



COVID-19

COLORADO SAFE

Meetings + Events

DestinationColorado.com/safe-meetings



**DESTINATION
COLORADO**
A great state for meetings... naturally.

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COLORADO SAFE

Meetings + Events

People's expectations of normal have changed and comfort levels are different for everyone.

MOVING FORWARD will require thoughtful **PLANNING**, enhanced **COMMUNICATIONS** and **INGENUITY**.

WE'RE HERE TO HELP.

THOUGHTFUL PLANNING

- ☑ From RFPs and site visits through arrival and execution, the details of each meeting and event are more important than ever. Developing your protocols and guidelines in advance will make the planning process more productive and safer for everyone involved. The process needs to be inclusive of planners and hotel/lodging partners as well as all vendors involved, including DMCs, transportation, decor, audio/visual, gifting and entertainment.

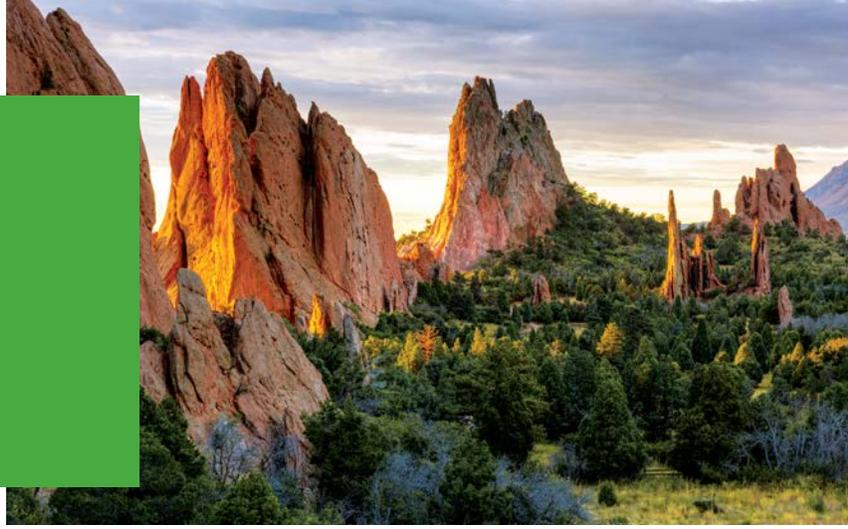
ENHANCED COMMUNICATIONS

- ☑ We are all in this together, and addressing the expectations and responsibilities of all parties will help everyone feel more comfortable. While hotel and lodging properties are going above and beyond to provide enhanced procedures for cleaning, distancing and service offerings, planners and attendees have responsibilities as well — to monitor health indicators and adhere to the Commitments of Containment. These expectations and responsibilities should be part of the dialogue throughout the planning process.

INDUSTRY INGENUITY

- ☑ The meetings and events Industry is resilient and resourceful above all else. Embedded in these times of change and challenge is the opportunity to innovate and rise above what has come before. Let's work together to come together — safely, responsibly and creatively.

PLANNING RESOURCES



Limited vaccine available to healthcare workers, highest risk. Roughly 35 days from first dose to expected immunity.

General population may start to have access to vaccine between April and the end of the summer, depending on how many vaccines are approved and how many we receive. Roughly 35 days from first dose to expected immunity.

	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST
		ORANGE LEVEL	YELLOW LEVEL		BLUE LEVEL	GREEN LEVEL		
INDOOR EVENTS		50%, 25 indoors	50%, 100 indoors		50%, 175 indoors	50%, 500		 <p>Increasing capacity throughout the summer and gradual return to "normal" event levels with appropriate precautions based on the underlying data and epidemiology trends.</p>
INDOOR CERTIFIED EVENTS		50%, 100 indoors	50%, 175 indoors		50%, 275 indoors	50%, 500		
OUTDOOR EVENTS		50%, 75 outdoors	50%, 175 outdoors		50%, 250 outdoors	50%, 500		
OUTDOOR CERTIFIED EVENTS		50%, 175 outdoors	50%, 250 outdoors		50%, 500 outdoors	50%, 500		

*These are educated guesses as to what stage the majority of Colorado counties may be at during these time periods. The impact on event capacities is subject to change at any point in time. Specific capacities may increase or not, faster or slower, on underlying pandemic trends.

