

OVERLAND PARK

K A N S A S

**BEST SMALL CONVENTION CENTER
IN NORTH AMERICA**



GBAC STAR™ Accreditation Submission
Date: June 7, 2020

OPCC GBACSTAR-1.0 Scope Statement

The GBAC STAR™ Accreditation Program on Cleaning, Disinfection and Infectious Disease Prevention for Facilities (GBAC STAR Program) establishes requirements to assist facilities in their cleaning, disinfection, and infectious disease prevention work practices to control risks associated with infectious agents such as SARS-CoV-2, Influenza, MRSA, and TB.

This GBAC STAR Program is performance based and sets out requirements for and places responsibility for facilities to demonstrate that appropriate cleaning, disinfection, and infectious disease prevention work practices, protocols, procedures, and systems have been established and implemented.

The GBAC STAR Program is designed such that any size facility or organization can use it and it is considered scalable.

OPCC background information:

The Overland Park Convention Center is owned by the city of Overland Park and managed through a third party agreement with Spectra Venue Management. Food service operations are provided through an additional third party agreement with Aramark Sports & Entertainment.

The OPCC opened in November of 2002 on a 26-acre site in the heart of Overland Park, the largest suburban city in the Kansas City metropolitan area, and the second largest city in Kansas. The 237,000 square foot complex features a 60,000 sq. ft. exhibit hall that connects to a 25,000 sq. ft. ballroom and 15,000 sq. ft. of meeting room space. It also includes a remarkably spacious 44,000 sq. ft. of pre-function area.

In 2019 the Overland Park Convention Center was named the Best Small Convention Center in North America by Exhibitor Magazine. The OPCC was also included in the top 20 convention centers regardless of size.

Spectra is an industry leader with the primary areas of expertise: Venue Management, Food Services & Hospitality, and Partnerships.

Aramark is a customer service business across food, facilities, and uniforms with 280,000 team members in 19 countries around the world.

OPCC GBACSTAR-2.1
Facility Leadership and Commitment

Senior management shall take ultimate responsibility for the organization’s GBAC STAR Program implementation and maintenance.

All levels of management shall ensure that roles, responsibilities, and authorities related to cleaning, disinfection and infectious disease prevention are defined, documented and communicated to those who manage, perform and verify such work.

All levels of management shall demonstrate its commitment by ensuring availability of resources to establish, implement, maintain, and improve the GBAC STAR Program requirements associated with cleaning, disinfection, and infectious disease prevention.

Position Title	Responsibilities
General Manager	Ultimately accountable for the achievement, execution and maintenance of the GBAC STAR™ accreditation through: <ol style="list-style-type: none"> 1. Appropriate resourcing of personnel and budgets required to maintain compliance with the resulting plan 2. Ensuring proper administrative policies and procedures are enacted, followed and reviewed, including: <ol style="list-style-type: none"> a. Employee Health and Safety b. Training compliance c. Document management
Director of Operations	Ultimately accountable for the achievement, execution and maintenance of the GBAC STAR™ accreditation through: <ol style="list-style-type: none"> 1. Appropriate resourcing of personnel and budgets required to maintain compliance with the resulting plan 2. Ensuring proper administrative policies and procedures are enacted, followed and reviewed, including: <ol style="list-style-type: none"> a. Employee Health and Safety b. Training compliance and documentation c. SDS compliance and documentation d. Leadership of all management and supervisory positions responsible for the execution of the plan.
Environmental Services Manager	Ultimately accountable for the execution of the facility maintenance elements of this plan to include: <ol style="list-style-type: none"> 1. Training 2. Supervision and reinforcement of all protocols 3. Employee Safety 4. Appropriate staffing levels
Director of Events	Ultimately accountable for the achievement, execution and maintenance of the GBAC STAR™ accreditation through: <ol style="list-style-type: none"> 1. Appropriate, timely and consistent communication with clients related to this plan 2. Leadership of all event planning procedures and processes created and leveraged in support of this plan
Director of Sales & Marketing	Ultimately accountable for the achievement, execution and maintenance of the GBAC STAR™ accreditation through: <ol style="list-style-type: none"> 1. Appropriate, timely and consistent communication with clients and attendees related to this plan 2. Leadership of all sales and marketing procedures and processes created and leveraged in support of this plan

OPCC GBACSTAR-2.2 Facility Commitment Statement

Requirement:

The organization shall develop, sign, and communicate the facility's commitment to the GBAC STAR Program elements. The document shall include provisions for minimizing and controlling risks associated with infectious disease outbreaks and potential exposures in relation to customers, clients, employees, the community and the environment.

Facilities shall provide assurance and establish confidence that proper cleaning, disinfection, and infectious disease prevention work practices and controls are in place, properly maintained, and continuously improved. The GBAC STAR Program Commitment statement shall be signed by senior management.

The Overland Park Convention Center's mission is "...to serve...satisfy...and smile." Our Vision statement is..."to be the best...that's it." These statements are supported by our core values of "Relationships, Integrity, Stewardship, and Excellence." In order for us to "serve" and "be the best" it is imperative that we demonstrate the core values of "R.I.S.E." we espouse to safeguard and enhance the brand of the community we represent.

The OPCC is committed to deepening "Relationships" by obtaining and maintaining, with the upmost "Integrity," the GBAC STAR™ accreditation. Driven by our "Stewardship" to provide employees, clients, and guests a safe and healthy venue to work and gather, and through detailed planning, engaged leadership, and continuous improvement, the OPCC will provide assurance that its endeavor to control the risks associated with infectious disease outbreaks and potential exposures will be achieved with "Excellence." We will "R.I.S.E." to the challenge before us. That is the "OP Way."

Leadership Signatures:

Position Title:	Name:	Signature:	Date
General Manager	Brett C. Mitchell		
Director of Operations	George Middleton		
Environmental Services Manager	Jeffrey Spotwood		
Director of Events	Scott Riesterer		
Director of Sales & Marketing	Tracy Roberts		
Director of Finance	Jeanne Kanoy		
Director of Food & Beverage	Jessica Corona		
Event Services Manager	Tracey Jones		
Event Services Manager	Ron McEachron		
Operations Assistant	Jen Megaris		

OPCC GBACSTAR-2.3 Sustainability and Continuous Improvement

Requirement:

The facility shall build into their program elements of continuous improvement. The program should be implemented such that it is sustainable.

The facility shall establish, document, implement, communicate, maintain, and continually improve their GBAC STAR™ Program, including the processes needed and their interactions, in accordance with the requirements of this document.

The OPCC uses the Plan-Do-Check-Act (PDCA) principle as the fundamental framework for quality management related to the GBAC STAR™ Program. At the OPCC, PDCA means:

- ✓ Plan:
 - The overall planning process is broken down into two categories
 - General Planning – this category refers to the elements of the operation that exist at the OPCC regardless of event activity. This category of planning takes place in every department of the OPCC.
 - Event Planning – this category refers to the elements of the operation that are directly related to the execution of public and private events within the OPCC facilities. Primary responsibility for event planning resides within the Event Services department.
 - The preliminary planning process for the GBAC STAR™ program will conclude on or about July 31, 2020.
 - From that point forward, oversight of the future planning for this program will be governed by the OPCC Safety Committee and outlined further within this document.
 - Once attained, the GBAC STAR™ Program will provide a cyclical process to revisit and update this plan.
- ✓ Do:
 - The OPCC has already begun to implement procedures outlined in this plan.
 - As more information becomes available and actionable, the processes used in execution of this plan will be updated.
 - The Environmental Services department is the leader of the overall sanitation effort made by the organization, however, all departments are responsible for elements of this plan and are outlined as such.

✓ Check:

- The OPCC will continually monitor the execution of the elements of this plan through the following practices:
 - Enabling the Quality Management System as outlined in GBAC STAR™ Program Section 3.3 Program Controls and Monitoring
 - Customer Feedback – the OPCC regularly requests specific feedback relative to the guest experience and services provided by the OPCC. In this new operational norm, customers will be an additional element of the feedback loop to ensure program compliance.
 - Industry Activity – by staying in touch and in tune with industry trade groups such as ISSA, IAVM, IAEE, GBAC, and more, the OPCC will keep up to date with current trends in GBAC STAR™ program execution.

✓ Act:

- This plan will be updated at minimum yearly, but more frequently as required by changing circumstances in guidance, compliance regulation, industry norms and expectations, and / or operational changes within the OPCC.
- The Director of Operations is the responsible party for ensuring this plan is updated in accordance with the schedule set within.
- Third party resources may be enlisted to assist in the measurement and assessment of program efficacy and to generate recommendations of program improvements.

OPCC GBACSTAR- 3.1 Conformity and Compliance

Requirement:

The organization shall ensure that all relevant requirements are identified and fulfilled within their GBAC STAR™ Program.

The organization shall identify all legal requirements associated with cleaning, disinfection, and infectious disease prevention and verify they have complied with these - including but not limited to - national / federal, regional / state, provincial, city, and local regulatory requirements to which the organization is subject to.

Response:

Per the Kansas State Constitution, Article 12, section 5, cities are empowered to determine local affairs and government by ordinance and enables legislature to enact laws to govern. Multiple sections within Article 65 of the Kansas State Constitution address cities rights and obligations relating to Kansas Public Health, including sections 65-1; 65-2; 65-6; 65-27; 65-30; 65-70; among others.

GBAC STAR- 3.2 Goals, Objectives, and Targets

Requirement:

The organization shall establish, implement, and maintain documented objectives and targets for their cleaning, disinfection, and infectious disease prevention program.

Purpose

The purpose of this requirement is to establish three ongoing goals that will exhibit a continuous commitment to improve the organization's performance regarding cleaning, disinfection, and infectious disease prevent practices. Repeat when once a goal is completed.

Procedure

Conduct a gap analysis, identify a deficiency or an area for improvement and prioritize a SMART game plan based on the GBAC STAR Program gap analysis, risk assessments and customer feedback/requirements.

GOAL #1

Results of Gap Analysis:

The current restroom cleanliness and disinfection auditing process is lacks measurability, quality control, and accountability.

