

**MASSACHUSETTS
CONVENTION CENTER
AUTHORITY**

At the MCCA, we are especially conscious about the health and wellbeing of our customers and their exhibitors and attendees while they are in Boston. With flu season upon us, and the high-profile conversations surrounding the Coronavirus both overseas and, in the U.S., we want you to know that our commitment to your health and safety is strong than ever. Here are a few ways we are prepared to protect our visitors against communicable sickness:

- The Public Safety Department is coordinating with the City, State, and Federal 1st responders for “real time” intelligence and response protocols related to pandemic response.
- The Public Safety Department has adjusted the MCCA Pre Event Safety & Security Assessment to attempt to pre identify any possible attendees or exhibitors traveling from an affected region.
- We have our medically trained public safety staff as well as our partners at Boston Emergency Medical Services (Boston EMS) at our facilities during your event. When our teams assess patients, they use a patient questionnaire from the Boston Public Health Department that is certified by the Center for Disease Control. Any concern identified in that screening that would be outside of a normal illness will be handled in accordance with the MCCA SOP on Pandemic Flu response and in coordination with Boston EMS.
- We have increased our hand washing signage and hand sanitizer stations throughout our facilities.
- Many of the surfaces in our restrooms are touch-free using automatically flushing toilets and hands-free faucets and paper towel dispensers. We are diligent about the cleaning of our restrooms and public spaces. We use sophisticated cleaning products and clean all surface areas every 30 minutes including, lavatory fixtures, paper towel dispensers, vanity tops, mirrors and door handles. Our staff is fully trained on the proper techniques to prevent transmission of sickness.

In addition to our own precautions, the City of Boston has stepped up efforts to prevent the spread of disease citywide including preparedness meetings with Boston emergency medical services, emergency management agencies, the Police Department and the Fire Department. Our hospitals are renowned worldwide for their ability to handle all types of illnesses. Massachusetts General Hospital, Beth Israel Medical Center and Boston Medical Center are just three examples of world class medical facilities located in Boston who have state-of-the-art equipment to manage infectious diseases, and all three are just two miles from our convention centers. Additionally, the Massachusetts Port Authority in conjunction with the Center for Disease Control have begun to screen for international travelers through the Boston port of entry at Logan Airport for any signs of illness related to the Coronavirus.

If you have your own health and wellness protocols or communications planned, we encourage you to share that information with us so that we can work together on consistent efforts and messaging.

Rest assured that we are doing everything possible to prepare our staff and our facilities to protect you and your guests from illness while you are in Boston. We welcome any questions you have about our health and safety protocols both here at the MCCA and throughout the City. Please feel free to contact me directly at 617-954-2487 or rnoonan@sigantureboston.com.

Sincerely,


Robert Noonan, Chief Information Security Officer
Massachusetts Convention Center Authority

