

California

CONVENTION CENTER

COALITION

SAFE REOPENING PLAN MINIMUM STANDARDS



OVERVIEW

The California Convention Center Coalition is composed of industry professionals who have a passionate commitment to the communities their Centers serve. The health and safety of all who enter these Centers is and has always been of paramount importance to the teams responsible for the safety and well-being of more than 9.45 million visitors who pass through our collective doors each year.

Through the Coalition's collective expertise and thorough research, we have developed industry guidelines to ensure the highest level of care of our Centers and for our guests, while opening safely and responsibly. We propose granting the California Convention Centers an opportunity to re-open for conventions, tradeshow and events, as Centers meet the following minimum standards. We see these standards as minimums because we understand specific policies may be informed by City and County public health orders; we all remain committed to coordinating with local health officials to update and implement standards.

The opportunity to re-open the California Convention Centers is concentrated in the following areas of focus:

1. Workplace Specific Plans
2. Employee Training, Responsibilities and Support
3. Infection Control
4. Client and Guest Considerations
5. Communication
6. Partner/in-house Contractor Protocols
7. Compliance with City, County, State and Federal Directives and CDC Guidance

To guide and strengthen infection control standards, the largest Centers in California have all committed to achieving the Global Biorisk Advisory Council (GBAC) STAR Accreditation. With extensive performance and guidance criteria, GBAC Star is the cleaning industry's only outbreak prevention, response and recovery accreditation. Additional information regarding GBAC is included in this document.

Our vision is to provide a framework that will support a decision to reopen, using these consistent standards to demonstrate that our Convention Centers are safe for conventions, tradeshow and events. These standards were developed in collaboration with staff in a variety of roles across the Centers who comprise the Coalition. The health and safety of staff and business partners is a critical priority. In addition to the items outlined in this document, department-specific operating protocols and event-specific protocols will be established to further minimize the risk of contracting or spreading COVID-19.

The guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA. Standards related to testing and personal protective equipment (PPE) are subject to further discussion and agreement between Centers and Union representatives.

The following standards shall be in place until they are no longer needed, as determined by public health directives and guidance.

1. WORKPLACE SPECIFIC PLANS

EACH CENTER WILL BE RESPONSIBLE FOR:

- Establishing a written, worksite-specific COVID-19 infection control plan, perform a comprehensive risk assessment of all work areas and designate person(s) to implement the plan.
- Training and communicating with employees and employee representatives on the plan.
- Regularly evaluating the establishment for compliance with the plan and correcting any deficiencies.
- Investigating any COVID-19 illness and determining if any work-related factors could have contributed to risk of infection. The plan will be updated, as needed, to prevent further cases.
- Ensuring policy directives comply with all regulatory guidelines.

2. EMPLOYEE TRAINING, RESPONSIBILITIES AND SUPPORT

PROFESSIONAL TRAINING & DEVELOPMENT

- Centers will require all staff to attend an advance re-opening training on COVID-19 relevant information, including topics outlined below, with documentation and signoffs of understanding.
- Centers will discuss training standards ahead of time with organizations supplying temporary, contract and/or volunteer staff; all workers must be trained in COVID-19 prevention policies and have the necessary PPE for their duties.
- Centers will provide information on an ongoing basis through pre-shift meetings with staff to review infection mitigation procedures. Meetings will be held in places that allow for 6' distance between employees.

CENTERS WILL PROVIDE INFORMATION ON:

- COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
- The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station, per CDC guidelines).
- The importance of physical distancing, both at work and off work time.
- Employer or government-sponsored leave benefits the employee may be entitled to receive.
- Methods for communicating any concerns about COVID-19 or other health and safety issues.

CENTERS WILL PROVIDE INSTRUCTION AND DEMONSTRATE PROPER USE OF FACE COVERINGS AND PERSONAL PROTECTIVE EQUIPMENT (PPE), INCLUDING:

- Employees should wash or sanitize hands before and after using or adjusting face coverings, and avoid touching the eyes, nose and mouth.

- If reusable cloth face coverings are used, they should be washed after each shift. Cloth face coverings do not protect the wearer and are not PPE.
- Appropriate ways to use PPE effectively, including how to put the advanced PPE on and off.

EMPLOYEE PROTOCOLS

- To support wellness and prevent infection, Centers will:
 - Provide and require all staff to wear a mask, at a minimum, and more advanced PPE as deemed appropriate for their job role.
 - Establish protocols for all employees to have wellness checks prior to reporting to their work location with a process in place if an employee's temperature surpasses the threshold determined by health officials, if temperature checks are directed by local authorities.
 - Ensure work station equipment is used exclusively by the staff member it was issued to and not shared with other staff (including, but not limited to: laptops, mobile phones, radios, earpieces and PPE). In the event that work equipment must be shared, the equipment must be sanitized between each user.
- To support physical distancing, Centers will:
 - Assign specific designed staff points of entry for reporting to work.
 - Develop physical distancing guidelines for all workstations and break locations. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
 - Stagger employee breaks in compliance with wage and hour regulations and any collective bargaining agreements, to maintain physical distancing.
 - Reduce the number of staff working within the venue to appropriate minimums by staggering shifts, days off, and remote work to support physical distancing. Working remotely would be based on the appropriateness of the specific role.
 - Discourage employees from congregating in high-traffic areas such as bathrooms and hallways.
 - Require employees to avoid handshakes and similar greetings that break physical distance.

3. INFECTION CONTROL

TOP INDUSTRY ACCREDITATION

- Centers will pursue the Global Biorisk Advisory Council (GBAC) Star Accreditation. GBAC, a division of the worldwide cleaning association ISSA, was created specifically to deal with pandemics such as we are experiencing today with absolute effectiveness and integrity.
- 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 program that:
 - Helps facilities demonstrate they have 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 Centers with policies and systems to control risks associated with infectious agents such as SARS-CoV-2, the virus responsible for COVID-19.
 - Establishes a framework for communication and awareness of best practices.
 - Supports consistency across accredited venues through 20 program elements. GBAC's overview of the program is attached to this document.

