



BACK TO THE BRUCE **BRUCE CONVENTION CENTER RE-OPENING GUIDELINES**

- Total Occupancy at 33% capacity: 550
- During events: Clients will be asked to wear masks (not mandatory), sign in with critical contact information, and temperature checks before they may enter the building.
- While attending an event, social distancing guidelines as set by State and Local recommendations will be strictly enforced.
- Sanitizing stations will be found throughout the building and at entrances
- Table placement and guest seating according to local guidelines
- Buffet style dining, staff will serve food, NO SELF SERVICE
- Staff will undergo daily temperature checks and will be required to wear masks & gloves at all times when around clients/guests.
- Strict cleaning/sanitizing schedule will be adhered to, according to the CDC, State and local guidelines. These guidelines can be found by visiting the following websites: [cdc.gov](https://www.cdc.gov), [kygov19.ky.gov](https://www.ky.gov/covid19), and [who.int](https://www.who.int)

EMPLOYEE STEPS TO RE-OPEN:

1. A **mandatory** meeting for all full time and part time staff for intense Covid-19 updates. This meeting will include needed re-opening steps and guideline information in regards to cleaning, safety, precautionary measures, distancing, hygiene, and any aspect of the safety of staff and clients.
2. An Employee Health Policy Agreement in regards to above must be read & signed by each staff member before they are allowed to return to work.
3. A thorough cleaning of the entire building by departments will be completed.
4. Installation of sanitizing stations in every meeting room, building entrances, kitchen, and all hallways for easy access for both guests and staff.
5. A Sanitizing schedule/log to be implemented.
6. We will take the temperature check/log of staff each day
7. All staff will be provided with needed PPE. (Masks and/or Gloves)



8. Entire staff to wear mask during events.
9. We will strictly follow Governors guidelines on events by how many people may attend social gatherings, including staff gatherings.

GUIDELINES TO RE-OPEING:

Employee & Guest Health

- The health and safety of our employees and guests is our number one priority.
- Points of entry will be limited to allow our team to conduct noninvasive temperature checks.
- Anyone displaying a temperature over 100.0°F, will be taken to a private area for a secondary temporal temperature screening.
- Employees or guests confirmed to have a temperature over 100.0°F will not be allowed entry to the property.

Physical Distancing

- Guests will be advised to practice physical distancing by standing at least six feet away from other
- groups of people not traveling with them while standing in lines, using elevators or moving around the property.
- Tables, and other physical layouts will be arranged to ensure appropriate distancing.
- Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible.
- The Bruce will comply with local or state mandated occupancy limits.

Hand Sanitizer

Hand sanitizer dispensers will be placed at key guest and employee entrances and contact areas such as driveways, reception areas, lobbies, kitchen entrances, meeting and convention spaces, elevator landings.

Front of the House Signage

There will be health and hygiene signage reminders throughout the property, including the proper way to wear, handle and dispose of masks and gloves.

Back of the House Signage

Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

Employee & Guest Health Concerns

- Our employees will have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the CCHD.



- Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19.
- Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or building security (guests).

Case Notification

If we are alerted to a presumptive case of COVID-19 at The Bruce, will work with the CCHD to follow the appropriate actions recommended.

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

Employee's Responsibilities

The Bruce Employees will adhere strictly to provided guidelines and regulations for an effective sanitation and health program.

Hand Washing

- Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus.
- All Bruce employees will have been instructed to wash their hands, or use sanitizer when a sink is not available.
- The staff will have been made aware that they must wash their hands every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving any of the exhibits or ballrooms, going on break and before or after starting a shift.

COVID-19 Training

All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Sales and Maintenance.

Personal Protective Equipment (PPE)

- Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance.
- Training on how to properly use and dispose of all PPE will be mandatory.
- Every employee entering the resort will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and any employee in direct contact with guests.

DAILY PRE-SHIFT & TIMEKEEPING GUIDELINES:

Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each timeclock location and employees will



be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

The Guest Journey:

Guest Arrival

A Staff Member will greet each visitor to The Bruce. Visitors will be screened and asked to use hand sanitizer and to wear a mask. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the bldg.

- Guests will enter the building through doors that are either propped open, are automated or manually operated by an employee.
- Employees will not open the doors of cars or taxis.
- Guests requesting help unloading, will be assisted and a cart will be sanitized after each guest is assisted.
- Valet services will be suspended until further notice.

