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ST★R Report

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Las Vegas Convention Center Hits the Jackpot with GBAC STAR



Brian Yost
Chief Operating Officer
LVCVA

The Las Vegas Convention Center (LVCC) is one of the busiest facilities in the world, hosting 1.6 million people in 2019 and boasting 4.6 million square feet. In August 2020, it became the first facility in Nevada to receive the GBAC STAR third-party accreditation, the gold standard of prepared facilities. The LVCC is operated by the Las Vegas Convention and Visitors Authority (LVCVA). Brian Yost, chief operating officer, LVCVA, shares the journey of becoming third-party accredited, and that it continues its investment by focusing on reaccreditation.



We're proud to have achieved the accreditation, but equally important is our clients' ability to witness the physical manifestation of what we're doing. It's more than a sticker on the door.



What was involved in achieving this accreditation?

The LVCVA and the Las Vegas Convention Center have always had comprehensive operating procedures and training programs in place related to the cleaning and sanitization of our building. As we approached the accreditation process, our goal was twofold — to pull these operating procedures together in one place and to ensure they were relevant enough to combat the virus effectively. The GBAC STAR process provided an opportunity to review and renew those procedures. Our brand new West Hall also became part of the process with construction wrapping in January 2021 and opening with the World of

Concrete show in June 2021. Over the spring, we developed and fine-tuned operating procedures for the new building as well as our legacy campus.

How do you employ GBAC STAR accreditation to reassure patrons that the Las Vegas Convention Center is going above and beyond to ensure their safety?

We created what we call our GBAC STAR Facility FAQs, which are posted on our “Vegas Means Business” website. It explains the accreditation, its significance, what the components represent and outlines the steps we’re taking to ensure compliance. We’re proud to have achieved the accreditation, but equally important is our

clients' ability to witness the physical manifestation of what we're doing. It's more than a sticker on the door. They see our facility custodial staff cleaning and regularly sanitizing. They utilize the hand sanitizers throughout the space. They see us completing our electro-static spraying. We lead with the accreditation, but we follow very closely with action. Our folks walk the walk.

What would you share with those debating GBAC STAR accreditation?

An increasing number of our clients are aware of the accreditation and ask about it. The GBAC STAR accreditation has gone beyond being a differentiator. Now, if you'll pardon the Las Vegas



pun, it's table stakes. I speak with my colleagues in the industry regularly. They all have significantly enhanced their cleaning and sanitation processes. They have done everything they can, whether it's improving air quality, regularly sanitizing high-touch surfaces or more, to ensure the safety

of their facilities. I view obtaining the accreditation as a means of validating those efforts in the eyes of clients.

What are the key messages you want readers to remember about this article?

First, the event industry is coming back. There's no question that pent-up

demand for face-to-face meetings and in-person connections is bringing our industry back. Since June, the LVCC has hosted many gatherings, but the recent announcement of the U.S. international border reopening will greatly impact that return. Many of the shows have international attendees and exhibitors, and that element was missing due to the pandemic. Secondly, the process of accreditation is a beneficial process as you review and revise procedures and policies. It's codifying your document management process. Increasingly, we see that our clients appreciate that we've taken these measures to ensure the safety of their events. GBAC STAR accreditation is a worthwhile investment and a good value, particularly in the eyes of clients. ★

Rolling out Stars for Registered Technology and Programs

The GBAC STAR™ Registered Technology and Registered Programs just wrapped its BETA testing, and the companies approved to be registered will be announced in October. During the BETA test, administrative steps and the registration process were explored with these companies, and their feedback for improvements was gathered.



Sydney Schauer
GBAC Analyst

GBAC STAR Registered Technology and Registered Programs allows companies to demonstrate how their technology or program aligns with GBAC STAR Accreditation and sets out specific requirements for manufacturers to register their equipment, products, programs and more with GBAC. The GBAC Scientific Advisory Board verifies each program or technology before it is registered. Achieving the registration is limited to only segments that are marketed and commercially available.