- Our California Centers have committed to achieving GBAC Star Accreditation:
 - Anaheim Convention Center
 - Fresno Convention & Entertainment Center
 - Long Beach Convention & Entertainment Center
 - Los Angeles Convention Center
 - The Moscone Center – San Francisco
 - Ontario Convention Center
 - Palm Springs Convention Center
 - Pasadena Convention Center
 - Riverside Convention Center
 - SAFE Credit Union Convention Center, Sacramento
 - San Diego Convention Center
 - San Jose McEnery Convention Center
 - Santa Clara Convention Center

CLEANING & DISINFECTING

- Centers will ensure frequent cleaning and disinfecting routines during event hours and deep cleaning and disinfecting overnight, with a focus on restrooms and high-touch areas, including but not limited to:
 - Doors & door handles
 - Crash bars
 - Light switches
 - Lobby chairs
 - Elevator controls
 - Handrails
 - Credit card terminals
 - ATM pin pads
 - Phones
 - Dining surfaces
 - Time clocks
 - Toilets
- Hand sanitizer stations will be provided near building entrances and areas such as meeting rooms, lobbies and elevator landings. Touch-free dispensers will be used wherever possible and a schedule established for checking that they are filled.
- All HVAC systems will be maintained on an ongoing scheduled basis. Indoor air quality will be monitored and adjusted, as needed, and use of outdoor air will be increased.
- Public water fountains will be turned off and use of “touchless” points of service (sensor sinks, sensor toilets, water bottle fillers, etc.) will be encouraged.
- Shared items will be removed (e.g., pens) wherever possible.
- Sanitary facilities will stay operational and stocked at all times and provided additional soap, paper towels and hand sanitizer when needed.
- Centers will use products on the Environmental Protection Agency (EPA)-approved list for use against COVID-19 and follow product instructions. Centers will use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Employees will be provided training on manufacturer’s directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants will wear gloves as required by the product instructions.

PHYSICAL DISTANCING

- Centers will establish distancing protocols as follows:
 - All attendees to wear masks when in the facility.
 - Any exterior line queues to have a 6’ distance between attendees.

- All public lobby areas to prepare 6' distancing guidelines through the use of signage, floor decals, PA announcements, guest service personnel or any combination of other means.
- Break-out meeting room and ballroom spaces set for 60% capacity to be spaced accordingly.
- Theater or classroom sets have attendees wearing masks and facing the same direction for improved protection.
- Banquet sets limited to 60% capacity per table with 14' centers versus the 12' norm (i.e., there will be 14' between the center of one table to the center of the next table, allowing for increased physical distancing). Sample diagrams attached.
- Exhibit halls to be designed for 60% capacity with floor directionals to assist physical distancing between attendees.
- Organizers will be assisted in the planning and layouts for distancing minimums, working with the Fire Marshal and County Health liaisons for special distancing needs.
- The number of individuals will be limited riding in elevators, reducing elevator usage to ADA patrons (where appropriate) and encouraging others to use stairs or escalators to establish physical distancing. Distancing markers will be installed in elevators if the capacity is large enough, or limited to one guest at a time.
- Directional hallways and passageways will be established for foot traffic, if possible, and separate routes will be designated for entry and exit into meeting rooms, offices and other shared spaces.
- Doors will be held open during peak attendee ingress or egress, if possible and in accordance with security and safety protocols.
- All visitor attraction brochure racks and other self-service displays with printed hand-outs will be closed.

4. CLIENT AND GUEST CONSIDERATIONS

CREATE AND/OR UPDATE CLIENT GUIDE OF POLICIES, RULES AND REGULATIONS

- Guide will be distributed to organizers that includes information on the following topics:
 - Local Public Health Officials and Standards
 - Revised occupancy standards for event space and public areas based upon CDC guidance, including samples of revised floorplans
 - Protocol for identifying and separating symptomatic attendees upon arrival, which may include self-reporting questionnaire and temperature screenings
 - Emergency communication plan
 - Virtual planning and pre-conference meeting options
 - Elevator and escalator distancing policies
 - Location and contact information of event-related on-site medical personnel and closest local medical facilities
 - Dock occupancy regulations
 - Facility layout, which includes restrooms and hand sanitizing locations

ASSIST ORGANIZERS IN DEVELOPMENT OF EVENT PLANS

- During the event planning stage, Centers will work with organizers on developing physical distancing plans. Those plans will include the following considerations, as relevant based on the type and size of event:
 - Maximum room sets in accordance to revised occupancy standards, in coordination with the Fire Marshal
 - Registration and box office queues

- Staggered vendor/exhibitor move-in and move-outs
- Scheduled adjustments to anticipate attendee flow in common areas
- Adjustments and/or removal of public seating areas to ensure physical distancing compliance
- Centers will assist in developing a food and beverage plan that may include:
 - Large meal function spaces to accommodate physical distancing requirements
 - Longer and/or assigned meal times for attendees
 - Suspension of self-serve buffet style food service to be replaced by alternative service styles
 - Consideration of self-contained grab-and-go meals/snacks to limit contact
 - Water service options
- Centers will assist clients in developing communications plans, including:
 - Pre-event messages to inform attendees of health and distancing measures in advance of arrival.
 - Electronic messaging and physical signage to remind guests of face mask, hand-washing, and distancing requirements for all attendees.
- COVID-19 prevention plans will be developed to address any additional areas of concern for each event and submitted to designated agencies for approval, as required. This supplemental plan will include or refer to any necessary measures for complying with contact tracing needs while protecting private health information in a manner consistent with HIPAA standards.

GUEST AND ATTENDEE CONSIDERATIONS

- Centers will establish and communicate protocols to guests should they become ill or complain of symptoms during the event.
- Centers will assist in developing a contingency distribution plan should attendees arrive without masks.
- Show organizers will ensure placement of additional hand sanitizing stations based upon projected event attendance.
- Reminders for guests (which includes mandatory physical distancing requirements as determined by CDC) will be installed in the building.
- Centers will encourage use of electronic boards and personal device apps to distribute event schedule information as opposed to printed material hand-outs. All reusable collateral will be removed from office reception areas.
- Show organizers will ensure there will be lobby greeters to provide guidance to guests and assist in maintaining proper physical distancing requirements.

5. COMMUNICATION

CLEAR & CONSISTENT ADVANCE COMMUNICATION

- Center policies will be modified to encompass new distancing and cleaning protocols.
- Centers will create communications for local contracted labor to ensure awareness and compliance with check-in procedures, PPE and new policies or regulations.
- Emergency preparedness and response plans will be put in place for potential outbreaks or resurges within our community.
- Updated policies and practices will be accessible through websites, FAQ's, etc.

