



CREATING *SAFE* NOTEWORTHY EXPERIENCES

Health & Safety Guidelines

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*The Music City Center (MCC) is closely monitoring policy and protocol changes from the Global BioRisk Advisory Council (GBAC), the Centers for Disease Control and Prevention (CDC), the State of Tennessee, and the Metropolitan Government of Nashville and Davidson County. As restrictions are lifted or added, MCC will update this information to help ensure your health and safety.*

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## CREATING SAFE NOTEWORTHY EXPERIENCES

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The safety and well-being of our team members, customers, business partners, and friends in the community has always been our top priority. Never has that been clearer than this past year. While some of our COVID-related protocols were temporary, we have made many permanent changes to implement more stringent cleaning, disinfecting, and safety practices to support the health and wellness of everyone who comes to the Music City Center.

Because we remain focused on the health and safety of scheduled events, we're closely monitoring local, state, and federal guidance on the variants of COVID-19. We will continue to monitor the situation and adjust protocols as needed so we can continue to safely welcome guests to Nashville.

Here's what you need to know about your next visit to the Music City Center.

- There are no public health mandates for the city of Nashville or the state of Tennessee; however, team members and service partners are required to wear masks while inside the facility. MCC can assist you in coordinating additional requirements you may wish to consider for your attendees.
- MCC received Global BioRisk Advisory Council (GBAC) STAR™ facility accreditation and Nashville's Good To Go certification.
- MCC has 121 strategically placed hand sanitizers throughout the facility that contain 70% isopropyl alcohol.
- MCC restroom lights, toilets, as well as soap, water, and paper towel dispensers, are touch-free.
- MCC restrooms and high-touch points are cleaned and disinfected regularly.
- MCC elevators, ADA entry doors, and parking equipment utilize touchless technology for hands-free access.
- MCC clean air quality is maintained through MERV 13 hospital-grade air filtration.
- MCC food & beverage staff includes 41 ServSafe certified professionals and 3 HACCP (Hazard Analysis and Critical Control Point) certified culinarians.
- MCC virtual tours are available, including online self-guided tours and custom tours guided by assigned Event Managers.
- MCC can help facilitate virtual and/or hybrid meetings through the in-house audio/visual provider LMG, with packages and equipment readily available to accommodate event needs.

While preparing for your much anticipated and safe return to the Music City Center, we have also taken this time to enhance our world class facility. We recently recovered every air wall in the public spaces, giving new life to these fully functional pieces. We have also conducted thorough maintenance and extensive cleaning throughout the building, ensuring the entire facility is clean and in proper working order.

Music City Center is part of a dynamic hospitality industry, which is equally committed to the health and safety of Nashville gatherings. For additional information on citywide efforts, please refer to the following resources.

Good To Go - [Good To Go Nashville](#)

Safe Nashville - [Nashville COVID-19 Response \(asafenashville.org\)](#)

State of Tennessee Health Department - [Novel Coronavirus \(tn.gov\)](#)

Centers for Disease Control & Prevention - [Coronavirus Disease 2019 \(COVID-19\) | CDC](#)

We know everyone is just as excited as our team to get back to face-to-face events. It's been way too long, and we are so happy to have you return. If there is anything we can do to assist with your planning or diminish any concerns you or your attendees may have, we are here to help.

If you have additional questions, please do not hesitate to contact your event manager, or give me a call.



**Charles L. Starks**  
President & CEO

## MUSIC CITY CENTER'S SAFE REOPENING

*In response to ongoing health-related concerns about COVID-19 (coronavirus) and its variants, the Music City Center (MCC) continues to utilize the following guidelines in an effort to keep our team members, guests, service partners, and community safe during events*



CREATING SAFE NOTEWORTHY EXPERIENCES

## HEALTH AND SAFETY GUIDELINES

The health and safety of our team members and guests is our number one priority. Currently, there are no public health mandates for the city of Nashville or the state of Tennessee. MCC Event Managers will work with event planners on guidelines for specific events. The guidelines outlined below pertain to all MCC team members and service partners.

