



COVID-19 Denver Emergency Preparedness Plan

VISIT DENVER is continually monitoring this rapidly changing situation and following the lead of federal health and travel authorities as we remain in close contact with our partners. In the event of an emergency, incident or health threat, VISIT DENVER follows an emergency preparedness plan of action that includes a communication protocol with all of the following venues and organizations.

The City & County of Denver has implemented a task force of city agencies, led by DDPHE and OEM, to coordinate planning & resources with local schools, shelters, public facilities, medical providers, Denver International Airport & other partners. [Click here for more information](#)

Currently, the Denver Department of Public Health & Environment is coordinating with other local public health agencies, Colorado Department of Public Health & Environment (CDPHE), and the Centers for Disease Control & Prevention (CDC) [CDC website](#), to ensure accurate information is provided to the public, healthcare and other service providers, and Denver International Airport staff and visitors. We are relying on plans already in place for identifying, responding to, and isolating possible Novel Coronavirus (COVID-19) cases within Denver to reduce our risk of a local outbreak.

Denver International Airport <https://www.flydenver.com/>

The safety and well-being of our passengers and employees is our number one priority. In an effort to ensure that passengers feel comfortable traveling and working, DEN has made several proactive enhancements to our facility and our cleaning procedures. The airport also conducts drills regularly with our municipal partners to respond quickly and appropriately to emergencies. DEN is actively monitoring and assessing the potential impacts of the coronavirus and working closely with our local and federal partners and our airlines to reduce the risk to our passengers.

Specifically, Denver International Airport's (DEN) is doing the following to protect our passengers and employees: https://www.flydenver.com/traveler_services/covid-19

- Installing sanitary wipes in jet bridges to allow passengers to then sanitize their seat on the plane.
- Disabled hand air dryers
- Increasing the frequency and intensity of efforts to disinfect washrooms and other public areas with cleaning agents intended to kill germs.
- Social distancing at TSA lines

- DEN has already been sanitizing the trains to the gates daily and will continue to do so with an even stronger focus to kill germs.
- DEN has also already been using passenger checkpoint screening trays treated with powerful anti-microbial technology to inhibit the growth of bacteria and viruses on the surface of the bins used by travelers at the TSA checkpoints.

Regional Transportation District:

RTD manages the train to and from the airport, 16th Street Mall buses and local public transit buses and light rail. [RTD Website](#)

- RTD has an updated pandemic plan that will be implemented as necessary as the pandemic situation evolves.
- RTD cleans bus and rail vehicles daily, including wiping down handrails and other high-touch surfaces with an industrial-strength disinfectant/antibacterial cleaner.
- RTD is purchasing additional sanitation products and disinfectants, including electrostatic cleaning devices.
- We are encouraging staff not to come to work if they have flu-like symptoms.
- Employees are asked to keep their work stations/areas clean by wiping down surfaces, phones, keyboards, headsets, steering wheels, etc. with disinfectant or sanitizing wipes.
- RTD is working with transit agency peers to share lessons learned and best practices.
- We are closely following updates from the World Health Organization, Centers for Disease Control and the Colorado Department of Public Health, and Environment to ensure an appropriate response to the coronavirus.

Colorado Convention Center <https://denverconvention.com/coronavirus-information>

Once the Colorado Convention Center re-opens, they will continue to adhere to the recommendations set forth in the U.S. EPA's Emerging Pathogen Policy regarding cleaning disinfectants effective against the Coronavirus (COVID-19). The Convention Center is taking this very seriously and are following the advised protocols as described by the CDC and WHO. All staff and EMS/first aid office personnel have been briefed and are prepared to handle any incident. They are well connected with the CDPHE and are trained to follow appropriate protocol and notify all health department officials.