- Centers will collaborate with organizers on pre-event notices via email and social media to remind attendees of protocols, especially ones that are specific to state and local standards.

ONSITE REMINDERS

- Health reminder signage will be posted in strategic and highly visible back- and front-of-house areas to reach attendees, contractors, employees and vendors.
- Centers will collaborate with clients on additional materials to remind guests and exhibitors of important hygiene practices and physical distancing measures (e.g., floor markings and physical partitions).

PUBLIC COMMUNICATIONS:

- Centers will collaborate on comprehensive and proactive public relations and media strategies to include:
 - Consumer education
 - Data capture to provide fact-based information to guests and public
 - Stakeholder engagement
 - Government affairs
 - Clear and informative public messaging

6. PARTNER/IN-HOUSE CONTRACTOR PROTOCOLS

FOOD SERVICE

Centers will require Food Service Provider to establish and communicate new protocols for concessions and catering delivery methods. Food Service Provider will:

- Follow all mandated CDC, federal, state and local guidelines and/or restrictions for all services.
- Provide a written plan covering specific operational plans, with measures including but not limited to:
 - Have employee health screenings upon arrival for all staff.
 - Implement enhanced cleaning and disinfecting protocols in back- and front-of-house. Emphasis on high-contact areas, such as service carts, trays, jack stands, etc.
 - Post signage in areas visible to all workers, reminding all of recommended hygienic practices including not touching face with unwashed hands or gloves; washing hands often with soap and water for at least 20 seconds; use of hand sanitizer with at least 60% alcohol, cleaning and disinfecting frequently touched objects and surfaces, such as workstations; covering the mouth and nose when coughing or sneezing as well as other hygienic recommendations by the CDC.
 - Preschedule shift breaks and assign break areas to limit the number of employees allowed simultaneously in gathering spaces.
 - Use technology solutions, where possible, to reduce person-to-person interaction.
 - Sanitize point-of-sale (POS) terminals between each use and before and after each shift. Consider placing physical barriers (e.g., clear protective shields) at all POS locations or other such measures to support physical distancing.
 - Remove unwrapped utensils from self-service stations and replaced with pre-packaged utensils. Condiments will be provided to guests upon request in disposable single-use packages.

CONTRACTED SERVICES

Centers will require any Technology Service Providers, Audio-Visual Service Providers, Business Center Providers and any other contracted service providers to establish and communicate new protocols. Service Providers will:

- Follow all mandated CDC, federal, state and local guidelines and/or restrictions for all services.
- Provide a written plan covering specific operational plans, with measures including but not limited to:
 - Have employee health screenings upon arrival for all staff
 - Implement enhanced cleaning and disinfecting protocols in back- and front-of-house. Emphasis on high-contact areas, such as microphones, laptops/computers, tablets, slide advancers, cables, power strips, electrical cords, etc.
 - Post signage in areas visible to all workers, reminding all of recommended hygienic practices including not touching face with unwashed hands or gloves; washing hands often with soap and water for at least 20 seconds; use of hand sanitizer with at least 60% alcohol, cleaning AND disinfecting frequently touched objects and surfaces, such as workstations; covering the mouth and nose when coughing or sneezing as well as other hygienic recommendations by the CDC.

NEW SERVICES

Centers will continue to explore opportunities for using new and innovative approaches to infection prevention and control. The California Centers commit to sharing information about any piloted uses of new services for the benefit of the industry and the greater public.

7. COMPLIANCE WITH CITY, COUNTY, STATE, FEDERAL AND CDC DIRECTIVES

All Centers commit to upholding applicable government directives and updating policies to align with guidance from the Centers for Disease Control and Prevention (CDC). We also commit to working closely with organizers to review specific event plans for consistency with national, state and local standards.

- Center for Disease Control and Prevention: [cdc.gov](https://www.cdc.gov)
- State of California: [COVID19.CA.gov](https://www.cdph.ca.gov/COVID19)
- United States: [coronavirus.gov](https://www.coronavirus.gov)

CONCLUSION

By adhering to and documenting these minimums prior to re-opening the Convention Centers, we ensure consistent standards across our industry sector. This collaborative action allows you to have confidence that the Centers will be providing a safe and healthy environment to conduct business and drive economic impact.

This particular business is of critical importance to California because of its sheer volume of economic impact, tax revenue, numbers of visitors and the quantity of jobs our Centers take pride in creating for the economic health of our state.

In summary, the California Convention Center Coalition is comprised of 13 of the country's finest Convention Centers and their partnering Destination Marketing Organizations (Convention and Visitor Bureaus [CVB] and Tourism Authorities) throughout the state of California. We have put aside the competitive nature of this business to collaborate and share expertise for the benefit of our communities and California. Our mission to drive economic impact to our regions has become more critical than ever. The executives of these commerce-driven

Centers have operated successful businesses for a combined total of 381 years in the industry. We have the expertise, knowledge and skills necessary to re-open and rebuild our business, sharing in the resiliency that defines California. We ask for support in allowing our Centers to open once they have fulfilled their commitments in meeting the above minimum requirements. Together, we can operate safely and carefully to bring this business back to California.

Thank you for your consideration.

We, the undersigned, stand together and agree to meet the above minimum criteria prior to re-opening, until such time they are no longer needed:

Organization	Executive
Anaheim Convention Center	Tom Morton, Executive Director
Visit Anaheim	Jay Burrell, President
Fresno Convention & Entertainment Center <i>Managed by ASM Global</i>	Theresa Kraus, General Manager
Long Beach Convention & Entertainment Center <i>Managed by ASM Global</i>	Charles Beirne, General Manager
The Long Beach Convention & Visitors Bureau	Steve Goodling, President & CEO
Los Angeles Convention Center <i>Managed by ASM Global</i>	Ellen Schwartz, General Manager
Los Angeles Tourism & Convention Board	Ernest Wooden Jr., President & CEO
The Moscone Center - San Francisco <i>Managed by ASM Global</i>	Bob Sauter, General Manager
San Francisco Travel	Joe D'Alessandro, President & CEO
Ontario Convention Center <i>Managed by ASM Global</i>	Shannon Perry, General Manager
The Greater Ontario Convention & Visitor's Bureau	Michael K. Krouse, President & CEO
Palm Springs Convention Center <i>Managed by ASM Global</i>	Rob Hampton, General Manager
Greater Palm Springs Convention & Visitors Bureau	Scott White, President & CEO
Pasadena Convention Center	Naz Sabripour, Executive Director
Pasadena Convention & Visitors Bureau, Convention Center and Civic Auditorium	Michael Ross, CEO
Riverside Convention Center <i>Managed by Raincross Hospitality Corporation</i>	Scott Megna, President & General Manager

