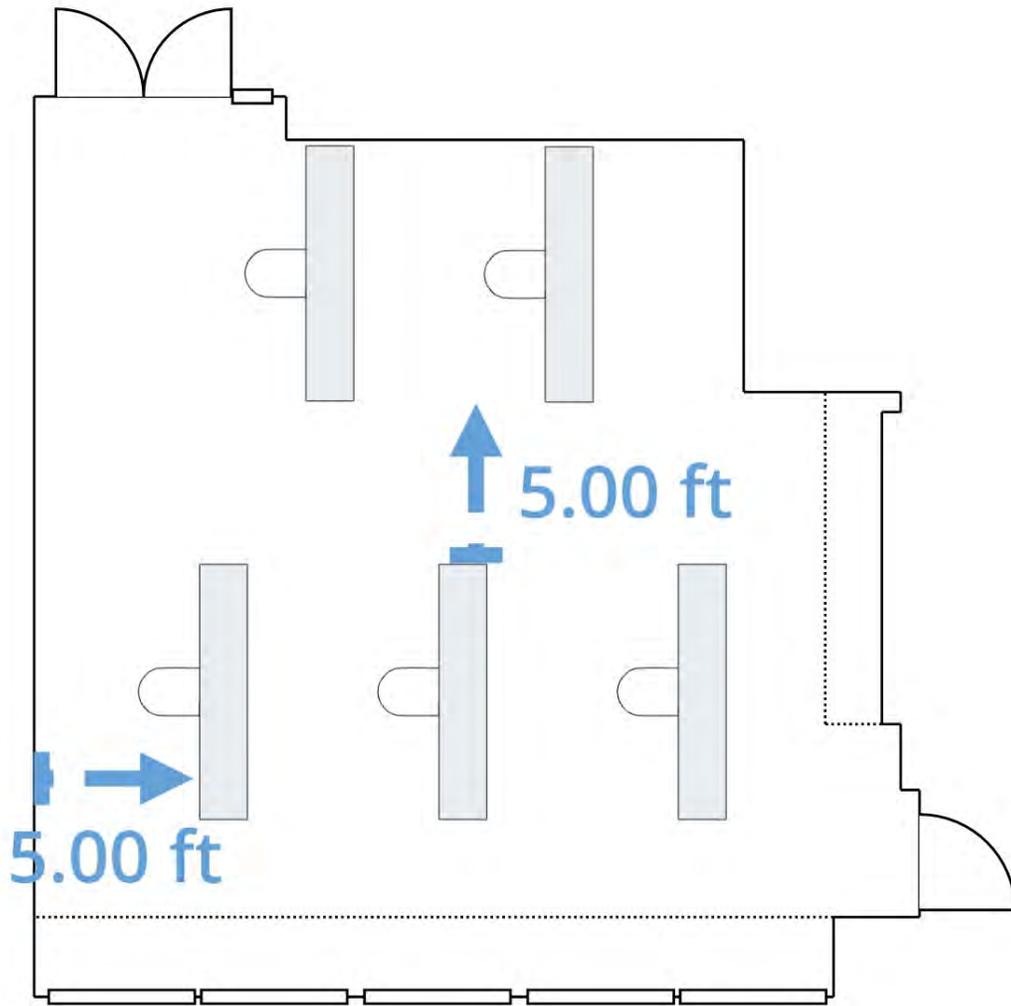




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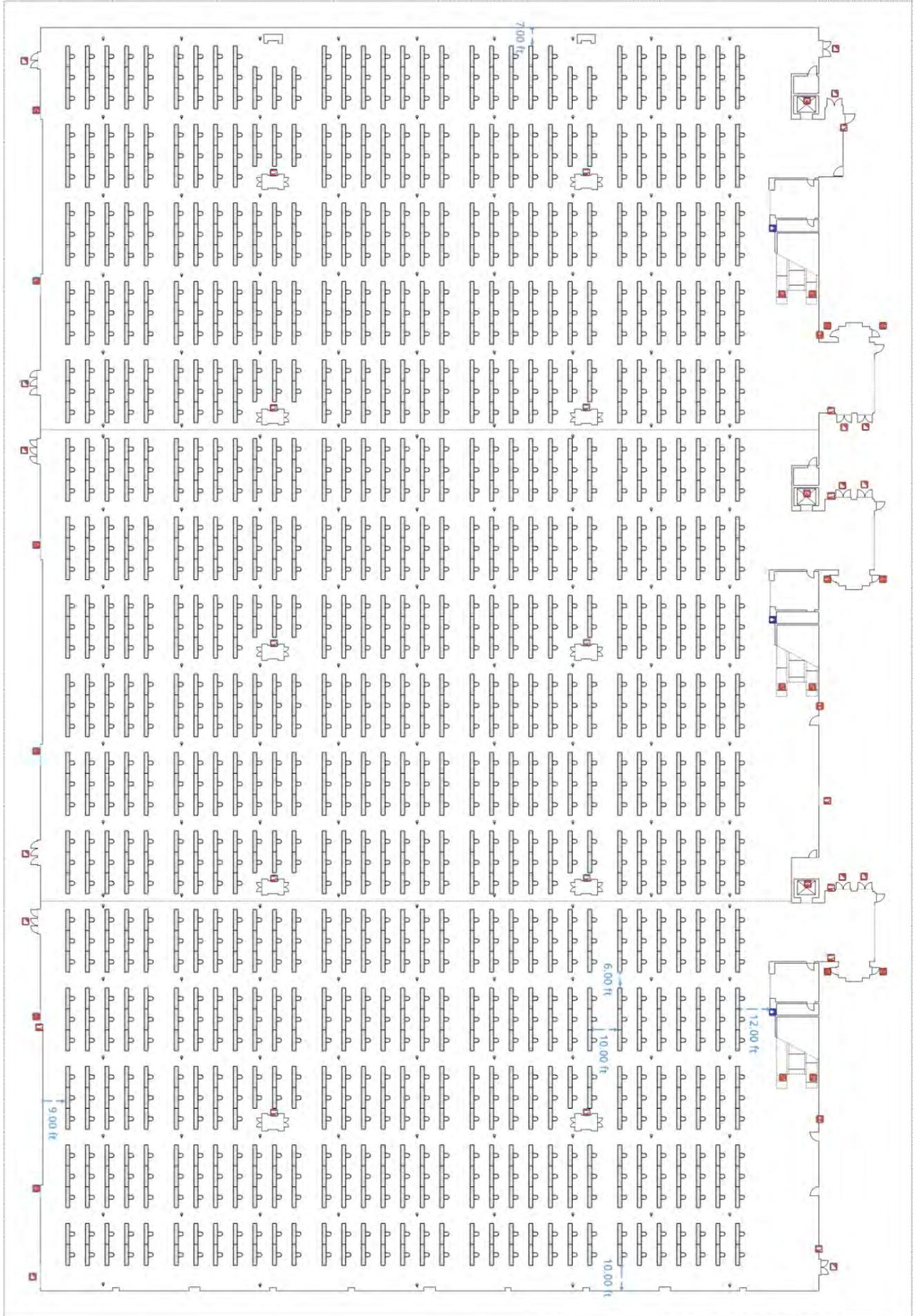
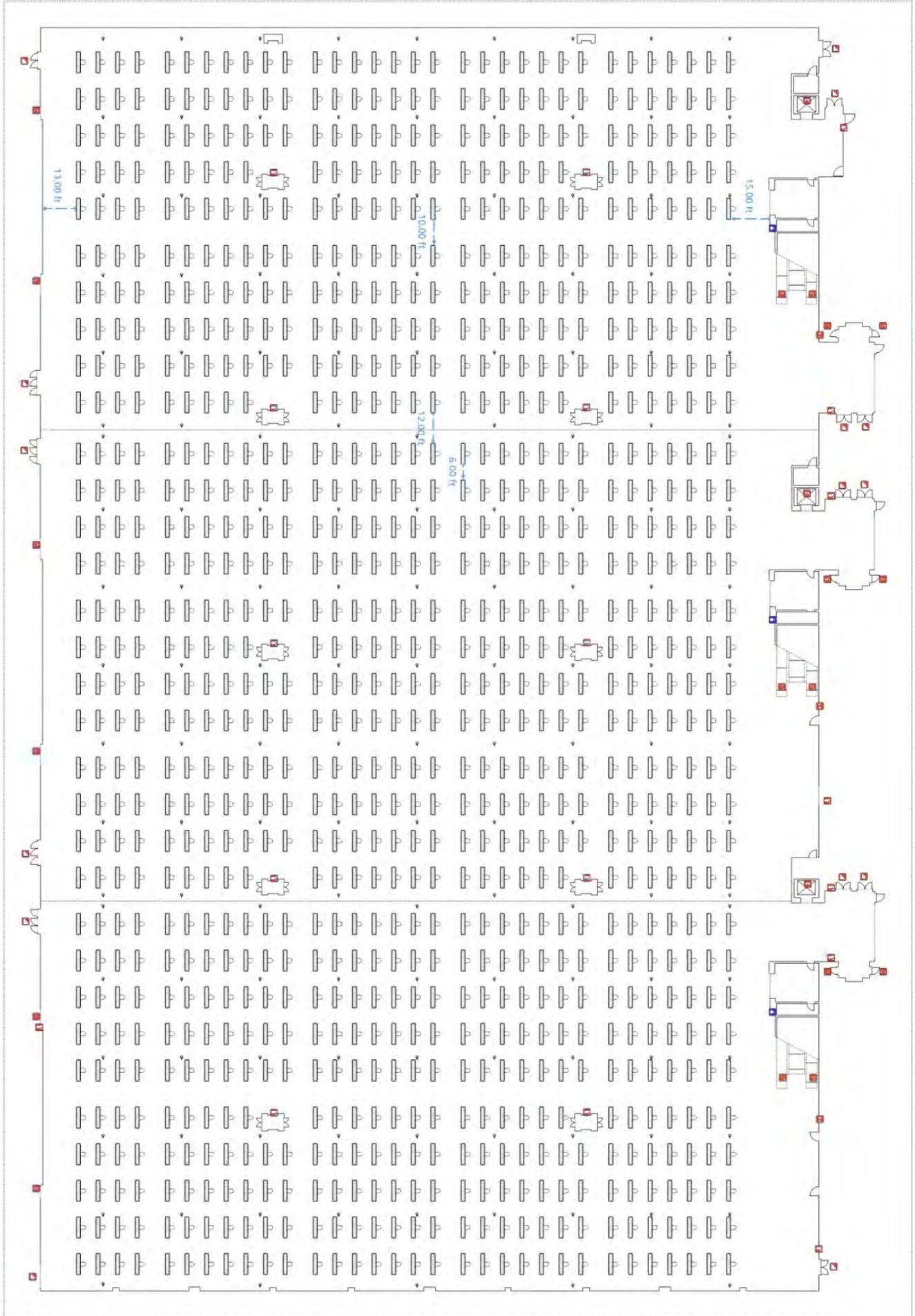
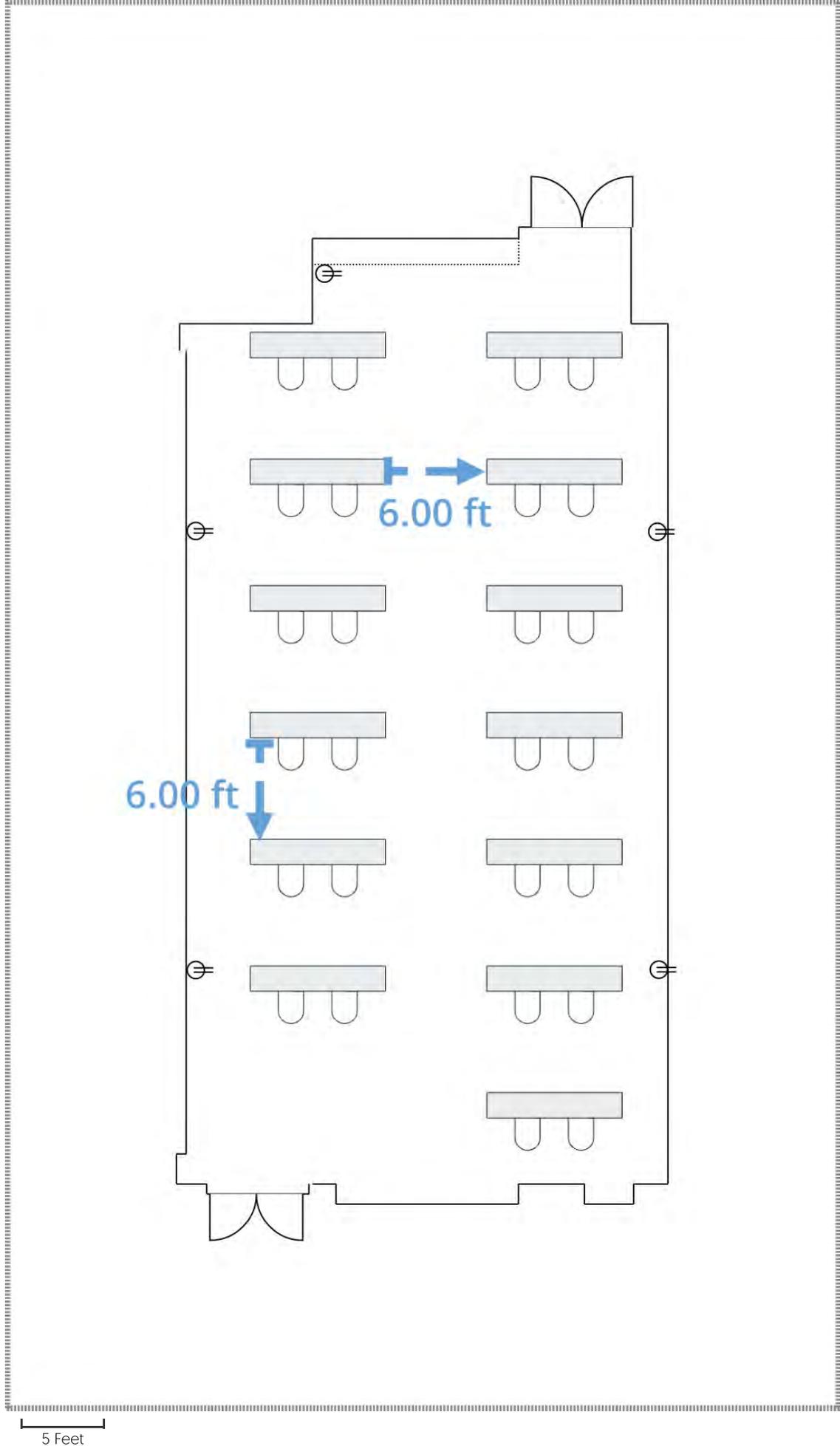
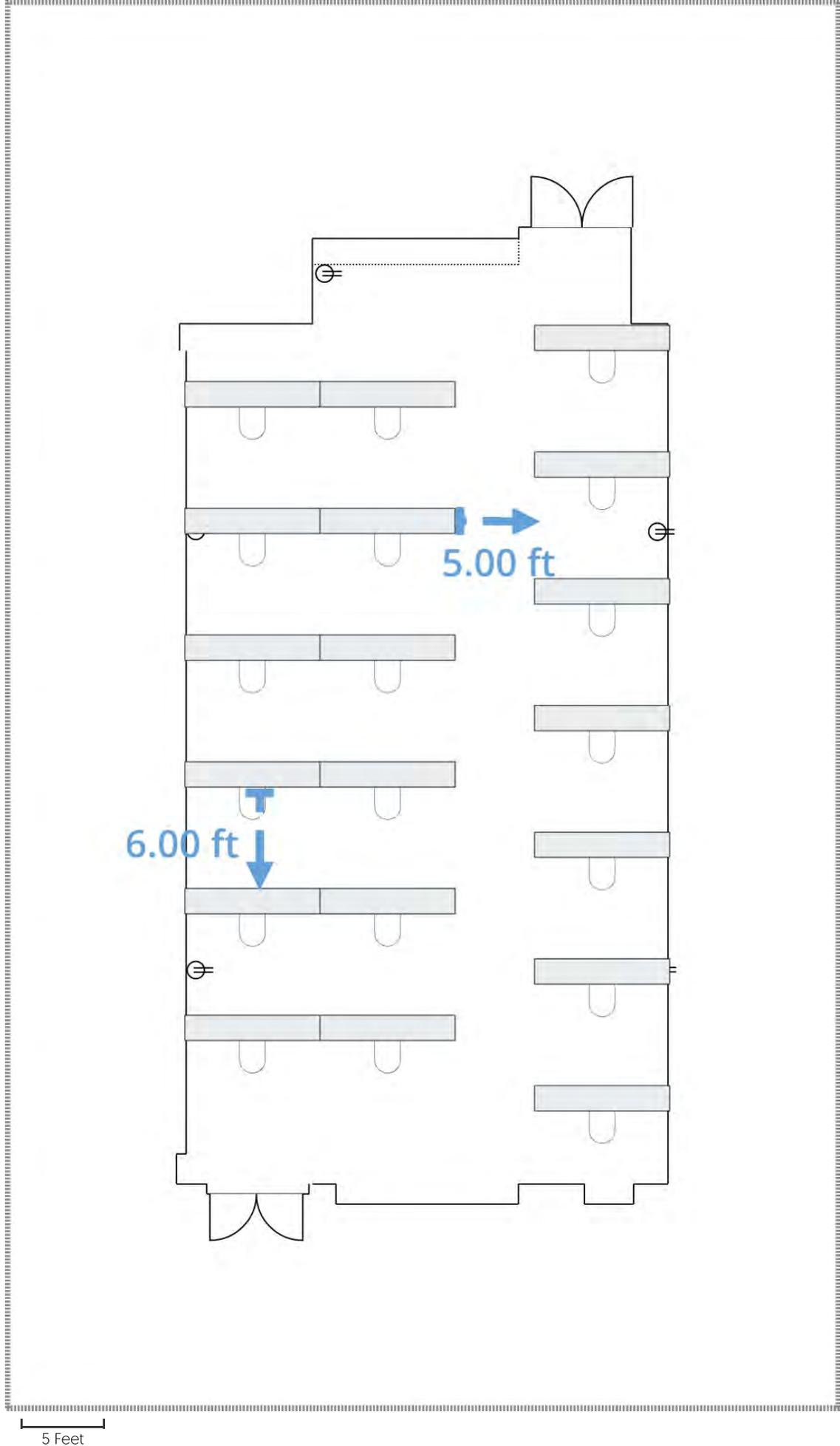