### Masks

Face covering or mask requirements are at the discretion of each event planner; however, all team members and service partners are required to wear masks, regardless of event requirements or vaccination status.

### Physical Distancing

Any physical distancing requirements are at the discretion of each event planner in the event's leased space. Attendees can practice physical distancing by standing at least six feet away from other groups of people while standing in lines, using elevators, or moving around the facility. Table rounds, chairs, seating areas, and other physical layouts can be arranged to ensure appropriate distancing, as desired by event planners. All meeting rooms will comply with, or exceed, event-mandated occupancy limits (if any).

### Self-Screening

Guests are asked to abide by self-screening protocols before entering the facility. If you believe you have been exposed to COVID-19, you are strongly urged to follow CDC guidelines for self-quarantine and avoid travel.

### Hand Washing/Sanitizing

MCC has 248 restroom sinks throughout the facility that are equipped with touchless water and soap dispensers. All restrooms are also equipped with touchless paper towel dispensers for hand drying.

MCC has 121 hand sanitizing stations, containing 70% isopropyl alcohol, strategically located throughout the facility for use when a sink is not available. Dispensers have been placed in key team member and guest locations, such as near entry points, escalators, elevators, ATMs, and other high traffic areas.

### Touch-Free Facility

In addition to water, soap, and towel dispensers, MCC restroom lights and toilets are touch free. Elevators, ADA entry doors, and parking equipment also utilize touchless technology for hands-free access.

## HEALTH AND SAFETY GUIDELINES *continued*

### **Cleaning and Disinfecting**

All touchpoints throughout the facility are cleaned regularly by the facility services team. The frequency of cleaning and disinfecting has been increased in all areas with an emphasis on frequent contact, or high-touch, surfaces including countertops, escalators, elevators, handrails, restrooms, ATMs, service desks, Ask Me desks, dining surfaces, lobby furniture, etc.

MCC utilizes EPA List N chemicals, as required for Global BioRisk Advisory Council (GBAC) facility accreditation, for cleaning and disinfecting. These chemicals have passed stringent federal requirements to ensure they are effective in killing viruses and bacteria. These chemicals are readily available in 39 janitorial closets throughout the facility for team member access.

MCC also has a substantial fleet of industrial-style carpet extractors, shampooers, scrubbers, and vacuums, both riding and manual. New disinfecting technology, such as electrostatic sprayers, have been added to enhance the already robust cleaning processes. Random ATP testing ensures proper cleaning is conducted prior to disinfecting.

Research into new technologies will continuously be evaluated for efficacy.

### **Global BioRisk Advisory Council (GBAC) STAR™ Facility**

MCC received GBAC STAR™ facility accreditation in 2020. The GBAC program is designed to help facilities establish a comprehensive system of cleaning, disinfection, and infectious disease prevention. It ensures proper protocols are in place to prepare, respond, and recover from outbreaks and pandemics by controlling risks associated with infectious agents.

As part of the GBAC STAR™ facility accreditation requirements, MCC has revamped all cleaning and disinfecting Standard Operating Procedures, changed chemical inventory to the most effective chemicals to kill COVID-19 and other viruses, implemented ATP testing, introduced new technology, and significantly enhanced training programs.

[Click here](#) to watch "GBAC STAR™ The Experience" interview with Charles Starks, President/CEO of the Music City Center.

### **HVAC and Air Quality**

With MCC sustainability efforts and LEED Gold certification, indoor air quality for team members and guests has always been a high priority. Low VOC paints and MERV 13 air filters (comparable to healthcare facilities) have been used since the facility's construction, making MCC indoor air quality one of the best. Additionally, outdoor air exchange rates can be maximized through manual operation controls.