GBAC STAR Report talked about this offering with Patty Olinger, Executive Director, GBAC, and Sydney Schauer, GBAC Analyst.

What learnings did you come away with from this launch to improve the program for the future?

Olinger: From a logistics standpoint, we discovered that a cycle or scheduled review cycle was needed to help companies keep track of their progress in the program. It helps everyone that is involved in process.

Schauer: The scheduled review cycle for submitted applications will help companies know when their application

will be reviewed and allows for the GBAC Scientific Advisory Board to do a thorough assessment and present to the GBAC team internally on their findings.

How are companies using this designation?

Schauer: Our first group of GBAC Registered Technologies and Programs will be announced in October and included on the GBAC website. They can take advantage of expanded marketing outreach, access to referrals and trainings in our GBAC Academy.

What are the next steps in this effort?

Olinger: We are receiving more interest every day from companies with a program or technology that potentially would fit into the program. We're also hearing from our GBAC STAR Community going through reaccreditation or our "New STARS" that are going through accreditation. An example of the importance of this achievement is that a GBAC STAR Registered Program will demonstrate where within the GBAC STAR 20 Elements they can assist or support the facilities or service providers accreditation.

We are planning many activities around this effort to be shared at the ISSA North America Show, November 15-18 at the new West Hall at the Las Vegas Convention Center. We will highlight our GBAC Registered Technologies and Programs at the show as well as hold informational sessions and face-to-face discussions.

How to Start the Process

To begin the GBAC Registered Technologies and Programs process, visit <https://gbac.issa.com/gbac-star-registered-programs/> to learn who is eligible, what it means to be registered

and application fees. To begin the process, companies must complete the interest form from the website. An email will be sent to the applicant.

From that email, GBAC will begin a consultation to learn about a customer's product or technology to determine if it fits the program standards and requirements. After receiving a registration link, customers will be prompted to pay the one-time registration fee and upload their documents. The documents must all be uploaded at once so it is important to make sure you have all documentation accessible before paying the registration fee. When the final submission is made, the packet goes to the GBAC Scientific Advisory Board, which requires a four- to six-week period of assessment. This internal team will discuss the assessment from the documents provided and schedule a conference call with the customer for additional comments, and determine if the product or program can be registered. ☆

Where Do We Stand

GBAC STAR Facility Reaccreditation

GBAC STAR Community Reaccreditation is an annual process that builds on an initial accreditation to ensure those facilities continue to evolve, improve and advance with the performance-based GBAC STAR program elements. More than 4,000 facilities make up the GBAC STAR Community and many are in the process of reaccreditation, while others are initially becoming accredited.

GBAC Star Community

As of September 15, 2021

73% of facilities committed to reaccreditation

38 facilities reaccredited

To learn more about this process, contact GBAC Sales at <https://gbac.issa.com/contact>.



Knowledge is the Best Defense

Infectious Disease Awareness in the Workplace: Covid 19 Considerations

The COVID-19 pandemic has forced businesses and organizations to reconsider and reconstruct long-established cleaning and disinfecting procedures. Anyone, including colleagues, vendors, students, co-workers or customers, can carry an infectious disease into the work or school environment, and negatively impact the well-being of the work environment. This risk heightens the need to protect our various stakeholders with improved hygienic cleaning and infection prevention with a workforce that is highly trained.

The Global Biorisk Advisory Council™ (GBAC), a division of ISSA, will be launching a new course in the GBAC Academy in October called Infectious Disease Awareness in the Workplace: Covid-19 Considerations. It will help ensure businesses and organizations and their frontline workers understand the basics of infectious diseases, with a special emphasis on COVID-19, and how to mitigate infectious diseases in the workplace.

“The Infectious Disease Awareness in the Workplace course will cover how infectious diseases spread and make people sick. From there, we’ll discuss the chain of infection and the importance of breaking that chain,” Melissa Wernersbach, GBAC Academy Education Manager, GBAC, said. “We’ll

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Melissa Wernersbach
GBAC Academy
Education Manager

also explore the importance of an infectious disease or communicable disease prevention programs in the workplace and how it will not

only help with mitigation or prevention plans to stop the spread of infectious diseases like COVID-19 in the workplace but also how it may help with regulatory compliance."

