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IACC Guide

Entry Screening & Case Reporting

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.

Mark Cooper
CEO, IACC

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Entry Screening and 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.