



Interim Guidance for Meeting Rooms and Event Spaces (October 2, 2020)

Guidelines for Meeting Room and Event Spaces: Any scenario in which many people gather together poses a risk for COVID-19 transmission. All businesses and agencies where groups of people gather in an enclosed space should create and implement a plan to minimize the opportunity for COVID-19 transmission at their facility. The guidance below will help hotels and convention centers and other settings with meeting rooms and event spaces to reduce the spread of COVID-19 in their communities.

This guidance covers the following topics:

- Social Distancing and Minimizing Exposure
- Cloth Face Coverings
- Cleaning and Hygiene
- Monitoring for Symptoms
- Protecting Vulnerable Populations
- Combatting Misinformation
- Water and Ventilation Systems
- Additional Resources

Social Distancing and Minimizing Exposure

[Social distancing](#) is one of the only tools we currently have to decrease the spread of COVID-19. Social distancing (“physical distancing”) means keeping space between yourself and other people outside of your home. Stay at least 6 feet (about 2 arms’ length) from other people; do not gather in groups; stay out of crowded places and avoid mass gatherings. Phase 3 includes several requirements and recommendations to support social distancing in spaces where the public may gather.

Meeting Rooms and Event Spaces are **required** to:

- Limit occupancy per room to 100 people, or 30% of fire capacity, whichever is less. (If there is not a fire capacity number for the room, limit occupancy to 100 people, or 7 people per 1,000 square feet, whichever is less.)
 - Workers and any other support staff do not count toward this capacity limit.
- Limit to seated events only.
 - Each group of guests must be seated to achieve at least 6-foot separation between each group of guests in all directions.
 - Guests must remain at their seats except to enter, leave, visit the restroom, and obtain food or drink.
 - Do not allow standing receptions, events or cocktail hours.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

- Clearly provide 6 feet floor markings in waiting areas, check-out lines, and other areas where people may congregate or wait.
- Follow the [DHHS Interim Guidance for Restaurants](#) for reopening restaurants.
- Post the reduced “Emergency Maximum Capacity” at each entrance to the facility.
 - Sign templates are available in English ([Full-Color](#) and [Grayscale](#)) and in Spanish ([Full-Color](#) and [Grayscale](#)) on the NC DHHS COVID-19 response site.
- Post signage at the main entrance that reminds people to stay 6 feet apart, wear a face cloth covering and wash their hands frequently.
 - [NC DHHS Know Your Ws](#) provides [English](#), [Spanish](#), [Combined English and Spanish](#) versions of the “Wait” flyer.

It is recommended that meeting rooms and event spaces:

- Clearly mark designated entry and exit points; Encourage dedicated entry and exit locations for event attendees. If a building has only one entry/exit point, try to stagger entry and exit times if possible.
- Close dance floors and not allow dancing.
- Have dedicated staff for meeting rooms and event spaces.
- Develop and use systems that allow for online, email, or telephone transactions.
- Utilize self-check-in or place barrier/partition between ticket/check in areas and attendees.
- Close areas of congregation, such as lounge areas, gift tables and other areas that promote individuals gathering in groups.
- Develop reservation times to the extent possible to help limit wait times and lines.
- Limit capacity in restrooms, elevators, and other enclosed areas to accommodate social distancing.
- Space seating at least 6 feet apart when feasible or block off furniture that is within 6 feet of other sitting areas if it cannot be spaced out further.
- Assign people seats that are evenly distributed throughout the space and monitor that people do not move to other seats.

Shared Dining and Shared Restrooms

It is recommended that meeting rooms and event spaces:

- Use disposable food service items (e.g., utensils, dishes). If disposable items are not feasible or desirable, ensure that all non-disposable food service items are washed with dish soap and hot water or in a dishwasher. Individuals should wash their hands after removing their gloves or after directly handling used food service items.
- Do not share dishes, drinking glasses, cups, or eating utensils.
- Set up handwashing stations when feasible at the entrance of dining areas. When handwashing stations are not available, ensure hand sanitizer with at least 60% alcohol is available at all entrances.
- Switch to individual packaged condiment containers to reduce shared condiment stations.

