

MONTEREY COUNTY

# Event Protocols



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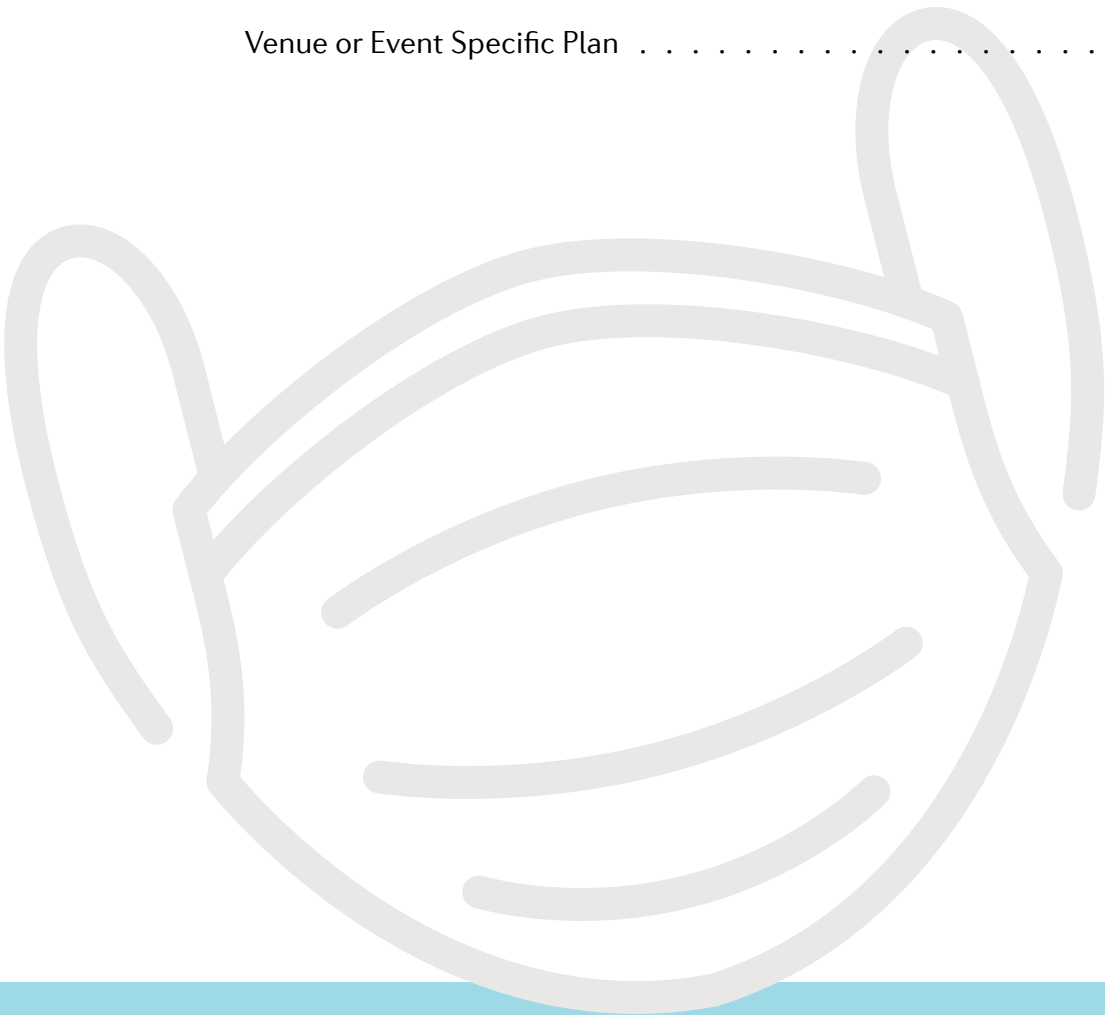
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## Executive Summary

These protocols are intended as a guideline for the meetings and events industry in Monterey County. Our primary objective is to provide clear communication to venue managers, staff, vendors and attendees on best practices to reduce the risk of exposure to the virus that causes COVID-19.