Project Coordinator:

George Middleton- Director of Operations

Key Stakeholder:

Brett C. Mitchell- General Manager
Jeffrey Spotwood- Environmental Services Manager
Scott Riesterer- Director of Events
Tracey Jones- Event Services Manager
Ron McEachron- Event Services Manager
Service Shift Supervisors
Jen Megaris- Operations Administrative Assistant

SMART Goal:

Restroom Monitoring and Audit Program

S pecific	Implement a formal restroom monitoring and audit program for the general cleaning tasks performed by Environmental Services and event cleaning tasks performed by Event Services as part of show care. Employee documentation should be visually monitored and recorded by an immediate supervisor no less than one time per shift with audits of documentation performed and reviewed monthly by Safety Committee.
M easurable	Implement a formal restroom monitoring and audit program for the general cleaning tasks performed by Environmental Services and event cleaning tasks performed by Event Services as part of show care. Employee documentation should be visually monitored and recorded by an immediate supervisor no less than one time per shift with audits of documentation performed and reviewed monthly by Safety Committee.
A ction Oriented	Implement a formal restroom monitoring and audit program for the general cleaning tasks performed by Environmental Services and event cleaning tasks performed by Event Services as part of show care. Employee documentation should be visually monitored and recorded by an immediate supervisor no less than one time per shift with audits of documentation performed and reviewed monthly by Safety Committee.
R ealistic	Implement a formal restroom monitoring and audit program for the general cleaning tasks performed by Environmental Services and event cleaning tasks performed by Event Services as part of show care. Employee documentation should be visually monitored and recorded by an immediate supervisor no less than one time per shift with audits of documentation performed and reviewed monthly by Safety Committee.
T ime Bound	Implement a formal restroom monitoring and audit program for the general cleaning tasks performed by Environmental Services and event cleaning tasks performed by Event Services as part of show care. Employee documentation should be visually monitored and recorded by an immediate supervisor no less than one time per shift with audits of documentation performed and reviewed monthly by Safety Committee.

GOAL #2

Results of Gap Analysis:

Commonly Touched Surface protocols lack specificity and administrative tools to properly communicate to staff.

Project Coordinator:

George Middleton- Director of Operations

Key Stakeholder:

- Brett C. Mitchell- General Manager
- Jeffrey Spotwood- Environmental Services Manager
- Scott Riesterer- Director of Events
- Tracey Jones- Event Services Manager
- Ron McEachron- Event Services Manager
- Service Shift Supervisors
- Jen Megaris- Operations Administrative Assistant

SMART Goal:
Commonly Touched Surfaces

S pecific	Develop enhanced protocols for Commonly Touched Surfaces to include training, chemicals, delivery system, PPE, checklist, and mapping for Safety Committee approval by August 4 th , 2020.
M easurable	Develop enhanced protocols for Commonly Touched Surfaces to include training, chemicals, delivery system, PPE, checklist, and mapping for Safety Committee approval by August 4 th , 2020.
A ction Oriented	Develop enhanced protocols for Commonly Touched Surfaces to include training, chemicals, delivery system, PPE, checklist, and mapping for Safety Committee approval by August 4 th , 2020.
R ealistic	Develop enhanced protocols for Commonly Touched Surfaces to include training, chemicals, delivery system, PPE, checklist, and mapping for Safety Committee approval by August 4 th , 2020.
T ime Bound	Develop enhanced protocols for Commonly Touched Surfaces to include training, chemicals, delivery system, PPE, checklist, and mapping for Safety Committee approval by August 4th, 2020.

GOAL #3

Results of Gap Analysis:

Upon return, staff as a whole needs to be updated regarding infectious disease and latest methods to prevent, respond, and control in their area of operations.

Project Coordinator:

George Middleton- Director of Operations

Key Stakeholder:

Brett C. Mitchell- General Manager

Jeffrey Spotwood- Environmental Services Manager

Scott Riesterer- Director of Events

Tracy Roberts- Director of Sales & Marketing

Jeanne Kanoy- Director of Finance & Administration

Jessica Corona- Director of Food & Beverage

SMART Goal:
Infectious Disease Training

S pecific	Revise safety training program to mandate all staff retake Coronavirus training within 5 days of being called back to work, identify two stakeholders to complete the GBAC Fundamentals Online Course by July 6 th , add an annual infectious disease training module for all staff achieving 90% compliance with results reviewed monthly by Safety Committee.
M easurable	Revise safety training program to mandate all staff retake Coronavirus training within 5 days of being called back to work, identify two stakeholders to complete the GBAC Fundamentals Online Course by July 6 th , add an annual infectious disease training module for all staff achieving 90% compliance with results reviewed monthly by Safety Committee.
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T ime Bound	Revise safety training program to mandate all staff retake Coronavirus training within 5 days of being called back to work, identify two stakeholders to complete the GBAC Fundamentals Online Course by July 6th , add an annual infectious disease training module for all staff achieving 90% compliance with results reviewed monthly by Safety Committee.

OPCC GBACSTAR- 3.3 Program Controls and Monitoring

Requirement:

Management shall establish program controls and put in place documented procedures for monitoring the effectiveness of the controls being applied to ensure that the elements of the GBAC STAR™ Program are being met.

Summary: the following program controls are in place and used by OPCC staff to monitor the planning, execution, and completion of actions set forth in this program.

Inspections:

1. Visual inspections: will be conducted by Environmental Services Manager, Event Services Managers, and Operations Administrative Assistant throughout the operations periods. During this time, inspectors will confirm completion of work and quality of work process visually. In-the-moment coaching is encouraged during these inspections.
2. Formal Inspections: will be conducted on 10% of all work logs completed. Using the OPCC Cleaning Checklist, inspection data will be stored and used to discern trends in service levels.

Corrective Action Reporting process:

1. The OPCC will maintain a corrective action reporting process that is overseen by the Director of Operations.
2. Identified required corrective actions will be documented and stored on the OPCC Shared Drive.
3. The OPCC will revise the members of the Safety Committee, who will be responsible for the review, documentation, and implementation of all corrective actions.

Incident Reporting:

1. Incident Management System: the OPCC utilizes "Report Exec" incident management system to document non-public safety incidents. Work requests throughout the facility are documented and generated through "MicroMain" CMMS.
2. Public Safety Incident Response / Investigation Methods: The OPCC security department investigates any criminal or public safety related incidents on the OPCC campus, including infectious disease response protocols. OPCC security engages Overland Park Public Safety as needed.

GWCCA GBACSTAR- 4.1 Risk Assessment and Risk Mitigation Strategies

Requirement:

Facilities shall ensure that suitable methodologies for assessing and prioritizing risks are identified, implemented, maintained, and documented and are based on relevant hazards.

The identification and implementation of control measures shall be based on the results of the risk assessment. Control measures shall be designed to eliminate or mitigate risks to an acceptable level.

Risk Assessment Matrix

The Matrix below is designed to mitigate ongoing and daily risks associated with high traffic, cross contamination, close quarter areas and other hazards involving infectious disease. Staff will utilize this matrix to determine the mitigation strategy areas based on location, risk assessment and hazards. The Risk Rating will determine mitigation strategies including but not limited to scheduling, frequency of cleaning, type of chemical, PPE requirements and disinfection methods. The matrix is to be utilized to protect all building occupants from the ongoing risk of infectious disease.

Low Risk

1. Light traffic and gatherings of less than 15 persons.
2. Common areas, lobbies, offices... etc.
3. A normally scheduled cleaning via the **Vertical and Horizontal Surfaces Cleaning / Disinfecting Procedure** should be followed.
4. Routine follow ups via the **General Disinfecting Procedure (Disinfecting After Cleaning section)** should be followed.

Moderate Risk

1. Medium traffic and gatherings of between 15- 45 persons.
2. Restrooms, breakrooms, locker rooms and smaller meeting room events...etc.
3. A more frequent scheduled cleaning via the **Vertical and Horizontal Surfaces Cleaning / Disinfecting Procedure and/or Restroom Cleaning / Disinfecting Procedure** should be followed.
4. Planed and routine follow ups via the **General Disinfecting Procedure (General Disinfecting section)** should be followed.

High Risk

1. Heavy traffic and gatherings of more than 45 persons.
2. Larger meeting room events and conventions and confirmed OPIM.
3. The General Disinfecting Procedure (Disinfecting Prior to Cleaning section) must be followed.
4. Then a cleaning via the Vertical and Horizontal Surfaces Cleaning / Disinfecting Procedure and/or Porous Surfaces OPIM Cleaning / Disinfecting Procedure must be followed.
5. Then the General Disinfecting Procedure (Disinfecting After Cleaning section) must be followed.

Location	Area Description	Risk Rating	Hazards	Mitigation Strategy
Lobbies	Elevators, Hand Rails, Door Handles, Water Stations, ATM's, FFE, Phones, Countertops, High Traffic, Stairs	Moderate	Heavy Furniture, Electronics, Touch Points, Chemicals, High Traffic, Infection, Slip/Falls	Above-Floor Cleaning Procedures General Disinfecting Procedure
Exhibit Hall Space	FFE, Door Handles, Water Stations, High Traffic	High	High Traffic, Touch Points, Electronics, Infection	Above-Floor Cleaning Procedures General Disinfecting Procedure
Meeting Space	FFE, Door Handles, Water Stations, High Traffic	High	High Traffic, Touch Points, Electronics, Infection	Above-Floor Cleaning Procedures General Disinfecting Procedure
Restrooms	Fixtures, Partitions, Dispensers, Vertical/Horizontal Surfaces, Mirrors, Door Handles, High Traffic	High	Bodily Fluids, Cross Contamination, Infection, Close Quarters, Chemicals, Slip/Falls	Restroom Cleaning/Disinfecting Procedure
Back of House Corridors	FFE, F&B Equipment, Electric Carts, Forklifts, Electronics, Crate Storage, Ice Machines	Low	Heavy and Moving Objects, Noise, Electrocutation, Slip/Fall	General Disinfecting Procedure
Docks	Forklifts, Electric Carts, FFE, Crate Storage	Low	Heavy and Moving Objects, Noise, Electrocutation, Slip/Fall, Propane, Fire	General Disinfecting Procedure

Shared Offices	FFE, Electronics, Phones, Door Handles, Water Cooler, Appliances	Moderate	Electrocution, Cross Contamination, Infection, Touch Points	Above-Floor Cleaning Procedures General Disinfecting Procedure
Personal Offices	FFE, Electronics, Phone, Door Handle	Low	Electrocution, Cross Contamination, Infection, Touch Points	General Disinfecting Procedure
Locker Rooms	Lockers, FFE, Restrooms, Door Handles, Benches	High	Cross Contamination, Touch Points, Infection, Bodily Fluids, High Traffic, Close Quarters	Restroom Cleaning/Disinfecting Procedure
Storage Rooms	FFE, Electronics, Forklift, Electric Carts, Tools, Chemicals, Supplies	Low	Cross Contamination, Heavy and Moving Objects, Electrocution, Infection, Chemicals	Above-Floor Cleaning Procedures General Disinfecting Procedure
First Aid/Nursing Rooms	FFE, Refrigerator, Door Handle	High	Chemicals, Infection, Child Safe Chemicals	Above-Floor Cleaning Procedures General Disinfecting Procedure
F&B Areas	FFE, Appliances, Service Ware, Condiments, Packaged and Exposed Food	High	Food Safe Chemicals, Infection, High Traffic, Chemicals	Above-Floor Cleaning Procedures General Disinfecting Procedure
Parking Structures	FFE, Vehicles, Stairs	Low	Heavy and Moving Objects, Fumes	General Disinfecting Procedure

OPCC GBACSTAR- 4.2 Standard Operating Procedures (SOP)

Requirement:


The facility shall establish internal standard operating procedures (SOPs) for cleaning, disinfection and infectious disease prevention work practices.

