



TCF CENTER RE-OPENING PLAN (As of June 1, 2021)

The TCF Center looks forward to welcoming conventions, trade shows and all other events. We are committed to provide a safe environment for you, your attendees, vendors, and staff. Since February we have hosted several events at the TCF Center. We are offering all our customers a customized health and safety plan tailored to your specific event. We have found by working together with customers and assisting them navigate this new landscape we have created a solid road map for safe and healthy events.

This guide is based upon the most recent information provided by the Michigan State Health Department and Detroit Health Department. As the rules will change, we will update the plan.

TCF Center has achieved the GBAC's (Global Bio-risk Advisory Council) STAR Accreditation. GBAC is created by leaders from distinguished health organizations and widely considered to be the industry's gold standard for third party validation.



GBAC STAR is a performance-based accreditation that

- Confirms the facility's commitment to implement industry's highest standards for cleaning and disinfection of infectious agents.
- Helps facilities demonstrate they have adopted the work practices, procedures, and protocols to prepare, respond, and recover from outbreaks and pandemics.
- Functions as the cleaning industry's only outbreak prevention, response, and recovery accreditation.
- Establishes requirements to assist facilities with policies and systems to control risks associated with infectious agents such as SARS-CoV-2, responsible for COVID 19.
- Establishes a framework for communication and best practices.
- Supports consistency across accredited facilities.

HEALTH AND SAFETY GUIDELINES

Health and safety of our guests and staff is our number one priority

PHYSICAL DISTANCING:

Physical distancing is not required for fully vaccinated staff, guests, and vendors.

A TCF Center Event Manager will work with Show Management on the most recent guidelines including capacity limits.

Your Event Manager will work with you and your preferred general contractor when planning a layout for registration areas, exhibit halls, and other large spaces. Wider aisles (minimum 15 feet) and one-way aisles are recommended for smooth flow of attendees.

Capacity limitations – As of June 1, 2021 per the orders of State Government 50% of the approved Fire Marsha capacity or 30 persons per 1000 square feet is permitted. As of July 1, 2021 capacity limits will be restored to 100%.

CONTACT TRACING:

Show Management/Event Planner is required to maintain a data base of contact information for attendees including their email addresses and phone number for a minimum of (28) days after the end of the event.

TCF Center and Show Management/Event Planner will cooperate with local/state health department with contact tracing.

MASK POLICY:

Due to TCF center being a Vaccination site, everyone entering TCF Center must wear a face mask which covers both nose and mouth.

CLEANING & DISINFECTING:

- All high-touch areas will be cleaned and disinfected on an ongoing basis during each event and overnight. We will use electrostatic disinfectant sprayers to disinfect larger spaces. High touch points include doors and door handles, escalator handrails, elevator buttons, counter tops, ATM pins pads, vending machines, light switches, restrooms, lobby seating areas.
- Restrooms are regularly and thoroughly disinfected during event hours and overnight. Certain sinks, toilets and urinals have been blocked to maintain social distancing
- All workers are provided and trained to use proper PPE to perform cleaning functions

HAND SANITIZER:

Hand Sanitizer will be placed at key public areas including guest and employee entrances, stairs, elevators, escalator landings, and food concession areas. Show Management is responsible for such arrangements within their rented space.

AIR QUALITY:

TCF Center building engineers continue to verify the operation of all HVAC/mechanical systems. Air quality improvements include:

- Increasing building air intake/air changes rates during occupied event hours.
- Use of high efficiency air filters
- Inspect all life Safety systems
- Air flow management

DRINKING WATER:

We have converted three of our water fountains to water bottle filling stations and are working on converting more. All remaining water fountains will be turned off. Events are encouraged to order bottled water from our Exclusive Caterer – Centerplate for their break locations to reduce any potential for contamination.

SIGNAGE:

TCF Center has signage posted on all public spaces including the concourse and back of the house areas regarding mask required.

Show Management is responsible for all signage with-in their rented space.

FOOD SERVICE:

Centerplate is our onsite exclusive Food & Beverage provider. Centerplate is ready to welcome guests back to TCF Center and are purely focused on one thing – Safety. Safety of our guests, our employees, vendors, and partners.

- Centerplate’s Corporate Response Team has designated a Health Ambassador for our facility. They have received specialized training to help direct the culinary team, work with local health department, provide safety training to staff and will act as client liaison.

- Centerplate has added additional measures to protect the safety of our guests by providing barriers at point of sale, wrapped silverware, condiments and outdoor seating option, weather permitting.
- Chefs have adapted traditional service and menus to work within our new norms. Individually packed meals, modified buffet service, and adapted menus are all being created to offer our clients some new options when planning meal services for their guests.
- Michigan Food Law still requires that foods that are being displayed, served, or held must be adequately protected from contamination by use of packaging, food shield protector devices (sneeze guards), display cases, or other effective means. Food on a buffet line can have covered chaffing dishes without a sneeze guard as long as the serving containers are covered between use. This is found in the Food Code under 3-306.11.
- Centerplate has increased cleaning schedules of their areas and are providing training to all their staff.
- They will provide additional hand sanitizing stations at their concession areas and other food service areas.
- Per the current health orders the maximum seating capacity of concessions is limited to 50% capacity of the designated areas.
- All guests must be seated to consume any food or beverage in the designated areas.

ADDITIONAL INFORMATION CAN BE FOUND ON THE FOLOWING WEBSITES:

[CDC Events and Gatherings: Readiness and Planning Tool](#)

[Michigan.gov – Coronavirus information](#)

[City of Detroit – Coronavirus information](#)

TCF Center has prepared this chart to clarify the responsibilities of the facility, meeting planners and attendees.

OVERVIEW OF RESPONSIBILITIES			
RESPONSIBILITY	TCF Center*	MEETING PLANNERS**	ATTENDEES
INFECTION CONTROL & PREVENTION			
Create custom health & safety plans for the event	✓	✓	
Clean and disinfect rooms and touch-points (ongoing, with emphasis on restrooms and high-touch objects).	✓		
Provide hand sanitizer stations in lobbies, near meeting room entrances, and at elevator landings.	✓		
Provide supplemental hand sanitizer stations inside the exhibit halls and meeting rooms.		✓	
Provide water bottles fill stations	✓		
Provide water bottles at lecterns	✓		
Develop event specific F&B plans, including water bottle service options.		✓	
Maintain HVAC systems and monitor indoor air quality.	✓		
Maintain database of contact information for all attendees and exhibitors, including telephone numbers.		✓	
STAFF & INDIVIDUAL RESPONSIBILITIES			
Must wear face coverings at all times inside the center, until public health orders change.	✓	✓	✓
Monitor symptoms of COVID-19 before arriving at the center and throughout one's stay.	✓	✓	✓
CLIENT AND GUEST NEEDS: PLANNING AND FOLLOW-UP			
Maintain the tcfcenterdetroit.com website with links to county and state health directives	✓		
Develop contingency distribution plans, should attendees arrive without face coverings.		✓	
Place lobby greeters to provide guidance to guests upon entry. (additional charges may apply)	✓	✓	
Follow protocols for care, should a guest present COVID-19 symptoms.	✓	✓	✓
Comply with contract tracing needs, according to public health directives.	✓	✓	✓
COMMUNICATION			
Send pre-event messages to exhibitors and attendees about protocols.		✓	
*TCF center column includes staff and business partners.			
**Meeting planners are also responsible for ensuring exhibitors and the contracted professionals operate in accordance with the guidelines.			
Note: this list is not exhaustive. Additional action items depend on size and type of the event, as well as any public health directives in place at the time of the event.			