A coalition of professionals who are experts in the meeting and event industry were formed to create a plan that incorporates recommendations put in place by the Federal, State and County and their respective industries best practices. Representatives include Laguna Seca Raceway, Big Sur Marathon, Jazz Festival, Pebble Beach Company, Monterey Conference Center, Hyatt Hotels and the National Restaurant Association.

This plan is designed to provide a basic outline for critical training and education for our meeting and event industry, the business community and the general public about COVID-19. This plan includes the best practices for reducing the spread and protecting attendees, staff and the general public from exposure to this virus. Contents contained in this document allow for establishing facility protocols for sanitizing, disinfecting, hygiene and social distancing.

The first plan that was created for the meetings and events industry, focused on indoor meetings rather than outdoor events since outdoor events require very specific protocols. This plan is scalable, meaning it can be applied equally to events of any size. This plan is also general, meaning it can be applied to a variety of events.

Different types of events will require very specific protocols and will be developed independently of this document. As a starting point, for the size of an allowable outdoor events, the guideline we used was not exceed 25% of maximum venue capacities. Detailed specific plans are outlined in the Venue or Event Specific Plan section on page 8.



# Cleaning and Disinfecting Protocols

**Frequent and extensive cleaning and disinfecting** is in effect for all high traffic areas such as customer waiting areas, lobbies, employee break rooms, restrooms, etc., and areas of ingress and egress.

**Hand sanitizer dispensers** have been placed throughout activity areas, waiting areas, lobbies, bathrooms and service areas for use by attendees, vendors and staff. Attendees, vendors and staff have been encouraged to wash hands and/or use hand sanitizer often and reminded (with signs and/or verbally) to keep physical distance of 6 feet, and not to touch their eyes, nose, and mouth.

**All terminals, desks, and counters** have been provided with sanitation products including hand sanitizer and disinfectant wipes, and personal hand sanitizers to all staff directly assisting customers.

**All bathrooms** will remain operational and stocked at all times and provide refills for soap, paper towels, and hand sanitizer.

**Equipment, training and signage** has been provided to promote employees' personal hygiene. This will include tissues, no-touch trash cans, hand soap, adequate time for handwashing, alcohol-based hand sanitizers, disinfectant wipes, and disposable towels.

**All products for cleaning and disinfecting** have been approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and include product instructions for use. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface.

**Employees have been trained** on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants have been trained to wear gloves and other protective equipment as required by the product instructions and follow the asthma-safer cleaning methods recommended by the California Department of Public Health.

A koala is shown floating in water, wearing a light blue surgical mask. The koala's head and shoulders are visible above the water, and its reflection is clearly seen in the calm water below. The background is a soft-focus view of the water's surface.

# Welcome back



# Physical Distancing Guidelines

**Venue not to exceed occupancies have been adjusted to 25%** and to adhere to the physical distancing guidelines of six feet per attendee.

**A limit has been placed on the number of attendees** entering and exiting venue by providing a reservation system or control flow in and out of the venue to enable the social distancing guidelines of at least six feet apart.

**Throughout the venue the use of visual cues is being used** to ensure customers maintain physical distances of at least six feet while waiting in line. When necessary, impermeable barriers will be installed at counters.

**Attendees must wear face coverings** when entering or leaving the venue or anytime they are not able to maintain physical distancing of at least six feet.

**Staff and vendors must wear face coverings at all times** during their shifts whether or not they are able to maintain physical distancing of at least 6 feet. All workers should minimize the amount of time spent within six feet of each other or attendees.

**Physical, impermeable barriers or partitions** have been installed to minimize exposure between attendees in areas where attendee flow is difficult to control or maintain six feet of distance. Employers will take into consideration whether an activity may cause a customer to require more than six feet of distance and make modifications to ensure adequate physical distances.