Standard Operating Procedures (SOP) should be established and developed specific to activities and processes within the facility, especially for routine activities associated with cleaning, disinfection, and infectious disease prevention programs.

The following SOPs are written, maintained, and updated regularly per the documentation control procedures contained within this plan. The *OPCC Operations SOP Template* is included below for reference. All other SOPs are included as **Appendix A** of this document.

1. FO 1.0 Personal Protective Equipment (PPE)
2. FO 1.1 Infectious Material Exposure Control Procedures
3. FO 1.2 Donning and Doffing PPE for Decontamination Cleaning and Whole Room Disinfecting
4. FO 4.1 Above Floor Surfaces Cleaning Procedure
5. FO 4.2 Restroom Cleaning and Disinfecting Procedures
6. FO 4.3 General Disinfecting Procedure
7. FO 5.1 Basic Touchpoint Cleaning and Disinfecting Procedure

OPCC Operations SOP Template:

	OPERATIONS MANUAL SECTION: 0.09.0000 Department Name: OPERATIONS – Environmental Services Procedure: *INSERT PROCEDURE NAME
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Intent: To provide Cleaning Staff with ***insert overview of procedure**

***INSERT PROCEDURE NAME**

Affected Personnel: Environmental Services ***add any staff groups involved in the procedure**

Required Supplies & Equipment

Preparation

Task Being Performed

***Insert Procedure**

Personal Protective Clothing ***add or delete PPE as appropriate**

- Disposable Latex Gloves
- Eye Protection

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OPCC GBACSTAR - 4.3 Tools and Equipment

Requirement:

The facility shall select and provide cleaning and disinfection tools and equipment based on the facility needs and ongoing risk assessment program.

The organization evaluates existing technologies and considers implementation of those that can automate or increased efficacy and efficiency when increasing cleaning, disinfection, and infectious disease prevention strategies and processes. Technologies to consider, but are not limited to electrostatic sprayers, automation, robotics, validation meters, microfiber, touchless or powered versions of common tools, and single-use / disposable items for reduced cross-contamination.

The OPCC uses the following equipment in the cleaning / disinfection process:

Tool/ Equipment Name:	Item Description:	Use Care:
Upright Vacuum	Windsor and Pro Force models with HEPA filtration	Daily carpet maintenance. Walk off mat maintenance.
Wide Area Vacuum	Tennant S9 36" Wide Space vacuum used for high production carpet vacuuming. Self-propelled. Battery operated. No HEPA filtration.	Daily carpet maintenance for large surface areas.
Riding Vacuum	Tennant 6100 30" riding sweeper. Self-propelled. Battery operated. No HEPA filtration.	Daily carpet maintenance for large surface areas.
Carpet Extractor	Multiple models used to deep clean carpets. Current focus is on hot water use for standard carpet cleaning. Not currently used in disinfecting process.	Quarterly deep cleaning through extraction of limited surface areas.
Riding Carpet Extractor	Tennant R14 28" riding extractor. Current focus is on hot water use for standard carpet cleaning. Not currently used in disinfecting process.	High volume quarterly deep cleaning through extraction of large surface areas.
Riding Floor Scrubber	Tennant cylindrical brush agitation and water reclamation to clean hard floor surfaces. Not currently used in disinfecting process. OPCC is exploring available options for disinfecting.	Concrete floors in Exhibit Hall and back of house corridors.
Floor Scrubber	Tennant Q12 multi-surface cleaner Current focus is on hot water use for cleaning. Not currently used in disinfecting process.	Granite floor in Prefunction space.
Kai Vac Machine	Kai Vac touchless restroom cleaning machine. Enables staff to disperse cleaning/disinfecting chemical	Nightly restroom cleaning

	directly on restroom surfaces using a low pressure electric pump.	
Hand Triggered Sprayers	Hand triggered plastic spray bottles used for direct spray applications for a variety of solutions. Typically multiple bottles are deployed with cleaning staff.	Varied uses including general cleaning, glass cleaning, degreasing, and disinfectants.
Microfiber Hand Cloths	Microfiber cloths are critical to help "lift" away soil from a surface versus a paper towel "pushing" soil around a surface. OPCC will institute a three color system of microfibers; general cleaning and degreaser (green), glass (blue), restrooms (red).	Varied used in combination with hand triggered sprayers including, general cleaning, glass cleaning, degreasing, and disinfectants.
Disposable Disinfecting Wipes	Different brands are used at varies times depending on supply and pricing. Disposable wipes significantly reduce the logistics associated with traditional and economical hand cleaning methods.	Common Touch Point cleaning and disinfecting in public spaces, equipment wipe down, and office cleaning and disinfecting.
Hand Sanitizer Station	Purell battery operated, infrared hands free dispensers mounted on stanchions.	Deployed in high and moderate traffic areas at points of transition such as entrances and exits, elevators, escalators, restrooms, and food areas.

**OPCC GBACSTAR- 4.4
Cleaning and Disinfection Chemicals**

Requirement:

Cleaning and disinfection chemicals are selected based on the facility needs and ongoing risk assessment program.

Cleaning and disinfectant chemicals shall be appropriate for the area and objects being treated, the environment surrounding the area, and the infectious agent in question. Consideration for safety (risk assessment) and environmental impact shall be taken into consideration as applicable and appropriate.

Facilities and service providers must ensure that the cleaning and disinfectant product is approved by their local government for the infectious agent in question. In the United States this is the Environmental Protection Agency (EPA).

A comprehensive list of all chemicals used by the OPCC staff is maintained through the Operation Department procurement process and records. All SDS are maintained by the Environmental Services Manager and digitally stored on OPCC shared drive.

The following products have been evaluated and chosen for use during the COVID-19 outbreak based on these parameters:

1. Meets EPA guidance for emerging pathogens
2. Lowest level of toxicity given the use case
3. Supply chain reliability

Manufacturer	Product Name	“Green Product?”	EPA Registration Number	EPA List N?	Dwell Time
Purell	Professional Surface Disinfectant	No	84368-1	Yes	30 Seconds
Clorox	Hydrogen Peroxide wipes	No	67619-25	Yes	2 Minutes
EcoLab	Peroxide Multi Surface Disinfectant	No	1677-238	Yes	2 Minutes
Envirox	Concentrate 118	No	69268-2	No	5 minutes
Kaivac	KaiO	Yes	N/A	No	N/A
Purell	Advanced Hand Sanitizer Foam	No	FDA regulated	No	30 Seconds
PurTeq	Prevent	Yes	N/A	No	3 minutes

OPCC GBACSTAR- 4.5 Inventory Control and Management

Requirement:

The facility shall identify supplies, tools, and equipment associated with cleaning, disinfection, and infectious disease prevention activities and ensure that monitoring and control measures shall be applied to ensure supplies, tools, and equipment are available and maintained and contingency plans are in place.

Inventory Management: At the OPCC, inventory management related to infection control supplies and equipment falls to the Operations Department and Environmental Services Department and follows GAAP standards related to segregation of duties.

Supplies noted in this section are stored in one of three areas:

1. Main Supply Room
2. Satellite Storage Closets
3. Environmental Services Supply Room

Equipment noted in this section are stored in one of three areas:

1. Dock- back of house
2. Ballroom- back of house
3. Courtyard- back of house

Below is a detailed breakdown of the responsibilities:

Supplies and Consumables:

1. Access Control
 - Supply locations are under restricted card access for staff that have been preapproved by the Director of Operations
 - All other access must be gained through security
 - Access doors and times are monitored and recorded via the OPCC access control system
2. Inventory Control
 - Supplies taken out of inventory by approved staff and logged on appropriate forms
 - Environmental Services Manager conducts a Main Supply Room inventory of on a weekly basis

- Environmental Services Manager reconciles the physical inventory count to staff logs and reports anomalies to Security Department for generation of incident report
 - Items below par levels are submitted for procurement via OPCC established purchase order approval process
3. Inventory Procurement
- Purchase order requisitions for supplies are submitted by Environmental Services Manager for Director of Operations approval
 - Purchases in excess of \$1,500 require approval of general manager
 - Approved requisition is forwarded to finance department who issues a Purchase Order number to be used as approval for ordering/billing
 - All supplies and consumables are received, logged, and signed for by the Security Department
 - Received shipments are picked up and restocked by Environmental Services authorized staff

Equipment:

1. Access Control
- Inventory locations are placed in defined, accessible locations for staff efficiency and with security camera coverage
 - Key access to operate large equipment for approved staff must be checked out, logged, and returned through the Security Department
2. Inventory Control
- Department Managers conduct an annual physical inventory of assigned equipment as recorded in "MicroMain", OPCC's CMMS.
 - Director of Operations and Operations Assistant conduct a spot audit of submitted physical inventory counts with anomalies recounted
 - Director of Operations reconciles the annual physical inventory count to previous year and reports anomalies to the Security Department for generation of incident report
 - Director of Operations records inventory data in "MicroMain"
 - Items below par levels are considered for procurement via OPCC established purchase order approval process
3. Inventory Procurement

- Purchase order requisitions for equipment are submitted by Department Managers for Director of Operations approval
- Purchases in excess of \$1,500 require approval of general manager
- Approved requisition is forwarded to finance department who issues a Purchase Order number to be used as approval for ordering/billing
- All equipment are received, logged, and signed for by the Security Department
- Equipment is held in a “bonded warehouse” environment until identified assets are entered into “MicroMain” and asset tags are generated and affixed
- Once asset tags are affixed, equipment is picked up and placed in assigned location by authorized staff

Type	Tool/ Equipment Name:	Inv:	Par :	Lead Time:	Contingency	Location:
Equip	Upright Vacuum	10	10	3 weeks	broom & pan	BR BOH
Equip	Wide Area Vacuum	4	4	3 weeks	Upright vac	BR BOH
Equip	Riding Vacuum	2	2	8 weeks	Wide Area vac	Dock
Equip	Carpet Extractor	2	2	3 weeks	Spot clean	Dock
Equip	Riding Carpet Extractor	2	2	8 weeks	Carpet extractor	Dock
Equip	Riding Floor Scrubber	3	3	8 weeks	Floor scrubber	Dock
Equip	Floor Scrubber	3	3	4 weeks	Mop	Dock
Equip	Kai Vac Machine	1	1	4 weeks	Mop	ES Supply
Tools	Hand Triggered Sprayers	50+	24	1 week	Hand applied	ES Supply
Tools	Microfiber Hand Cloths	500+	100	3 weeks	Paper towels	ES Supply
Tools	Hand Sanitizer Station	17	24	8 weeks	8 oz. pump	On Floor
Consume	Disposable Chlorox Wipes	24	12	Unknown	Microfiber cloth	ES Supply
Chemicals	Purell Surface Disinfectant	6	12	Unknown	EcoLab Peroxide	Main Supply
Chemicals	EcoLab Peroxide Surface Dis.	24	12	Unknown	Purell Surface	Main Supply
Chemicals	Envirox Concentrate 118	12	6	4 weeks	EcoLab Peroxide	Main Supply
Chemicals	Kaivac KaiO	6	6	4 weeks	Envirox 118	Main Supply
Chemicals	Purell Hand Sanitizer Foam	12	24	Unknown	8 oz. pump	Main Supply
Chemicals	PurTeq Prevent	0	12	4 weeks	Envirox 118	Main Supply

**OPCC GBACSTAR- 4.6
Personal Protective Equipment (PPE)**

Requirement:

The facility shall ensure that suitable selection, provision, use and maintenance of PPE, is specified based on the risk assessments.