## HEALTH AND SAFETY GUIDELINES *continued*

### **Signage**

Digital signage is readily available for any desired health and hygiene reminders. Printed signage is the responsibility of event planners. Signage can be posted throughout the facility, within the event's leased space, on front of house digital signage, floor and glass clings, or free-standing signage. Any floor and glass clings provided by event planners must be installed by the MCC rigging team.

### **Case Notification**

Protocols are in place, aimed at reducing the spread of infection within the facility. In the unfortunate event a team member, service partner, or guest tests positive for the virus, incident response protocols will be activated to ensure the infected individual is isolated, has access to medical treatment, exposed areas are thoroughly disinfected, and those who may have come in close, prolonged contact with the infected individual are notified whenever possible. MCC has medical and security personnel onsite to respond quickly and place the individual in an isolation room in the event of an incident.

### **Good To Go Member**

MCC is a certified member of the local *Good To Go* hospitality safety program. Created by the Nashville Convention & Visitors Corp, in cooperation with Vanderbilt Health, the voluntary program helps businesses in every industry confidently welcome residents and visitors to Nashville by providing resources, information, and support from leading infectious disease experts. Participating members commit to following coronavirus guidelines established by Nashville's Metro Public Health Department.

For more information feel free to visit <https://www.goodtotonashville.com/>

## TEAM MEMBER & SERVICE PARTNER RESPONSIBILITIES

Team members and service partners are vital to health and safety at MCC. Currently, all team members and service partners are required to wear masks while inside the facility. Additional guidelines are outlined below.

### Health Concerns

Team members and service partners are instructed to stay home if they do not feel well and to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Anyone experiencing symptoms will not be allowed entry and will be advised to seek medical attention and notify Human Resources.

### Training

Team members and service partners will receive training on COVID-19 safety and cleaning protocols, with more comprehensive training for teams with frequent guest contact including facility services, food & beverage, event services, exhibitor services, and security. Training may include GBAC fundamentals, basic principles of infection control, area-wide disinfection procedures, cleaning after a suspected/confirmed COVID case, etc.

### Personal Protective Equipment (PPE)

Face masks will be provided and must be worn by all team members and service partners while inside the facility. Gloves will be provided and must be worn by teams whose roles and responsibilities require them including facility services, food & beverage, etc. Training on how to properly use and dispose of all PPE will be mandatory.

## **ADDITIONAL SERVICE PARTNER GUIDELINES**

As previously noted, service partners will follow MCC protocols at a minimum.

- Service partner team members are required to wear masks while inside the facility.
- Service partner team members will have access to hand sanitizer and cleaning supplies throughout an event.
- Any shared equipment will be cleaned and disinfected prior to each event.

In addition to MCC protocols, several service partners have developed guidelines specific to services being provided as outlined below.

### **Food & Beverage – Centerplate**

Centerplate has created a Centerplate Corporate Response Team. With support from all facets of its operations, the team is focused on safety, purchasing, and servicing guests in a new environment. Additionally, Centerplate has a full-time sanitation manager on the team who will work closely with local health department teams to implement necessary safety measures.

Among the food and beverage staff, there are 41 ServSafe certified professionals, not including management, and 3 HACCP (Hazard Analysis and Critical Control Point) certified culinarians. ServSafe is a nationally recognized program, while HACCP is an internationally recognized system, designed to reduce the risk of safety hazards in food.

All protocols are being evaluated and updated as needed.

- Additional PPE will be used as required by team members' job duties or by event.
- All equipment will be cleaned and disinfected prior to each event, including but not limited to service stations, beverage carts, POS terminals, etc.
- Alternative receiving protocols, including individually packaged meals, are available upon request.

### **Audio-Visual – LMG**

- A cleaning technician may be designated for an event to ensure cleaning and disinfecting guidelines are followed and performed.
- Any shared equipment will be cleaned and disinfected prior to each event, including but not limited to microphones, tablets, lecterns, etc.