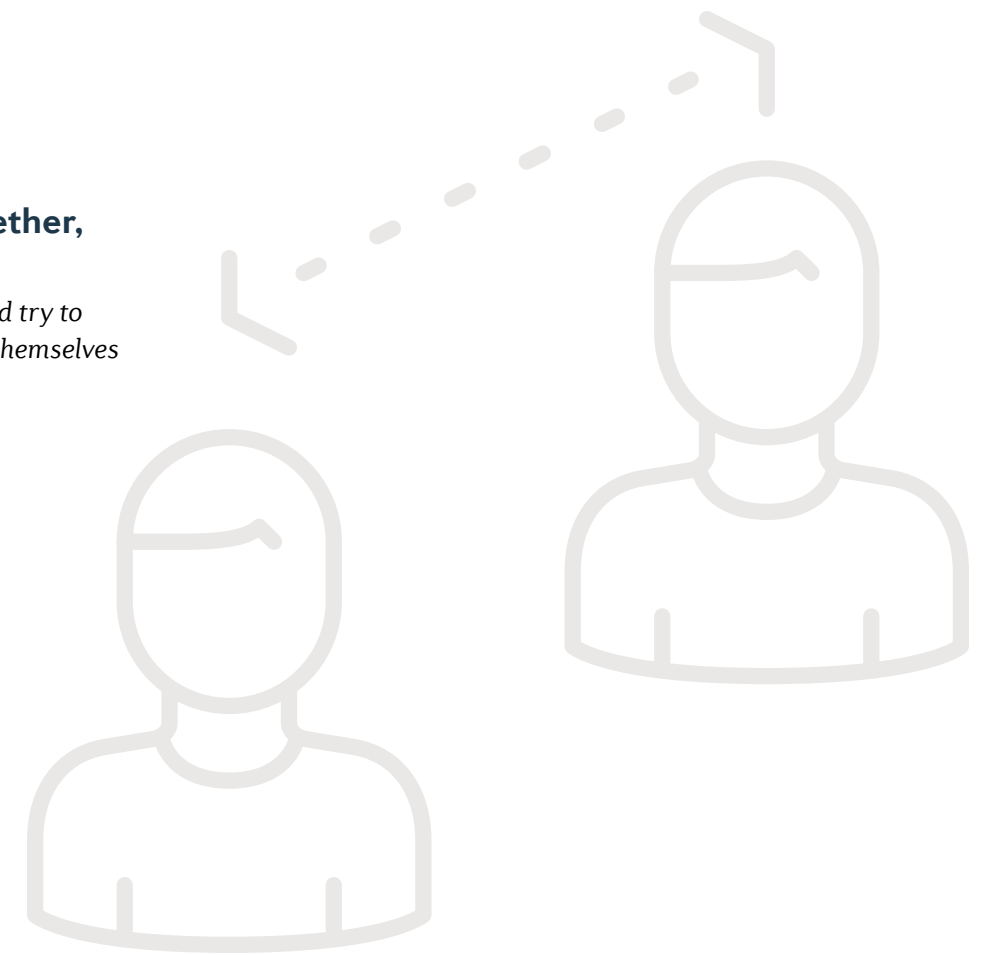
**Timed and/or advanced reservation systems** and pre-assigned time have been implemented, to stagger customer participation and help maintain physical distances. Attendees have been asked not to arrive until their reservation time and to arrive and depart in a single group to minimize crossflow of attendees and staff.

**A dedicated staff member** has been assigned to manage movement of attendees when activities could bring people within six feet of distance from each other, such as preventing congregation in bottleneck areas, limiting group movement and maintaining the venue occupancy at 25% of capacities.

**Signage is being used throughout the venue** to ensure physical distancing of at least six feet between people, in areas where attendees are waiting in line or in high traffic areas. This can include use of physical partitions or visual cues (e.g., floor markings or signs to indicate where employees and attendees should stand).

**We can all be together, 6 feet apart.**

*Attendees and staff should try to maintain 6 feet between themselves and others at all times.*



**When possible, separate routes have been designated for entry and exit** into facilities, activity areas, seating areas, employee work areas, etc. to help maintain physical distancing and lessen the instances of people closely passing each other. One-way directions have been established in hallways and passageways for foot traffic to eliminate employees and attendees from passing by one another.