Riverside Convention & Visitors Bureau	<i>Same as above</i>
SAFE Credit Union Convention Center, Sacramento	Matthew Voreyer, General Manager
Visit Sacramento	Mike Testa, President & CEO
San Diego Convention Center	Clifford “Rip” Rippetoe, President & CEO
San Diego Tourism Authority	Julie Coker, President & CEO
San Jose McEnery Convention Center	John LaFortune, COO & Acting CEO
Visit San Jose	<i>Same as above</i>
Santa Clara Convention Center <i>Managed by Spectra</i>	Kelly Carr, General Manager
Santa Clara Convention & Visitors Bureau	<i>Same as above</i>

RESOURCES & ATTACHMENTS

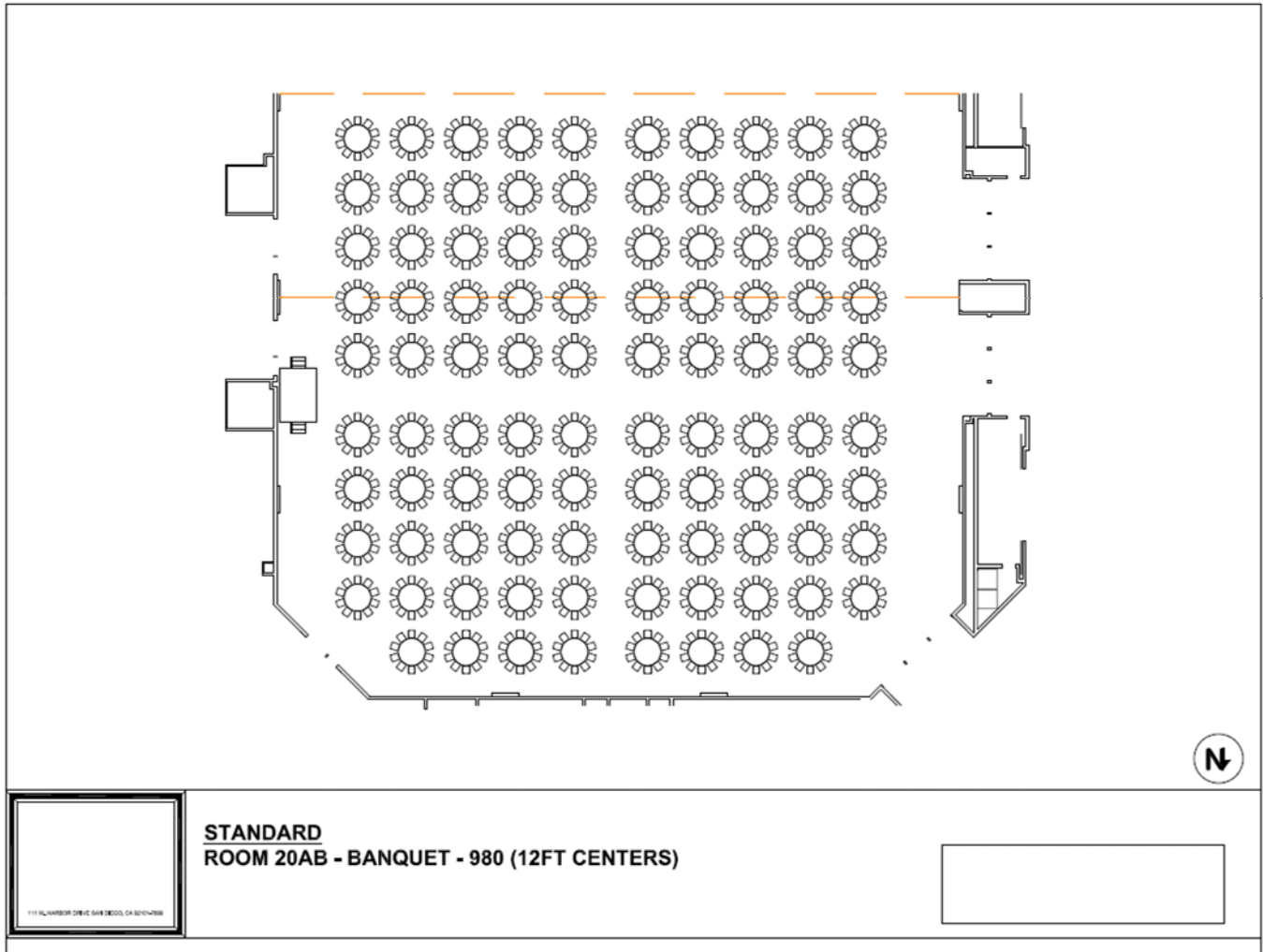
RESOURCES

1. [CDC Guidelines – Opening Up America Again](#)
2. [IAEE – Planning for COVID-19](#)
3. [COVID-19 Industry Guidance: Hotels and Lodging – May 7, 2020](#)
4. [California Hotel & Lodging Association – COVID-19 Clean & Safe Guidance April 30, 2020](#)
5. [The Event Safety Alliance Reopening Guide](#)
6. [Global BioRisk Advisory Council – The 20 GBAC STAR Program Elements](#)
7. [ASM Venue Shield program](#)
8. [American Hotel & Lodging Association – Enhanced Industry-Wide Hotel Cleaning Standards in response to COVID-19](#)
9. [UFI – The Global Association of the Exhibition Industry](#)
10. [Enigma Research – 2020 Return to Live Events Survey – April 2020](#)
11. [International Association of Venue Managers, Reopen and Recovery Guidance May 2020](#)
12. [San Diego Convention Center – Re-Opening Guidelines \(Draft\) – May 2020](#)
13. [Orange County Convention Center Recovery and Resiliency Committee Guidelines](#)
14. [Georgia World Congress Center Authority, Atlanta GA – Business Return Plan \(Draft\) - May 2020](#)
15. [Society of Independent Show Organizers](#)