Cloth Face Coverings

There is evidence that wearing a face covering can help reduce the spread of COVID-19, especially because people may be infected with the virus and not know it.

Meeting Rooms and Event Spaces are required to:

- Have all employees wear a face covering when they are inside the establishment, unless the worker states that an exception applies.
- Have all guests wear a face covering when they are inside the establishment, unless the guest states that an exception applies or if they are eating or drinking.
- Make good-faith efforts to provide to workers either a one-week supply of reusable face coverings or a new disposable face covering each day.
- New face coverings should be provided during the work day if the worker's face covering becomes soiled, torn, or wet.
- Visit NC DHHS [COVID-19 response site](#) for more information about the face covering [guidance](#) and access sign templates that are available in English and Spanish.

It is recommended that meeting rooms and event spaces:

- Provide disposable face coverings to customers to wear while in the establishment.

Cleaning and Hygiene

Washing hands with soap for 20 seconds or using hand sanitizer reduces the spread of transmission.

Meeting Rooms and Event Spaces are required to:

- Promote frequent use of hand washing and hand sanitizer for staff and guests. Require handwashing of staff immediately upon reporting to work, after contact with individuals, after performing cleaning and disinfecting activities, and frequently throughout the day.
- Provide alcohol-based hand sanitizer (with at least 60% alcohol) at the entrance, and any other areas throughout premises as needed.
- Perform ongoing and routine environmental cleaning and disinfection of high-touch areas (e.g., doors, doorknobs, rails) with an [EPA approved disinfectant for SARS-CoV-2](#) (the virus that causes COVID-19), and increase disinfection during peak times or high customer density times.

It is recommended that meeting rooms and event spaces:

- Systematically and frequently check and refill hand sanitizers throughout the day or event and assure soap and hand drying materials are available at all sinks.
- Provide tissues for proper cough and sneeze hygiene.

Monitoring for Symptoms

Conducting regular screening for symptoms can help reduce exposure to COVID-19. Staff should be encouraged to self-monitor for symptoms such as fever, cough, or shortness of breath.

If they develop symptoms, they should notify their supervisor and return home. More information on [how to monitor for symptoms](#) is available from the CDC.

Meeting Rooms and Event Spaces are required to:

- Have a plan in place for immediately removing employees from work if symptoms develop while at work. Employees who have symptoms when they arrive at work or become sick during the day should immediately be separated from other employees, customers, and visitors and sent home or to their healthcare provider.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

- Conduct daily [symptom](#) screening (standard interview questionnaire [English](#) | [Spanish](#)) of employees at entrance to workplace with immediately sending symptomatic workers home to [isolate](#).
- Post signage at the main entrance requesting that people who are symptomatic with fever and/or cough not enter, such as [Know Your Ws/Stop if You Have Symptoms](#) flyers (English - [Color, Black & White](#); Spanish - [Color, Black & White](#)).

It is recommended that meeting rooms and event spaces:

- Establish and enforce sick leave policies to prevent the spread of disease, including:
 - Enforcing employees staying home if sick.
 - Encouraging liberal use of sick leave policy.
 - Expanding paid leave policies to allow employees to stay home when sick.
- [Per CDC guidelines](#), if an employee has been diagnosed with COVID-19 or is presumed positive by a medical professional due to symptoms, the employee should be excluded from work until:
 - No fever for at least 24 hours since recovery (without the use of fever-reducing medicine) AND
 - Other symptoms have improved (e.g., coughing, shortness of breath) AND
 - At least 10 days have passed since first symptoms

