



IACC Guide

Employee & Guest Health

The following guide is compiled using a number of sources, including papers produced by authorities, procedures taken by public establishments and venues. IACC has sought the opinions of a number of industry colleagues evaluating the impact on conferences, meetings, training and corporate events.

This guide **is not** an IACC endorsed standard for considering the measures to be put in place to protect employee and attendee/guest health.

All 400 IACC venues located in 26 countries they operate in, will be given specific trading conditions by governmental and healthcare bodies which will vary.

The objective of this guide is to outline a number of measures that might be put in place to reduce risk of infection to individuals.

IACC strongly recommends that any operating standards are reviewed with the appropriate regulatory bodies in their region.

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Employee & Guest Health

The health and safety of employees and guests is the number one priority.

Thermal Cameras. Points of entry could be limited to allow security teams to conduct non-invasive temperature checks using thermal cameras. Anyone displaying a temperature over 100.0°F (1) would need to be taken to a private area for a secondary temporal temperature screening. Employees or guests confirmed to have a temperature over 100.0°F would not be allowed entry to the property and will be directed towards appropriate medical care.

(1) <https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

Physical Distancing. Guests would be advised to practice physical distancing by standing at least 6.56feet/2metres away from other groups of people not traveling with them while standing in lines, using elevators/lifts or moving around the property. Restaurant tables and other physical layouts would be arranged to ensure appropriate distancing. Employees reminded not to touch their faces and to practice physical distancing by standing at least 6.56feet/2metres away from guests and other employees whenever possible. All property outlets should comply with, or exceed, national/local/state mandated occupancy limits.

Hand Sanitation. Hand sanitation dispensers, touchless whenever possible, to be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobby/reception, restaurant entrances, meeting and conference spaces, elevator/lift landings, pools, salons and exercise areas. Hand lotion provided in guest rooms and throughout the back of house (in touchless dispensers) for employees.

Front of the House Signage. There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks. Electronic signs will also be used for messaging and communication.

Back of the House Signage. Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

Employee & Guest Health Concerns. Employees been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the appropriate Health Officials. Be ready to provide support to guests. Employees instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a co-worker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property to be instructed to immediately notify their manager (employees) or venue security (guests).

Case Notification. If alerted to a presumptive case of COVID-19 at the venue, work with the appropriate health authority to follow the appropriate actions recommended by it.

Employee's Responsibilities

Employees are vital for an effective sanitation and health program.

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. Employees instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

COVID-19 Training. All employees to receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security.

Personal Protective Equipment (PPE). Appropriate PPE to be worn by all employees based on their role and responsibilities and in adherence to governmental or health regulations and guidance. Training on how to properly use and dispose of all PPE is mandatory.

Consideration: Every employee entering the venue provided a mask and required to wear that mask while on property. Gloves provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

Daily Pre-Shift & Timekeeping. Employee pre-shift meetings could be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments stagger employee arrival times to reduce traffic volume in back of house corridors and service areas. Hand sanitizer available at each timeclock location and employees required to sanitize their hands after clocking in. Management team to ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

The Guest Journey

Guest Arrival

Visitors will be screened and asked to use hand sanitizer. Appropriate signage to be prominently displayed outlining proper mask usage (if required by health authorities) and current physical distancing practices in use venue.

a) Guest Arrival Car, Taxi or Ride Share

- Guests will enter the venue doors that are either propped open, are automated or manually operated by an employee.
- Employees will not open the doors of cars or taxis.
- Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted.
- Valet services may be suspended.

Hotel Guest Elevators/Lifts

- a) Employee present to sanitize the button panels at regular intervals, at least once per hour.
- b) Signage posted to explain the current procedures.
- c) No more than ** guests permitted per elevator/lift.

Guest Sanitation Amenities

- a) Each guest/attendee may receive an amenity bag during check-in containing PPE (masks, hand sanitizer etc.) and a COVID-19 awareness card.
- b) A spray bottle of sanitizer or wipes provided in each room for guest use (subject to availability and stored out of reach of small children).

Public Spaces and Communal Areas

The frequency of cleaning and sanitizing increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, gym equipment, dining surfaces and seating areas.

Guest Rooms

Industry leading cleaning and sanitizing protocols used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, toilet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

Laundry. All bed linen and laundry changed daily and continue to be washed at a high temperature and in accordance with regulatory guidelines. Dirty linen bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

Back of the House. The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums, Employee Relations service desks and training classrooms.

Shared Equipment. Shared tools and equipment sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the property. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) to be discontinued.

Room Recovery Protocol. In the event of presumptive case of COVID-19 the guest's room to be removed from service and quarantined. The guest room not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room to only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert and approval by the appropriate regulatory body.

Air Filter and HVAC Cleaning. The frequency of air filter replacement and HVAC system cleaning increased and fresh air exchange to be maximized.