SAMPLE ROOM DIAGRAM #1 – BEFORE

BANQUET SET

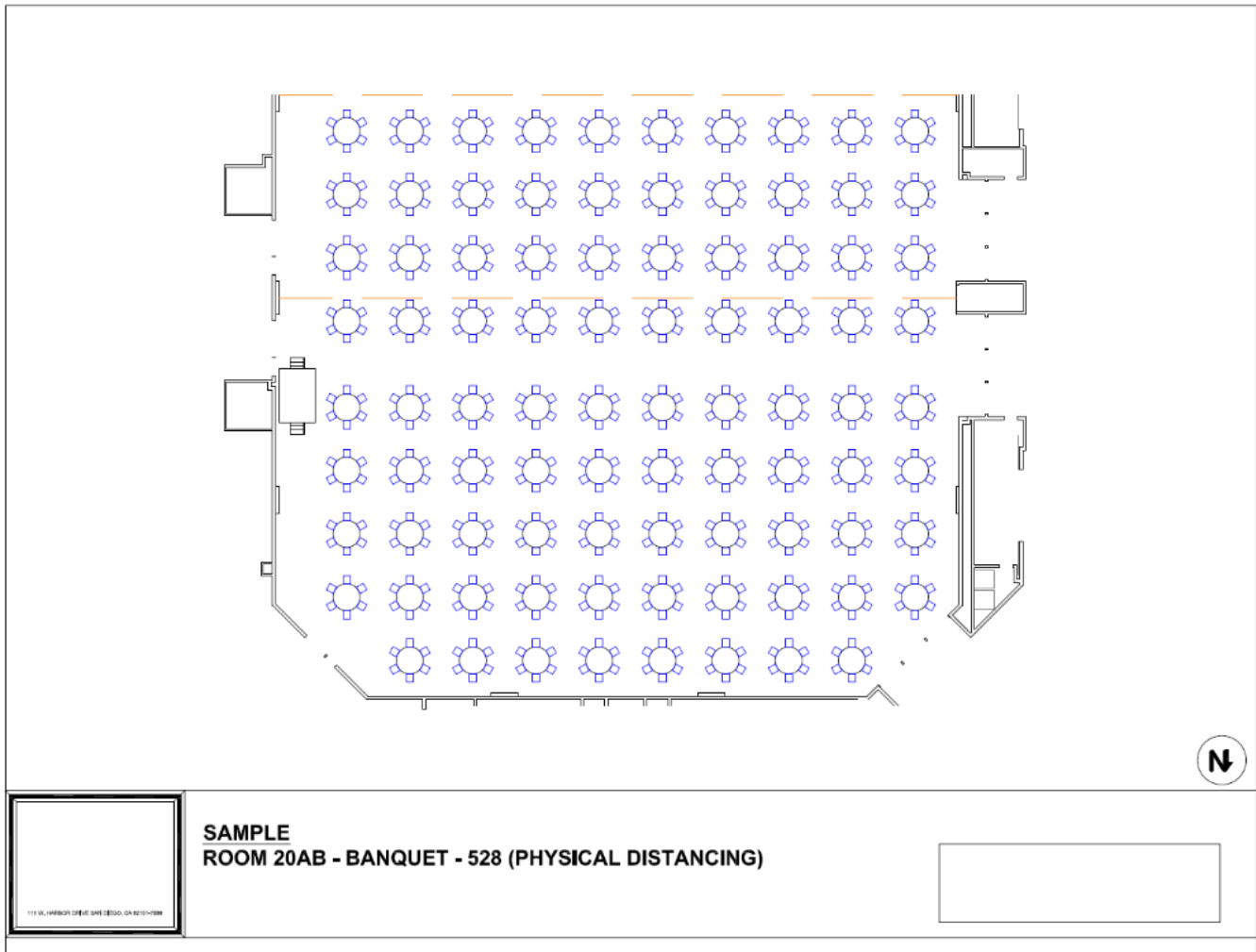
Before: A typical room space at max capacity for a banquet set function. Normally 10 chairs per every round table measuring 6' across with 12' of distance between the center of one table to the center of another table.



SAMPLE ROOM DIAGRAM #1 – NOW

BANQUET SET

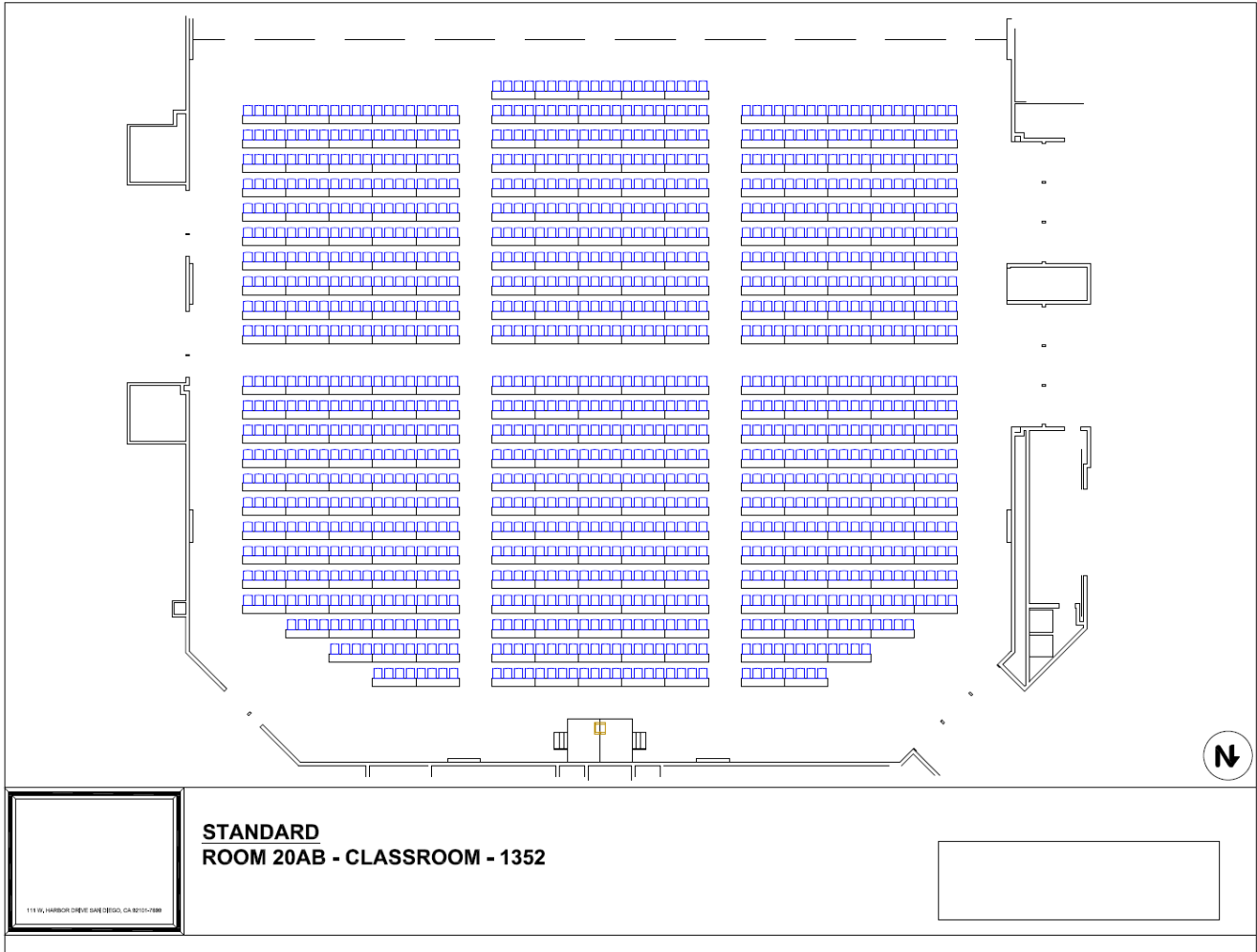
Now (with physical distancing): A typical room space at 60% capacity per table. There would be an increase to 14' of distance between the center of one table to the center of another table, ensuring wider walkways and distance between tables.