***A test-based strategy is no longer recommended to discontinue isolation or precautions and employers should not require documentation of a negative test before allowing a worker to return.**
- [Per CDC guidelines](#), if an employee has been diagnosed with COVID-19 but does not have symptoms, they should remain out of work until 10 days have passed since the date of their first positive COVID-19 diagnostic test, assuming they have not subsequently developed symptoms since their positive test.
- Require symptomatic employees to wear masks until leaving the facility. Cleaning and disinfecting procedure should be implemented by designated personnel following [CDC guidelines](#) once sick employee leaves.
- Provide employees with information on help lines to access information or other support in reference to COVID-19, e.g. 211 and Hope4NC Helpline (1-855-587-3463).

Protecting Vulnerable Populations

Information on who is at higher risk for severe disease is available from the [CDC](#) and [NCDHHS](#).

It is recommended that meeting rooms and event spaces:

- Enable employees to self-identify as high risk for severe disease and reassign work to minimize face-to-face contact and to allow them to maintain a distance of six feet from others, or to telework if possible.

Combating Misinformation

Help make sure that the information your employees is getting is coming directly from reliable resources. Use resources from a trusted source like the [CDC](#) or [NCDHHS](#) to promote behaviors that prevent the spread of COVID-19.

It is recommended that meeting rooms and event spaces:

- ❑ Provide workers with education about COVID-19 strategies, using methods like videos, webinars, or FAQs. Some reliable sources include [NC DHHS COVID-19](#), [Know Your W's: Wear, Wait, Wash](#), [NC DHHS COVID-19 Latest Updates](#), [NC DHHS COVID-19 Materials & Resources](#)
- ❑ Promote informational helplines like 211 and Hope4NC and other [Wellness Resources](#).
- ❑ Put up signs and posters, such as those found [Know Your W's: Wear, Wait, Wash](#) and those found [Social Media Toolkit for COVID-19](#).

Water and Ventilation Systems

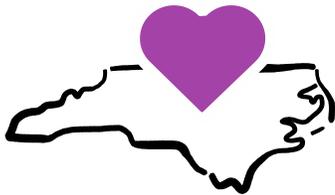
Reduced use of water and ventilation systems can pose their own health hazards. There is increased risk for Legionella and other waterborne pathogens from stagnant or standing water.

Before reopening, it is recommended that meeting rooms and event spaces:

- ❑ Follow the CDC's [Guidance](#) for Reopening Buildings After Prolonged Shutdown or Reduced Operation to minimize the risk of diseases associated with water.
- ❑ Ensure ventilation systems operate properly and increase circulation of outdoor air as much as possible by opening windows and doors, using fans, or other methods. Do not open windows and doors if they pose a safety or health risk to people using the facility.

Additional Resources

- NC DHHS: [North Carolina COVID-19](#)
- CDC: [Interim Guidance for Businesses and Employers](#)
- CDC: [Cleaning and Disinfecting Your Facility](#)
- CDC: [Reopening Guidance](#)
- EPA: [Disinfectants for Use Against SARS-CoV-2](#)
- FDA: [Food Safety and the Coronavirus Disease 2019 \(COVID-19\)](#)
- HHS/OSHA: [Guidance on Preparing Workplaces for COVID-19](#)



#StayStrongNC

**Staying apart brings us together.
Protect your family and neighbors.**

Learn more at nc.gov/covid19.



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Updated Cleaning Process

The Hickory Metro Convention Center has always taken care when it comes to the cleanliness of our facility and the care of our customers. However, we want you to know that we are taking extra steps to ensure our facility is clean and safe and we ask that our customers help maintain a clean and safe facility for all.



A member of our team will be scheduled to open approximately 1 hour prior to an event move in/ start time and close approximately 1 hour post event to sanitize all door handles, light switches, and surfaces.



There will be two standing sanitation stations equipped with hand sanitizer wipes. These stations are portable and will be placed in areas close to the event entrance.



During an event, restrooms will be wiped down every two hours and cleaned thoroughly at the end of each day.