In addition to these standards, hotel and lodging properties are also implementing additional protocols such as the American Hotel & Lodging Association's [Safe Stay](#) initiative and/or the Global Biorisk Advisory Council [STAR Accreditation Program](#).

MORE RESOURCES

Colorado's [COVID-19 website](#)

[Colorado's COVID-19 Status Dial](#)

[Center for Disease Control](#)

[Colorado Department of Public Health](#)

[Local County Health Departments](#)

[Colorado Hotel & Lodging Association](#)

[DestinationColorado.com/safe-meetings](#) (statewide meetings guidelines)



PLANNING CONSIDERATIONS



Collaboration, creativity and cooperation will play an even larger role in the planning process while keeping health and safety as the primary focus.

Pre-meeting planning discussions and virtual site inspections should be encouraged to kick off the planning process and evaluate formats, enhanced services and client experiences that ensure a safe and successful meeting or event.

INCLUDE:

- ✓ Be educated about federal, state and local health and safety regulations and/or guidance, as well as any hotel rules that may also apply.
- ✓ Pre-event communications with attendees to inform and set expectations and responsibilities.
- ✓ Registration:
 - Advance electronic registration
 - Mobile check-in, where applicable
 - Larger areas and expanded timelines for on-site registration to allow spacing
- ✓ Moderating traffic flow by staggering start/break times.
- ✓ Longer break times:
 - For hotels and venues to refresh and clean meeting rooms between sessions
 - For guests to go to their guest rooms for restroom breaks
- ✓ Leveraging technology for hybrid meetings.
- ✓ Utilization of multiple meeting rooms for a single meeting with technology to ensure physical distancing.
- ✓ Encouraging the same seating over multiple days.
- ✓ Rotating presenters/speakers to limit attendee movement.
- ✓ Non-contact, contact-light interactions.

ARRIVAL CONSIDERATIONS



While pre-registration is always recommended, there might also be a need for on-site registration and/or a check-in process. Registration should be viewed as another opportunity for a first impression, so the priority should be on social distancing and, as much as possible, a contactless experience.

CONSIDERATIONS INCLUDE:

- ☑ Screening protocols (such as temperature and/or symptom screenings) when attendees register for the event and for each day thereafter
 - Make informational materials available on COVID-19, and be ready to provide the proper contact information (to local public-health authorities, for example) if symptoms develop or if an attendee learns of close contact so prompt remedial actions can be taken to contain the risk.
- ☑ Face coverings required of all guests, vendors and employees throughout the registration process, as well as during the meeting/event, with limited exceptions in accordance with local health orders
- ☑ Registration desks, kiosks or tables arranged one person per 6 feet
- ☑ Staggered registration hours
- ☑ Similar to the front-desk set up:
 - Utilize transparent barriers such as plastic dividers.
 - Encourage electronic options when possible (using personal smartphones or tablets).
 - Have stanchions, where appropriate and when needed.
 - Use floor signs/clings for physical distancing.
 - Over-communicate with signage.
 - Provide hand sanitizer for both employees and attendees as needed.
- ☑ Distributing registration materials in advance of the meeting/event
- ☑ Limited single-use materials such as name tags and other registration materials where practical
- ☑ Placement of meeting materials at attendees' seats prior to arrival
- ☑ A strategy, in consultation with planners, clients and customers, to capture attendee contact information for potential contract tracing

CLEANING PROTOCOLS



Specific cleaning and disinfecting protocols are required by the Colorado Department of Public Health & Environment's COVID-19 guidance, modeled after CDC and EPA guidelines.

CONSIDERATIONS INCLUDE:

- ✔ Meeting-room tables and chairs cleaned and sanitized prior to each new setup
- ✔ Service equipment, frequently touched common surfaces and high-touch areas sanitized or disinfected during the event and after each use
- ✔ All food-service equipment, for serving hot and cold plates, belts and hot boxes washed and sanitized before and after use
- ✔ Hand-sanitizer stations throughout the space and placed at entrances and exits
- ✔ Strict adherence to wearing gloves (no-barehand protocol) when setting up tables and preparing all attendee touchpoints (e.g. glassware, roll-ups, etc.) and when refreshing event areas and meeting rooms
- ✔ Increased cleaning schedules for common areas and high-contact touchpoints such as doors, escalator railings and elevators
- ✔ Linens replaced after each use and cleaned per CDC guidelines
- ✔ Where practical, doors and windows open
- ✔ For restrooms:
 - Adjust protocols for cleaning and spacing of meeting room restrooms.
 - Guide guests in adhering to physical distancing protocols for restroom capacities.
 - Increase cleaning and sanitation throughout the event and after heavy break use.