Exhibit Hall - SD 1 per 8' Classroom for 1521 for Socially Distanced Room Capacities\_Examples - January 1, 2021, 12:00 PM

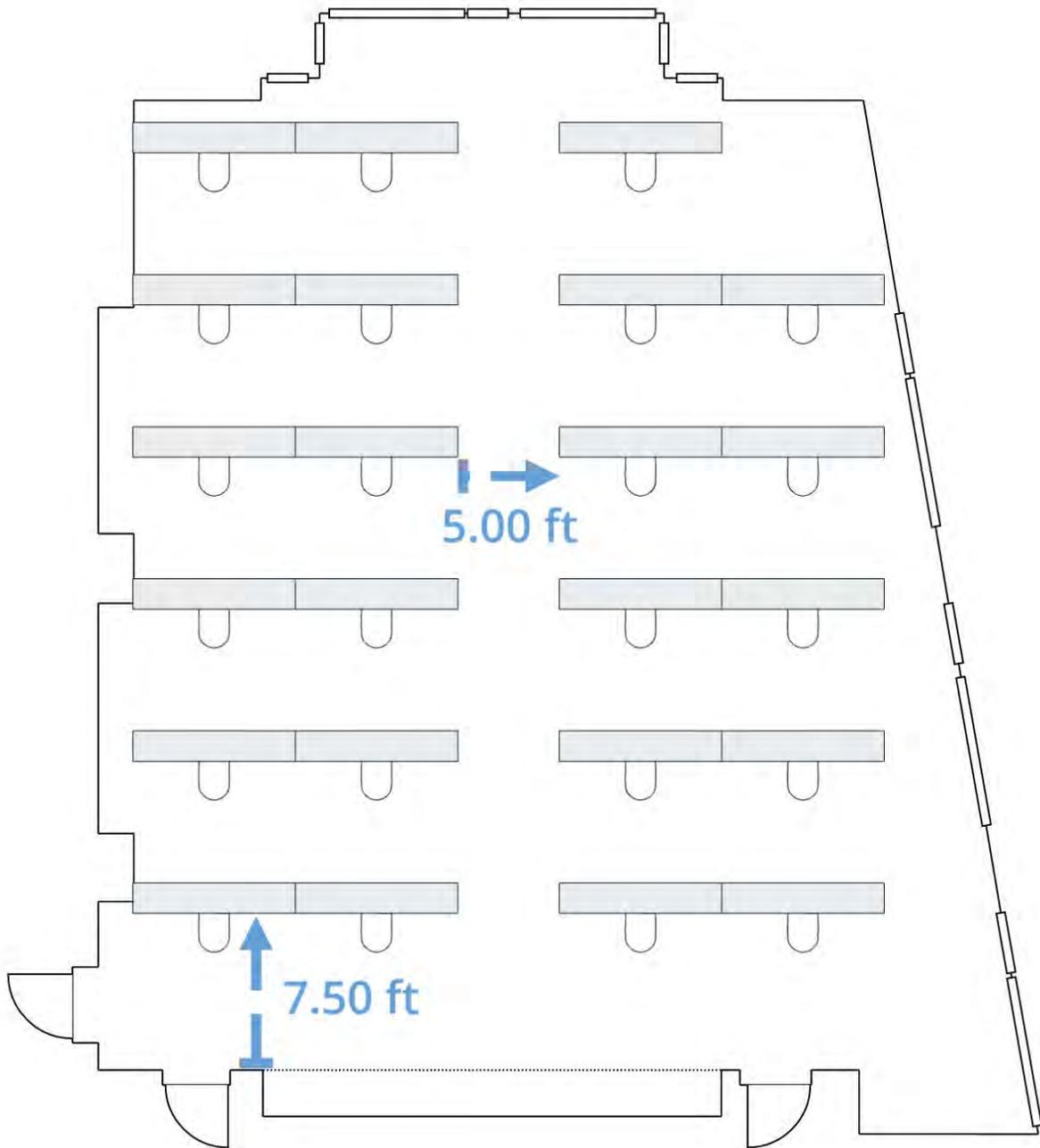


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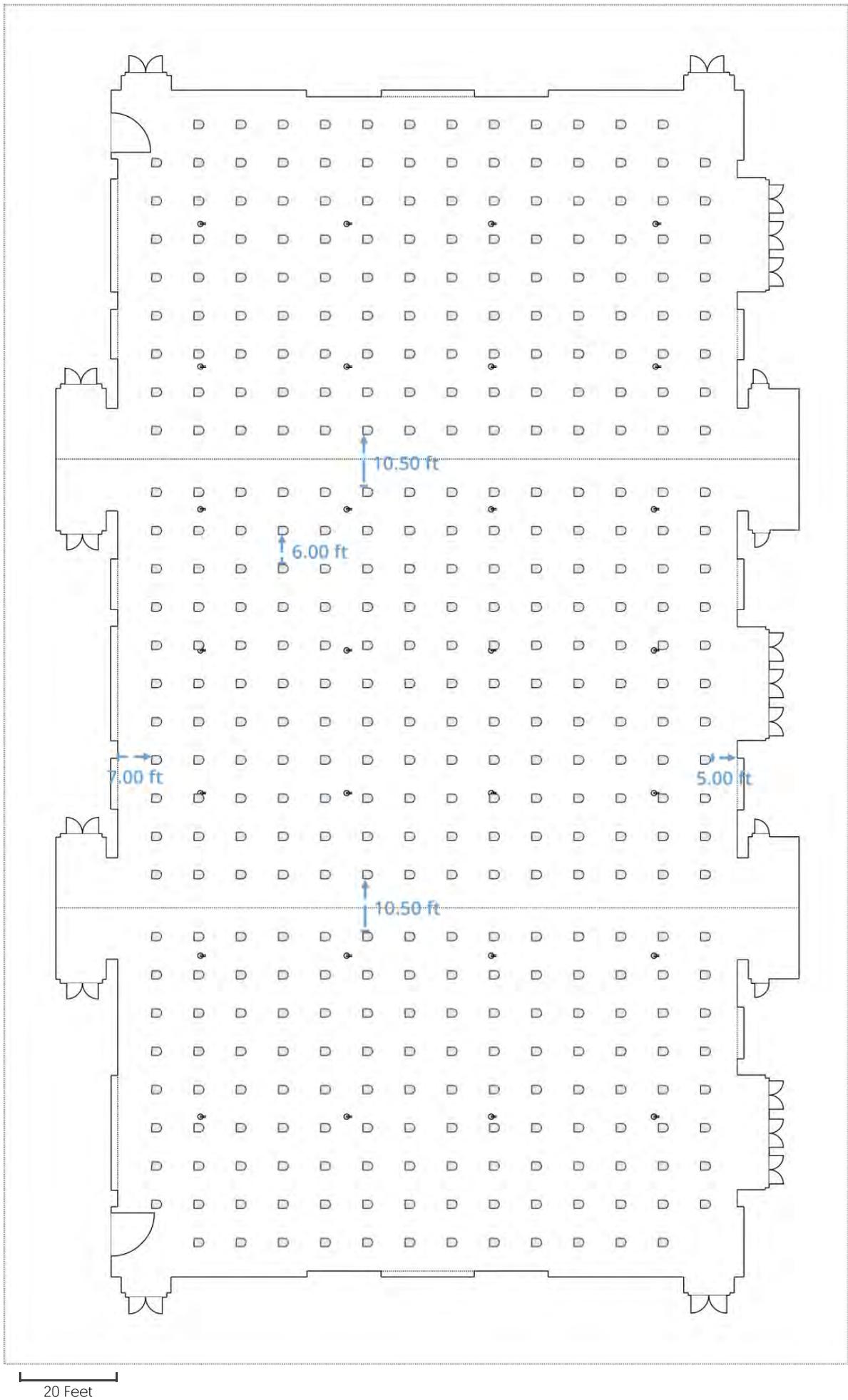
