



SHSMD Event Plan of Action and Guidelines

Please note that the following Guidelines are issued by SHSMD as of 1/1/21. As safety and health regulations and recommendations will continue to evolve and be modified, SHSMD will be monitoring these developments and will update these Guidelines as necessary ahead of the SHSMD Event. If you have any questions regarding these Guidelines, please contact SHSMD at shsmd@aha.org.

For specific questions for The Henry B. Gonzales Convention Center please contact Delia Garcia at Delia.garcia@sanantonio.gov

The Henry B. Gonzales Convention Center's Covid Information: <https://www.sahbgcc.com>



General Safety Guidelines

SHSMD is committed to following the Center for Disease Control and Prevention (CDC) general safety guidelines and recommendations:

- Adhere to the state of Texas and San Antonio on overall event capacities and mandates.
- Encourage the minimum recommended social distancing of at least six feet between event participants.
- Use of face masks for all event participants, including employees, attendees, vendors, and venue staff.
- Promote healthy hygiene practices, including regular handwashing and the use of personal protective equipment (PPE).
- Use of barriers, signage, and social distancing markers throughout the venue to encourage distancing.
- Increased print and digital signage throughout the event with detailed information on safety guidelines, protocols and recommended preventative practices.
- Increased monitoring and staffing for all event functions, including effective management of entrances, exits and traffic flow.



Attendee Guidelines

In order to maintain a safe conference environment, we kindly ask that all event attendees follow the additional guidelines listed below:

- During all event functions please practice social distancing.
- Clean frequently touched surfaces such as cell phones and laptops.
- Wear face masks and other approved PPE.
- Avoid touching your face.
- Engage in handshake-free interactions.
- Wash your hands often with soap and warm water for a minimum of 20 seconds.
- Use the provided hand sanitizer dispensers frequently placed throughout the venue.
- Cover your cough or sneeze with a tissue and immediately discard it in the trash.
- Do not attend if you are not feeling well.



Do Not Attend Event if you are experiencing the Following Symptoms or events:

- Fever (> 100.4 F), Chills or Sweating, Muscle Pain, or General Fatigue throughout the body
- Shortness of Breath or Difficulty Breathing
- Cough/Sore Throat
- Vomiting or Diarrhea
- Sudden loss of Smell/Taste
- You were at any time during the 14 days prior to the Event, in “close contact” with someone who tested positive for COVID
- **What counts as close contact?**
 - You were within 6 feet of someone who has COVID-19 for a total of 15 minutes or more
 - You provided care at home to someone who is sick with COVID-19
 - You had direct physical contact with the person (hugged or kissed them)
 - You shared eating or drinking utensils
 - They sneezed, coughed, or somehow got respiratory droplets on you

From CDC: People who have tested positive for COVID-19 do not need to quarantine or get tested again for up to 3 months as long as they do not develop symptoms again. People who develop symptoms again within 3 months of their first bout of COVID-19 may need to be tested again if there is no other cause identified for their symptoms.



Cleaning and Sanitation at the Henry B. Gonzales Convention Center

SHSMD is working closely with the Henry B. Gonzales Convention Center on increased cleaning and sanitation standards before, during and after each event. These measures include but are not limited to:

The Henry B. Gonzales Convention Center is proud to have received the **Global BioRisk Advisory Council (GBAC) Accreditation**. GBAC is a division of International Supply and Sanitary Association (ISSA), the worldwide cleaning association. This accreditation program assesses cleaning and disinfection practices and infectious-disease prevention. GBAC is currently the industry’s only accreditation for outbreak prevention, response and recovery establishing requirements to control risks associated with infectious agents, such as the virus that causes COVID-19.

- Training on COVID-19 sanitation procedures have been provided to all staff and contractors. Contractors will be communicated with as often as necessary to ensure each receives updated information regarding new processes and procedures for consistent operations.
- UV Lighting has been installed on escalator hand rails for additional sanitation purposes.
- The frequency of sanitizing has been increased in all front and back of house spaces with an emphasis on high touch point areas such as guest services areas, podiums, trash and recycle receptacles, light switches, countertops, desks, telephones, keyboards, seating areas, chairs, tables, restrooms, elevator buttons, door handles, telephones, ATM machines, etc.
- Hand sanitizing stations are located throughout the facility.
- Sanitizing wipes have been placed in various areas.
- Staff maintains documentation of areas cleaned and places a card in some areas indicating completion of sanitation.
- Cleaning products are on the Environmental Protection Agency (EPA)-approved list for use against COVID-19 and staff follow product instructions.
- Our new UV Light Robot is used to effectively disinfect areas.
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- Doors may be propped open in some areas to minimize contact.



Food Safety at the Henry B. Gonzales Convention Center

SHSMD is working closely with the Henry B. Gonzales Convention Center on food safety standards before, during and after each event. These measures include but are not limited to:

As the RK Culinary Group welcomes guests back to the Convention Center, their top priority and considerations are focused on the precautions, sanitation, preparation, safety and appropriately servicing of guests while following all the recommendations from the State and the CDC.

Adjustments for the servicing of events include one-sided buffets allowing wait staff to serve each guest, wait staff distributing beverages, individually wrapped cold items to include salads, sandwiches,

breakfast breads, etc., individually wrapped silverware, condiments provided to guests upon request, continuous disinfecting of service areas and wait-staff servicing each event with masks and gloves.



Hotel Cleaning and Sanitation

SHSMD is working closely with the Conference Hotel on increased cleaning and sanitation standards before, during and after each event. These measures include but are not limited to:

- Increased the frequency of cleaning and disinfection, particularly in areas with high traffic including restrooms, elevators, and escalators as well as provided more hand sanitizing stations.
- Staff members are required to wear PPE (e.g., face coverings, gloves, etc.).
- Revised meeting room sets adhering to social distancing guidelines.
- Adoption of new food and beverage delivery methods to ensure safe meal service.



Registration

The following guidelines will be enforced for all registration procedures:

- Increased signage, barriers, and social distancing markers placed in all registration areas to manage lines and encourage social distancing guidelines.
- Encourage contactless check-in via electronic procedures / barcode scanners.
- Increased number of check-in stations to avoid long lines and large gatherings in one place.
- To limit onsite registration, attendees are encouraged to pre-register for all events.
- Reduction in use and distribution of physical registration materials.
- Use of electronic materials is encouraged.



Educational Sessions

The following guidelines will be encouraged during all conference sessions, keynotes, and workshops:

- Increased cleaning and sanitation of all meeting rooms and equipment
Capacities limitations to ensure social distancing.
- Seating and stage layouts to adhere to social-distancing guidelines.
- Speakers are encouraged to remain on stage for their entire presentation; limit roaming where possible.



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Exhibit Hall

SHSMD is partnering with the Convention Center, our General Contractor and Exhibitors to implement the following guidelines at all SHSMD events where possible:

- Updated exhibit hall layout to adhere to social distancing guidelines. Increased use draping and safeguards where needed.
- Increased aisle size and encourage use of "one-way aisles" through floor stickers and signage.
- Increased hand sanitizer stations placed in high-traffic areas throughout the trade show floor.
- Require all trade show vendors to regularly disinfect and clean their exhibit booth space.