Throughout the day of the event, our operations team will routinely wipe down door handles, light switches, classroom or uncovered banquet tables, water stations, vending machines, and other surfaces throughout the building.

For questions regarding the Hickory Metro Convention Center, rental or steps taken in cleaning of the facility please contact us at (828) 322-1335 or us at www.VisitHickoryMetro.com.
Last Updated May 2020



Convention Center & Visitors Bureau



A LOOK INSIDE:

HOTEL SPACES

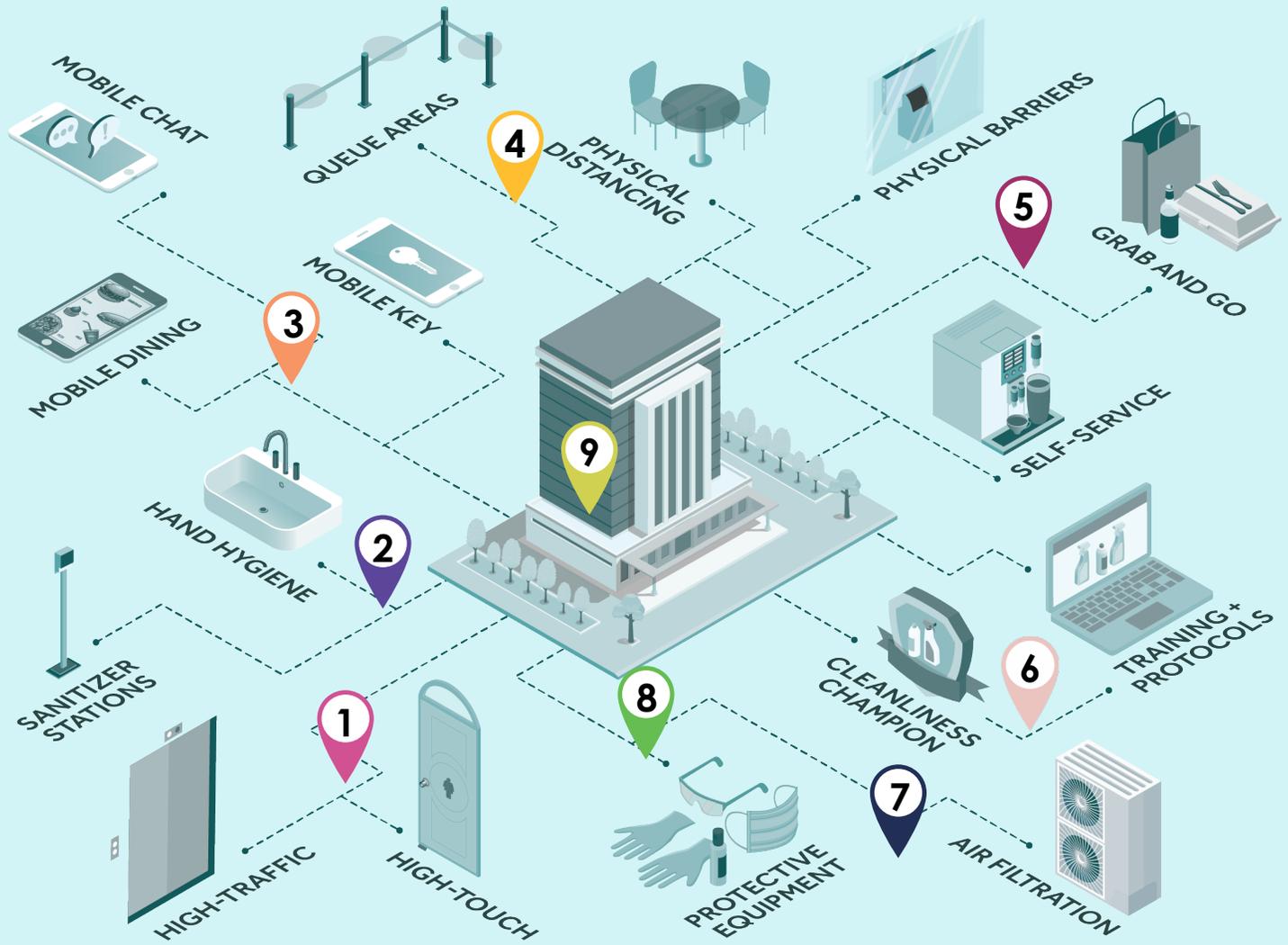
The following infographics demonstrate a look inside each physical space in the hotel, which correspond to the guidelines and protocols that hotels must follow to enhance their cleanliness practices and behaviors.