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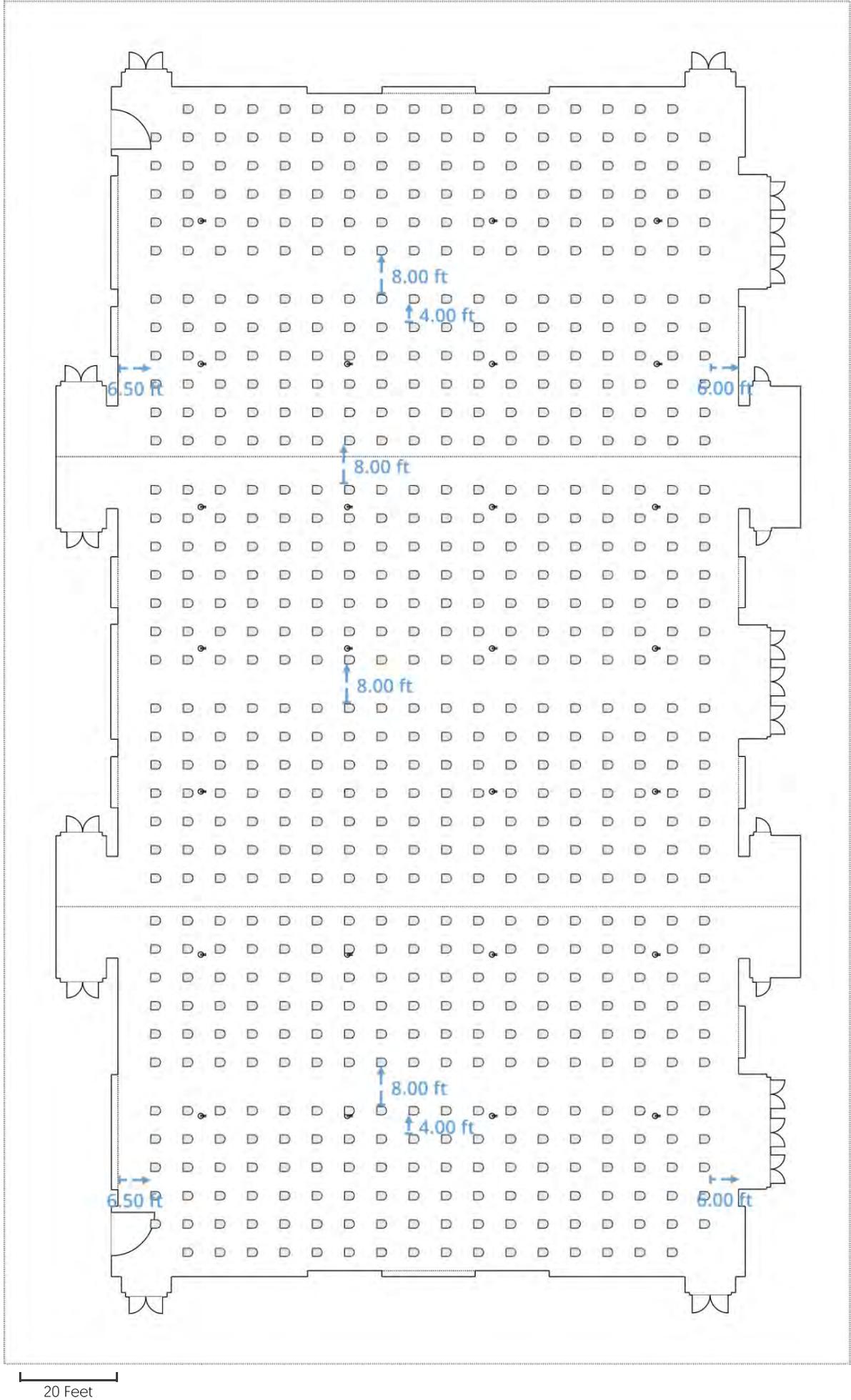
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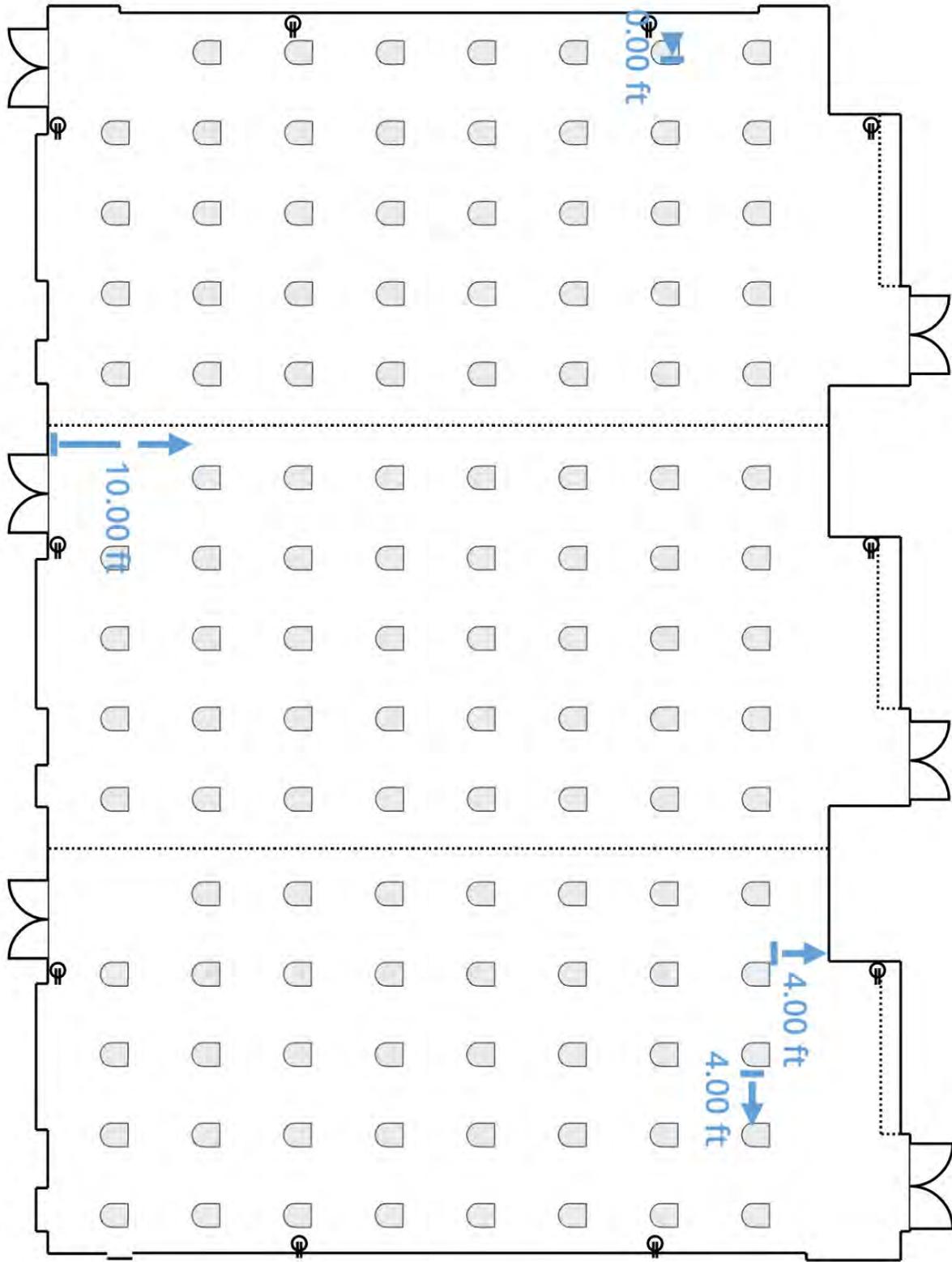


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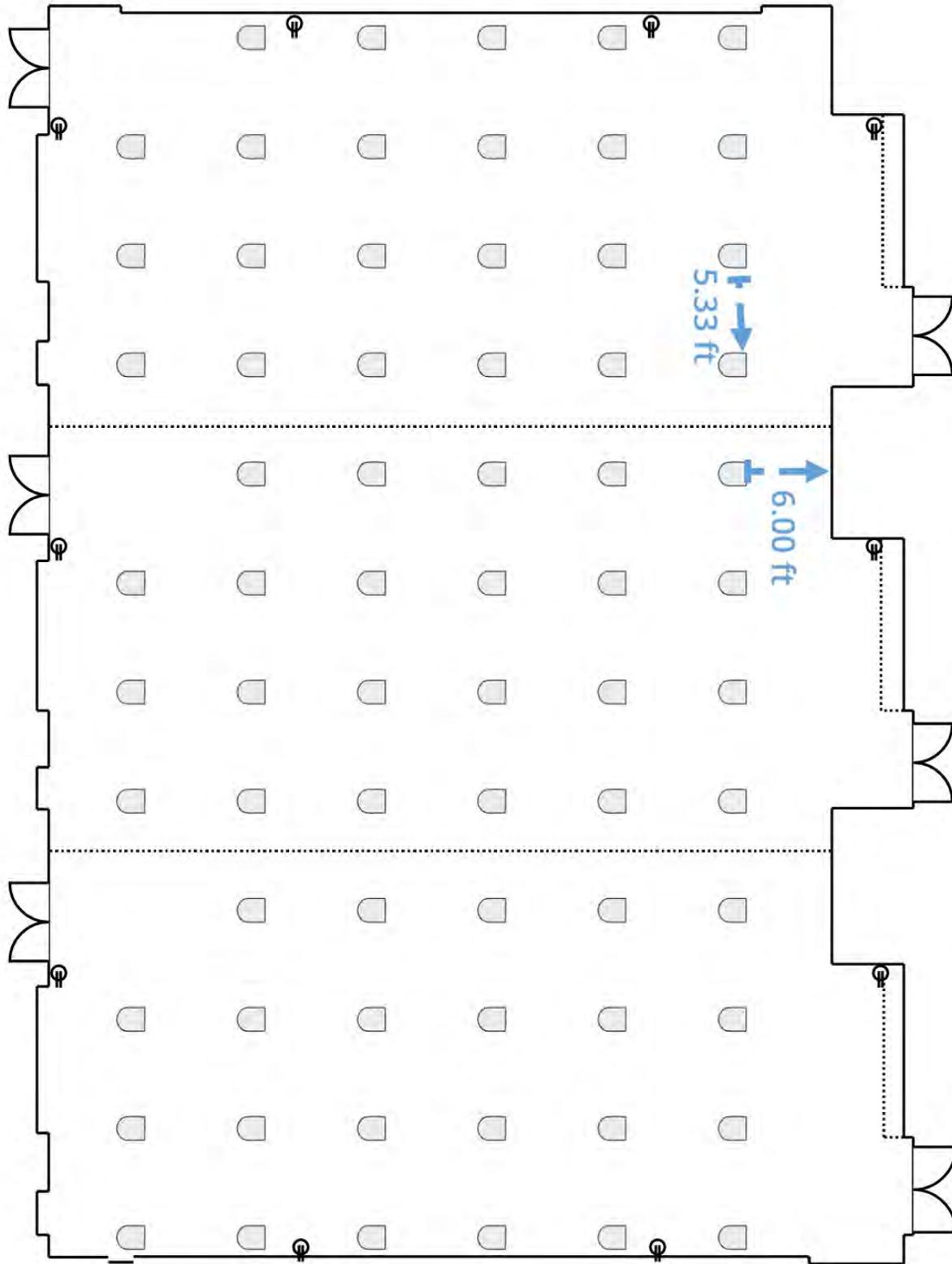


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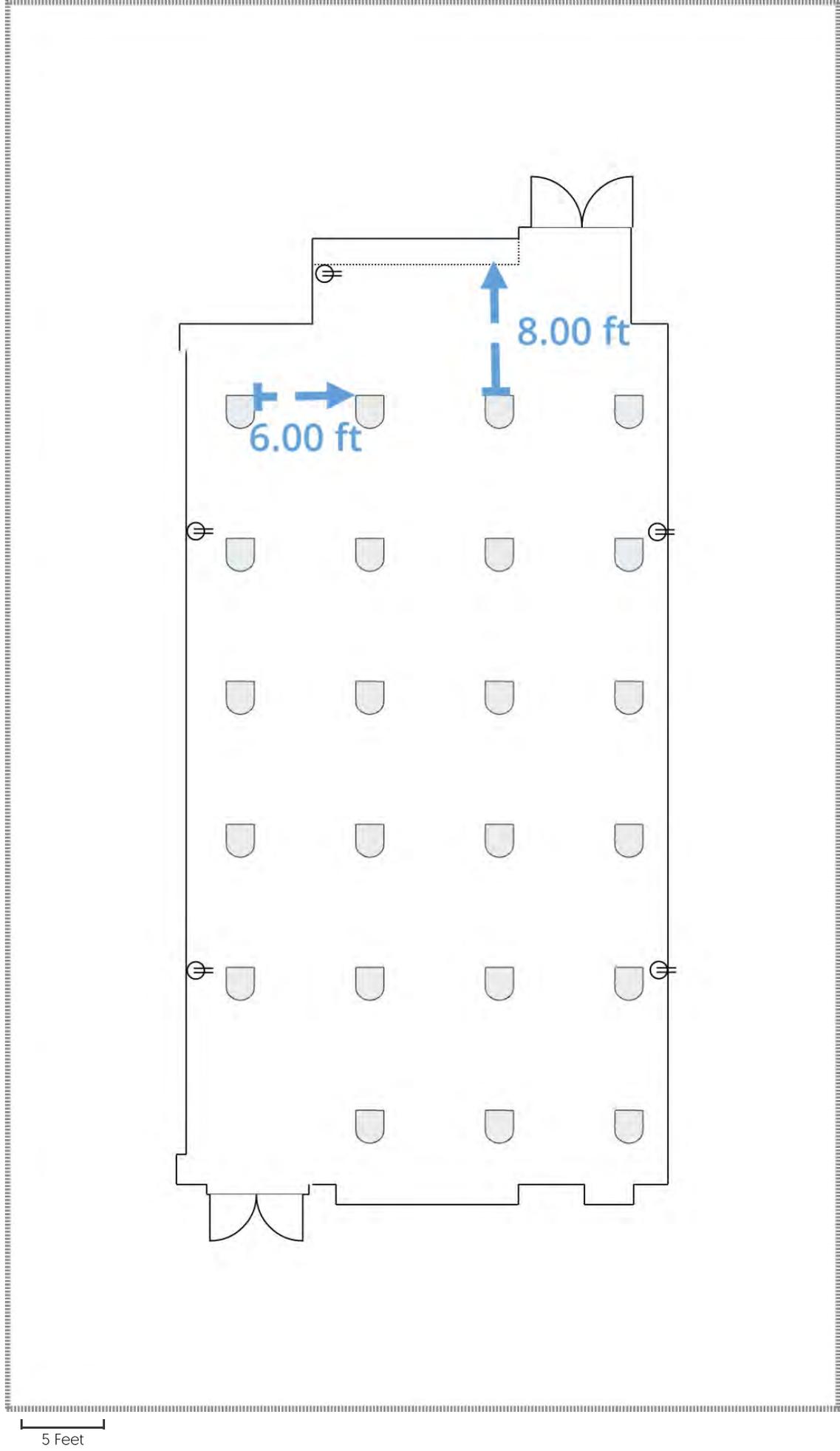


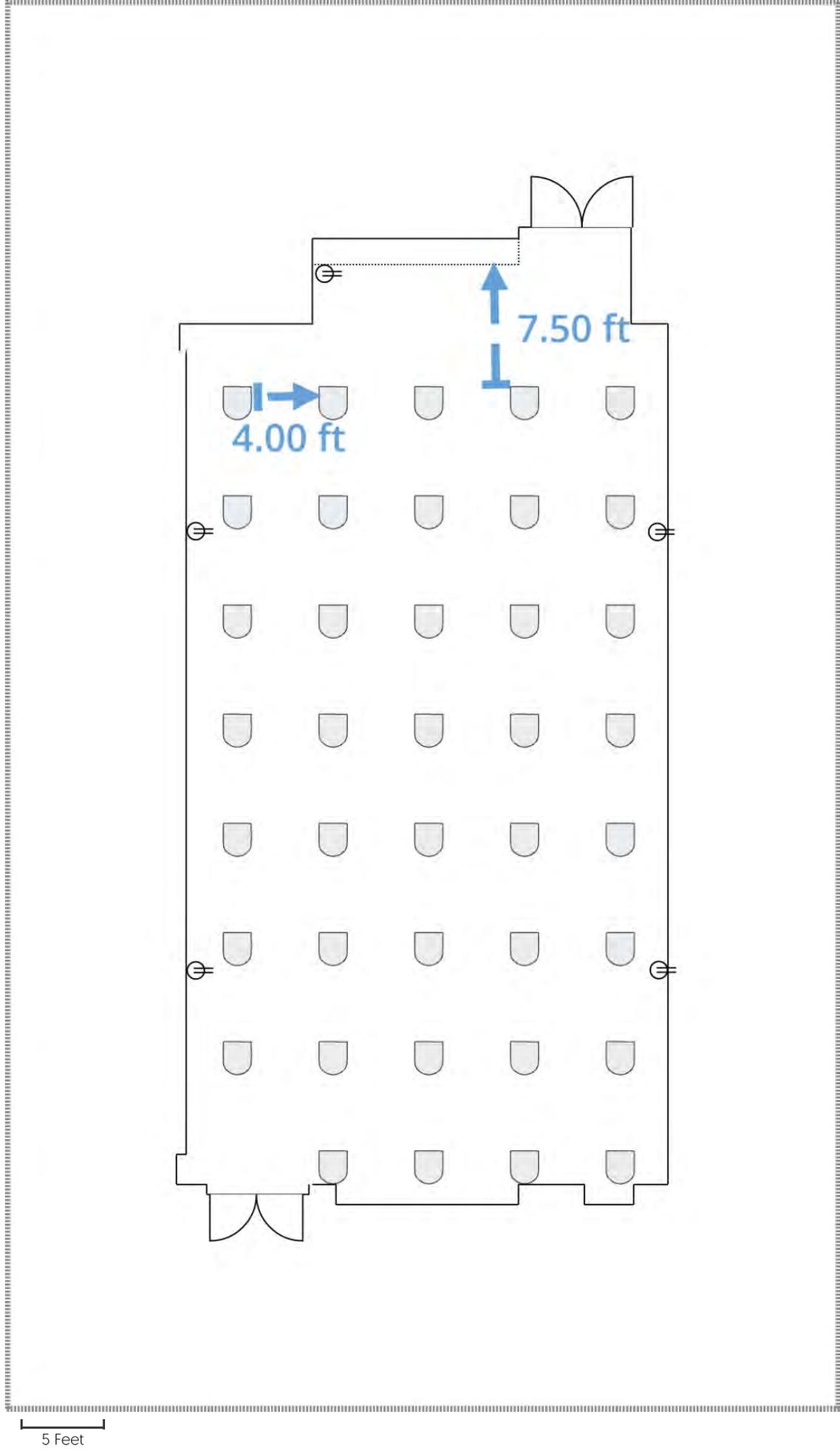


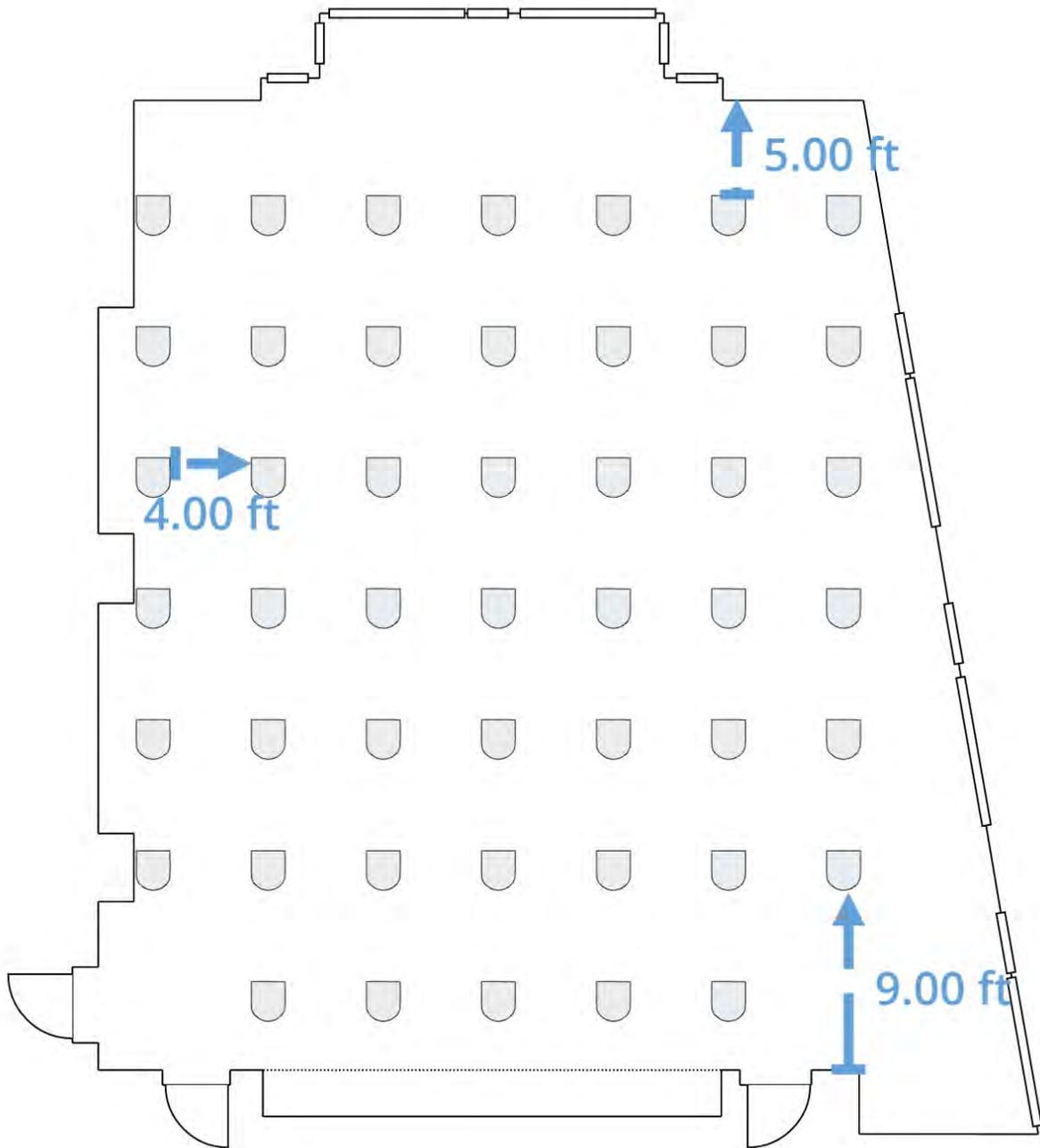
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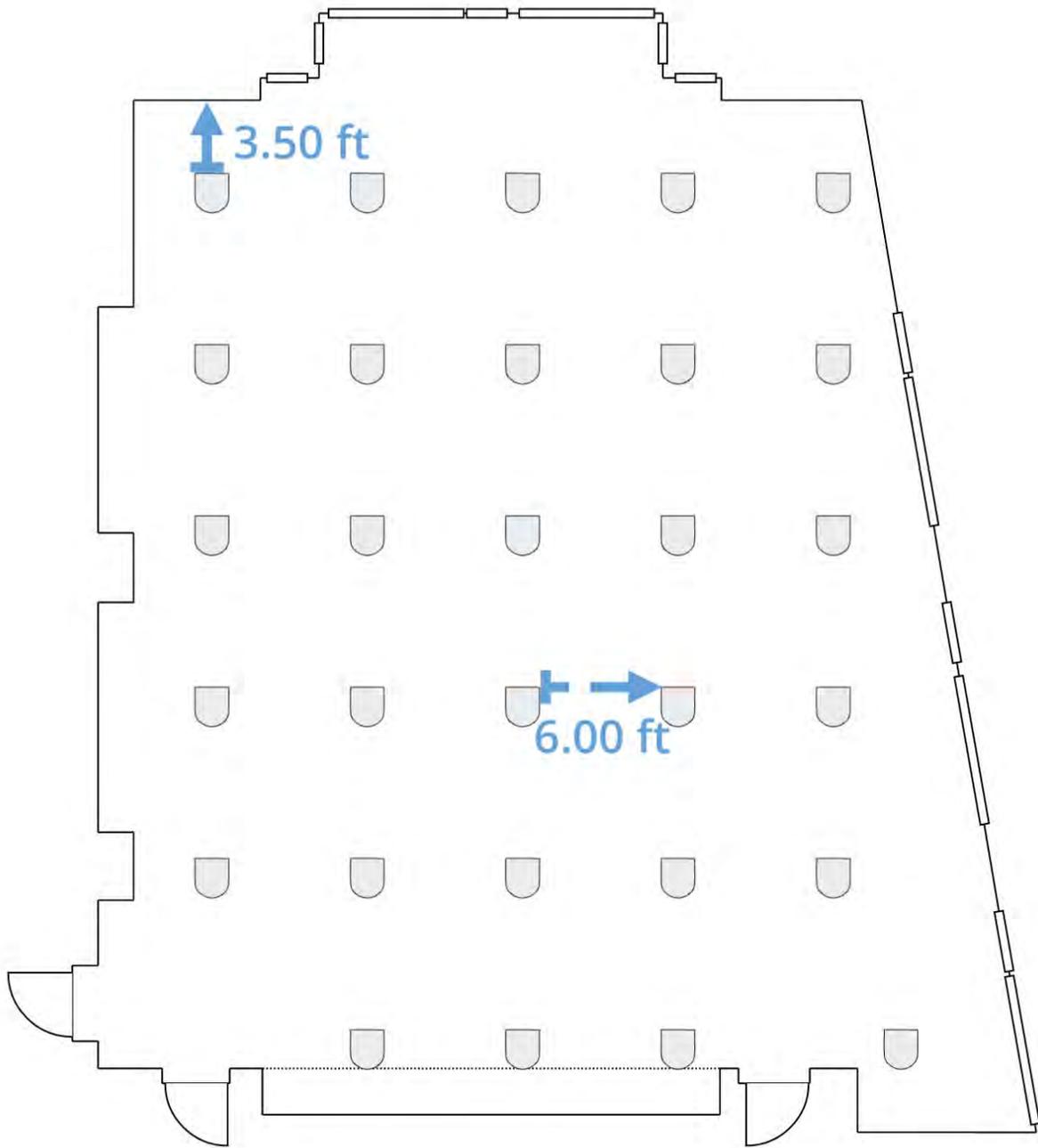
