

# Reopening Best Practices For the La Crosse Center



## **Introduction:**

Soon it will be time to reopen the La Crosse Center to the general public. The primary focus will be the health and safety of our employees and guests. The following guidelines are suggested to make every effort to prevent any spread of viruses or bacteria. Sanitation has always been a high priority of the La Crosse Center and as we move forward we will follow specific procedures to protect all our guests and the La Crosse Center team.

Our course of action during this pandemic and beyond is constantly evolving. Guidelines and mandates of governmental and scientific authorities will have an impact on our plans. This document is really the first steps in reopening the La Crosse Center.

Keeping in mind the La Crosse Center is the midst of a \$42 million remodel and expansion. This means that we currently have portions of the venue that staff has to treat as a construction site. Guests do have some limitations of where they can tour without construction management guidance.

This reopening plan takes in the early stages of the reopening. Much more is being reviewed such as Box Office operations, security and screening, ticket scanning, restrooms, concessions and bar service, banquets, ingress, seating, egress, back stage, dressing rooms, production offices, ushers, meeting room set up, trade show and booth set ups, etc.

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## **Governmental Oversight:**

The La Crosse County Health Department has provided 8 recommendations in general during this period of COVID19. Our efforts at the La Crosse Center will go well beyond these items. They are

- 1) Stay at home if you are sick
- 2) Minimize contact with others outside your home
- 3) Minimize travel
- 4) Wear masks
- 5) Social separation
- 6) No group gatherings
- 7) Wash your hands / sanitize your hands
- 8) Avoid touching your face

The City of La Crosse will be allowing its facilities to begin the phasing in of opening up their venues on Tuesday, May 26, 2020. We will be following many of the City's guidelines as it applies globally.

## **The La Crosse Center Team:**

- 1) Personal Protection Equipment (PPE) such as face masks, gloves and sanitizers are available.
- 2) Regular maintenance sanitizing of areas visited by staff and the general public.
- 3) Refrain from large group meetings.
- 4) The LCC Team is aware of the Family & Medical Leave Act, Families First Coronavirus Act and Emergency Family Leave Act.
- 5) It is highly recommended that La Crosse Center team members take their temperature when they arrive at works. Digital thermometers are available.
- 6) Regular washing or sanitizing of hands is highly encouraged.
- 7) Multiple free-standing hand sanitizers will be placed at the entry points of the Center.
- 8) The Center has 4 UV lights for sanitizing cell phones, computer key boards, vehicle steering wheels, etc.
- 9) Spray bottles with towels are available to use on areas with frequent contact locations such as door handles, stair rails, chairs, switches, copy machines, elevator buttons, etc.

## **The Facility:**

- 1) Beginning on Tuesday, May 26, 2020 the La Crosse Center begins the first phase of reopening. On that date the lobby doors of the arena will be open. This will allow access to the La Crosse Center Box Office. The Box Office has protective glass. This will be the greeting point for any LCC Guests. The Box Office person will be encouraged to wear gloves for any transactions. They will also make this the meeting point for any guest coming into the venue.

- 2) Following the lead of City Hall Office Hours will begin from 9AM – 1PM.
- 3) The lobby will be sanitized at the doors and at the shelving.
- 4) The floor will be marked for the appropriate social distancing in the case of a line forming at the box office windows.
- 5) Tours will be allowed. It is recommended that the LCC Team and guests wear masks and observe social distancing.
- 6) Box Office is encouraging cash free payments – credit / debit cards preferred
- 7) If handling of cards occurs employees should wear gloves
- 8) As things progress to the point where events begin happening again, additional updates will be added to this list. Currently our next event is tentatively in late July.
- 9) Virtual meetings are encouraged for our staff as needed.

### **Concession Areas:**

As we gear up for our next event, Dave Guepfer and his team are already planning for the new world of concessions we will be seeing. He is planning several changes. Here is a short list.

- 1) Eliminating touch points
- 2) Contactless Pay.....promoted on the monitors
- 3) Condiments in packages handed out to the guests
- 4) Prewrapped hot dogs and hamburgers
- 5) Straws handed out
- 6) 6-foot social distancing in lines
- 7) More stands opened by fixed and portable to handle the changes
- 8) Plexiglass separation
- 9) Fan Food App.....allows for guests to purchase and pay from their phone and then pick up at the stand.