**Workspaces have been reconfigured** to allow for six feet between employees. Smaller meetings at facilities to maintain physical distancing guidelines may include holding meetings outside or via online platforms or telephone.

**Event setups are following strict physical distancing guidelines** and detailed specific diagrams are outlined in the Venue or Event Specific Plan section on page 8

# Individual Control Measures and Screening

**Venue is providing temperature and or symptom screening** for all staff at the beginning of their shifts as well as vendors, contractors or other workers participating in the event. A temperature/symptom screener has been assigned and must avoid close contact with workers to the extent possible; both screeners and employees must wear face coverings for the screening and throughout their shift.

**Staff, vendors and attendees who are sick or exhibiting symptoms** of COVID-19 will be asked to leave the venue immediately and seek medical attention.

**Employer provides and ensure workers use all required protective equipment**, including eye protection and gloves when necessary.

**Employer provides disposable gloves to supplement frequent handwashing** or use of hand sanitizer during certain job responsibilities; an example would be for workers who are screening others for symptoms or handling commonly touched items. Workers must wear gloves when handling items contaminated by body fluids.

**Face coverings are required when employees are in the vicinity of others.** Workers and volunteers are provided face coverings to wear when in shared work areas, such as offices and other areas on the property. Face coverings must not be shared. Employer generally provides face coverings but must provide them when required by employer rules or these guidelines.

**Employer takes reasonable measures**, including posting signage in strategic and highly-visible locations and in reservation confirmations, to remind the public that they need to use face coverings, practice physical distancing, not to touch their face, frequently wash their hands with soap for at least 20 seconds, and use hand sanitizer when soap and water are not immediately available.

**Attendees have been screened for symptoms upon arrival**, asked to use hand sanitizer, and to bring and wear a face covering when not eating or drinking. Babies and children under the age of two should not wear face coverings, in accordance with CDC guidelines.

**Display rules for staff, vendors and attendees in clearly visible areas** like at entrance(s) that are to be a condition of entry. The rules include instructions to use hand sanitizer, maintain physical distance from others, avoid unnecessary touching of surfaces as well as contact information for the local health department and changes to services.

PRACTICE  
**SOCIAL DISTANCING**



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**HEALTH & SAFETY**



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# Employee Training

- **Employer provides Information on COVID-19**, how to prevent it from spreading and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Employees have been instructed to **self-screen at home**, including temperature and/or symptom checks using CDC guidelines.
- Employer has **trained staff** on the importance of not coming to work sick or if they have symptoms of COVID-19 as described by the CDC, such as a frequent cough, fever, difficulty breathing, chills, muscle pain, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- Employees have been instructed to **seek medical attention** if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Employees shall be provided updates and further details on COVID-19 as it becomes available on CDC's webpage.
- Employer has emphasized the importance of **frequent handwashing** with soap and water including scrubbing with soap for 20 seconds. When employees cannot get to a sink or handwashing station, per CDC guidelines, make available the use of hand sanitizer with at least 60% ethanol (preferred) or 70% isopropanol. Hand sanitizer products need to be inaccessible to unsupervised children.
- Employees have been trained on the importance of **physical distancing**, both at work and off work time. Employees who do not follow physical distancing guidelines may be disciplined or be required to enroll in additional training.



- Training on the **proper use of face coverings** include:
  - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
  - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
  - Face coverings must cover the nose and mouth.
  - Employees have been informed to wash or sanitize their hands before and after using or adjusting face coverings.
  - Avoid touching the eyes, nose, and mouth.
  - Face coverings are washed or discarded after each shift.
- Employer ensures **temporary or contract workers and vendors at the facility are also properly trained** in COVID-19 prevention policies and have necessary supplies and PPE.
- Employer provides Information on **employer or government-sponsored leave benefits** that employees may be entitled to, to assist them financially when they are out of work.