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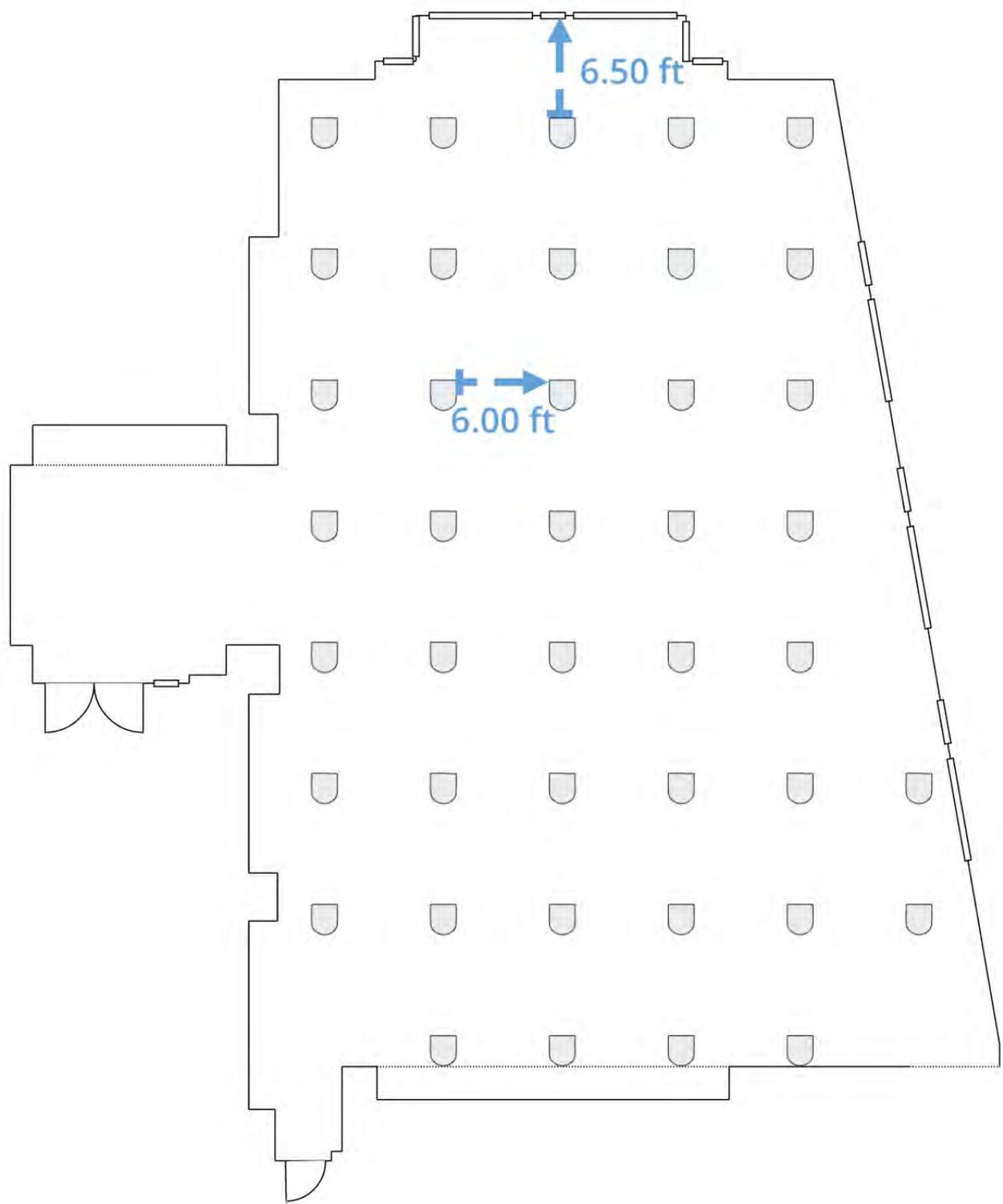




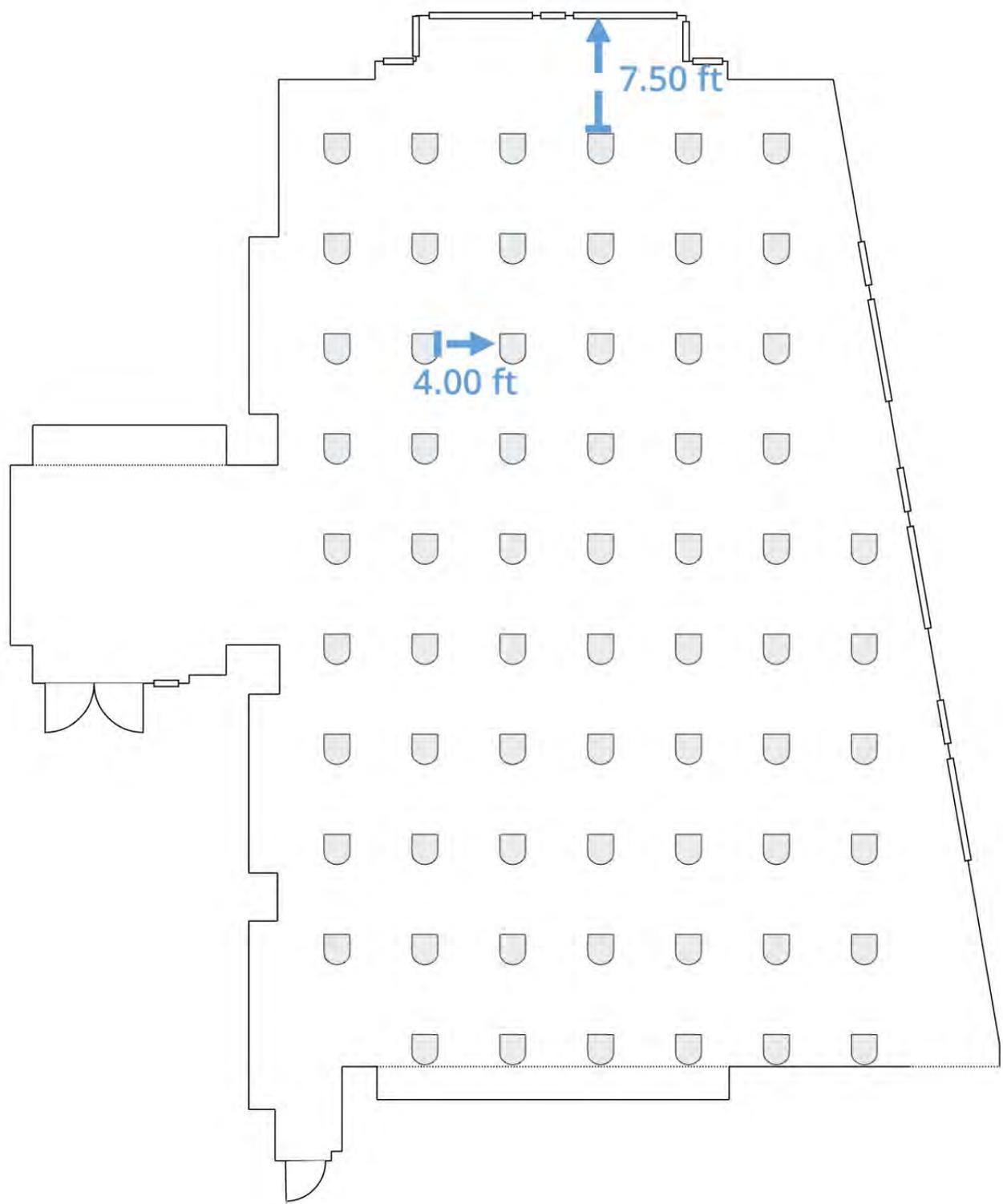
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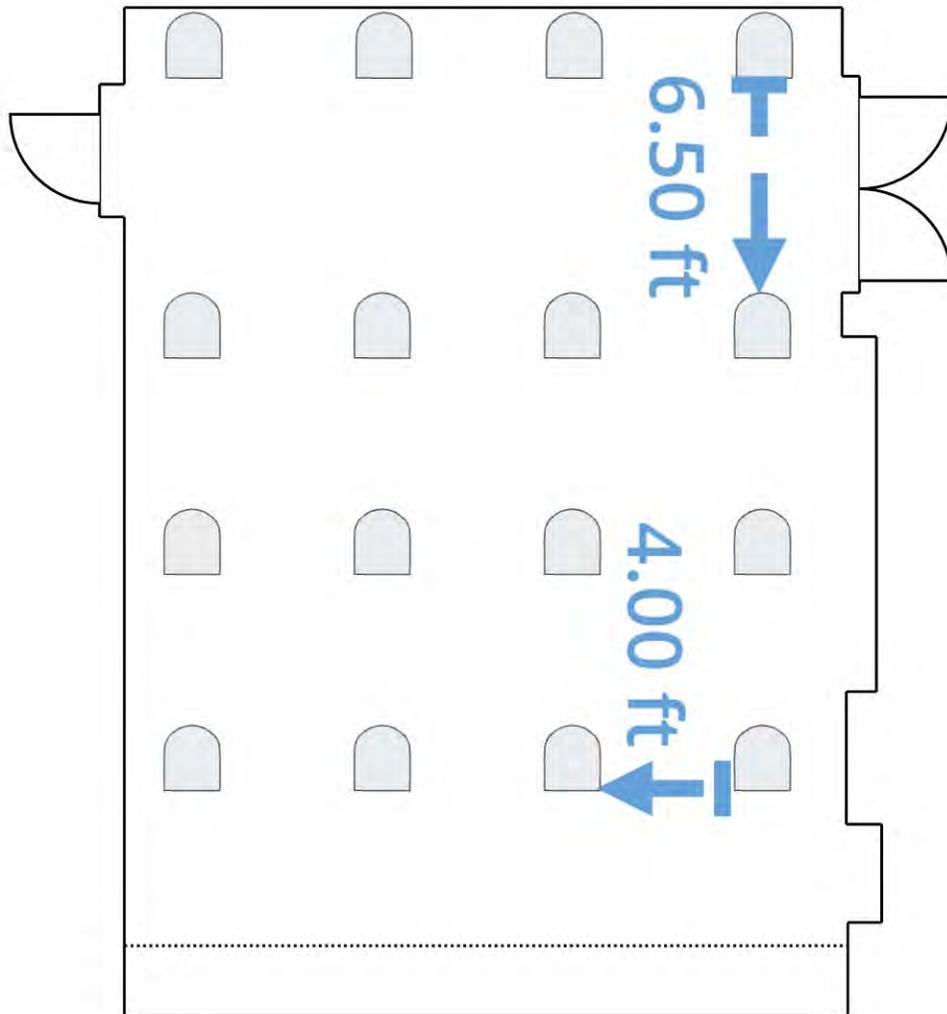