The facility shall make PPE available and provide appropriate training for the use of PPE to relevant personnel.

BASIC PERSONAL PROTECTIVE EQUIPMENT (PPE)

The following PPE is in use at the OPCC.

PPE Item	Description	Use Case	Inventory
Pleated Surgical Masks	Disposable Pleated Face Mask	Current CDC suggests Cloth Face Coverings or similar masks be worn by all eligible personnel while in areas where social distancing is not possible. Disposable low cost option for use to prevent asymptomatic spread of infections.	1,000 ordered
N95 Respirator	Disposable respirator with built in filter	For use in circumstances where particles from grinding, sanding, bagging, or processing minerals. Also for use with liquid or non-oil based particles from sprays that do not also emit oil aerosol vapors.	1,000 ordered
Nitrile Gloves	6 mil gloves used for basic hand protection	Standard issue gloves for non-sterile environments. Used to protect against bulk soils, non-corrosive chemicals, and paints.	2,500 on site
Leather Work Gloves	Leather heavy duty gloves	Physical hand protection from rough work materials such as wood, glass, metal, or landscaping material.	1 case on site
Splash/Impact Resistant Googles	Anti-fog splash, impact resistant	The chemical/product being utilized and the method of product delivery/dispersion may	1 case on site

		require the use of eye protection.	
Tyvek Coveralls	Full body, non-hooded, non-footed coveralls	The chemical/product being utilized and the method of product delivery/dispersion may require the use of full body protection. CDC guidance related to cleaning spaces in which an individual with a confirmed case of COVID-19, or has been exposed to COVID-19, may require full body protection. This would relate to patient isolation rooms.	100 on site
Shoe Covers	Tyvek shoe covers	The chemical/product being utilized and the method of product delivery/dispersion may require the use of full body protection. CDC guidance related to cleaning spaces in which an individual with a confirmed case of COVID-19, or has been exposed to COVID-19, may require full body protection. This would relate to patient isolation rooms.	100 on site

OPCC GBACSTAR- 4.7 Waste Management

Requirement:

The facility shall establish and maintain an appropriate waste management policy for waste that may be contaminated with infectious materials.

Waste Management Policy:

Purpose

Overland Park Convention Center (OPCC) is committed to mitigating the environmental impacts of product consumption and disposal. Solid waste management has become an important eco-sensitive activity, which affects natural resources, landfill space, pollution, toxins, and employee health and safety.

Policy

Waste diversion is an important management practice. To minimize the amount of waste and hauled to and disposed of in landfills or incineration facilities, the Overland Park Convention Center (OPCC) has created this solid waste management policy. The intent of this policy is to help management, employees, vendors, and partners work together to prioritize and focus on the best practices for material disposal.

This policy also includes health and safety criteria per the Global Biorisk Advisory Council's (GBAC) STAR certification for infectious waste.

Infectious Waste: includes waste that is or potentially is contaminated and can spread diseases, bacteria, viruses, and other health risks. This can include blood-soaked bandages, sharps and needle waste, surgical waste, pathological waste, human waste or body parts, as well as cultures and swabs, or PPE used in the cleaning of any of the above areas.

1. Medical waste is generated through EMS operations and is to be handled only by appropriately trained staff wearing appropriate PPE
2. This material requires separate storage and disposal which is the responsibility of the trained staff
3. Infectious waste, along with the waste associated its cleaning and disinfection, must be stored in appropriate containers to prevent leakage and impact from weather, animals, and the general public
4. Removal of this material should be separate from other waste streams at the venue and utilize the designated reds bags and containers that feature the universally recognized biohazard symbol
5. Trained OPCC staff are required to dispose of infectious waste, are to double-bagged waste and disposed of in the traditional landfill-bound waste stream

6. OPCC team members are to treat all material collection as if it were potentially harmful waste by not reaching into containers or bags to remove items and by wearing appropriate protection such as gloves and eye protection

Ongoing Consumables: including paper, toner cartridges, glass, plastics, cardboard, corrugated cardboard, aluminum and other metals, donated food, food waste and compostable products - should be reused, donated, recycled, or composted whenever possible.

1. Office/ Workstations

- Desk-side recycling bins shall be made available to encourage recycling participation.
- Comingled recycling bins shall be located at staff workstations, break rooms, and conference rooms.
- These materials are separated with compostable bags by Environmental Services Department and are taken to the single-stream recycling container located on loading dock.

2. Food & Beverage

- The OPCC in conjunction with the official foodservice operator donates leftover consumer meals and other food items through partnerships with local food shelters and food banks.
- Food that is not eligible to be donated should be placed in the organic waste stream, along with compostable food materials and products.
- OPCC also composts pre- and postconsumer food waste.
- OPCC captures all food waste from its foodservice operations and the contracted hauler transports the waste as needed. By removing food waste from the landfill waste stream, OPCC significantly reduces disposal costs that are dependent on weight.
- OPCC has an established composting area, managed by its food services team, located on the dock and separated from other disposal containers. Compost material is collected and transported to where it is made into finished compost for cultivating
- In addition to food waste, OPCC also composts other materials from its food operation and from specified events that are not food waste such as compostable plates, coffee cups, paper towels, and flatware.

3. Event and Environmental Services

- OPCC uses a combination of recycle and trash receptacles in common areas, outside areas, meeting rooms, and exhibit halls to collect discarded material from event attendees.
- The combination of trash and recycle receptacles assist with separation of waste and lessen the risk of contamination.
- To better direct staff and visitors, signage is placed on receptacles, compactors and designated loading docks specifying acceptable recycled material (e.g. cardboard, aluminum, plastic and glass bottles, etc.).

- Responsible for removal of cardboard bales from the venue for vendor pick up on back dock

Durable Goods: including office equipment, such as computers, monitors, copiers, fax machines, printers, and scanners; appliances, such as refrigerators, dishwashers, and water coolers; external power adapters, electronic ballasts, lighting fixtures, televisions, other audiovisual equipment; furniture, such as desk chairs, workstations, breakroom furniture, desks, office cabinets, and couches and all other durable materials leaving the campus shall first be determined whether reuse elsewhere on campus is feasible.

1. Operations


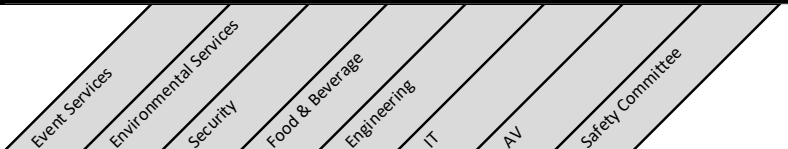
- Director of Operations is responsible for ensuring employees and selected waste service vendors adhere to OPCC guidelines through education, training, and communicating issues and requirements
- The Operations Department will require general contractors and sub-contractors to adhere to accepted recycling principles as part of pre-bid documents.
- Recycling plan will be included in all construction and contracting documents.
- Lamps including mercury-containing bulbs, are to be handled and recycled properly in accordance to the hazardous waste regulations under the Resource Conservation and Recovery Act (RCRA) Universal Waste Rule (UWR)
- Batteries including single use and rechargeable batteries used in radios, phones, cameras, computers, and other devices or equipment are part of the recycling stream with a recycling area located in the Security Office
- Batteries are recycled by the OPCC battery vendor
- Electronics are prioritized for reuse, auction, or recycling through the Technical Services Department via established replacement and procurement process
- If the goods are not able to be reused or auctioned, donation through electronics recycling program is utilized
- Electronics are recycled through an OPCC IT vendor with pick up services upon request

**OPCC GBACSTAR- 5.0
Personnel Training and Competency**

The facility shall ensure that personnel that have responsibilities to clean, sanitize, and disinfect are trained and competent to do so. Competence levels shall be judged on appropriate education, training, certifications and experience.

Training records shall be maintained, and the organization shall verify that staff members have attained required certifications and needed levels of competency.

The Well-trained and industry-certified custodial staff are capable of handling nearly every part of a solid infection control cleaning regimen. Staff will need to be re-trained on current techniques, chemistry, and equipment to be prepared to engage in the new work environment. The current list of training concepts to be offered to OPCC staff are below:

								
	Event Services	Environmental Services	Security	Food & Beverage	Engineering	IT	AV	Safety Committee
COVID-19 Prevention	x	x	x	x	x	x	x	x
Emergency Response	x	x	x	x	x	x	x	x
Hand Hygiene	x	x	x	x	x	x	x	x
Housekeeping	x	x	x	x	x	x	x	x
Influenza Prevention	x	x	x	x	x	x	x	x
Bloodborne Pathogens	x	x	x					
Chemical Hazards	x	x	x	x	x			
Safe Chemical Handling	x	x	x	x	x			
HAZMAT	x	x	x	x	x			
Working Safely With Solvents	x	x	x	x	x			
PPE	x	x	x	x	x	x	x	
Respiratory Protection	x	x	x	x	x			
Safety Data Sheets	x	x		x	x			
Incident Investigation			x					x

In addition, the Director of Operations and Environmental Services Manager will complete the [GBAC Fundamentals Online Course](#).

Additional classes or revisions to current training documentation may also be required for OPCC employees based on changes in guidance from the CDC, Global Biorisk Advisory Council, or Johnson County Health Department.

OPCC GBACSTAR- 6.0 Emergency Preparedness and Response

Requirement:

The facility shall establish, implement and maintain a process(es) needed for and to respond to potential emergency situations and incidents involving potentially infectious materials.