SAMPLE ROOM DIAGRAM #2 – BEFORE

CLASSROOM SET

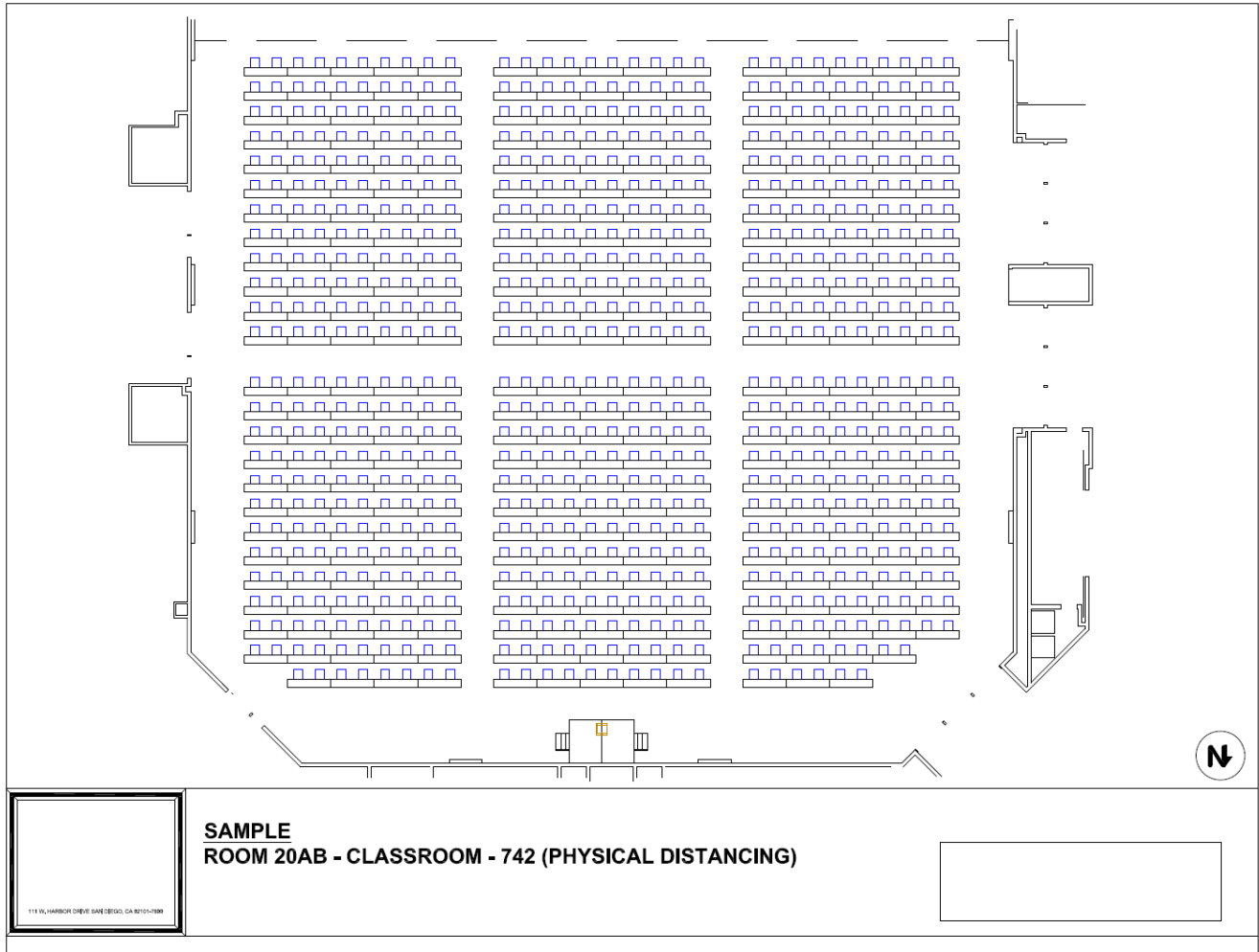
Before: A typical room space at max capacity for a classroom set function, four chairs to every table.