Locations for the Distribution of Personal Protection Equipment (PPE)

Front of the House

All Property Entrances & Exits
Registration & Concierge
Housekeeping

Back of the House

Employee Entrances
Department Specific Locations
Including Kitchens, Security
Podiums

Physical Distancing

Meet or exceed regulatory and health authority guidelines on proper physical distancing.

Queuing. Any area where attendees, guests or employees' queue to be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator/lift lobbies, coffee shops and casual dining and taxi lines.

Hotel/Venue Front Desk, Business Center and Concierge. Agents staff every other workstation to ensure separation between employees whenever possible.

Restaurants and Bars. Restaurants and bars to reduce seating capacities to allow for a minimum of 6.6ft/2m between each seated group/party of guests.

Meeting and Conference Spaces. Meeting and banquet set-up arrangements will allow for physical distancing between attendees in all meetings and events based on governmental and health recommendations.

Retail Spaces. In coordination with our retail partners and tenants, guest occupancy limits will be enforced to allow for appropriate distancing at our owned and leased retail spaces.

Pools. Pool seating will be configured to allow for at least 6.6ft/2m of separation between groups of guests.

Back of the House. Physical distancing protocols to be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces, the employee services windows and other high-density areas in order to ensure appropriate distancing between employees.

ENTRY SCREENING & CASE REPORTING PROTOCOLS

Entry Screening

Non-invasive thermal cameras placed at each entry point to the property. Any person displaying a cough, shortness of breath or other known symptoms of COVID-19 or a temperature above 100.0°F will be discreetly offered a secondary screening.

Secondary Screening

The visitor displaying an elevated temperature be escorted to a designated, private and isolated area and provided with PPE.

Security Officer using appropriate PPE (including a surgical mask and eye protection) and a temporal thermometer will record a second temperature.

If the visitor refuses the secondary reading, they will be denied entry to the property and provided a COVID-19 information card.

Visitors with Elevated Temperature

**See additional procedures below for current hotel guests

If the secondary reading confirms that the visitor has a temperature above 100.0°F, the visitor will be denied entry** to the property and be directed towards medical care and provided with resources and recommendations based on governmental and health authority guidelines.

Security Officer collects basic visitor information including name, names of room shares and close contact guests in their traveling party and ID (i.e. driver's license or employee ID). The Supervisor then make initial observations for the known symptoms of COVID-19 including cough, fever and shortness of breath.

If a visitor refuses to provide information or cooperate with Security, the visitor will be denied entry to the property.

Health Authority Reporting

The Security Supervisor handling the case immediately notify the necessary Health Authority and advise the operator that there is a possible case of COVID-19.

Inform the authority if the visitor is requesting medical care or refusing to cooperate and leaving the property.

In-House Hotel Guests

If a current hotel guest is deemed to have an elevated temperature, and not in medical distress, the guest be offered the opportunity to return to their room and gather their belongings before transportation is arranged.

If a guest requests to return to their room:

Security be called to escort the guest for the remainder of the process.

The guest be provided appropriate PPE (if not already wearing) and escorted directly to their room.

Security control the elevator to ensure no other visitors use the same cabin.

Security notify housekeeping and the elevator will be returned to service only after properly sanitized.

Security notify the Manager on Duty to pin the room and not permit access until medical clearance is given and/or the room is properly sanitized.

If the guest does not return to their room:

Security notify the Hotel Manager on Duty to pin the room and not permit access until proper medical clearance is given and/or the room is properly sanitized.

The guest's belongings remain in the room until security can arrange for the safe removal and storage of the belongings.

Hotel Management determine the best course of action to handle the outstanding folio on a case by case basis.

Guests who have previously displayed an elevated temperature, not allowed to return to the venue until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in).

If the Guest with an elevated temperature is sharing the room or has had close contact with other visitors:

Security will determine room shares and close contact guests traveling with the elevated temperature guest. The full protocol will be followed beginning with a secondary screening for all close contacts.

Follow health authority guidance on required isolation or quarantine procedures for close contacts as appropriate.

If a room is being used for self-isolation security inform management and local health authority guidelines will be followed for all additional contact with the guest and service to the room.

Transportation

If the visitor has their own vehicle the visitor may leave in their own vehicle.

If the visitor does not have their own vehicle an ambulance will be called to transport the person to the appropriate medical care facility as directed by local health authorities.

Visitors who are displaying the symptoms of COVID-19 not to be directed to use public transportation, taxis, Uber, Lyft or other shared transportation options.

Internal Reporting

Security notify management to prepare an incident report.

Report submitted to the general manager.

At a minimum, the incident report to include the visitor name, identification information, room number (if applicable), if the temperature reading(s) was above 100.0°F and if the visitor was transported for medical care.

The incident report will be updated as new information is available and when/if the visitor returns to property.