The OPCC has an extensive and comprehensive Emergency Management Plan that has been attached as **Appendix B** of this document.

OPCC Security and Emergency Medical Service staff will adhere to the current CDC protocols for a response to a Patient Under Investigate (PUI) call.

1. OPCC Security and Emergency Medical Service staff have been trained on the CDC recommended questions to ask if they receive a call concerning a sick person.
 - Symptoms (fever, cough, shortness of breath, etc.)
 - Recent travel history
 - Proximity to others who have been diagnosed with COVID-19 or who have traveled outside the U.S.
2. OPCC Security staff will be immediately dispatched to the location of the person needing attention, direct the person away from any other guests or staff, maintain a 6 foot distance while gathering information (patient personal information, rooms visited, comfort stations utilized, booths visited, etc.), await arrival of Emergency Medical Service staff.
 - OPCC Security staff responding to an incident will at a minimum utilize the following PPE:
 - N95 or greater respirator
 - Protective gloves (Nitrile or other)
3. Emergency Medical Service staff will respond to the scene, while taking the proper precautions, evaluate the patient and make a determination on further treatment based on the initial evaluation. If the evaluation determines COVID-19 is suspected, medical staff will immediately place a N95 or equivalent mask on the PUI.
4. OPCC Security and Emergency Medical Service staff will escort the PUI, by least traveled and occupied paths, to the medical isolation room for further treatment and triage.
5. Emergency Medical Service staff will continue PUI assessment at the medical isolation room and contact Overland Park Paramedics as necessary. If feasible per by Overland Park Paramedics and regardless of severity of symptoms, all

PUI's will not depart the OPCC site until COVID-19 test results are performed and a diagnosis has been determined.

6. OPCC Security staff will make the required notifications to Johnson County and City of Overland Park Health officials.
7. Trained Environmental Services or Event Services staff will be requested to disinfect any locations a PUI may have occupied or lingered. Emergency Medical Service staff will disinfect the medical isolation room and dispose of all biohazardous materials related to treatment of PUI's.

OPCC GBACSTAR- 7.0
Facility Infection Disease Prevention Practices

Requirement:

The facility shall implement infection control programs, procedures, and technologies which protect employees, clients, and customers.

The following tables are examples of the current infection control procedures that exist at the OPCC:

ADMINISTRATIVE CONTROLS	
Strategy	Description
Personal Protective Equipment	PPE relative to protections from catching or shedding SARS-CoV-2 should be determined from CDC guidance. Current guidance still suggests a cloth face covering for employees and N95 or greater masks for Healthcare workers
Temperature checks for employees	Using contactless thermometers or other emerging technology (telethermographic technology), screen entrants to determine if anyone has a fever of 100.4 or greater
Access Restrictions - Close non-occupied areas to through traffic	Using General and Event Planning, signage and possible personnel, restrict access and thereby the cleaning scope by keeping unoccupied areas activated
Access Restrictions - Close restrooms while cleaning (modify "refreshing")	Using General and Event Planning, signage and possible personnel, restrict access to allow appropriate dwell time for all disinfectants. This would modify current "refreshing" process to trash pulls only and enhance effectiveness of procedure.
Access Restrictions – establish geographical "ownership areas" for all parties involvement (Venue, Client, General Service Contractor, etc.)	Through Event Planning, determine the responsible party for each geographical area of venue. Responsible parties must adhere to approved chemistries and procedures.
Access Restrictions – Stagger Shifts /operational times/ event times	Through General and Event Planning, stagger shifts arrivals and departure times for employees, venue contractors, and event contractors limiting the number of staff gathering simultaneously. Through Event Planning stagger the arrival and departure times for show staff, exhibitors, and attendees.
Require Face Coverings for all Employees	Require face coverings for all venue employees and contractors who, cannot maintain 6 ft. of separation, to aid in the reduction of asymptomatic spread and create equity among employees

Support Face Coverings for all Show Staff, Exhibitors, and Attendees	Through Event Planning, although not required at this time, upon show producer request fully support and encourage face coverings for all show staff, exhibitors, and attendees to aid in the reduction of asymptomatic spread and create equity among employees, especially in circumstances where social distancing will be challenging.
Drayage, Equipment, and Show Material Isolation Guidelines for General Service Contractors	Given current guidance that SARS-CoV-2 does not survive beyond 3 days on standard event materials, direct General Service Contractors to either isolate or disinfect drayage, equipment, and show materials, prior to use at the venue, and maintain sanitation and disinfectant measures in accordance with industry standards and this plan.
Small Package Shipping Guidelines	Given current guidance that SARS-CoV-2 does not survive beyond 3 days on standard event materials, venue staff will either isolate or disinfect small package shipping prior to use at the venue, and maintain sanitation and disinfectant measures in accordance with this plan.
Recalculate Capacities for Each Room for Each Type Set	To maintain 6ft. social distancing between individuals, revise standard theatre, classroom, and banquet sets to accommodate 36 sq. ft. per person on a square and 28 sq. ft. per person on a circle.

ENGINEERING CONTROLS	
Strategy	Description
Reduce Number of Touch Points	Through General and Event Planning in accordance with safety and security protocols, and with fire marshal approval, remove, prop, or hold open doors at points of ingress/egress. Consider the use of alternative opening methods such as foot openers. Remove or limit all other non-essential touch point items.
Evolve to Touchless Payment Systems	As technology and consumer acceptance allows, modify current payment systems to accept credit cards without customer touch verification and actively promote other touchless payment systems such as Apple or Google Pay.
Touchpoint Cleaning / disinfecting – by hand	Using approved chemistry, saturate microfiber cloth with disinfectant and wipe identified touch points (Can also be performed with pre-moistened wipes) to achieve target frequency
Touchpoint disinfecting – backpack or other sprayer	Using approved chemistry, saturate surfaces sufficiently in order to achieve desired dwell time required by chemical label.
Public Space disinfecting – backpack or other sprayer	Similar to touchpoint spraying, using approved chemistry and sprayer technology, spray down identified areas with sufficient product to allow appropriate dwell time.
Change chemistry to a product meeting CDC guidance	Follow CDC, EPA, FDA, and GBAC guidance in selecting appropriate chemistry. EPA list N denotes substances with an emerging viral pathogen claim.

Review HVAC Alternatives and Operation Methods	Explore modifications or enhancements to current HVAC and filtering systems to identify potential practices that could enhance sanitation and disinfection protocols in an efficient manner.
Placement of Hand Sanitizer Stations	Through general and Event Planning, place touchless hand sanitizer stations at strategic transition points (entrances, exits, restrooms, elevators, escalators, food stations, etc.) throughout the venue to reduce the risk of transmission from contact surfaces.

OPCC GBACSTAR- 8.0 Worker Health Program

Requirement:

The facility shall ensure that risks to worker physical and psychological health are managed effectively, including consideration for preventive and protective measures. All cleaning personnel whose health could be directly impacted by exposure to infectious materials shall be included in the worker health program.

The OPCC makes every reasonable attempt to comply with CDC guidance listed at the link below:

https://www.cdc.gov/coronavirus/2019-ncov/downloads/Mass-Gatherings-Document_FINAL.pdf

Additionally, the OPCC focuses on five basic elements of a comprehensive Workplace Health Program

EMPLOYEE BENEFITS OVERVIEW

The following is a brief list of the health and wellness benefits that are offered our qualified employees who elect to enroll. These benefits include multiple plan options from multiple carriers for physical, mental and emotional care, financial services, education, and other preventative measures.

- | | |
|------------------------------------|---------------------------------|
| ✓ Medical Benefits | ✓ Life and Disability Insurance |
| ✓ Prescription Drug | ✓ 401k Retirement Accounts |
| ✓ Dental Benefits | ✓ Employee Assistance Program |
| ✓ Vision Benefits | ✓ Vacation |
| ✓ Health Savings Accounts (HSA) | ✓ Sick Leave |
| ✓ Flexible Spending Accounts (FSA) | ✓ Wellness Planning |

WORKPLACE SAFETY

The OPCC enforces an awareness and high standard of expectation regarding safety in the work place.

1. The OPCC Safety Committee is formed from staff members from each department via a recommendation from Directors. The Safety Committee meets monthly to coordinate and measure safety training compliance, conduct safety

inspections, review incidents reports, and provide recommendations to General Manager for enhanced workplace safety and wellbeing.

2. We offer FMLA and Workers Compensation to our eligible staff members in the event they need to take protected leave or get injured onsite.
3. We have a Return-to-Work policy, which ensures the staff member is fit to return to work.
4. The OPCC Emergency Response Plan in its entirety has been electronically delivered to each full-time staff member. In addition, the OPCC Emergency Response Quick Guide has been posted by each phone and workstation throughout the venue.
5. The OPCC Security Department is fully staffed to handle all physical security duties, equipped with over 200 internal and external cameras, and an electronic access control system for enhanced protection and response capabilities.
6. The OPCC Security Department goal is to have 50% of FT staff EMT Certified for faster and more effective emergency response.
7. For the past 19 years, event security has been provided as an in-house exclusive through an OPCC exclusive contractor to ensure consistency and continuity.
8. We are a drug-free work environment and require mandatory drug test upon hire and incidents were impairment is suspected.

PHYSICAL WELLNESS

Making healthy choices through regular exercise, proper nutrition and developing good habits.

1. The OPCC Health providers offer cash incentives of \$150.00 for the completing a biometric screening.
2. RedBrick Health allows employees to participate and earn rewards in a program for wellness activities.
3. RedBrick Health offers tools, programs, and resources to help employees understand and improve health including educational videos, health evaluations, tools for diet and exercise, plus personal coaching.

EMOTIONAL WELLNESS

Aware of feeling and ability to handle emotional state of mind, through self-care, relaxation, stress reduction and development of inner strength.

1. Employee Assistance Program through ComPsych provides assistance through counseling and other resources at no cost to employees.

2. Through RedBrick Health wellness programs employees and spouses have access to resources to better manage stress and improve emotional health including educational videos, health evaluations, and personal coaching.
3. During Open Enrollment in November we offer and encourage staff members to meet with Human Resources staff in an attempt to raise the understanding and alleviates stress regarding benefits programs which are often confusing and overwhelming for staff.

FINANCIAL WELLNESS

Understanding and managing your money by finding the balance between saving and spending responsibly.

1. The OPCC provides a 401(k) program with employer match for qualified employees who elect to enroll. The program helps employees set aside needed retirement income.
2. RedBrick Health provides tools and resources to help employees budget wisely, reduce debt, save money, and set and meet financial goals.

SOCIAL AND WORKPLACE WELLNESS

Finding meaning in your daily interaction with others and the community, to achieve a work/life balance that promotes personal satisfaction.