# Transportation

Many large scale events will require transportation to venue from parking area:

**Carriers shall provide training to their drivers** on CDC's guidelines as well as the CDPH Guidance and provide their drivers with personal protective equipment (e.g., mask and gloves) recommended by those guidelines.

**Drivers are trained on using cleaners or disinfectants and instructed to wear gloves and other protective equipment** as required by the product instructions and follow the asthma-safer cleaning methods recommended by the California Department of Public Health.

**Carriers shall have a written COVID – 19 emergency plan in place** detailing how the carriers will ensure the safety of its drivers and passengers.

**At a minimum cleaning and disinfecting commonly touched surfaces** in the vehicle at the beginning and end of each shift and between transporting passengers.

**All drivers must be given a health assessment** and temperature check prior to their starting work

**Passengers should handle their own personal bags and belongings** or provide a minimum of six feet of distance when being assisted by the driver

**Driver and passengers must wear a mask or face covering** from the moment they enter the bus to the time they exit the bus.

**If weather permits, windows should be kept open** to provide increase ventilation in the vehicle.

**The load-in process will be from the rear of the bus (first) to the front of the bus (last)** to prevent as little cross traffic as is possible. The driver will be responsible for controlling the flow so as to provide as much physical distancing as possible.

**The off-loading process will be in reverse of load-in**, passengers in the front of the bus will exit first and the rear of the bus last. The driver will be responsible for controlling the flow so as to provide as much physical distancing as possible.

**The event venue must provide temperature and or symptom screening for all passengers** prior to passengers entering the bus. The symptom screener will be separate from the bus driver. Both screeners and passengers must wear face coverings for the screening and throughout the trip.





# Portable Restroom Sanitation

Many large scale events will require portable restrooms to accommodate the volume of participants:

**Select a fully license portable restroom vendor** that is committed to providing a safe and healthy environment.

**Provide proper signage** at the entrance to portable restroom clusters that designate a single entry and exit point with proper directional signage.

**Provide signage that reinforced the COVID 19 protocol messaging**, wear a mask, maintain physical distancing and wash your hands frequently.

**Lines should be formed outside of the entrance** to facility clusters and strict social distancing of 6 feet should be maintained by those waiting in line.

**Restroom attendant are provided for frequent and extensive cleaning and disinfecting** in between portable restrooms as needed.

**All restroom units should have hand sanitizer wipes** or liquid hand sanitizer available in each unit.

**Hand washing or sanitizing station should be reasonably available** to the portable bathroom units for supplemental purpose.

**All products for cleaning and disinfecting have been approved for use against COVID-19** on the Environmental Protection Agency (EPA)-approved list and include product instructions for use.

**Use disinfectants labeled to be effective** against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface.

**Attendants have been trained on manufacturer's directions and Cal/OSHA requirements for safe use.** Workers using cleaners or disinfectants have been trained to wear gloves and other protective equipment as required by the product instructions and follow the asthma-safer cleaning methods recommended by the California Department of Public Health.





# Venue or Event Specific Plan

All venues or events are required to:

**Provide an established written, worksite-specific COVID-19 prevention plan** at every facility, perform a comprehensive risk assessment of all work areas, and designate a person at each facility to implement the plan.

**Each venue will be responsible for providing uniformed security to monitor and enforce all social distancing guidelines** as set forth in these plans. Any attendee that refuses to follow the guidelines will be asked to leave the venue.

**The serving of any alcoholic beverage will follow ABC guidelines** and will be closely monitored through the allocation of drink ticket to insure that attendees are not served more than two alcoholic beverages throughout the event.

**Identify contact information for the local health department** where the facility is located and for communicating information about COVID-19 outbreaks among employees.

**Investigate any COVID-19 illness** and determine if any work-related factors could have contributed to the risk of infection. Update the plan as needed to prevent further cases.

**Each venue must regularly evaluate the facility for compliance** with the plan and document and correct deficiencies identified or adjust according to new or additional information provided by the State, County or CDC.

## Check with your venue regarding the following additional documents:

- Planning Application
- Participation Agreement
- COVID-19 Communication Documents
- Program Diagrams





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