Topics are organized by the main physical spaces in the hotel: Total Hotel, Arrival Spaces, Front Desk + Lobby, Restaurants+ Bars, Meetings, Events, Guest Rooms, Pools + Resorts, and Golf.

Marriott
INTERNATIONAL

COMMITMENT
TO CLEAN

UPDATED:
MAY 18, 2020



TOTAL HOTEL

1 ENHANCED CLEANING

Protocols for every space of the hotel; especially for high-traffic spaces and high-touch surfaces

2 HAND HYGIENE

Hand washing requirements for associates; sanitizer dispensers placed throughout the hotel

3 LESS CONTACT, MORE CONNECTION

Utilization of the Marriott Bonvoy™ app: check in, access your room, or order room service in over 3200+ hotels

4 PHYSICAL DISTANCING

Modified floor plans; reduced seating capacities; queuing through floor signage and stanchions

5 MINIMIZING REUSE

Minimizing shared use items and appliances; using disposable and single-use items

6 TRAINING

On-Property Cleanliness Champion; updated training and protocols for all associates with daily reinforcement

7 EQUIPMENT

HEPA/ULTA filtration in air units and vacuums; innovative technologies like electrostatic spraying and UV light disinfection

8 PERSONAL PROTECTIVE EQUIPMENT

Face coverings required for all associates and appropriate PPE provided for associates to wear

9 INDIVIDUAL HOTEL PLANS

Hotel-specific Commitment to Clean Plan that outlines how the hotel cleans, disinfects, and mitigates transmission



ARRIVAL SPACES

1 PARKING

Modified lots to promote self-parking; adjusted protocols for valet parking for guest and associate safety

2 SHUTTLES + TRANSPORTATION

Reduced seating capacity; modified or removal of non-airport shuttles; all transportation sanitized between trips

3 BELL CARTS

Luggage sanitized after associate touch; bell carts sanitized after each use

4 DOOR HANDLES + KNOBS

Modified entry options including doors propped open, no-touch foot opening levers, or associate-attended

5 CLEANING + DISINFECTING

Deeper, more frequent cleaning of high-traffic and high-touch areas

6 HAND SANITIZER DISPENSERS

Dispenser stationed throughout hotel, with focus in high-traffic areas

7 LOUNGE FURNITURE + QUEUES

Modified floor plans; reduced seating capacities; queuing through floor signage and stanchions

8 PUBLIC RESTROOMS

Deeper, more frequent cleaning of public restrooms frequently and after high guest use

9 BUSINESS CENTERS

Equipment sanitized between use; remote-printing options



FRONT DESK

1 MOBILE CHECK-IN & MOBILE KEY

Utilization of the Marriott Bonvoy™ app: check in, access your room, or order room service in over 3200+ hotels

2 SELF-SERVICE KIOSKS

Alternate check-in methods for non-mobile guests through self-service kiosks where available

3 QUEUES + STANCHIONS

Queuing through floor decals and stanchions; signage to remind guests of physical distancing requirements

