



Southern Conference on Homelessness & Housing Event Health & Safety Guidelines July 2021

Collaborative Solutions (CS) and the Low Income Housing Coalition of Alabama (LIHCA) are committed to the health and safety of all event participants, community partners, vendors, and staff. CS and LIHCA value (1) the guidance of health professionals and subject matter experts; (2) justice, equity, diversity, and inclusion; and (3) the health, safety, protection, and comfort level of all stakeholders. For these reasons, several additional steps are being taken to help enhance your conference experience as an event participant.

Enhanced Measures to Clean and Disinfect Surfaces

- The selected hotel, Hilton Sandestin Beach Golf Resort & Spa, has its own multi-layered health & safety plan referred to as the, "[Hilton CleanStay Program](#)." We invite you to review the details of this program, which covers everything from how the hotel has implemented additional health and safety measures ranging from guest rooms and housekeeping to public spaces and food service.
- Hand sanitizer and sanitizing wipes will be on tables and at stations throughout the event to clean and disinfect key surfaces (i.e., door handles, tables, etc.).

Social Distancing

- Room capacity for each session will be intentionally decreased.
- Additional space will be added between chairs and tables.
- Outdoor spaces are easily accessible. Participants are encouraged to take breaks from shared spaces as desired.

Personal Actions to Enhance Health & Safety for All

- **Vaccinations.** Vaccinations are strongly encouraged. We are aware of various reasons why some event participants may not be vaccinated. However, we value guidance issued by the Centers for Disease Control (CDC) and strongly encourage event participants to be vaccinated to enhance the safety of all participants and event partners.
- **Masks/Face Coverings.** Masks and/or face coverings are strongly encouraged and will be provided. As an additional layer of protection, event hosts strongly encourage all participants (vaccinated and unvaccinated) to wear masks or face coverings as we gather from various states and regions.
- **Frequent Hand Washing.** Proper handwashing with soap and water for at least 20 seconds has been found to be one of the best ways to remove germs, avoid getting sick, and prevent the spread of germs to others.
- **Social Distancing.** Participants are asked to be mindful of social distancing and the comfort level of others. Event participants are asked to adhere to any cues or spacing parameters noted throughout the space.

Food Service & Preparation

- Individually boxed or pre-plated meals will be served. All self-serve options will be avoided.
- When possible, meals will be served in an open or outdoor space.
- Additionally, the selected hotel has its own multi-layered health & safety plan; which includes safe meal preparation and service.

Flexible Refund Policy

Please stay home if you have a fever, experience a loss of taste or smell, or are feeling sick within 14 days prior to the event – OR – if you have been in contact with a person diagnosed with COVID in the 14 days prior to the event.

This year, we are offering a more flexible refund policy. In the event that you are unable to attend the conference due to illness, COVID symptoms, or contact with a person diagnosed with COVID within 14 days prior to the event, CS is extending its cancellation policy for reasons due to illness (or contact with a person diagnosed with COVID) through the start date of the event, October 6th. All refund requests must be submitted in writing and may require a follow-up call for clarification prior to final approval. Granted refunds will be processed no later than 3 weeks after the conference. Illness-related cancellations received after October 6, 2021 and event no-shows will not be refunded.

Questions or concerns? Please contact Valencia Moss at Valencia@collaborative-solutions.net