According to Wernersbach also included in the 30-minute course will be risk assessment, hierarchy of control, personal protective equipment or PPE and many more areas.

While COVID-19 has been in the forefront of prevention discussions, more common diseases such as influenza, pertussis, tuberculosis and more affect millions of people every year and can quickly spread through an organization. In a matter of hours, one sick worker can potentially pass an illness to dozens or even hundreds of people. It happens through direct and indirect contact, droplets or airborne transmission. Educating frontline workers, such as cleaning professionals, can assist in halting the spread of these diseases throughout the workplace. Training and education is a critical and necessary step.

"The goal of this course is to help facilities prepare and provide their staff with education and training for infectious disease prevention and containment," Wernersbach said. "In addition, the training will provide education and learnings to understand the importance of risk assessments and a layered response protocol to protect customers, visitors, employees and the community at-large."

The course is scheduled for release in October of 2021. Once released, you can purchase this course by visiting www.gbacademy.com. Stay tuned to the GBAC Academy for more details. ★

Unique pieces to proclaim your achievement of GBAC STAR™ accreditation to visitors, customers, competitors and employees are always available at the GBAC STAR Store. This is the one-stop shop for GBAC STAR products, including wall plaques, door decals and much more. New items are regularly added so it makes sense to browse and fill your cart often at the GBAC STAR Store.

Why Shop With Us?

The store is the only place to find GBAC STAR items. We are passionate about helping facilities make the most of their facility accreditation and share their success with their employees, customers and visitors. And we pride ourselves on partnering with organizations to create unique products that meet their needs.

Bulk Orders Are Welcome

Special pricing is available for bulk orders. Contact dpetrulakis@lakecountypress.com for details.

Missing Something

If you don't see what you're looking for in the store, we can create custom orders.

Already Reaccredited? Purchase More Updated Decals

If you are a facility that has achieved reaccreditation, be sure to stock up on updated GBAC STAR decals.

Get Started

Create an account today to browse products. Order fulfillment is limited to GBAC STAR Accredited Facilities or Service Providers. Please have your Accreditation ID number (found on the certificate) ready to place your order.

Proudly and easily communicate the news of your impressive achievement by displaying the GBAC STAR to your customers, competitors, vendors and staff by purchasing from the GBAC STAR Store. Visit <https://gbac.lcpstore.com/> ★

GBAC[®] tv

Topics to Keep You Informed

Staying up to date with strategic information for your company or organization can be difficult, with so many sources of material and so little time to consume them. It makes good business sense for you and your team to devote time to watch BioTalk, a production of GBACtv, a webcast series produced by the Global Biorisk Advisory Council™ (GBAC), a Division of ISSA, and ISSA Media.

GBACtv is a multimedia webcast resource that delivers its own essential programming, as well as other unique GBAC-related content to the global cleaning industry and professionals involved in infection prevention and control.

With educational content and on-demand access, GBACtv speaks to the issues that affect people and



human health to ensure the cleaning industry is up to date on cleaning and disinfection guidance, protocols, updates and more. Topics include sharing learnings on how huge stadiums achieved GBAC Star accreditation to ensure the safety of mass gatherings; conversations on how the Delta variant is exploiting weakness in society to ensure rapid increases; sharing experiences with air quality considerations and so much more. New topics are added regularly. All episodes of BioTalk are available at <https://gbac.issa.com/media/gbactv/>. ★

GBAC Audits and Inspections Workshop Featured at ISSA

Patricia Olinger, Executive Director, Global Biorisk Advisory Council™ (GBAC), a division of ISSA, is presenting a two-hour workshop on Audits and Inspections on Sunday, November 14 during the 2021 ISSA Show North America, set for November 15-18 at the Las Vegas Convention Center West Hall, a GBAC STAR-accredited facility.



