



FAQ's for Clients regarding COVID-19

Does Monona Terrace have a statement that event organizers can post on their websites or share with participants?

Yes, event organizers are welcome to use and share the links below:

- Monona Terrace's statement: <https://www.mononaterrace.com/covid-19/>
- Monona Catering has been working with Monona Terrace and our public health partners to monitor the 2019 novel coronavirus (COVID-19). When responding to infectious diseases, it is important to know that our company is following the directions and recommendations made by the state and county health departments, and we are staying updated with information from reliable sources.
- Destination Madison's statement: <https://www.visitmadison.com/coronavirus/>

Is Monona Terrace following local health departments and the Centers for Disease Control and Prevention (CDC) recommendations?

Monona Terrace actively follows the Centers for Disease Control (CDC) for Business and Employers recommendations, and consults with Public Health Madison & Dane County and the Wisconsin Department of Health Services.

What steps are being taken by the facility in regard to cleaning and disinfecting?

Monona Terrace is following CDC cleaning and disinfecting guidelines. We have enhanced all of our cleaning and disinfecting procedures to include:

- Touch-free hand sanitizer dispensers are located at key points throughout the building.
- All frequent touch-points are disinfected multiple times daily. Touch-points include stair and escalator handrails, door handles, door push bars, elevator and ATM buttons, house phones, counters, toilets, public area tables and chairs and vending machines and AV equipment.
- Restrooms are regularly and thoroughly cleaned and disinfected during event hours and overnight. Our restrooms have touch-free soap dispensers, water faucets and paper towel dispensers.
- All equipment (tables, chairs, etc) will be cleaned and disinfected daily.
- Audiovisual equipment will be cleaned and disinfected after each use.

Are the employees of the facility up to date on the best hygiene practices and safety protocols?

All employees have received COVID-19 hygiene and safe-practices training and are required to follow the hygiene and safety protocols listed below:

- All employees are required to wear face masks.
- Employees who do not feel well or who believe they may have been in contact with someone who has COVID-19 are instructed to stay at home and to notify their supervisor.
- Supervisors who suspect that an employee is ill will ask them to go home. As soon as the employee symptoms subside, they will be required to stay home for an additional 72 hours prior to returning to work.
- Employees who have confirmed contact with someone who has tested positive are required to quarantine for 14 days.
- Signage with hygiene and safety protocols are posted in back-of-house areas for staff. Staff are required to follow these protocols and hygiene practices.

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What COVID-19 prevention measures has the facility taken to help prevent transmission?

Monona Terrace has the following measures in place:

- Signage with health and hygiene reminders will be placed in high traffic areas.
- Important measures for each guest to follow include:
 - Wash your hands often with soap and water for at least 20 seconds.
 - Avoid touching your eyes, nose, and mouth with unwashed hands.
 - Cover your cough or sneeze with your sleeve or a tissue, and then throw the tissue in the trash.
- Guests will be advised to follow the physical distancing guidelines recommended by the CDC.
- When appropriate, the public hallways will be divided for one-way traffic flow to limit personal contact.
- Building entrance doorways will be propped open and designated as either entrance only or exit only to limit cross traffic.

What are the closest medical facilities for attendees showing COVID-19 symptoms?

The closest emergency rooms accepting COVID 19 patients are listed below. It is recommended to call both the emergency room and the patient's healthcare provider prior to arrival at an emergency room.

Meriter Hospital

202 S. Park Street, Madison, WI 53715
Phone: 608-417-6206
Distance: 1.8 miles

SSM Health St. Mary's Hospital

700 S. Park Street, Madison, WI 53715
Phone: 608-251-6100
Distance: 1.9 miles

University of Wisconsin Hospital & Clinics

600 Highland Avenue, Madison 53792
Phone: 608-262-2398
Distance: 3.1 miles