

# THE CONFERENCE CENTER

GUILFORD TECHNICAL COMMUNITY COLLEGE

## **COVID-19 PROCEDURES**

### **Addressing Covid-19:**

The Conference Center at GTCC is taking Covid-19 very seriously as we navigate the current impact to meetings and events in our community. We appreciate your loyalty as you trust us to be vigilant in our conference environment and food safety practices. The Conference Center is following all guidelines set forth by Risk Management of the College (GTCC) which is under direct influence of local government officials and the CDC. Below you will find a list of all of the current precautions and procedures we are taking/following to protect our guests (as well as to protect staff, faculty and students on campus) along with a FAQ guide for catering related questions.

### **Facility Procedures**

- Masks are required by all persons entering the building.
  - *Temperature checks are not required for meeting attendees by our facility, but many planners are requiring this of their own accord for their meeting guests.*
- Signage is posted at all exterior building doors reminding guests to wear masks, social distance and practice good hand hygiene. This signage also asks that anyone experiencing symptoms refrain from entering our building.
- Hand spritzing stations are set up at every building entrance, asking guests to spritz hands upon entry to the building. A locally sourced alcohol-based solution is provided.
  - Wall mounted hand sanitizer stations are provided throughout the building
- Social distancing is strongly encouraged and signage is posted in multiple locations throughout the building reminding visitors to distance; as well as floor stickers placed in high traffic areas to demonstrate a visual of 6-foot distance
- Sneeze guards are available for our registration desk, should your meeting require guests to check in.
- Meeting rooms are set to meet social distancing requirements. This means our meeting rooms do not seat the max capacity typically allowed in each space and some configurations may not be feasible. Be sure to check with your planner on what your space can accommodate at social distance.
  - Meeting allowance is set in accordance with the NC Governor's Executive orders. **Currently**, indoor meetings can take place at 30% capacity of the space, or 100 guests, whichever is lower.

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- Congregate seating areas have been removed or made unavailable in lobby areas to encourage social distancing
- Table linens at guest seating tables are discouraged so that table tops can be disinfected
- Alcohol based wipes are provided for your meeting room.
- In scenarios where microphones/podiums are shared, alcohol wipes are provided so that microphones/podiums can be sanitized in between persons.
- Meeting presenters are asked to continue wearing their mask while presenting. In some scenarios, face shields may be an acceptable substitution for guests that need to read lips.
- In addition to our regular cleaning regimens, sanitation walk throughs are now performed by custodial staff twice on each shift daily. This includes disinfecting door hardware/knobs/pulls, elevator call buttons and light switches.
  - For meetings/events, disinfecting walk throughs will take place at break times as scheduled on your agenda for your specific meeting room.
  - Meeting rooms reserved but not in use will be locked as applicable to keep guests in sanitary environments or to ensure areas already sanitized are protected.
- Our facility's advanced HVAC system allows us to control the flow of outside air coming into our building. We have switched to 100% outside air in all areas possible (as much as allowed by outdoor temperature to regulate humidity). This means a reduction in recirculated air. Our facilities teams closely monitor humidity levels in the building to mitigate levels that encourage bacteria growth.
  - HEPA filters are used in academic lab areas where social distancing cannot be maintained. All other filters have been upgraded to a higher-level filter
- Conference Center staff must attest daily to not exhibiting symptoms and are required to stay home if experiencing symptoms.
  - A COVID hotline exists for college staff and students
  - An isolation room process has been established for all campuses in the scenario a sick person is on campus without transportation

# THE CONFERENCE CENTER

## GUILFORD TECHNICAL COMMUNITY COLLEGE

### **Catering Service Covid-19 FAQ**

**1. Is Covid-19 transmitted through food or food packaging?**

COVID-19 is not transmitted through food. It is important to understand that the (FDA) Federal Drug Administration is not currently aware of any reports of human illnesses that suggest COVID-19 can be transmitted by food or food packaging.

**2. What is your facility's health score?**

All food is prepared in our catering partner's kitchen located in High Point, NC. They currently have a health score of **99%**. Enhanced handling and packaging procedures are in place during transportation of catered food and beverages to the Conference Center.

**3. What type of PPE is used by Catering Staff?**

You will see our catering staff in masks and gloves (and aprons in some cases) while working. Gloves are disposable and will be discarded after touching surfaces, packaging items or leaving the dining area. Latex gloves are worn while handling any ready to eat products.

**4. What is your sick leave policy for catering staff?**

Any employee that displays signs of sickness is not allowed to work.

**5. How are kitchen surfaces cleaned?**

- All kitchen surfaces including work tables, cutting boards and knives are cleaned throughout the work shift using a quaternary ammonium sanitizer.
- All pots, pans and serving utensils are washed in a high temperature dish machine with rinse water temperatures reaching over 180 degrees.
- When *hand washing* of platters, service wear or other kitchen items are necessary; a three-bay washing system is utilized with the required wash, rinse and sanitizing bays at appropriate quat levels.

**6. What changes to service style will I see during my catered event?**

- Single wrapped cutlery is being used in place of open stock utensils
- Individually wrapped food portions are being provided in lieu of trays and plattered displays such as: pre-packaged breakfast, snack & dessert items, boxed sandwich lunches and individually packaged hot meals
- Beverages may be pre-poured with lids/straws for grab and go
- Bottled water is being served in place of water dispensers
- Some menu items are temporarily unavailable
- Most services currently require catering staff to attend the beverage or food station to reduce the number of touchpoints by guests; in some cases this may result in additional staffing costs for your event