



From AH/NAPO:

COVID-19 Update – March 3, 2020

NAPO in conjunction with AH (Association Headquarters) is working to support our global community as we all learn more about and deal with COVID-19 (coronavirus). This disease is presenting the meetings, exhibitions and events industry with a unique global challenge.

First and foremost, we share our heartfelt support for anyone whose health has been impacted. Equally as important is the need to minimize the negative long-term impact of speculation, hype, and over-reaction that would be damaging not just to our industry, but also to everyone's local communities and businesses.

The NAPO Annual Conference connects our members and attendees, and we care deeply about our community. As association management professionals, we at HQ also make decisions based on facts. This situation is no different.

Following the guidance of the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC) and credible global government health organizations, our focus is to provide resources that help you adapt to this fast-paced situation.

Here is an update on the resources we have for you:

- You can communicate directly with your fellow NAPO members, via POINT. Use this tool to reach out to your peers for best practices, advice, and support. We are here to help each other.
- The WHO prepared [the top 10 steps every person can take daily](#) to help prevent the spread of illness.

NAPO is closely monitoring guidance from the WHO and CDC. If there is any impact to our events, we will communicate that.

This industry is resilient. We have dealt with challenges like this in the past. We will deal with this challenge, together. Containing the spread of unnecessary panic is as important as stopping the virus itself. Keeping safety and health priorities in mind, we continue will continue to monitor the situation and communicate any changes to our plans in a timely manner.

Sincerely,

Jennifer Pastore Monroy, CAE
Executive Director



From the Renaissance Orlando at SeaWorld:

Good Afternoon,

In an effort to be transparent during this period of uncertainty surrounding Coronavirus we wanted to reach out to you and your organization as a pro-active measure to let you know some of the measures we have put into place as we look forward to your arrival in the near future.

Our hotel team is working diligently to keep up with the latest information on the spread of the Coronavirus, and the proactive best practices we can implement to create as safe an environment as possible for all our guests. The safety and well-being of our hotel guests and associates is always a top concern, but that is especially true in light of current global events.

Our leadership team has compiled a high-level overview of some of the focus areas and actions our hotel has taken as precautionary steps to manage through the Coronavirus concerns, as well as the impact of an already severe flu season. We also continue to monitor updates from the W.H.O., CDC and Marriott International for new information and insights on additional measures we can take to promote well-being and health safety. I hope this information will be helpful as you engage with your client and others in the final preparations for the conference.

The Hotel's standard cleaning protocol is already compliant with stringent standards previously set to manage the Norovirus, including all cleaning solutions and disinfectants and method/frequency. Additional steps noted below.

- The Hotel has purchased and implemented 12 public hand sanitizing stations, located throughout the meeting/public space of the hotel.
- We have also added 11 associate-facing hand sanitizing stations throughout key work areas and educated staff on the heightened importance of hand-washing and cleanliness
- Daily departmental education and review of proper wellness and sanitation standards (what to do if you feel ill, proper ways to cough/sneeze, hand-washing protocol, cleanliness and sanitation of each work area, etc.)
- Increased department training/refreshers on proper sanitation standards, food handling, beverage service, etc.
- Increased frequency of cleaning all high-touch areas (public restrooms, doorknobs, handrails, elevator buttons, etc.)
- Increased frequency and detailed cleaning of fitness center equipment and space



- Sanitizing all high-touch event technology equipment including microphones, remote control devices, podiums, laptops, etc. after each use
- Daily disinfection/sanitizing of water stations
- Adding guest-facing restroom signage with reminders on CDC suggested hand-washing and sanitation tips and guidelines