MEETING PROTOCOLS



Physical distancing along with reduced contact and wearing masks are critical to safely hosting meetings and events. Signage, physical barriers and managing amenities are equally important.

CONSIDERATIONS INCLUDE:

- ✓ Directional signage for attendees, adhering to physical distancing protocols
- ✓ Branded floor signs or clings
 - Especially helpful for directional guidance
 - Designate entrances and exits
- ✓ Limiting traffic to one direction and establishing transparent barriers where physical distancing may be challenging
- ✓ Signage at elevators
- ✓ Discontinuing coat checks and other amenities that require increased contact
- ✓ Manage capacity in meeting and event areas via technology, visible cues such as wristbands and badges, or physical controls such as secure entry and exit points
- ✓ For exhibits:
 - Limit the number of people allowed to enter exhibit areas.
 - Provide hand sanitizer in exhibit areas, including at entrances and exits.
 - Utilize floor signs or clings, and designate one-way traffic flow.
 - Frequently clean repeatedly touched surfaces.
 - Guidance for giveaways to allow physical distancing.
- ✓ Adjusting floorplans by evaluating capacities to allow for physical distancing
- ✓ Adjusting capacities to meet county guidelines as they evolve.
 - Floorplans should allow for stanchions, effective queuing and proper ingress/egress routes.
- ✓ Outdoor activities:
 - Consider outdoor meetings whenever possible.
 - Outdoor areas can provide additional spacing during breaks.
- ✓ Allowing for meeting and event setup/design that can be open to the outside
- ✓ Physically distancing speakers' and presenters' stage areas appropriately

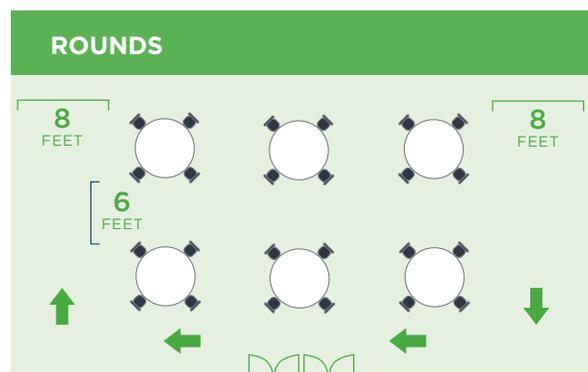
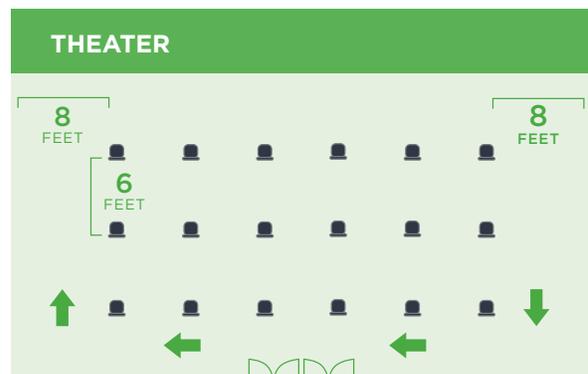
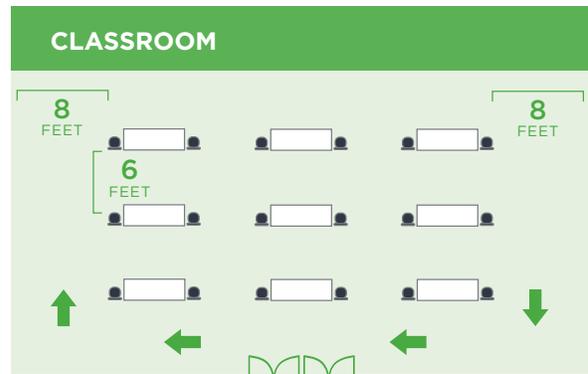


☑ Physically distancing (6 feet of spacing) specific floorplans, which should always take into consideration between attendees:

- Classroom:
 - ⊙ One person per 6-foot table or two people, if seating is at opposite sides of the table
 - ⊙ 6 feet between the front and back of each chair
 - ⊙ Minimum of 8-foot circulation areas
 - ⊙ Attendees face the same direction
- Theater:
 - ⊙ One chair per 6 feet of seating
 - ⊙ Minimum of 8-foot circulation areas
 - ⊙ Attendees face the same direction
- Rounds:
 - ⊙ 6-foot rounds and four chairs per round
 - ⊙ 6-foot aisles between chairs
 - ⊙ Minimum of 8-foot circulation areas

☑ Meeting room refreshers and amenities:

- Guests are recommended to stay in the same areas during refreshers.
- Attendee seating remains constant/assigned — sitting in the same location for each session.
- For break-out sessions, moving speakers/presenters instead of attendees.
- Multiuse items, such as notepads, pens and candies, that are individually wrapped and presented or discontinued.
- Individual meeting-attendee-amenity bags placed at seats.
- Conference-room settings that include new or single-use items.



FOOD-SERVICE CONSIDERATIONS



Enjoy the same high-quality food and beverage selections and world-class service with new practices and protocols to allow for proper physical distancing and reduce overall contact.

CONSIDERATIONS INCLUDE:

- ✔ Attendant-served individually plated meals
 - Discontinue pre-setting food, beverages or condiments.
 - Plated items remain covered until service.
 - All cutlery provided via flatware rollup or sealed individual plasticware.
 - Discontinue communal food and beverage, including water pitchers on tables.
 - ⦿ Beverages are served tableside.
 - Side stations that are for clean/fresh items only and protected between servings.
 - Plan for longer meal times and consider multiple assigned meal times.
- ✔ Adding floor signs/clings to promote physical distancing where a line may develop
- ✔ Attendant-served receptions and/or breaks:
 - Beverage services that require an attendant.
 - Food service options that include single- or double-sided access (served only):
 - ⦿ 6-foot barriers in front of food displays
 - ⦿ One-way traffic flow
- ✔ Serving single-use, individually sealed food and beverage items, as practical
 - Encourage pre-packaged and preset menu options.
 - Set up stanchions or other barriers to ensure physical distancing.
- ✔ Water stations in event and/or exhibit areas (with an attendant), as appropriate
 - Single-use water containers only
- ✔ Beverage stations (including bars) that require a server
 - 6-foot barriers at beverage stations.
 - One server per 6-foot area.
 - One separate table for completed beverages.
 - ⦿ Prepared beverages should be placed on a separate surface.
 - ⦿ Surface to be cleaned frequently.
 - Focus on use of canned/pre-batched cocktails and bottled wines.
 - Focus on bottled juice mixers instead of sliced bar fruit/garnishes.
 - Packaged sustainable straws and stir sticks as needed.

If possible, consider offering non-cash or contactless transactions, including room charges, to reduce contact levels for any food and beverage service requiring payment.

VENDOR/ CONTRACTOR CONSIDERATIONS



Vendor and contractor partners will follow all screening, mask and distancing protocols as well as follow guidelines concerning general hygiene and disinfecting equipment between uses.

CONSIDERATIONS INCLUDE:

- ✓ Requiring any vendors or contractors, such as technology, audio-visual and business-center service providers (and any other contracted service provider), to establish and communicate new protocols.
- ✓ Vendors/contractors will:
 - Follow all mandated CDC, federal, state and local guidelines and/or restrictions for services, including daily-health-screening requirements.
 - Follow hotel/venue guidelines.
 - Vendors are required to wear PPE while on property.
 - All equipment is to be sanitized before entering hotel/venue.
 - Where feasible, not having high-touch equipment be shared. If shared, high-touch equipment such as microphones, clickers/ slide advancers, laptop computers and podiums disinfected after each speaker and session and on a daily basis.
 - All rented furniture or equipment properly sanitized after installation and prior to use.



COVID-19 PREVENTION TIPS



Stay home if sick and implement process of pre-screening for symptoms.



Wash hands thoroughly and frequently with soap and water or use hand sanitizer (minimum 60% alcohol).



Maintain social distancing of at least 6 feet.



Mask up.



Inform guests and staff on the importance of COVID-19 prevention measures.



Increased frequency of cleaning and sanitizing in all public spaces with an emphasis on frequent-contact surfaces.

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