

March 6, 2020

Julie Adams, Ph.D., CAE
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Dear Dr. Adams,

Ontario Convention Center has reviewed your questions requesting additional information on our readiness to deal with the Coronavirus (COVID-19).

As with any event during the cold and flu season we take precautionary measures to ensure the safety of our guests and employees. We have heightened awareness of the Coronavirus with information to our staff and will continue to monitor and update our team with advisories from the City of Ontario Fire Department Emergency Manager, San Bernardino County Department of Public Health, the Centers for Disease Control (CDC), and World Health Organizations (WHO).

We have a plan in place for dealing with any suspected cases of the Coronavirus. While we are not medical professionals we work closely with the Emergency Manager of the Ontario Fire Department to ensure we are taking appropriate pro-active precautions to keep our guests and employees safe. If anyone on our staff notices someone displaying symptoms of the flu we will ask them to remove themselves from a crowd and escort them to our first aid location. Our first aid department, manned by Symons (a certified event team of medical professionals), has a mechanism to screen and determine if a call to 911 is best or transportation to a local hospital. A nearby Regional Hospital has been identified by the City of Ontario Fire Department Emergency Manager as the designated hospital where their Medical Director is prepared to accept patients with the Coronavirus.

Our housekeeping department is fully stocked, as always with cleaning supplies, including disinfectants. During the flu season we pay extra attention to wiping down door handles, restrooms and touch points in an effort to prevent spreading any illnesses. We have hand sanitizers in place for our guests and recommend washing hands frequently with warm water and soap for at least 20 seconds.

If requested by an event organizer we can place signage specific to their attendees encouraging precautionary measures as recommended by the Centers for Disease Control (CDC) or language from the event organizer.

To date we have had no cancellations and we continue daily to host events and conventions. If an organizer would like to discuss the possibility of rescheduling an event the Ontario Convention Center will consider options.

We hope by answering some of your specific concerns we have provided you with information to know we are taking this very seriously. The Ontario Convention Center is closely monitoring the latest developments regarding the Coronavirus (COVID-19) globally and any impact it may have on our day-to-day operations. The health and safety of our guests and employees is our top priority.

Through public health organizations such as, the Center for Disease Control (CDC) and the World Health Organization (WHO) we are staying abreast of the latest updates and developments as they occur. We will continue to be guided by the prevention and best practices recommendations of these organizations, in conjunction with our local public health officials.

Our local staff is also being supported by SMG Worldwide corporate resources to ensure that we implement operational best practices throughout our network of facilities.

We look forward to hosting your event and will continue to work with you to provide you with the most up to date information possible. Please feel free to reach out to me directly if you wish to further discuss.

Sincerely,

Tina Jimenez

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