Guest Elevators

- An employee will be present to sanitize the button panels at regular intervals, at least once per hour.
- Signage will be posted to explain the current procedures.
- No more than four guests will be permitted per elevator.

Cleaning Products and Protocols

The Bruce uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal Areas

The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, elevators and elevator buttons, door handles, public bathrooms, ATMs, stair handrails, dining surfaces and seating areas.

Back of the House

The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms/area, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, administrative office.

Shared Equipment

Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, cleaning equipment, keys, time clocks and all other direct contact items used throughout the building. The use of shared food and beverage equipment in back of the house, office, and pantries (including shared coffee brewers) will have to be sanitized on regular basis.



Physical Distancing

Throughout the building we will meet or exceed state and local health authority guidelines on proper physical distancing.

Queuing

Any area where guests or employees' queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, break areas, dining rooms, and beverage areas. Employees will utilize every other workstation as needed to ensure separation between employees whenever possible.

Bars

No seating at the bars. Bar services to be provided by servers.

Meeting and Convention Spaces

Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on Federal, State, Local and CDC4 recommendations. Only 6 guests per table at banquet seating, Tables are at 6 feet apart. Self-serve buffet style food service will be replaced by an alternative service style.

DEPARTMENT SPECIFIC SANITIZATION POLICIES

Public Area (PAD)

Cleaning & Sanitizing Protocol

Employees to sanitize the following areas at least once per hour:

- Elevators
- Employee dining tables and counters
- Entry doors
- Employee smoking areas
- Exterior benches
- Trash bins
- Desks, counter tops, tables and chairs
- Phones, tablets and remotes
- Thermostats
- Cabinetry, pulls and hardware
- Doors and doorknobs
- Bathroom vanities and accessories
- Bathroom fixtures and hardware
- Windows, mirrors and frames
- Lights and lighting controls
- Closets, hangers and other amenities

All Front of House (FOH) restrooms to be sanitized at least once per hour. Staff will sanitize all guest touchpoints after each transaction including EMV Credit Card Devices, pens and offices, to be deep cleaned and sanitized upon a shift change. Carts, trolleys and equipment to be sanitized at the start and end of each shift. Back of house

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restrooms will be sanitized at least once every four hours. Staff will minimize contact with guests while cleaning rooms; attendants will offer to return at an alternate time for occupied rooms.

FOOD & BEVERAGE GUIDELINES:

Cleaning & Sanitizing Protocol

- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager.
- POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use. Dining tables, bar tops, stools and chairs to be sanitized after each use.
- Condiments to be served in single use containers. (either disposable or washed after each use)
- Sanitize trays (all types) and tray stands sanitized after each use.
- Storage containers to be sanitized before and after each use.
- Food preparation stations to be sanitized at least once per hour.
- Kitchens to be deep cleaned and sanitized at least once per day.
- Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, etc.)

Guest Considerations

- All self-serve condiments and utensils to be removed and available from cashiers or servers.
- All straws to be wrapped.
- Remove grab and go offerings; available from workers only.
- All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to a guest.

Additional Employee Dining Room Protocols

- No self-serve food available. (including snacks)
- Food to be served by cooks and line attendants.
- Single use cups for beverage. (no refills)
- Prepackaged plastic flatware.
- Trays and plates to be distributed by attendants.

CATERING & BANQUETS GUIDELINES:

Cleaning & Sanitizing Protocol

- All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized.
- All linen, including underlays, to be replaced after each use.
- Clean and soiled linens to be transported in sealed single use bags into and out of the meeting rooms.

Physical Distancing Protocol

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- All buffet and self-serve style events to be attended by Bruce staff to serve each client.
- All food and beverage items to be individually plated and served.
- Coffee and other break items to be attended and served by a server.
- Flatware to be provided as a roll-up.
- Condiments to be served in individual packs or sanitized individual containers.
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing guidelines.

Guest Considerations

- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations.
- Develop examples of physically distanced floor plans for Sales & Convention Services use.
- Create modified menus to showcase styles of service and items currently available.

SALES

Convention Services

Cleaning & Sanitizing Protocol

- Sanitize conference room doors, tables, chairs light switch and other equipment after each group use
- Meeting staff will sanitize their respective work areas, counters, doors and equipment at least once every four hours and upon a shift change

Physical Distancing Protocol

Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows guidelines (in coordination with Catering & Banquets).

Guest Considerations

Provide example of physically distanced floor plans (in coordination with Catering & Banquets).
Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines.