

African Disability Forum, Arab Organization of Persons with Disabilities, ASEAN Disability Forum, Down Syndrome International, European Disability Forum, Inclusion International, International Federation of Hard of Hearing People, International Federation for Spina Bifida and Hydrocephalus, Latin American Network of Non-Governmental Organizations of Persons with Disabilities and their Families, Pacific Disability Forum, World Blind Union, World Federation of the Deaf, World Federation of the DeafBlind, World Network of Users and Survivors of Psychiatry



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IDA COVID-19 SAFETY PROTOCOLS

1. Prior to the event or travel

Travel and event planning

- IDA monitors local epidemiology situation, travel protocols, the local public health and social measures in both departure and destination countries as well as health service capacities in the destination country,
- IDA added new criteria for selecting hotels and meeting facilities through competitive tenders:
 - Assessing if the hotel has developed guidelines detailing health and safety COVID-19 measures in line with World Health Organization and National Ministry of Tourism guidelines,
 - Assessing if the hotel has capacity to follow through the IDA Covid-19 safety protocols, described below,

2. During the event or travel

Arrival to hotel / Front office / Check in-Check out procedure / Airport Transportation

- Airport transfers should be booked exclusively with hotel vehicles that are thoroughly sanitized internally and externally before each transfer and are equipped with a hand sanitizer. Drivers should wear masks at all times,
- In the case of bus transportation, a dedicated flow has to be defined to manage arrival and departure with small groups of participants,
- All guests should undergo temperature checks at the entrance before entering the hotel. Temperature reading should be taken for all in-house guests once each day. Guests running a temperature of more than 37.5 degrees Celsius should be met by the first aid team and advise further action course,
- Group arrivals should be managed in a separate entrance to avoid people's concentration in the lobby,
- If this option is not possible, the whole group should be divided into several groups (max persons depending on local regulation) to proceed to check-in,
- Whenever possible, Check-in of all participants should be made by the IDA logistician in advance,



- Luggage delivery for check-in and pick-up for check-out, should only happen in front of the guest's room. No entrance in to the room is allowed,
- ⇒ IDA will exclusively work with hotels and conferences venues offering the services listed above

During meetings and events

- Conference spaces should be reconfigured to maintain the distance of 1,5 m between seats,
- Housekeeping staff should thoroughly clean conference furniture, floors, doorknobs, thermostats, and stationary, several times during the meetings (before the meeting, during each break, and after the meeting), therefore the break times and meal periods will be extended to allow for the additional sanitisation,
- There should be a pre-seated plan for each function,
- Each participant should keep the same seat in the meeting room during the sessions, and the same seat in dedicated space in a restaurant during lunch and dinner,
- Stationary such as pens, markers, notebooks should be available for each participant and not shared among the group,
- Water should be available in sealed 0,5l bottles for each participant,
- Hand sanitizer(s) must be available and clearly visible to the participants, right next to the coffee break stations, buffets, and dining tables. Logistics and/or facilitators team will announce at the beginning of each meeting day, where these sanitizers can be found, for blind and deafblind participants,
- Coffee break and buffet set up must comply with the local authority and country regulations – which must include a minimum physical distancing, waiting room area and food safety,
- Use of paper sachets of sugar or wrapped cubes rather than open sugar during coffee breaks and dining options
- Dedicated waiters should perform the duty to serve participants during breakfast, coffee break, and buffet options and respect a minimum distance of 1,5 / 2 meters when talking and interacting with participants,
- For groups with outside functions, a clear waiting room area has to be drawn to respect social distancing and avoid mixing large groups of people in the lobby. The option of an outside waiting area has to be prioritized,
- All suppliers involved in the event, such as A/V, must be strictly registered by security before entering the venue,
- All supplier staff must wear masks and gloves and respect a minimum distance of 1,5 / 2 meters when talking and interacting with other people in the venue,
- All equipment must be thoroughly disinfected,
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Restaurants/Guest rooms /Public areas and others

- Service staff should wear disposable gloves and masks, maintaining a safe distance at all times,
- If possible, breakfast boxes should be delivered to the participants' room – instead of buffet breakfast,
- Lunch / Dinner set up to comply with the local authority and country regulations covering minimum required distance, delegates per tables or per rooms, food safety,
- Sanitizing stations should be available in all public areas of the hotels,
- Enhanced cleaning and disinfection procedures should be implemented daily in guest rooms, public restrooms, lifts, all public places, and back-of-house areas,
- Disposable masks and gloves should be available in all guest rooms and meeting rooms on daily basis; the hotel should provide masks and gloves in case participants require it, whenever they are leaving the hotel and upon a checkout,
- IDA will provide sufficient disposable masks, gloves, and sanitizers locally,
- A restricted maximum number of participants in the elevators should be determined, and the sign indicating this number should be placed in an accessible position,
- Access doors will be left open during meals periods, if the door need to be kept shut, assistance should be provided so participants do not have to touch handles,
- Reserved lunch and dinner hours will be maintained for IDA group, meals will be served in a dedicated area in the restaurant or in a separate room,
- All dishes will be covered with a cloche to avoid any contamination during the transit from kitchen to the table, all beverages should be served in cans or bottles and opened by the server only after seeking guest permission,

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