SAMPLE ROOM DIAGRAM #2 – NOW

CLASSROOM SET

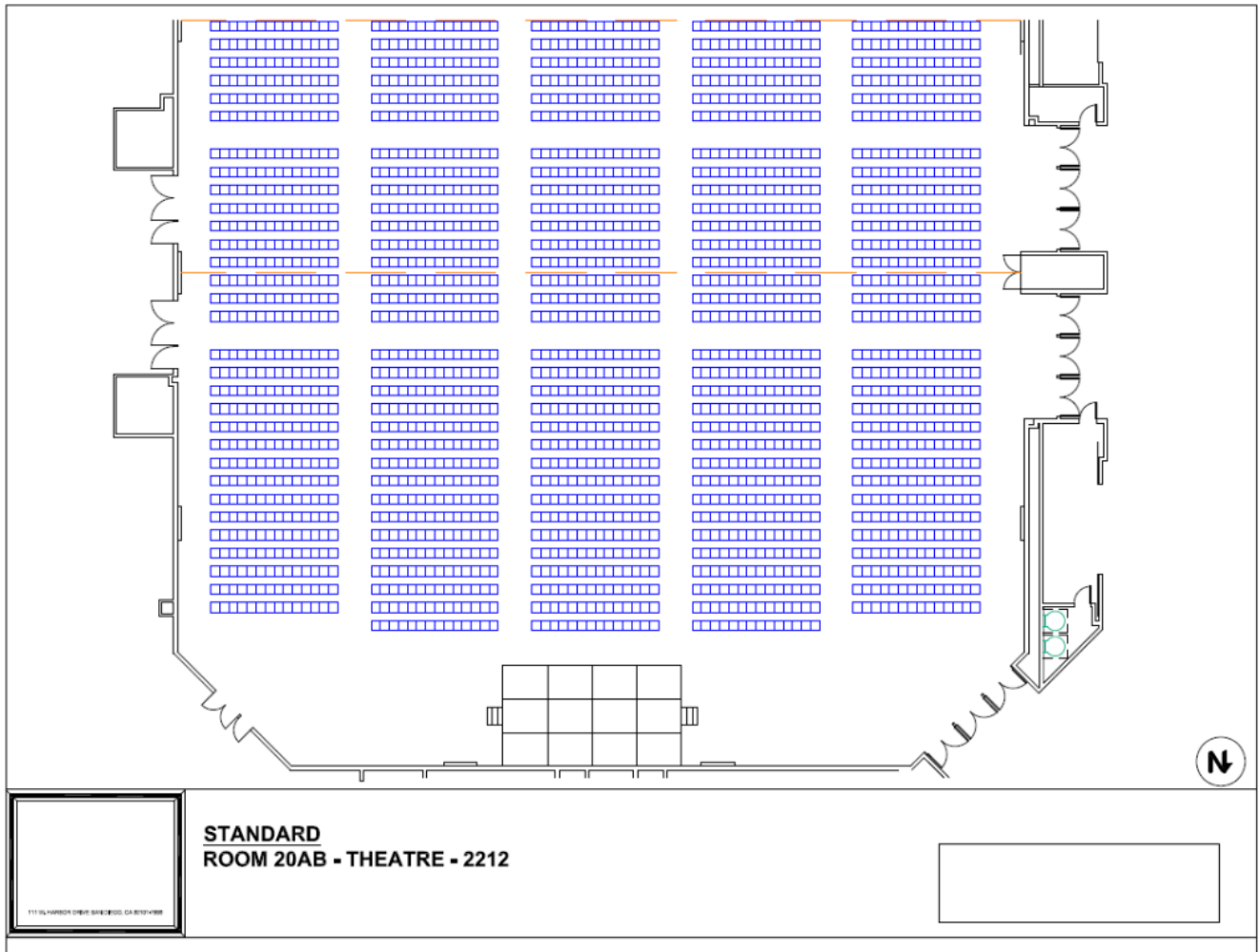
Now (with physical distancing): A typical room space at 60% max capacity with two chairs at every table. All attendees will face the same direction and wear masks for additional protection.



SAMPLE ROOM DIAGRAM #3 – BEFORE

THEATER SET

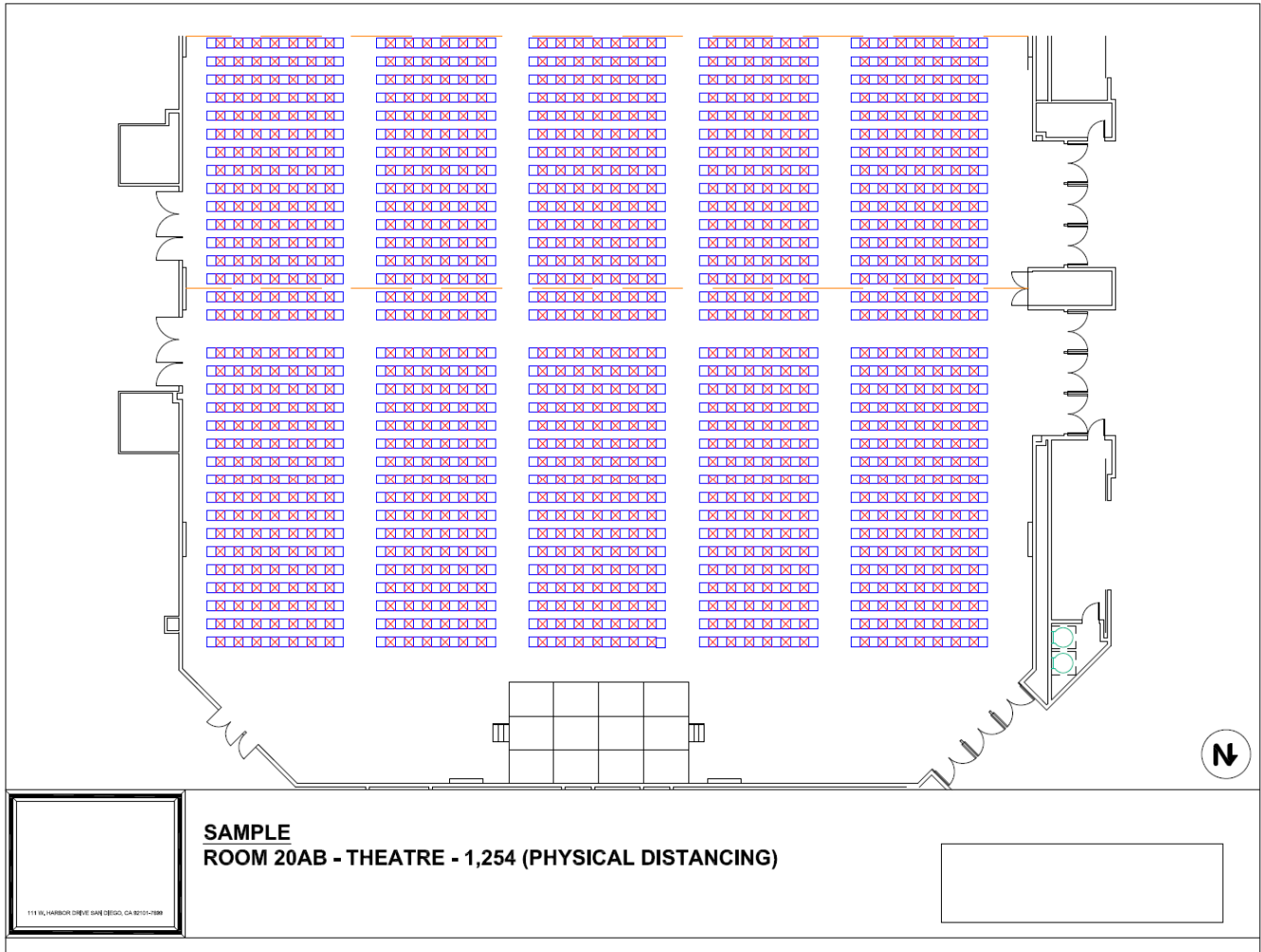
Before: A typical room space at max capacity for a theater set function. All the chairs are normally in a row, clipped together for safety in case of mass exodus from the room.