1. The OPCC offers flexible work arrangements and time off programs with Departmental approval to aid in work/life balance.
2. Professional development for personal and career growth is encouraged, supported, and funded by the OPCC. To date our small staff has generated (8) Certified Meeting Planners, (2) International Wedding Planning Professionals, (10) Certified Riggers, (1) Certified Technology Specialist, and (1) Certified Venue Executive.
3. To engage all staff in the direction and future of the OPCC, the R.I.S.E. Program was developed in 2018 by the full-time and part-time staff. It redefined the mission statement, vision statement, and core values of the OPCC. Elements of the R.I.S.E. Program also include:
 - Employee Orientation
 - Guest Service Training
 - Job Specific Training
 - On the Job Training
 - Employee Recognition Program

4. The OPCC R.I.S.E. Recognition Program allows staff members to recognize each other for instances in which they exhibited one or more of the core values of the program (Relationships, Integrity, Stewardship, and Excellence). Each month (8) employees are selected by executive staff from those submitted by peers. Each employee is recognized in all-staff meeting and selects a gift card of their choosing. One employee of the month is selected in addition.
5. The OPCC staff produces an annual Touch-a-Truck Event as a service to the community. The event is held indoors during the heat and humidity of the summer and targets children and their families. The event is also tied to a fundraiser creating a double impact for the community. Attendance in excess of 5,000 is typical.
6. The OPCC staff promotes and hosts an annual Toys for Tots drive serving children in need during the Christmas Season. The OPCC has grown to become the largest collection site in the Kansas City Metro.

OPCC GBACSTAR- 9.0 Audits and Inspections

Requirement:

The facility shall conduct internal audits and inspections at planned intervals to provide information on whether the GBAC STAR Program conforms to the organization's own requirements for its GBAC STAR Program and the requirements of this document and is effectively implemented and maintained.

OPCC Integrated Inspections and Audits for Cleaning, Disinfecting, and Infectious Disease Prevention

Inspections

As part of the Plan-Do-Check-Act principle that is fundamental the GBAC STAR Program the OPCC will continue, enhance, or develop inspections processes to ensure our efforts are properly measured against the intended purpose and goal. Below are inspections that are of particular interest as we begin implementing our plan.

1. Restroom Cleaning- in accordance with SMART Goal #1 will require documented supervisor inspections of each restroom's activity no less than once per shift.
2. Chemical Supplies- the Safety Committee shall inspect supply closets to ensure only approved chemicals are used in standard operating procedures deployed for risk mitigation. Non-approved chemicals have been an issue for the OPCC in the past.
3. Standard Operating Procedures- all supervisors have the responsibility to communicate and train employees on proper procedures for the tasks below, inspecting actions daily and correcting as needed. Issues arising will be discussed and documented with Department Directors for further action.
 - Sanitizing/Disinfecting Common Touch Points
 - Following Infectious Disease Control Strategies
 - Use of PPE
 - Waste Management Handling
 - Supplies, Tools, and Equipment Storage
4. ATP technology- Safety Committee to explore use of testing technology that would enhance the OPCC's infectious disease plan in the following manner:
 - Test result data can lead to an improvement in the communication and understanding of cleanliness, engage staff and provide positive reinforcement for best practices.

- Can also be used to support training initiatives, and to prioritize and optimize use of cleaning resources, thereby improving safety and productivity.
- Provide an objective, quantitative measurement of cleanliness from which invisible contamination can be detected, potential hazards identified, and a benchmark for cleanliness standard.

Audits

As part of the Plan-Do-Check-Act principle that is fundamental the GBAC STAR Program the OPCC will continue, enhance, or develop audit processes to ensure our efforts are properly measured against the intended purpose and goal. Below are audits that are of particular interest as we begin implementing our plan.

1. Restroom Cleaning- in accordance with SMART Goal #1 the Safety Committee will audit each restroom's inspection logs no less than monthly.
2. Safety Training- in accordance with SMART Goal #3 the Safety Committee will audit safety training results no less than monthly and communicate to Department Directors those employees that are late completion training assignments.
3. Chemical and Supply Inventory- Director of Operations and Operations Assistant conduct a spot audit no less than quarterly of submitted physical inventory counts with anomalies recounted and/or corrected.
4. Equipment Inventory- Director of Operations and Operations Assistant conduct an audit annually with anomalies recounted and/or corrected.
5. Review and modification of Standard Operating Procedures- Safety Committee no less than quarterly will identify one Standard Operating Procedure for review and verification of system effectiveness.
 - This review will be done utilizing employee feedback, visual inspections, review of incident reports, and other means as necessary.
 - Recommendations for revision will be submitted to General Manager for approval.

OPCC GBACSTAR- 10.0 Control of Suppliers

Requirement:

The facility shall determine and apply processes for the acquisition of products and services from suppliers to ensure conformance to specified requirements depending on their potential impact on the GBAC STAR Program.

The facility shall establish criteria for selection, evaluation, and re-evaluation of suppliers and products. Records of the results of evaluations and any necessary actions arising from the evaluation shall be maintained.

The OPCC has made a significant effort to standardize products and services over our years of operation. This standardization yields efficiencies in costs, labor, training, and safety. Long term relationships are the norm of our operation. Any new products and service considerations are made by Department Directors with the above in mind.

When selecting a potential vendor, the OPCC takes into consideration the following:

1. Years in business
2. Financial stability
3. Client References
4. Ability to constantly supply products or services for complete solution
5. Flexibility to allow changes in orders or product lines
6. Internal experts that can answer questions and provide training
7. Prices
8. Delivery times
9. Payment terms
10. Customer Service

The OPCC has existing 3rd Party Vendor relationships with Aramark Sports & Entertainment to provide exclusive food service operations at the venue. Spectra Venue Management and Aramark are under separate contracts with the City of Overland Park with both parties working in unison to provide a seamless experience for clients and attendees. Both companies operate under the Overland Park Convention Center brand with their individual company brands remaining silent. Aramark has developed proprietary company protocols and standards for the control of infectious disease that are on par with the standard operating procedures defined in the OPCC plan. Management of their performance is through the current contract administration framework established for each partnership agreement.

OPCC GBACSTAR- 11.0

Documentation Management

Requirement:

The facilities GBAC STAR™ Program shall include documented information required by this document, including but not limited to policies, plans, procedures, protocols, and records; and any other documented information determined by the organization as being necessary for the effectiveness of the GBAC STAR™ Program.

Documented information required by the GBAC STAR™ Program shall be controlled to ensure:

- *it is available and suitable for use, where and when it is needed;*
 - *it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity);*
 - *it reflects the most current policies, plans, procedures, protocols, records, and other information associated with the GBAC STAR™ Program.*
-

Document storage

1. The following documents are stored on the OPCC shared drive for ease of access.
 - a. The GBAC STAR Plan
 - b. Standard Operating Procedures (SOPs)
 - c. Work Instructions and checklists
 - d. Risk Assessments
 - e. Job Descriptions

2. Training Records:
 - a. Accessed via Safety Skills/ LMS training portal.
 - b. All employee access is restricted to
 - i. General Manager
 - ii. Director of Operations (Safety Committee Chair)
 - iii. Technical Services Manager

3. Inventory and Maintenance Records
 - a. Accessed via MicroMain- OPCC's CMMS
 - b. All employee access is restricted to
 - i. General Manager
 - ii. Director of Operations (Safety Committee Chair)
 - iii. Technical Services Manager
 - iv. Operations Administrative Assistant

Document review

To ensure the documents are following GBAC Star Program standards all documents will be reviewed by the Safety Committee in the first month of each quarter for validity.

Version Control

All outline and draft versions of the above-mentioned documents will be saved to the General Managers I: drive to avoid confusion.

Final versions of these documents will be saved to the OPCC shared drive. Final versions will be available in PDF form only.

APPENDIX A

Standard Operating Procedures

- ✓ 0.05.0500- Personal Protective Equipment (PPE)
- ✓ 0.05.0002- Infectious Material Exposure Control Procedures
- ✓ 0.05.0506- Donning and Doffing Personal Protection Equipment
- ✓ 0.09.0312- Horizontal Surfaces Cleaning Procedure
- ✓ 0.09.0313- Restroom Cleaning and Disinfecting Procedures
- ✓ 0.09.0314- General Disinfecting Procedure
- ✓ 0.09.0315- Common Touchpoint Cleaning and Disinfecting Procedure



OPERATIONS MANUAL SECTION: 0.05.0500
Department Name: OPERATIONS – ENVORN. SERV.
Procedure: PERSONAL PROTECTION EQUIPMENT

Intent: To provide Staff with Personal Protection Equipment guidelines to ensure employee health and safety.

PERSONAL PROTECTION EQUIPMENT

Affected Personnel: ENVIRONMENTAL SERVICES AND EVENT SERVICES STAFF

Required Supplies & Equipment

Varied depending on job task and specific hazards.

Task Being Performed

General Procedures

1. PPE must be used, stored, and maintained according to manufacturer instructions and not modified in any way.
2. All employees will be supplied, at no cost to the employee, appropriate PPE for the work tasks required of their position.
3. All employees must be trained on the correct selection, donning and doffing procedures, and limitations of selected PPE.

Selecting Appropriate PPE

1. PPE should be selected to mitigate the greatest degree of hazard that the wearer is likely to encounter.
2. PPE must fit properly
3. PPE must be inspected for degradation during use and discarded if / when any damage is present.

Procedures by PPE Type

1. Hand protection
 - a. There are no ANSI standards for hand protection
 - b. Many different types of gloves are available depending on the protection required (i.e., cotton, nitrile, rubber, latex, PVC stainless steel mesh, leather, etc.).
 - c. Selection must be based on protection required for the specific risk and use case. Consideration should be given to at the following at a minimum:
 - i. Type of chemicals handled.
 - ii. Nature of contact (total immersion, splash, etc.).
 - iii. Duration of contact.
 - iv. Area requiring protection (hand only, forearm, arm).
 - v. Grip requirements (dry, wet, oily).
 - vi. Thermal protection.