4 ASSOCIATE CARE

Physical barriers at front desk; associate focus on hygiene and disinfection

5 HAND SANITIZER DISPENSERS

Dispensers stationed throughout hotel, with focus in high-traffic areas

6 DISINFECTING KEY CARDS

Disinfected between stays; keys sanitized prior to distributing to a guest

7 BELL CARTS

Luggage sanitized after associate touch; bell carts sanitized after each use

8 CONCIERGE

Modified service with focus on digital and self-service options

9 RETAIL + MARKETS

Personal care items (masks, gloves, sanitizer, disinfectant wipes) available; modified operations like self-checkout



RESTAURANTS + BARS

1 REDUCED SEATING

Modified floor plans and reduced seating to ensure physical distancing; surfaces sanitized between guest use

2 RESERVATIONS

Defined occupancy and seating times; require reservations to control flow when busy

3 FOOD SAFETY

Appropriate PPE use for food handling; compliance with all Marriott and industry food safety protocols

4 BAR SERVICE

Cocktail equipment sanitized between use; modified procedures for garnishes and glassware

5 ALTERNATE MENU OPTIONS

Alternate menu options including paper disposable, digital, and chalk boards

6 FOOD DISPLAYS

Elimination or strict modification of self-service food stations; physical barriers in place for most displays

7 SELF-SERVICE APPLIANCES

Sanitization of self-service appliances between use; elimination of shared items at guest tables

8 GRAB AND GO

Modified food delivery including grab-and-go, pick-up stations, and ready-to-eat options

9 PAY-AT-TABLE OPTIONS

Reduced handling of guest personal property; alternate payment options including contactless self-checkout



MEETINGS

1 REGISTRATION

Separate registration areas; options for signage and physical barriers

2 ROOM SETS

Linenless table options; customized floor plans with seating capacities reviewed for each individual event

3 AUDIO/VISUAL

Sanitized equipment; live-streaming support to facilitate hybrid meetings with virtual attendees

4 GUEST FLOW

Clearly marked meeting entrances/exits and one-way directional signage

5 BREAKS

Single-serve and pre-packaged condiments, food and beverages; breaks coordinated across groups to manage guest traffic

6 MEALS

Pre-packaged, grab-and-go, or plated meals, modified buffets with servers, shields, hand sanitization and queue management

7 TABLE SETTINGS

Minimized table settings, pre-packaged or disinfected between use

8 CLEANLINESS

More frequent cleaning in high traffic areas and during breaks

9 REQUESTS AND BILLING

Touchless options via Marriott's Meeting Services App, and reduced handling of planner's personal meeting materials



BANQUET EVENTS

1 ARRIVAL

Doors may be propped open; one-way directional signage for entry/exits; stations for queuing

2 ROOM SETS

Customized floor plans with seating capacities reviewed for each individual event

3 GUEST FLOW

Management of guest flow for special event activities, events, or food and beverage delivery

4 MEALS + FOOD DISPLAYS

Pre-packaged, grab-and-go, or plated meals, modified buffets with servers, shields, hand sanitization and queue management

5 BEVERAGE + BAR

Sanitized cocktail equipment between use; modified operations for garnishes and glassware

6 TABLE SETTINGS + CUTLERY

Centerpieces, cutlery, china, glassware and linens sanitized between each use

7 CLEANLINESS

Surfaces including tables, chairs, and all high-touch items sanitized between events

8 AUDIO/VISUAL

Sanitized equipment following each use and associate management of A/V equipment

9 OUTSIDE VENDORS

Updated policies to include temperature checks, cleanliness, PPE, and sanitization requirements



GUEST ROOMS

1 ENHANCED CLEANING

Deeper cleaning between guest stays; focused on using the right chemicals in every single part of the room

2 FURNITURE

Deep cleaning and disinfection of all furniture, fixtures, and surfaces (head boards, end tables, etc.)