## **ADDITIONAL SERVICE PARTNER GUIDELINES** *continued*

### **Business Center – UPS Store**

- Team members will be assigned a specific till and workstation whenever possible.
- Team members will wash hands or use hand sanitizer after handling cash or credit cards.
- Team members will wear gloves during prolonged handling of cash (ex: cash countdown and till reconciliation).
- Any shared equipment will be cleaned and disinfected regularly, including but not limited to workstations, devices, and self-service items.

### **Medical Services – MedStar**

Team members are required to wear masks while inside the facility.

Any patient arriving at the First Aid Room will receive a general assessment based on the patient's complaints. If the patient's complaints correspond to symptoms known for coronavirus, the following steps are to be taken.

- Patients and healthcare providers will utilize appropriate PPE and remain isolated.
- A general assessment will be finalized.
- Appropriate notifications will be made to the following entities.
  - MCC Security Team (MCC to notify show management as appropriate)
  - Nashville Fire Department Emergency Response Unit
  - State of Tennessee/Metro Nashville Health Departments
- The local accepting hospital emergency room will be notified that potential exposure is en route.
- Areas where the patient has had contact will be cleaned and disinfected following all GBAC and CDC protocols.

## HELPFUL EVENT INFORMATION

Unlike mass gatherings, business events and exhibitions can take place in controlled environments. We can architect an experience in a space that is safe, adheres to health and safety guidelines, and creates a meaningful and memorable experience for all who attend.

As face-to-face events come back, it is our responsibility – event organizers, associations, contractors, exhibitors, and facilities – to consistently educate ourselves on how we are building safe events.

Here are a few ways MCC can help you safely plan your next in-person event.

**Health & Safety Guidelines** – MCC team members and service partners are required to wear masks. MCC can assist you in coordinating additional requirements you may wish to consider for your attendees.

**Website** – The MCC website has many useful tools including a virtual tour. Visit our website to view a virtual tour, located at the bottom of the Planner page at <https://www.nashvillemusiccitycenter.com/planners>. Or contact your Event Manager for a guided virtual tour.

**Floor Plans** – Many MCC meeting spaces can be adjusted to accommodate desired social distancing needs. Contact your Event Manager for room drawings and capacities.

**Menu/Service Options** – MCC food and beverage service can be adjusted to meet the needs of your attendees. Contact your Catering Sales Manager for new menus and service options.

**Event Logistics** – MCC can assist with any signage for health and safety notices including all in-house digital signage and any additional event-provided signage. Touch-free door locks, elevators, and restroom facilities are already in place.

**Registration** – MCC can assist with alternative registration methods to reduce congestion in typically high-traffic areas – go digital, stagger check-in times, provide satellite registration locations and pre-event badge delivery, use transparent barriers, eliminate swag bags, etc.

**General Sessions** – MCC can assist with social distancing seating or allowing attendees to use personal devices to see the presenter, follow along with presentations, or participate in polls from the meeting space, lobby space, or even a nearby hotel room.

**Exhibit Hall** – MCC can assist with rethinking the traditional layout of exhibit spaces. Make it one way or wider aisles. Use 8' high side drape or 10x15 booths with 5' in between. Schedule show floor tours or designate show floor times. Provide virtual floor tours, control density, or close the show floor midday for cleaning.

**Virtual/Hybrid Meetings** – MCC audio/visual provider LMG and our Technology department can assist with any aspects of virtual or hybrid meetings with package options readily available.

**Customer Infection Control Plan** – MCC welcomes customer infection control plans. Contact your Event Manager to submit your plan 60 days prior to your first day.



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## **HELPFUL EVENT INFORMATION** *continued*

For more information regarding Health & Safety Guidelines at Music City Center, email Vice President Elisa Putman at [Elisa.Putman@nashvillemcc.com](mailto:Elisa.Putman@nashvillemcc.com) or Facilities Director Bob Lehn at [Bob.Lehn@nashvillemcc.com](mailto:Bob.Lehn@nashvillemcc.com).

# ***We look forward to seeing you soon!***

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