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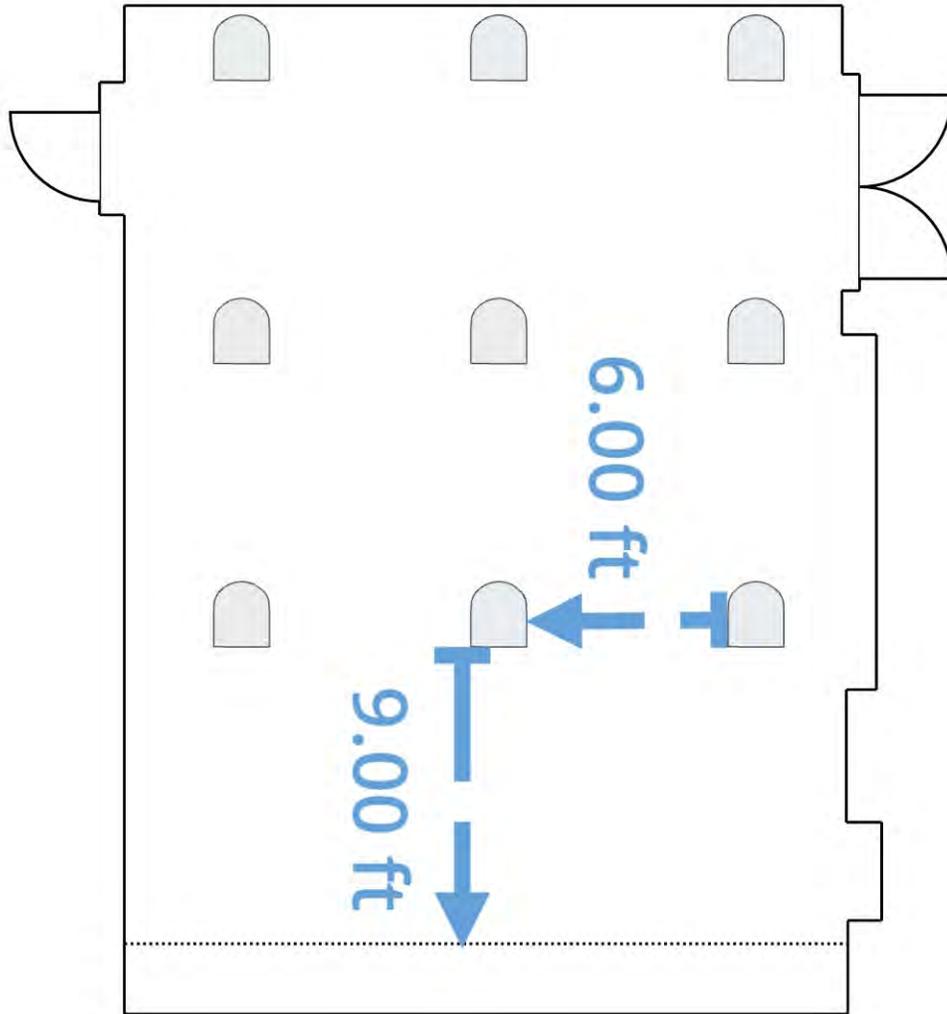
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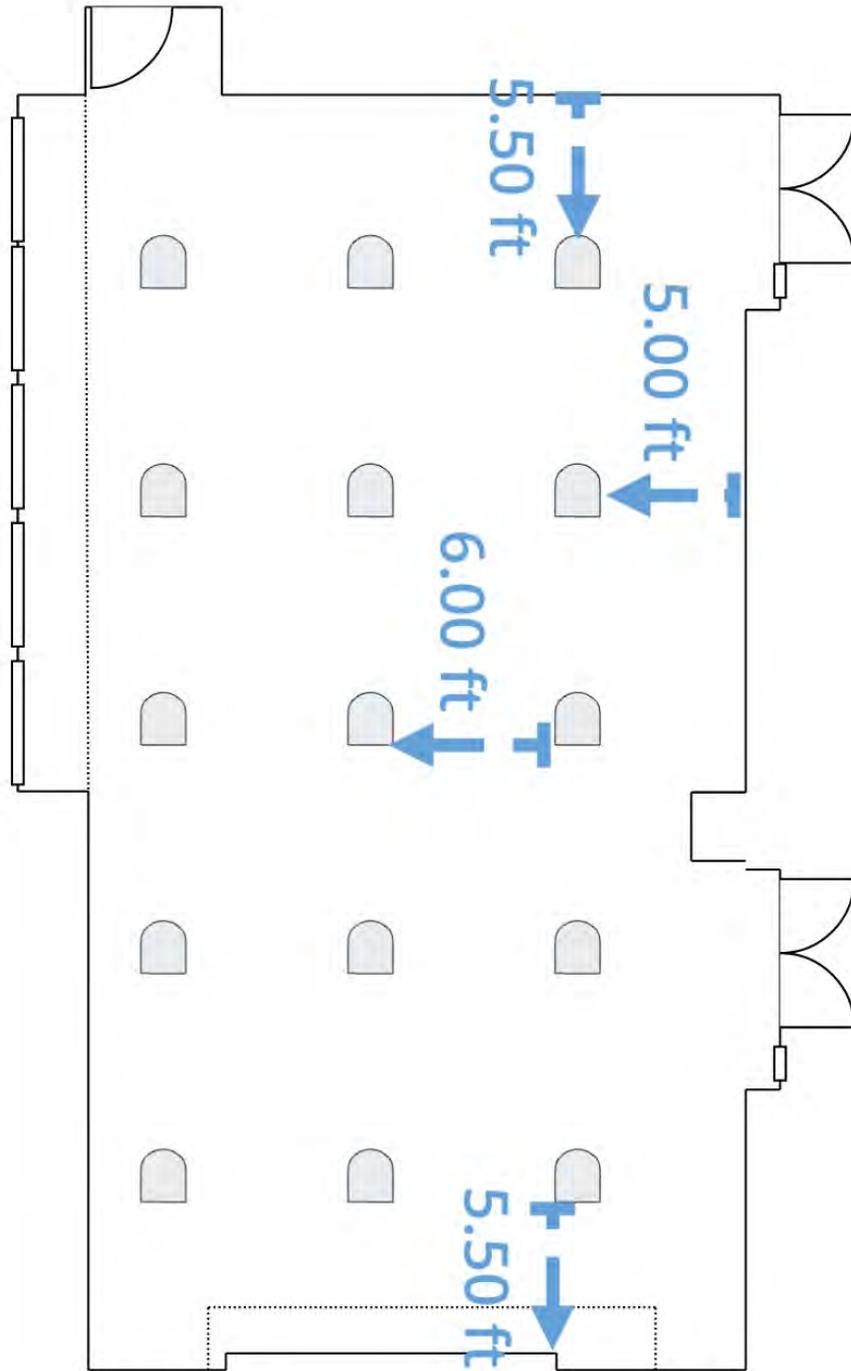
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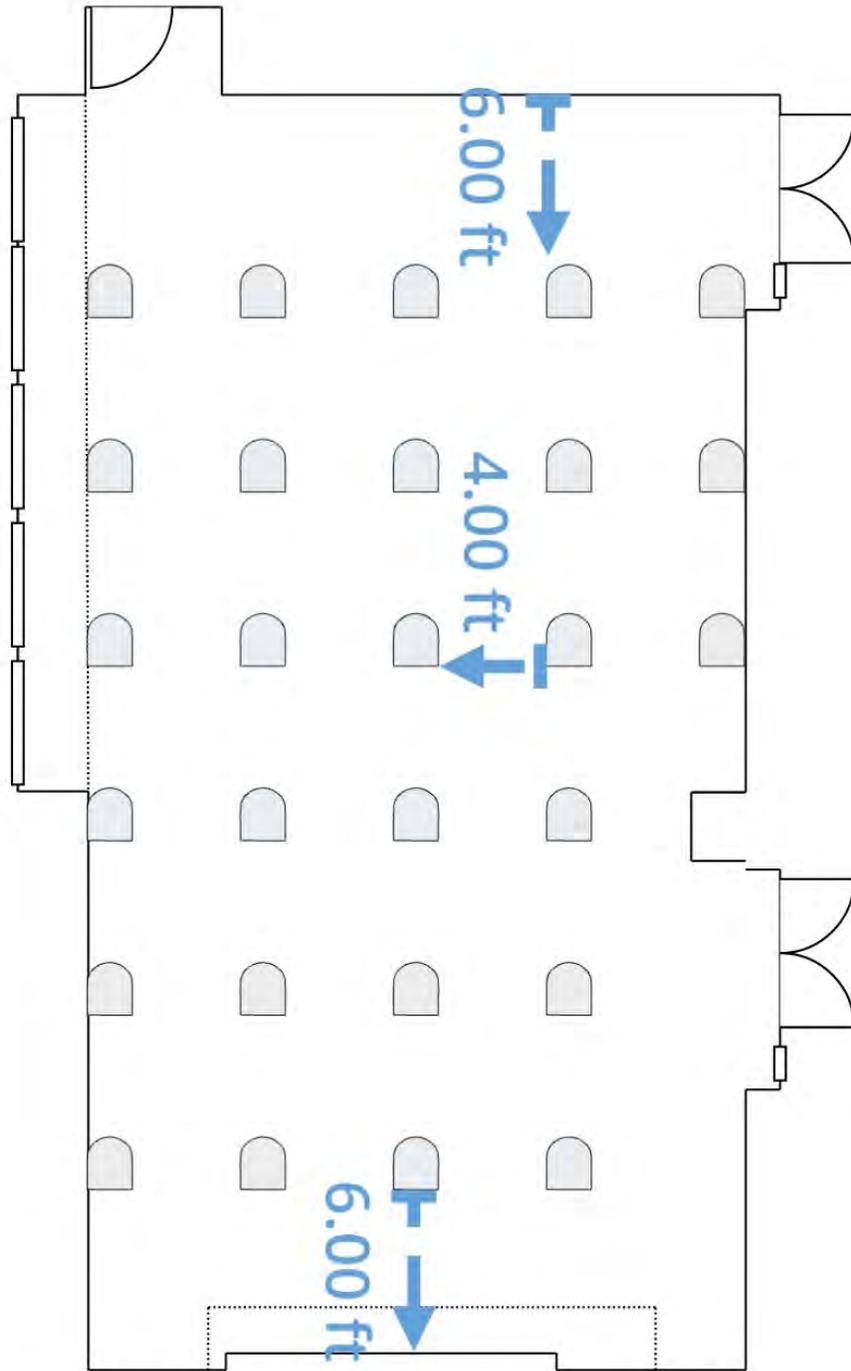