3 AMENITY KIT

Disinfecting wipes provided in guest rooms

4 HIGH-TOUCH ITEMS

Deeper cleaning of high-touch items (handles, knobs, pulls, electronic and temperature controls)

5 REMOVAL OF NON-ESSENTIAL ITEMS

Reducing or removing non-essential high-touch items (magazine or books, etc.)

6 EQUIPMENT

HEPA/ULTA filtration in air units and vacuums; innovative technologies like electrostatic spraying and UV light disinfection (under development)

7 REMOVAL OF SHARED USE

Removing shared use items on guest floors (ice machine buckets, scoops, etc.)

8 ASSOCIATE ENTRY + PPE

Modifying in-stay housekeeping frequency, in-room dining, and other associate entry into guest room

9 DELIVERY

Promoting use of mobile chat and requests via Marriott Bonvoy™ app for additional amenities, with contactless delivery



SPA + FITNESS

1 ENHANCED CLEANING

Sanitization of equipment, treatment rooms, and lounge areas between use; high-touch surfaces cleaned hourly

2 SANITATION STATIONS

Hand washing and hand sanitizer stations placed in common areas

3 PHYSICAL DISTANCING

Modified floor plans to increase space between equipment, furniture, etc.

4 SHARED USE ITEMS

Sanitization of rental gear, hair dryers, beverage vending, etc. between use, or replaced with single-use alternative

5 LOCKER ROOMS

Lockers and keys sanitized between use; assigned lockers staggered to increase physical distancing

6 FITNESS ALTERNATIVES

Promotion of in-room and outdoor fitness alternatives

7 MENU OF SERVICES

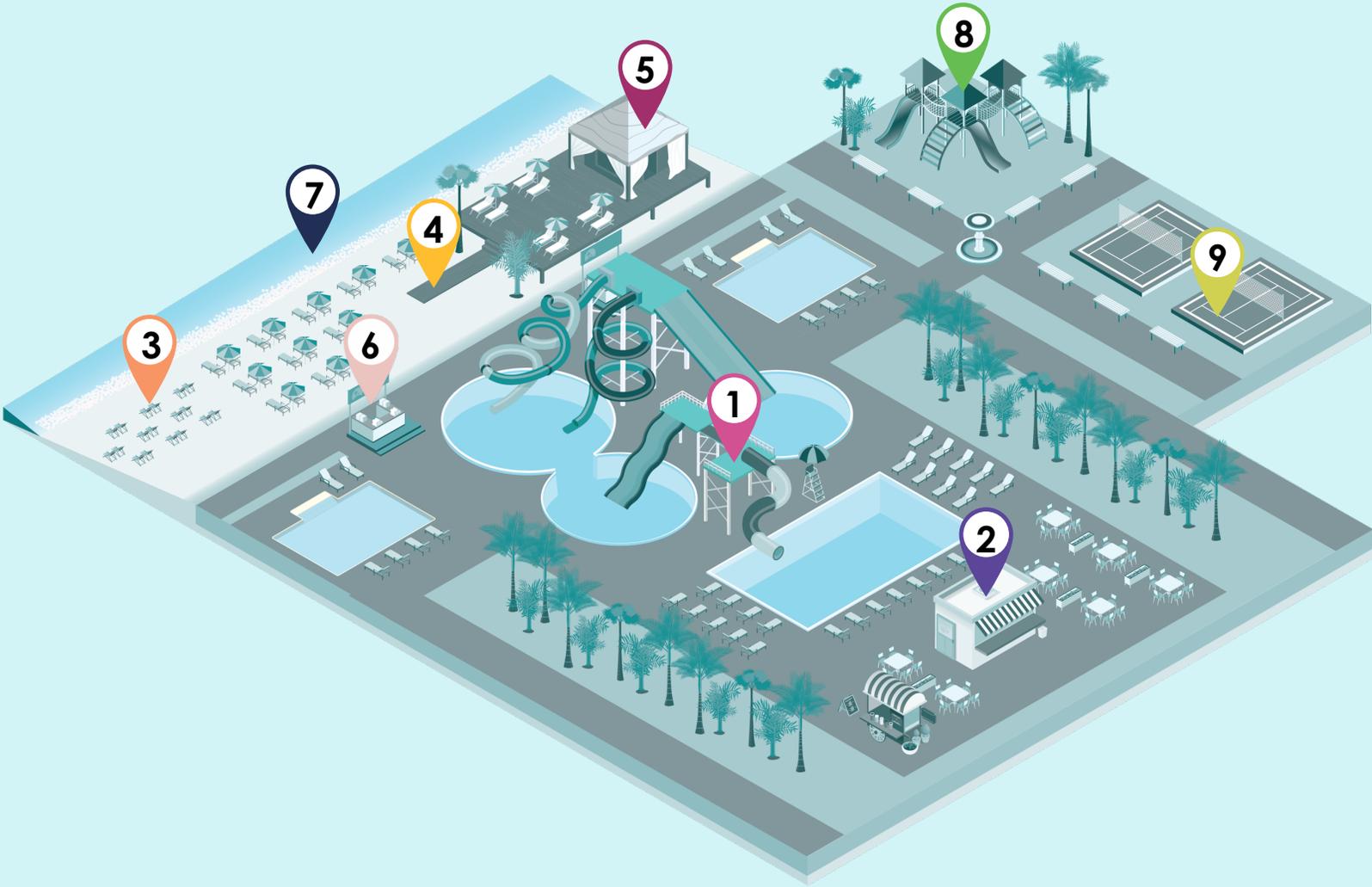
Proactive communications on all service adjustments; added low- or non-touch treatments