- The Housekeeping team Clean all “high-touch” surfaces every day. High touch surfaces include all door handles, door knobs, push bars, counters, tabletops, benches, bathroom fixtures, toilets, phones, keyboards and tablets.
- Essential use of proper hand hygiene by either washing hands or use of hand sanitizer before and after performing a cleaning task.
- Alcohol based hand sanitizers are available throughout the building.
- Ring – down phones will be added to A & F lobby locations connecting a caller directly with the paramedic office.
- Centerplate and Food Preparation: Centerplate/Sodexo is coordinating globally to manage the impact of COVID-19 and protect employees, clients and consumers. Existing rules for food safety, personal hygiene, and infection control will be rigorously followed in order to minimize risk. Centerplate will be managing and communicating with ALL staff in daily pre-shift and safety meetings that are held in every Dept. Gloves will be worn by all staff prepping and serving food.

The closest medical facilities to the Colorado Convention Center are:

Denver Health (Hospital)
777 Bannock Street (1.03 miles)
Denver, CO 80204-4597

Denver Health Urgent Care
1545 California Street. (1 block)
Denver, Co 80202

Denver Hotel Community

The Denver hotel community will closely monitor the COVID-19 situation, remain vigilant and follow recommended procedures and protocols from various health organizations including the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), Colorado Department of Public Health & Environment, and other local authorities – in an effort to ensure the continued safety & wellbeing of guests and colleagues. The housekeeping teams will clean all “high-touch” surfaces every day. First action would be to notify internal security teams and executive teams in order to take immediate steps to contact the appropriate officials and corporate teams to safely and appropriately handle the situation. VISIT DENVER is in regular communication with our hotels.

Denver Department of Public Health & Environment

According to Denver’s Department of Public Health and Environment, Denver is constantly prepping and practicing its epidemic/pandemic protocols. “We have quarantine and isolation protocols in place. We have communications in place to reach out to employers, schools, to provide guidance should coronavirus infection enter into their facilities,” said Bob McDonald, executive director of Denver Department of Public Health and Environment. Denver’s quarantine procedure begins with isolating patients sick with the virus in a hospital setting. DDPHE could then order quarantines for anyone who may have come in contact with an infected patient but are not yet symptomatic.

City & County of Denver Office of Emergency Management

DOEM is working in support of the Denver Department of Public Health and Environment and will coordinate together.

Colorado Department of Public Health & Environment

- CDPHE works closely with the Centers for Disease Control (CDC) and organizations across the state to ensure our response is strong, proactive, and collaborative.
- Provide information about the outbreak and how to report suspect cases to local health departments and health care providers in Colorado.
- Coordinate with local public health agencies to determine the need for monitoring, quarantine, or other restriction of movement and activities.
- Assure that health care providers know how to safely manage persons with possible COVID-19 infection. Support hospitals and local public health laboratories for collection & shipment of specimens for testing at CDC.

<https://www.colorado.gov/pacific/cdphe/2019-novel-coronavirus>

Additional Resources

Center for Disease Control

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

Colorado Tourism Office

Travel industry leaders will continue to engage health and security authorities on any planned or anticipated coronavirus-related measures that would impact travel.

<https://industry.colorado.com/what-know-about-covid-19-and-colorado-travel>

Meetings Mean Business

MMBC's [coronavirus preparedness toolkit](#) has industry-specific messaging and materials, including talking points, template press materials and sample social media content. The toolkit also includes links to issue roundups, webinar recordings, press statements and business intelligence from MMBC member companies – the U.S. Travel Association, Professional Convention Management Association, Events Industry Council, American Society of Association Executives, International Association of Exhibitions & Events, American Hotel & Lodging Association and Meeting Professionals International.

U.S. Travel

U.S. Travel continues to monitor the effects coronavirus is having on travel to and within the U.S., and remains in close contact with the Centers for Disease Control and Prevention (CDC), the U.S. Department of Health and Human Services (HHS), the Department of Homeland Security (DHS) and the White House. U.S. Travel is urging travelers to heed advice offered by public health officials.

[Emergency Preparedness and Response: Coronavirus](#) toolkit.

Events Industry Council

<https://eventscouncil.org/Industry-Insights/About-coronavirus>

Summary of Global COVID-19 Cases – John Hopkins University