Patricia (Patty) Olinger
Executive Director, GBAC

GBAC will be spotlighted with a huge educational leadership role at the show, which offers an impressive conference program featuring over 100 education sessions, workshops, panels, training and certification courses over four days. The ISSA Show North America is one week when the entire professional cleaning industry comes together to learn and do business.

During her workshop, Olinger will review the fundamentals of developing an audit and inspection program to strengthen a company through a continuous improvement cycle. “My workshop will be a two-hour dive into the world of audits and inspections,” Olinger said. “I’ll work with attendees to eliminate fear and foster collaboration and accountability with a comprehensive audit and inspection program that aligns compliance with your internal processes and procedures.”

“The ISSA Show North America is a wonderful opportunity to engage in webinars, education and exhibits and network with other industry influencers because it’s the leading resource for information, education, innovation, networking and commercial opportunities for firms within the worldwide cleaning industry,” Melissa Wernersbach, GBAC Academy Education Manager, GBAC, said. “ISSA Show North America is a great place for leaders to come together and exchange knowledge about cutting-edge technology, solutions and what they’ve done to push forward, especially during the pandemic. It’s also an excellent opportunity to shine as a GBAC accredited

facility, service provider, or registered program or registered technology.”

Joining Olinger from the GBAC roster of directors will be some of the world’s foremost authorities and subject-matter experts on infectious disease prevention as they lead various learning sessions:

- **Dr. Gavin Macgregor-Skinner**, Senior Director, GBAC
- **Dr. John Lowe**, Associate Professor of Environmental, Agricultural and Occupational Health, University of Nebraska Medical Center College of Public Health
- **Dr. Stefan Wagener**, Executive Director and Founder, Biorisk International
- **Dr. Paul Meechan**, Senior Advisor for Laboratory Safety, Office of Laboratory Science and Safety, Centers for Disease Control and Prevention.

Not only will attendees enjoy educational opportunities, but Wernersbach notes they will have the chance to talk face-to-face with GBAC leadership and other industry influencers from across the globe. Also, more than 160,000 net square feet of show floor space, reflecting \$4.1 billion in buying power, will be occupied with booths and exhibits from all industry segments to encourage attendees to do business, gather information and find solutions to better manage commercial and residential cleaning operations.

“Ultimately, ISSA Show North America increases the appreciation for cleaning and the investment in human health,” Wernersbach said. “It’s an opportunity to push education out to make sure people in the industry have access to many different resources from all segments of the globe at their fingertips.”

The time to register is now for the ISSA Show North America as spaces are filling up fast, especially for Olinger’s workshop. Options for registration include Expo-only pass (valid November 16-18), All-access pass (valid November 15-18) and options to add onto your registration with workshops and networking events. Fees are based on current ISSA membership standing as well as company type.

To learn more about the ISSA Show North America and to register your attendance, visit www.issashow.com. ★

Looking Ahead

Sign Up Now for GBAC STAR Bootcamp

The next session of the GBAC STAR Virtual Bootcamp is set to be held from 2-4 p.m. EDT, October 25 and 26. Only 100 participants are allowed each month for the Virtual Bootcamp and signing up early is highly encouraged. This course is a two-day digital briefing that reviews the accreditation process and takes a deep dive into the 20 elements, with an extensive opportunity for questions and answers. The course readies clients for the task of gathering their documents for accreditation. To learn more about GBAC STAR Virtual Bootcamp and register, visit <https://bit.ly/GBAC-Bootcamp-October>.

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The Chain of Infection

Join Dr. Stefan Wagener, GBAC Scientific Advisor, as he gives an in-depth webinar on “The Chain of Infection.” To understand infectious disease prevention in the workplace, you must understand the chain of infection, and more importantly, how to break it. Join us LIVE for an hour on October 27 at 12 p.m. CDT.

GBAC STAR Community: Free
(email gbcacademy@issa.com for a coupon code to use at checkout)

ISSA Members: Free
(email gbcacademy@issa.com for a coupon code to use at checkout)

To register, visit
<https://bit.ly/gbac-infection>



GBAC STAR

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