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- vii. Size and comfort.
 - viii. Abrasion/resistance requirements.
 - d. Latex and leather gloves shall be worn when it can be reasonably anticipated that the employee may have contact with needles, blood, OPIM; and when handling or touching contaminated surfaces.
 - e. Leather or equivalent gloves shall be decontaminated after each use.
 - f. Disposable (single use) gloves shall be replaced as soon as practicable when contaminated, torn, punctured, or otherwise exhibit signs of deterioration, or when their function barrier is compromised.
 - g. Disposable (single-use) gloves shall not be washed or decontaminated for re-use.
 - h. Hypoallergenic gloves, glove liners, powderless gloves, etc. shall be provided if special needs of the worker are identified.
2. Eye Protection
- a. All GWCCA-supplied eye protection must meet ANSI Z87.1-1989.
 - b. Safety glasses must be worn in areas where there is a risk of eye damage from flying particles.
 - c. Indirect splash resistant safety glasses/goggles are to be worn where there is a risk of chemical splashes
 - d. Full goggles can be worn when extra protection is required
 - e. Any eye protection worn at night must be non-tinted and clear
 - f. Tinted safety glasses can be worn while working outside
3. Body Protection
- a. Employees who face injury of any kind or exposure of any kind that cannot be engineered out of the work practice and that cannot be mitigated through administrative or other controls, must wear appropriate body protection.
 - b. There are many kinds of body protection available depending on the specific hazard facing employees.
 - c. Paper-type fiber coveralls
 - i. Disposable suits appropriate for protection against dust and splashes of non-corrosive materials
 - d. Fire retardant uniform parts (Shirts and pants):
 - i. These materials assist as an extra layer of protection during hot work such as welding / soldering.
4. Respiratory Protection
- a. Every attempt should be made to mitigate particulate or vapor risks through engineering or administrative control means.
 - b. Employees must not wear respirators into atmospheres containing contaminants or levels that are not compatible with their assigned respirator. For example, a respirator designed to filter dust particles will not protect against gases and vapors.
 - c. Single use respirators must not be reused

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OPERATIONS MANUAL SECTION: 0.05.0500
Department Name: OPERATIONS – ENVORN. SERV.
Procedure: PERSONAL PROTECTION EQUIPMENT

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OPERATIONS MANUAL SECTION: 0.05.0002

Department Name: OPERATIONS – SAFETY

Procedure: BODILY FLUIDS –CLEAN UP

Intent: To provide Environmental Services and Event Services staff with the methodology of how to safely & easily clean-up potentially infectious blood and body fluid spills and how to safely dispose of the waste.

BODILY FLUIDS – ENVIRONMENTAL SERVICES CLEAN UP

Affected Personnel:

ENVIRONMENTAL SERVICES

Employees must perform all procedures involving blood or other potentially infectious materials in such a manner as to minimize splashing, spraying, splattering, and generation of droplets of these substances.

Staff responding to a “request to clean up a spill of bodily fluids” will respond as follows:

- Take protective gloves and eye protection
- Take with them at least two Wet Floor Signs
- Take at least three plastic trash bags, 2 dust pans, germicidal cleaner, floor mop, wringer and bucket
- Prior to cleaning the spill ensure that the Wet Floor signs are put in place
- If possible “Shut Down” the room or space where the spill has occurred
- Put on protective gloves and protective eye protection
- Using the three of the trash bags - open them. Roll down the tops of the bags until cuff is formed which will hold the bags open
- Using two dust pans, scoop up the liquid spill and place in the first disposal bag
- Set aside the dust pans in one of the opened trash bags
- Close the first bag containing the waste with the twist tie or by tying a knot in it
- Place the first sealed bag into second trash bag
- Rinse the dust pans with water and spray or immerse them in a germicidal cleaner
- Using a germicidal cleaner soak the hard floor surface and “pick up” using standard mopping procedures
- The floor surface will be moist – Allow it to “Air Dry”
- Take off gloves and place them into the second disposal bag

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- Close the second disposal bag with the twist tie or by tying a knot in it
- Wash your hands with soap and hot water - use an antiseptic cleanser if available
- Take the trash bags, mop and bucket “back of house” or to a Janitor’s Closet
- Wearing gloves, clean the dust pans, mop, wringer and bucket with a germicidal valve
- Hang the mop to dry

Note:

Decontamination of the contaminated area may be achieved by using:

- Germicidal Cleaner as noted in the procedure
- 10% (minimum) solution of chlorine bleach

When cleaning all contaminated work surfaces, tools, objects, etc. will be decontaminated immediately or as soon as feasible after any spill of blood or other potentially infectious materials. The bleach solution or disinfectant must be left in contact with contaminated work surfaces, tools, objects, or potentially infectious materials for at least 10 minutes before cleaning.

Equipment other than cleaning equipment that may become contaminated with blood or other potentially infectious materials will be examined and decontaminated before servicing or use.

Broken glassware will not be picked up directly with the hands. Sweep or brush the material into a dustpan.

If the spill is considered potentially infectious

- Place the closed black bags in a “RED” bag and close with a twist tie
- The RED bag is provided strictly as an outer bag to designate infectious waste
- Take the Red Bag(s) to dock area and place in compactor.

If the spill is not considered infectious (Vomit, Non-Blood Bodily Fluid)

- Do not use the RED bag
- Discard the black disposable trash bags in the garbage dumpster as per local regulations



OPERATIONS MANUAL SECTION: 0.05.0002

Department Name: OPERATIONS – SAFETY

Procedure: BODILY FLUIDS –CLEAN UP

Personal Protective Equipment

- Disposable Latex Gloves
- Eye Protection

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OPERATIONS MANUAL SECTION: 0.05.0506

Department Name: OPERATIONS - SAFETY

Procedure: DONNING and DOFFING PPE

Intent: To provide guidance to staff for how to safely don and doff the required PPE for Decontamination Cleaning and Whole Room Disinfecting.

DONNING AND DOFFING PPE

Affected Personnel: ENVIRONMENTAL SERVICES and EVENT SERVICES STAFF

Procedure:

Safety Procedures

1. Before beginning any cleaning task, it is essential that personnel fully understand how to use the chemicals and equipment required for the job(s).
2. All employees have a right to know about the possible chemical hazards within their workplace. Safety Data Sheets (SDS) are available for every chemical and cleaning product in use at the OPCC and are stored in the Environmental Services Manager's office and on the shard drive.

Definitions:

1. Don: To put on. Typically used in reference to PPE.
2. Doff: To take off. Typically used in reference to PPE.
3. Cleaning: The removal of soil from a surface. "Clean" means the absence of soil. Cleaning can be completed using a variety of cleaning agents
4. Sanitizing: The lowest level of germ control but is considered safe according to public health standards. Depending on the product used, sanitizers kill between 50% - 99.9% of microorganism. Typically uses a mild cleaning agent, sanitizer, or disinfectant.
5. Disinfecting: Kills more germs than sanitization by using an EPA-registered disinfectant. A chemical can only be classified as a disinfectant if it kills 99.9999% of the pathogen microorganisms it claims to be able to kill in EPA-approved laboratory tests.

PPE Donning Procedure

1. When selecting the appropriate PPE for a whole room disinfecting procedure or for a decontamination cleaning procedure, the equipment selected should be that which is appropriate for the highest potential risk that an employee may encounter.
 - a. For decontamination cleaning and whole room disinfecting, the PPE used should include at a minimum:
 - i. Goggles
 - ii. N95 or better respirator
 - iii. Full body coveralls
 - iv. Shoe covers
 - v. Protective disposable gloves
 - b. After the required dwell time, wipe off any remaining cleaning product, leaving behind a dry surface.

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OPERATIONS MANUAL SECTION: 0.05.0506

Department Name: OPERATIONS - SAFETY

Procedure: DONNING and DOFFING PPE

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Intent: To provide Housekeeping Staff with guidance on the general cleaning procedures for horizontal surfaces. This procedure applies equally to varied surface types, including plastic, wood, metal, and others.

HORIZONTAL SURFACE CLEANING

Affected Personnel: ENVIRONMENTAL SERVICES AND EVENT SERVICE STAFF

Procedure:

Safety Procedures

1. Before beginning any cleaning task, it is essential that personnel fully understand how to use the chemicals and equipment required for the job(s).
2. All employees have a right to know about the possible chemical hazards within their workplace. Safety Data Sheets (SDS) are available for every chemical and cleaning product in use at the OPCC and are stored in the Environmental Services Managers office and on the shared drive.

Supplies for Above-Floor Surface Cleaning

1. Cleaning Detergents
 - a. The GWCCA uses Gen Eon cleaning products for general cleaning purposes. Unless otherwise dictated, the following cleaning solutions are used for all cleaning operations:
 - i. Heavy-Duty All-Purpose Cleaner (Green) – Used for general cleaning
 - ii. Glass Cleaner (Blue) – Glass cleaning and stainless-steel cleaning
 - iii. Sanitizing cleaner / disinfectant (clear) – Microbial cleaning and sanitization.
 - b. Trigger Sprayer
 - i. The OPCC uses trigger sprayer to disperse the products listed above.
 - ii. Only one product can be used in a given bottle
 - c. Microfiber Cleaning Cloths
 - i. The OPCC uses a color-coded method of microfiber cleaning cloth usage:
 1. Green – general cleaning such as walls, stalls, dividers, trashcans, counters, and touchpoints.
 2. Blue – Glass and stainless steel
 3. Red – Restroom urinals and toilets only
 - ii. All Cleaning cloths are to be laundered with like colors, and red cloths should be laundered separately from all other cloths

General Procedures

1. Use fresh microfiber cleaning cloths at the start of each cleaning session (e.g., routine daily cleaning)

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2. Change cleaning cloths when they are no longer saturated with solution, for a new, wetted cloth.
 - a. Soiled cloths should be stored for reprocessing.
3. Use the systematic approach to cleaning:
 - a. Proceed from cleaner to dirtier to avoid spreading dirt and microorganisms:
 - i. Clean low touch surfaces before high touch surfaces
 - ii. Clean public areas before restrooms
 - iii. In common areas, proceed with shared equipment and common surfaces before cleaning individual areas
 - b. Proceed from High to Low to prevent dirt and microorganisms from dripping or falling and contaminating already cleaned areas
 - i. For example, clean floors last

Cleaning Procedure

1. Thoroughly wet (soak) a fresh cleaning cloth in the selected cleaning solution.
2. Fold the cleaning cloth in half until it is about the size of your hand.
 - a. This will ensure that you can use all of the surface area efficiently (generally, fold them in half, then in half again, and this will create 8 sides).
3. Wipe surfaces using the general strategies for systematic cleaning:
 - a. clean to dirty
 - b. high to low
 - c. making sure to use mechanical action (for cleaning steps) and making sure to that the surface is thoroughly wetted to allow required contact time (for disinfection steps).
4. Regularly rotate and unfold the cleaning cloth to use all sides.
5. When all the sides of the cloth have been used or when it is no longer saturated with solution, dispose of the cleaning cloth or store it for reprocessing.
6. Repeat process from step 1 for other areas to be cleaned

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OPERATIONS MANUAL SECTION: 0.09.0313
Department Name: OPERATIONS – HOUSEKEEPING
Procedure: RESTROOM CLEANING PROCEDURES

Intent: To provide staff with guidance regarding how to clean and disinfect restrooms at the OPCC.