8 APPOINTMENT SCHEDULE

Staggered arrival times; longer appointment lengths to allow for deeper cleaning between each

9 PAYMENT

Relocation of credit card payment devices; reduced handling of guest personal property



POOL+ RESORT

1 ENHANCED CLEANING

Focused on using the right chemicals in every area; sanitizing equipment, surfaces and furniture between use

2 FOOD + BEVERAGE

Grab-and-go food delivery options; pre-packaged and single-use cutlery condiments, etc.

3 PHYSICAL DISTANCING

Increase in space between tables, chairs, and equipment in all pool, beach, golf and resort areas

4 SELF-SERVICE STATIONS

Self-service stations (water, sun screen, etc.) may be replaced with single-use alternatives

5 CABANAS

Day beds, cabanas and interior furnishings sanitized between use

6 TOWEL STATIONS

Towel desks, hutches, or stands should be sanitized hourly

7 BEACH EQUIPMENT

Surf boards, paddles, sports equipment, and all shared use items sanitized between use

8 KIDS CAMP + PLAYGROUND

Modified operations to disinfect toys, surfaces and equipment between use

9 TENNIS

Modified operations to singles play only, not switching sides of court; use of own numbered tennis balls



GOLF

1 CLUBHOUSE CLEANING

Deeper more frequent cleaning of locker rooms, golf shop, high traffic and high touch areas

2 CLUBHOUSE FOOD + BEVERAGE

Grab-and-go food delivery options; pre-packaged and single-use cutlery condiments, etc.

3 GOLF CAR STAGING

Modified golf car staging; single-rider use only unless riding with member of the same household

4 GOLF CAR CLEANING

Deep cleaning and sanitation of every golf car before and after guest usage

5 GUIDELINES FOR PLAY

Intervals modified to 10-12 minutes; congregating discouraged before/after the round is completed

6 PRACTICE FACILITY

Will remain open but limited to 50% capacity, with increased spacing between hitting stations

7 COURSE SET-UP

Removal of water coolers and self-serve stations, ball washers, rakes; modified no-touch flagstick protocols

8 GOLF INSTRUCTION + FITTING

Instruction or fitting may be conducted on individual basis

9 ASSOCIATE CARE

Focus on hygiene and disinfection; face masks worn as part of uniform