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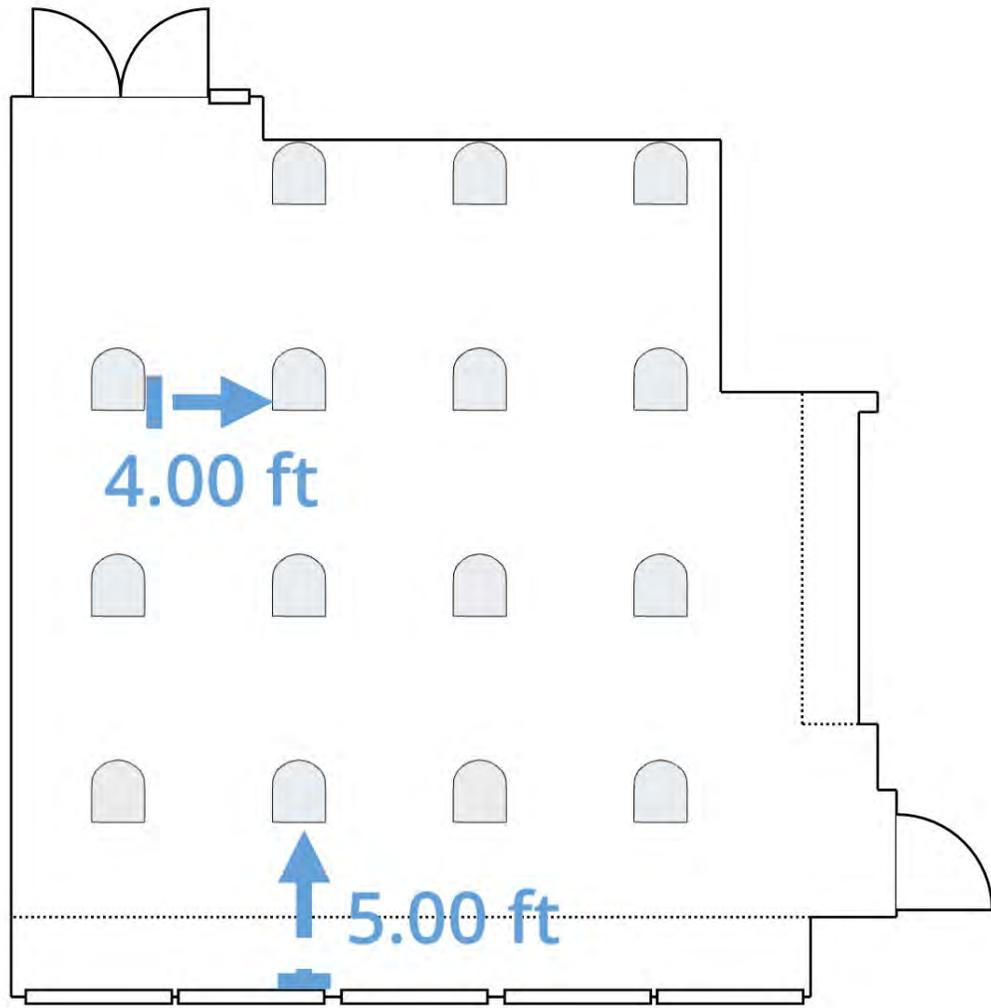
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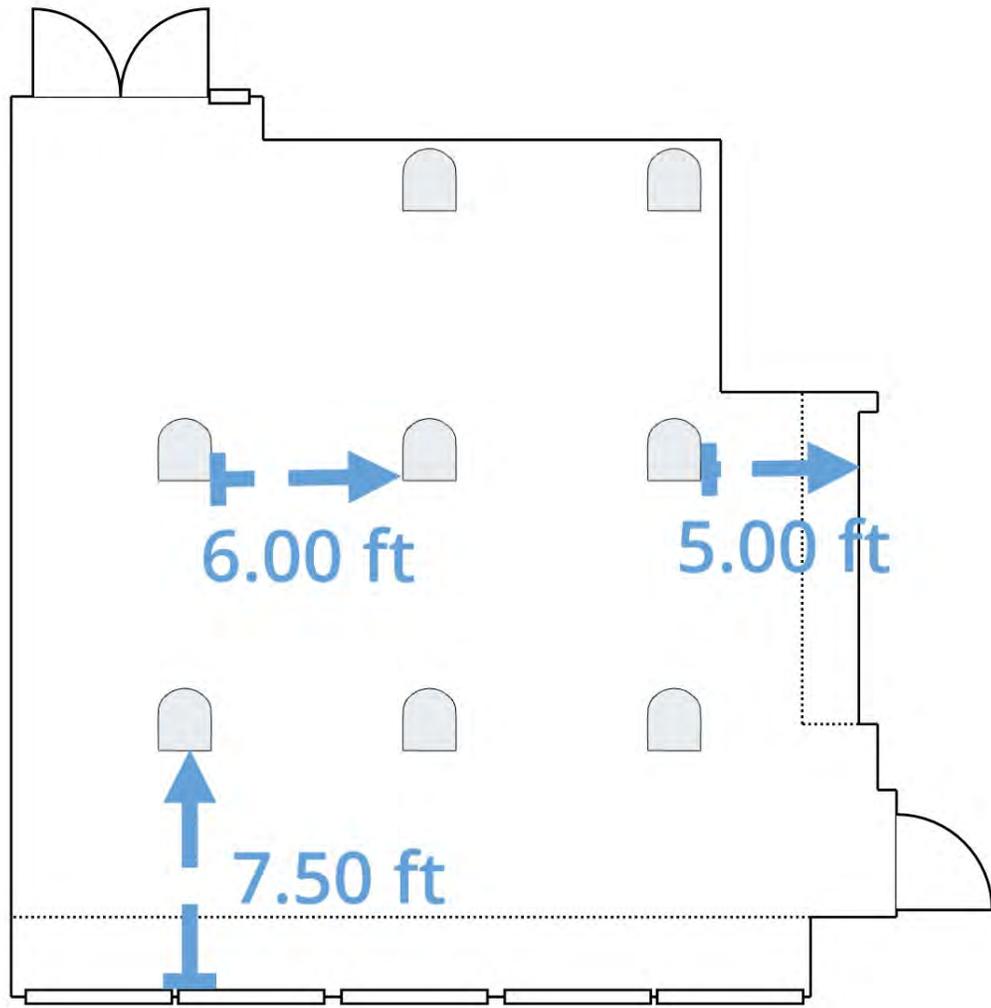
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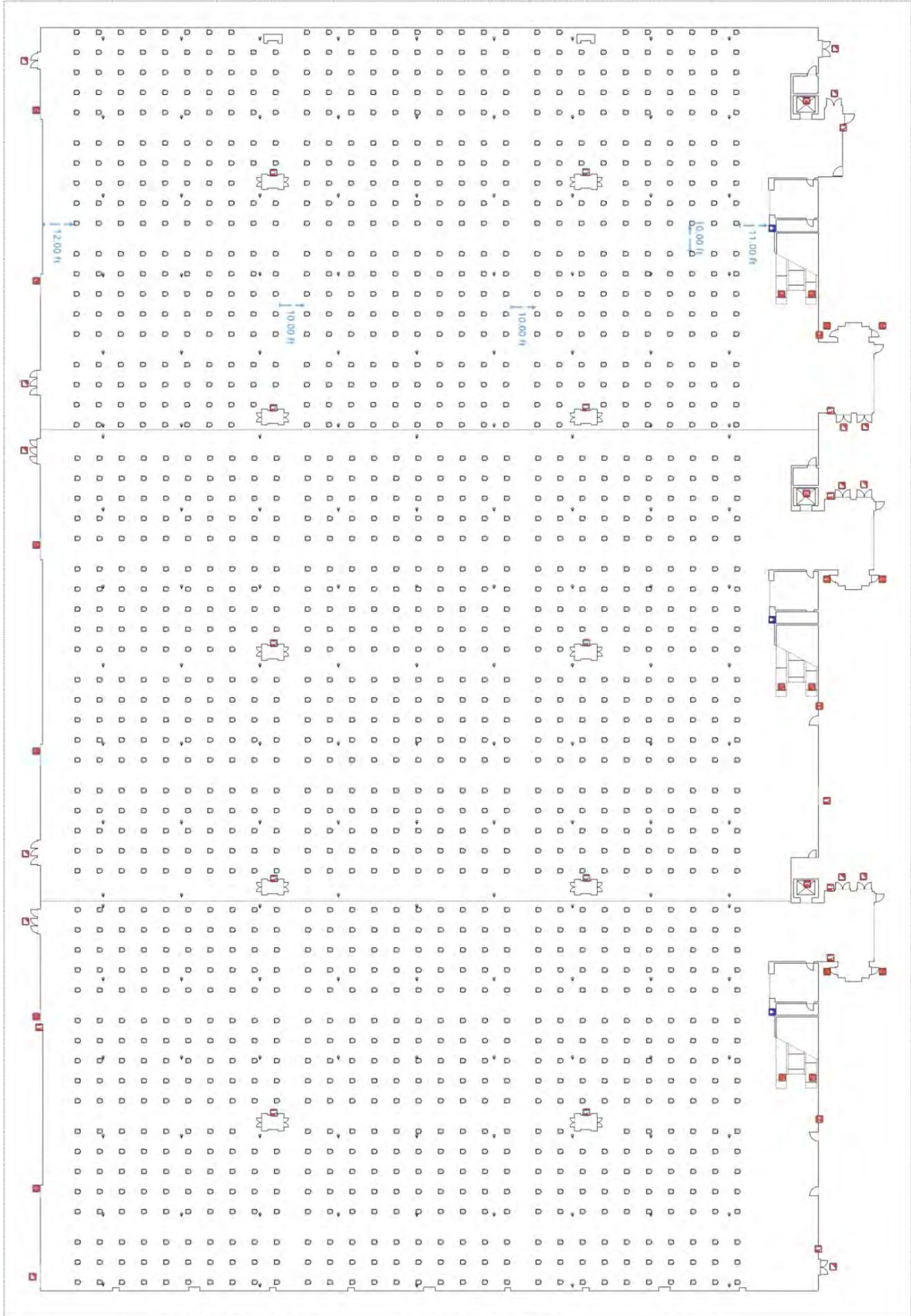