MCCA CLIENT COVID-19 (CORONAVIRUS) FAQ

- **Is the venue following PH/WHO policy and guidance? Is the venue engaged with local health departments?**
 - The MCCA along with our partner vendors and agencies are following the guidelines set forth by the CDC and World Health Organization (WHO).
 - Yes, the MCCA is engaged in weekly meetings and conference calls with the 1st responder community as well as the local health departments (Boston Public Health, Massachusetts Department of Public Health, Boston EMS, MassPort Authority and the CDC).
- **Does the venue have a public statement available that organizers can direct customers to?**
 - Yes the MCCA provided a Client Statement on February 5th (attached). We encourage clients to use this information on behalf of the MCCA to draft a statement to your attendees if you so choose. The MCCA is willing to review draft statement(s) you wish to put out referring to the COVID-19 coronavirus and our protocols surrounding it.
 - Massconvention.com and Signature Boston has updated information on our website. See following links:
 - <https://www.massconvention.com/> See Health Advisory Section
 - <https://www.signatureboston.com/plan/plan-your-event/public-safety>
 - These links can also be provided to your attendees if you so choose.
- **Does the facility have hand sanitizing available? Where? How many units? Are additional units being deployed?**
 - Yes, the MCCA has hand sanitizing stations at every bathroom and throughout the facility.
 - Additional sanitization stations will be deployed throughout the facility to help support the show.
 - At any given time there are approximately 40-50 stations active at the BCEC (see attached graphic).
 - The MCCA has ordered stations in addition to what we presently have onsite as well as disinfecting wipe stations and are awaiting delivery of these items.
- **Has the venue enhanced its public space and restroom cleaning and disinfection efforts? Do the venue cleaners re-wipe (with disinfectant) high-volume touch-points for areas it is responsible for including catering areas, surfaces, handrails, restrooms, entrances/exits, public touch screens, door handles, flat surfaces, etc... along with the use of the correct cleaning/sanitizing materials and products?**
 - Yes, the MCCA Building Services team are trained in both normal cleaning procedures as well as disinfecting and decontamination procedures. Our staff is fully trained on the proper techniques to prevent transmission of viruses such as the flu.
 - The MCCA is diligent about cleaning the BCEC thoroughly including restrooms and public spaces.
 - Many of the surfaces in our restrooms are touch-free using automatically flushing toilets and hands-free faucets and paper towel dispensers.
 - The MCCA uses sophisticated cleaning products and clean all surface areas every 30 minutes during event hours including but not limited to: lavatory fixtures, paper towel dispensers, vanity tops, mirrors and door handles.
- **Does the venue brief / hold briefings for its staff on good hygiene, including posters/signage for staff in back of house areas?**
 - Yes, the venue briefs all its departments on proper hygiene and flu prevention continuously throughout the year including information on COVID-19 coronavirus.
 - The MCCA provides staff and contractors seasonal flu shots.
 - The MCCA also works closely with our F&B Contractor and other contract partners to ensure they are following the proper guidelines for employees in their respective areas of oversight.
 - The MCCA has also deployed posters created by the CDC, Mass Department of Public Health, and Boston Public Health through all our facilities, both in back of house area restrooms and in front of house area restrooms to be visible to our customers and visitors.

MCCA CLIENT COVID-19 (CORONAVIRUS) FAQ

- These signs have also been put on the MCCA Digital Signage Network throughout our venues for additional visibility.
- See attached PDFs
- **Does the venue have any signage or messaging on Coronavirus, hygiene, sanitization in plain sight for customers/visitors?**
 - Signature Boston has updated information on our website. See following links:
 - <https://www.signatureboston.com/plan/plan-your-event/public-safety>
 - <https://www.massconvention.com/> See Health Advisory Section
 - There is signage in all of the bathrooms created by the CDC, Mass Department of Public Health, and the Boston Public Health Commission. Additionally, we are currently showing Flu Prevention Poster created by Mass.gov on all of our digital media displays.
- **Does the venue have a permanent first aid station? How often/when is it staffed? If so, are the EMTs/first aid staff trained to recognize, treat and process Coronavirus cases?**
 - The BCEC does not have permanent first aid station, however, every show has Boston EMS coverage and a first aid room is designated in advance of the event by the client and the MCCA based on event activity, set-up, and attendee flow. If needed, additional medical locations can be added.
- **Should someone with Coronavirus symptoms be identified or self-report upon entering the facility, are there a response protocols in place (vs. bringing them to a first aid station within the venue)?**
 - The MCCA has a Pandemic Response Plan in which the entire MCCA Public Safety Department is trained.
 - When our teams along with Boston EMS assess patients, they use a patient questionnaire from the Boston Public Health Department that is certified by the Center for Disease Control.
 - Any concern identified in that screening that would be outside of a normal illness will be handled in accordance with the MCCA SOP on Pandemic Flu response and in coordination with Boston EMS, 1st responders, and local area medical facilities.
- **Any other protocols in place to combat/prepare for/respond to Coronavirus the venue would like to share?**
 - The MCCA along with our local, state, federal partners, and medical community continue to prepare and share information daily.
 - Procedures are continually reviewed with our internal teams and information is being shared with our contractors and staff as needed.