SAMPLE ROOM DIAGRAM #3 – NOW

THEATER SET

Now (with physical distancing): A typical room space at 60% capacity for a theater set function. In this sample diagram, every other chair is unusable and covered in some fashion to notify attendees. All attendees will face the same direction and wear masks for additional protection.





The 20 GBAC STAR™ Program Elements

GBAC STAR™ Accreditation Program on Cleaning, Disinfection, and Infectious Disease Prevention for Facilities (GBAC STAR™ Program)

The GBAC STAR™ Program will enable facilities to:

- a) *Establish and maintain a cleaning, disinfection, and infectious disease prevention program to control and/or minimize risk associated with infectious agents such as SARS-CoV-2 (responsible for COVID-19 disease) for employees, customers, clients, visitors, the community, and the environment*
- b) *Provide assurance and establish confidence that proper cleaning, disinfection, and infectious disease prevention work practices are in place and implemented*
- c) *Establish a framework for communication and raising awareness of best practices as they relate to cleaning, disinfection, and infectious disease prevention.*

Scope

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.

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.

The 20 GBAC STAR™ Program Elements

The following 20 program elements will each have specific performance and guidance criteria provided. Two examples are provided on the last page of this document.

1. Organizational roles, responsibilities, and authorities

Roles and responsibilities regarding the facilities GBAC STAR™ Program shall be identified, documented, and communicated. A list of the roles and their responsibilities within the facility about the GBAC STAR™ Program will need to be provided to the GBAC STAR™ review team.

2. Facility Commitment Statement

A GBAC STAR™ Program commitment statement shall be developed, signed by senior leadership, and communicated to interested stakeholders. A copy shall be provided to the GBAC STAR™ review team.

3. Sustainability and Continuous Improvement

As the facility develops its GBAC STAR™ Program, elements of sustainability and continuous improvement shall be part of its program philosophy.



The 20 GBAC STAR™ Program Elements

4. Conformity and Compliance

The facility shall ensure that all relevant requirements are identified and complied with that are associated with cleaning, disinfection, and infectious disease prevention programs. The list shall be shared with the GBAC STAR™ review team. It is recognized that this is a living document.

5. Goals, objectives and targets

The facility's goals, objectives and targets shall be shared with the GBAC STAR™ review team. These are usually based on results from the facilities initial and ongoing risk assessments, audits, customer and employee feedback.

6. Program Controls and Monitoring

The facility shall assess and establish program control methods to ensure that the GBAC STAR™ Program elements are being met.

7. Risk Assessment and Risk Mitigation Strategies

The facility needs to establish and implement methods for ongoing risk assessment and ensure that when risks are identified, control measures are designed and implemented to eliminate or mitigate risks to an acceptable level.

8. Standard Operating Procedures (SOP)

Most facilities have standard operating procedures for cleaning, disinfection, and infectious disease prevention. The facility shall provide copies of its SOPs to the GBAC STAR™ review team or other accredited audit groups.

Note: GBAC will provide a variety of different industry templates, developed with industry experts that can be used by the facility to develop its own SOPs and to assess the GBAC STAR™ review team's expectations. The list of templates is continuously growing!

9. Tools and equipment

Technology, tools and solutions are changing constantly. Review and consideration of different tools and equipment shall be completed periodically. The facility shall provide a list of equipment and tools currently being used.

10. Cleaning and disinfection chemicals

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 based on their risk assessment. The facility shall provide a list of cleaning and disinfection chemicals being used and what they are using them for.

11. Inventory control and management

The facility shall share with the GBAC STAR™ review team their inventory control and management plan for supplies, tools, and equipment.

12. Personal Protective Equipment (PPE)

The facility shall share their PPE requirements for their cleaning and disinfection activities with the GBAC STAR™ review team.

13. Waste management

The facility shall make available their biomedical/biohazardous waste management plan to the GBAC STAR™ review team.

14. Personnel training and competency

The facility shall provide its training and education plan for cleaning and disinfection activities.



The 20 GBAC STAR™ Program Elements

15. Emergency preparedness and response

A copy of the facility's emergency response plan shall be provided to the GBAC STAR™ review team.

16. Facility infection disease prevention practices

The facility shall provide to the GBAC STAR™ review team a copy of its infectious disease prevention program. These practices may be incorporated within the facility's SOPs. If this is the case, the facility can provide a synopsis of its strategies.

17. Worker health program

A copy of the facility's worker health program specific to infectious disease prevention shall be provided to the GBAC STAR™ review team.

18. Audits and Inspections

A synopsis of the facility's audit program specific to the GBAC STAR™ Program shall be provided to the GBAC STAR™ review team.

19. Control of suppliers

The facility shall provide a review of how the facility obtains products and services to the GBAC STAR™ review team. The facility should include if the services for cleaning and disinfection are in-house, contracted or a combination.

20. Documentation management

A list of the facility's GBAC STAR™ program documents shall be maintained and provided to the GBAC STAR™ review team. (A list of suggested documents will be provided).