RESTROOM CLEANING PROCEDURES

Affected Personnel: ENVIRONMENTAL SERVICES and EVENT SERVICES STAFF

Procedure

Safety Procedures

1. Before beginning any cleaning task, it is essential that personnel fully understand how to use the chemicals and equipment required for the job(s).
2. All employees have a right to know about the possible chemical hazards within their workplace. Safety Data Sheets (SDS) are available for every chemical and cleaning product in use at the OPCC and are stored in the Environmental Services Managers office and on the shared drive.

General Procedures

1. Use fresh microfiber cleaning cloths at the start of each cleaning session (e.g., routine daily cleaning)
2. Change cleaning cloths when they are no longer saturated with solution, for a new, wetted cloth.
 - a. Soiled cloths should be stored for reprocessing.
3. Use the systematic approach to cleaning:
 - a. Proceed from cleaner to dirtier to avoid spreading dirt and microorganisms:
 - i. Clean low touch surfaces before high touch surfaces
 - ii. Clean public areas before restrooms
 - iii. In common areas, proceed with shared equipment and common surfaces before cleaning individual areas
 - b. Proceed from High to Low to prevent dirt and microorganisms from dripping or falling and contaminating already cleaned areas
 - i. For example, clean floors last
4. When possible spray cleaning chemicals directly into cleaning rag to reduce broadcasting chemicals into the air.
5. Gloves should be changed out frequently to reduce cross contamination.
 - a. Gloves must be changed whenever the microfiber rag color is changed.

Restroom Cleaning Procedure

1. Always use the correct Personal Protective Equipment (PPE)
 - a. Gather all tools, equipment and materials needed to complete the job.
 - b. Prop restroom doors open to allow adequate air circulation while cleaning.

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- c. Block the restroom entrance with the custodial cart to ensure no guests enter the room during cleaning
2. Survey the Restroom
 - a. Survey the restroom and note any special cleaning requirements.
3. Walls, Stalls and Dividers
 - a. Work from the top to the bottom.
 - b. Use duster to dust the entire ceiling, vents and light fixtures.
 - c. Use disinfectant to clean the tile walls.
 - d. Use disinfectant with a green microfiber cloth to clean product dispensers, stalls and dividers.
 - i. Pay extra attention to back of stall doors, latches and other touch points.
4. Stocking Products
 - a. Use 730 HP with a green microfiber rag to clean all toilet paper, paper towels, seat covers, soap, sanitary napkins and any other dispensers in the restrooms.
 - i. Pay extra attention to any handles, cranks or other touch points.
 - b. Restock dry goods with the appropriate supplies for a nearby supply closet
5. Mirrors and Stainless Steel
 - a. Use Gen Eon Glass Cleaner with a blue microfiber rag to clean mirrors and stainless-steel surfaces.
 - i. Use a clean blue microfiber rag to dry the mirrors and stainless steel to help reduce re-soiling and streaking.
6. Counters, Sinks, Changing Stations and Trash
 - a. Use disinfectant with a green microfiber rag to clean all counters and changing stations.
 - b. Use disinfectant with a green microfiber rag to clean sink basins.
 - i. Empty trash receptacles and wash out all containers with disinfectant and a green microfiber rag.
7. Prepare Toilets and Urinals
 - a. Flush all toilets and urinals so nothing but clean water remains.
 - b. Place a generous amount of cleaner inside the toilet bowls and urinal basins. (Let sit for 10-15 minutes).
8. Toilets and Urinals
 - a. While cleaner is sitting for 10-15 minutes start cleaning and disinfecting the toilets and urinals (not inside the bowls and basins) using disinfectant and a red microfiber rag.
 - b. Clean all porcelain including the bottom of the toilets and urinals using disinfectant with a red microfiber rag.
 - c. Use disinfectant with a red microfiber rag to clean tops and undersides of toilet seat rims.
 - d. Use disinfectant with a clean green microfiber rag to clean all touch points such as flush handles.
9. Toilet Bowls and Urinal Basins
 - a. Toilet bowls and urinal basins must be properly cleaned to prevent, or at least slow, the building of hard water deposits and other soils.
 - b. After cleaner has set for 10-15 minutes use a Johnny brush to clean inside the bowls and basins.

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- i. Use disinfectant and a red microfiber rag under rims and corners to prevent buildup of odor causing bacteria.
 - c. Never leave chemicals in toilets, urinals or touch points because they can cause injury if they come into contact with people’s skin.
- 10. Sweeping Floors
 - a. Use a broom and dustpan to sweep the entire floor area while it is dry before starting any wet cleaning.
 - b. Sweep from the back of the restroom toward the door, making sure to sweep from the wall toward the middle and from under wall mounter fixtures.
 - c. Do not push dirt and debris toward walls, as this is not cleaning and leaves you with additional work next time you clean the area.
- 11. Mopping Floors
 - a. Make sure all debris is removed from the floor.
 - b. Use disinfectant to clean the entire floor area.
 - c. Mop from the back of the restroom toward the door, making sure to mop from the wall towards the middle and from under wall mounted fixtures.
- 12. Inspect
 - a. Each worker should take thirty (30) seconds to inspect their work.
 - b. It is important for staff to fully inspect their work prior to moving into another location.

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OPERATIONS MANUAL SECTION: 0.09.0314
Department Name: OPERATIONS – HOUSEKEEPING
Procedure: GENERAL DISINFECTING PROCEDURES

Intent: To provide staff with general guidance to disinfect surfaces. This procedure is to be followed whenever disinfecting prior to cleaning, disinfecting after cleaning, or when general disinfecting is requested / required. This procedure is to be following in conjunction with other cleaning procedures such as the Restroom Cleaning and the Horizontal Surfaces Cleaning.

GENERAL DISINFECTING PROCEDURES

Affected Personnel: ENVIRONMENTAL SERVICES and EVENT SERVICE STAFF

Procedure

Safety Procedures

1. Before beginning any cleaning task, it is essential that personnel fully understand how to use the chemicals and equipment required for the job(s).
2. All employees have a right to know about the possible chemical hazards within their workplace. Safety Data Sheets (SDS) are available for every chemical and cleaning product in use at the OPCC and are stored in the Environmental Services Managers office and on the shared drive.

General Guidelines:

1. When possible spray cleaning chemicals directly into cleaning rag to reduce broadcasting chemicals into the air.
2. Gloves should be changed out frequently to reduce cross contamination.
 - a. Gloves must be changed whenever the microfiber rag color is changed.
 - b. Gloves must be changed if they become torn or ripped.
 - i. When changing gloves employees should wash their hands as soon as possible after removing gloves
3. When cleaning inside restrooms or other locations that may have limited air circulation the door must be propped open to allow for adequate are circulation.

Disinfecting Prior to Cleaning

1. There will be times when an area/objects will need to be disinfected prior to a team/employee cleaning the area/objects.
2. This is done to help reduce possible risks of OPIMs to a cleaning team/employee.
3. Note: Disinfection does not mean clean.

Disinfecting After Cleaning

1. There will be times when, to err on the side of caution, an extra round of disinfection will be needed/requested.

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2. This can occur even after an area/object has been cleaned and disinfected via the Restroom Cleaning / Disinfecting procedure, the Vertical / Horizontal Surfaces Cleaning / Disinfecting procedure

General Disinfecting

1. There will be times when a general disinfection of an area/objects will need to be conducted.
2. This is mostly done when, due to time restraints or other variables, only a disinfection can be conducted.
3. An example of this is when a meeting room goes on a break.
4. During the break Facility Services personnel can conduct a general disinfection of an area/objects.

Disinfecting Procedures

1. Always use the correct Personal Protective Equipment (PPE).
 - a. Gather all tools, equipment and materials needed to complete the job.
2. Survey the area/object that is to be disinfected.
 - a. Survey all types of surfaces and note any special requirements.
3. Secure the area.
 - a. Only the disinfection team/employee should be in the area while the disinfecting is occurring.
4. Electrostatic Sprayer
 - a. Prepare the area by removing any noticeable objects, soil and debris.
 - b. Select the appropriate setting for the spray nozzle to allow for the required dwell time for the disinfectant selected
 - c. Work one side of the area towards an exit point.
 - d. Work top to bottom using slow sweeping, overlapping strokes until complete.

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Intent: To provide staff with guidance to disinfect commonly touched surfaces. This procedure is to be followed whenever cleaning / disinfecting high traffic touchpoints is required independently from procedural cleaning.

COMMON TOUCHPOINT DISINFECTION

Affected Personnel: ENVIRONMENTAL SERVICES and EVENT SERVICE STAFF

Procedure

Safety Procedures

1. Before beginning any cleaning task, it is essential that personnel fully understand how to use the chemicals and equipment required for the job(s).
2. All employees have a right to know about the possible chemical hazards within their workplace. Safety Data Sheets (SDS) are available for every chemical and cleaning product in use at the OPCC and are stored in the Environmental Services Managers office and on the shared drive.

Definitions:

1. Touchpoint: High-traffic / High-contact areas of the facility. Examples of touchpoints are door handles, light switches, elevator buttons, etc.
2. Cleaning: The removal of soil from a surface. "Clean" means the absence of soil. Cleaning can be completed using a variety of cleaning agents
3. Sanitizing: The lowest level of germ control but is considered safe according to public health standards. Depending on the product used, sanitizers kill between 50% - 99.9% of microorganism. Typically uses a mild cleaning agent, sanitizer, or disinfectant.
4. Disinfecting: Kills more germs than sanitization by using an EPA-registered disinfectant. A chemical can only be classified as a disinfectant if it kills 99.9999% of the pathogen microorganisms it claims to be able to kill in EPA-approved laboratory tests.

Touchpoint cleaning procedure

1. Gather the supplies you need for the assignment. Typically, gloves, trigger spray bottle with approved cleaner/disinfectant, and green microfiber cloths. Premoistened disposable disinfecting wipes can be used in place of a trigger sprayer and microfiber cloth
2. Know your assignment and required frequency:
 - a. Many different combinations of touchpoints exist depending on your assigned area.
 - b. Get familiar with the assignment
 - c. Ask a Lead or Supervisor if you have any questions.
3. Identify the touchpoints in your assigned area
4. Don your gloves

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OPERATIONS MANUAL SECTION: 0.09.0315

Department Name: OPERATIONS – HOUSEKEEPING

Procedure: COMMON TOUCHPOINT DISINFECTION

5. Saturate a green microfiber cloth with the approved cleaner/disinfectant (or use a premoistened disinfecting wipe).
6. Wipe the surface to be cleaned/disinfected, leaving the surface wet
7. Allow the surface to remain wet for the required dwell time listed on the product label.
8. After the required dwell time, wipe off any remaining cleaning product, leaving behind a dry surface.

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APPENDIX B

Emergency Response Plan