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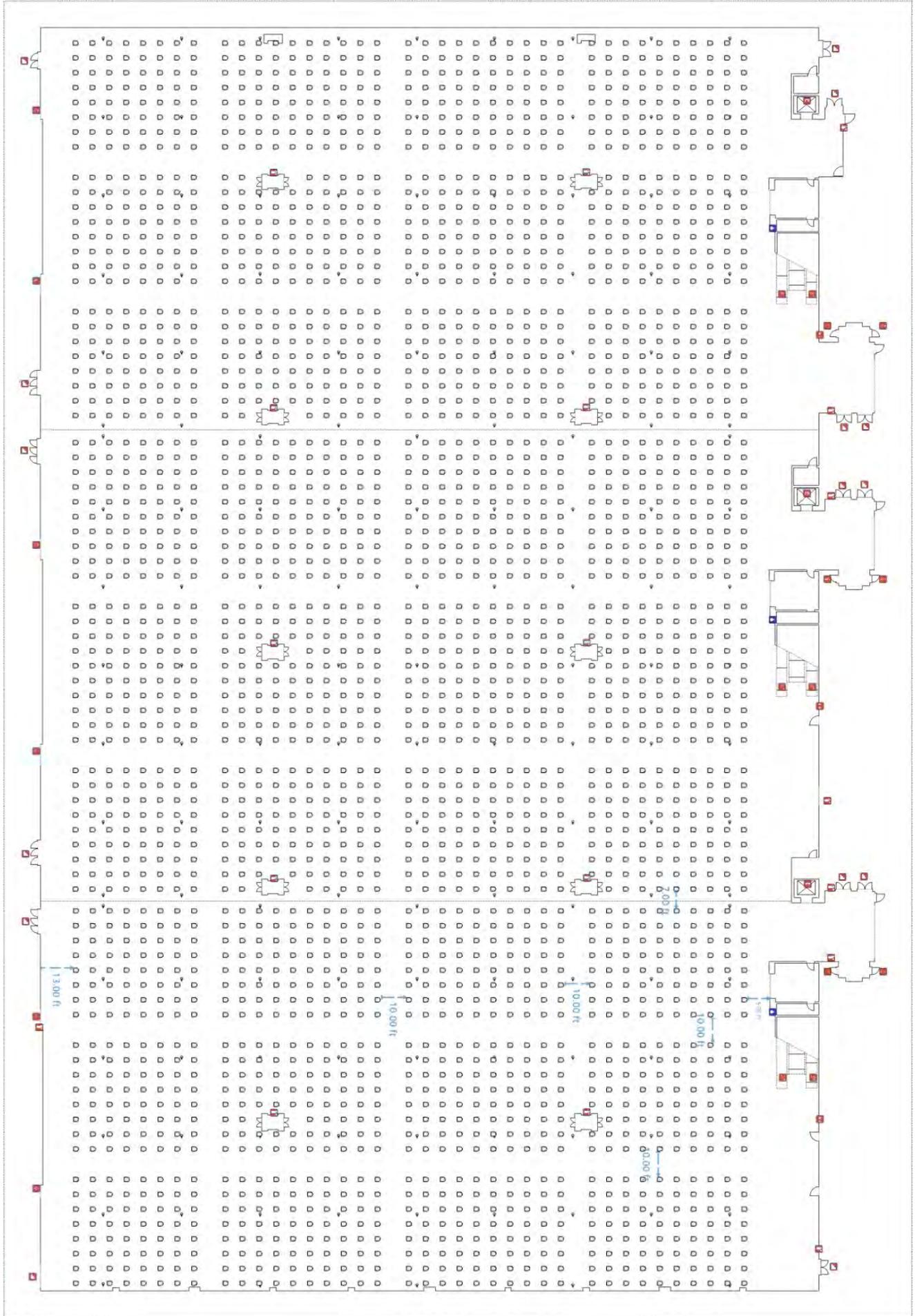
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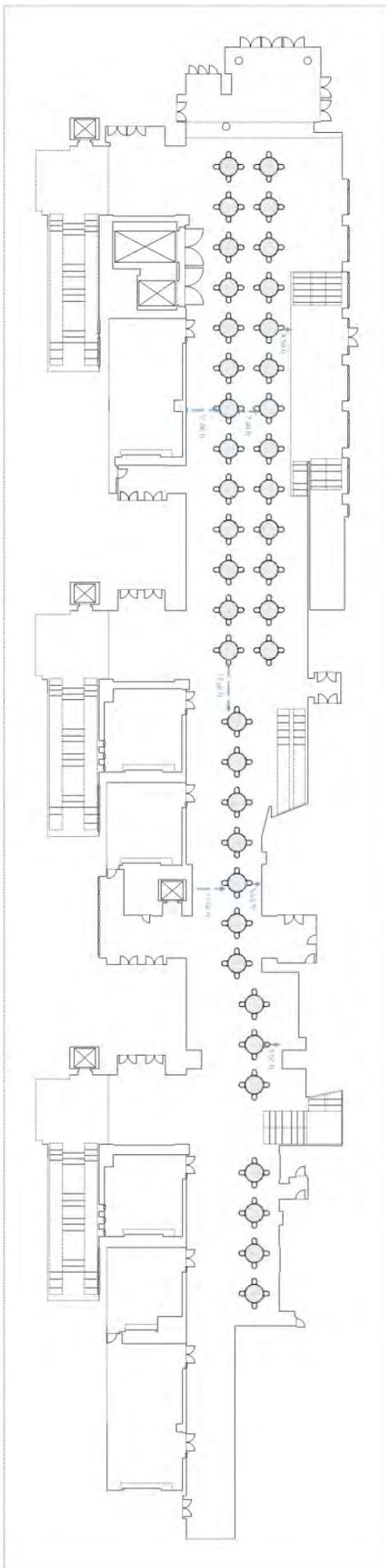
2 Feet



20 Feet



20 Feet



20 Feet