



For Attendees: Event COVID-19 Policy and Safety Protocols

As a community whose professional focus is to bring people together to provide the highest levels of training excellence and services, NeighborWorks America is committed to demonstrating a spirit of respect and care regarding safety, health, and comfort at our training events.

Our expectation is that we will all practice protocols which reflect that philosophy. To ensure our attendees' health and security, as well as the safety of our faculty and staff, NeighborWorks America has implemented the following policy in consultation with a medical, public health, and epidemiology advisory team:

Proof of full vaccination against COVID-19 is required to attend NeighborWorks America Training in-person events.

"Full vaccination" means that either two weeks have passed since receiving the second dose of FDA- or WHO-authorized, double-dose vaccines or that two weeks have passed since receiving the FDA- or WHO-authorized, single-dose vaccines. Attendees must be able to provide the official vaccination card or vaccination record QR code.

Masks are required at all times for all attendees, regardless of vaccination status at all training events including meeting/conference rooms and common areas except while eating and drinking in authorized areas. Please see the [CDC's guide to types of masks](#) for recommended face coverings.

A daily attestation of health status will be required for all patrons.

Please be advised that it is the responsibility of the person submitting a registration to communicate these rules to the attendee in cases where a registration is being submitted on behalf of the intended registrant.

Registrants who do not comply with these policies will not be admitted or will be asked to leave the event and will not be entitled to a refund.

The COVID-19 Safety Protocols provided below are subject to change as national and local guidelines are updated in response to COVID-19. While we will provide the most up-to-date public health guidelines to improve attendee safety, they are not an absolute protection against contracting COVID-19. Attendees assume their own risk by entering the event.



Prior to Your Event Participation

- Review and adhere to relevant guidance provided by the Centers for Disease Control and Prevention (CDC) [Travel | CDC](#).
- Adhere to government-issued travel restrictions and guidance issued by the regions you will be travelling to and from.
- Evaluate your own health and that of people you are in close contact with. Contact the meeting/event organizers if you have concerns.
- Stay home if you feel sick or are experiencing COVID-19–like symptoms.
- Consider self-testing to confirm you are not positive for COVID-19 prior to travel.

Flexible Refund Policy and Course Attendance Policy

Attendees who register and then cancel from the event due to illness, or who cannot complete a course and must depart due to illness, will be provided a refund. Course participants are expected to fully complete a course with 100 percent attendance. If an attendee falls ill and is able to switch to a virtual session of a course, we will assist them in doing that. They will be given priority access to future offerings of the course.

What to Expect When You Attend

As we work together to provide the safest environment possible, at NeighborWorks America training events, you should expect to:

- Follow these COVID-19 event policy and safety protocols and participant requirements that you agreed to upon registering for the event.
- Follow guidance from public health experts for everyday preventive actions to help prevent the spread of respiratory viruses including:
 - Washing hands often with soap and water for at least 20 seconds, or an alcohol-based sanitizer with at least 60 percent alcohol.
 - Avoiding touching eyes, nose, and mouth with unwashed hands.
 - Covering your nose and mouth when coughing or sneezing.
 - Throwing used tissues in the trash.
- Agree to have your temperature taken before entering the meeting/event venue, as required.
- Agree to wear a mask at all training events including meeting/conference rooms and common areas. Masks must have two or more layers, completely cover your mouth and nose, fit snugly against sides of your face without gaps.
- Agree to complete a daily COVID-19 exposure questionnaire.
- Adhere to physical distancing protocols and to guidance from event security. It's important at such an event to respect others' personal space.
- Receive a rapid COVID-19 test at the Health Monitoring Company station if you feel ill or are experiencing COVID-19–like symptoms.
- Agree to self-isolation protocols per CDC guidance and cooperate in contact tracing efforts should you test positive for COVID-19 while at the event.
- Agree to self-quarantine if notified that you have been exposed to COVID-19, per CDC guidance.



Our Staff Is There to Help

Staff and security guards are available throughout the event to monitor everyone's safety and to assist in any way they can. If you feel uncomfortable at any time, please contact one of our friendly staff who will assist you. You can also [email our staff](#) or call them at 800-438-5547.

Seating Configuration

NeighborWorks America will configure meeting room and course seating to allow for maximum physical distancing. Please respect the seating configurations in each meeting space. Small spaces such as restrooms and elevators may have posted maximum capacity to avoid overcrowding. Please respect the posted limits.

Limited Food & Beverage Service

Food and beverage service will likely be limited or to go. Please visit the event site for updates.

Continuous Cleaning

The contracted venues will maintain thorough cleaning of all event locations including high touch points and high-traffic areas.

Employee Screening

All NeighborWorks America staff attending the event, faculty, speakers, and guests will follow the same attendee policy as registrants regarding vaccination status and the event mask-wearing policy.

Contact Tracing

If we are notified of a positive COVID-19 diagnosis during an event, we will promptly alert the appropriate public health authorities and notify attendees who were in the same class as the individual. Any additional contact tracing or notifications will be handled by the local public health authority. The identity of the individual who tested positive and attendees contacted will not be publicly disclosed.

Follow-up

Based on current contact tracing advice from health authorities, if you test positive for COVID-19 up to 14 days after returning home, please [contact our Customer Response by email](#) or call them at **800-438-5547**.

Please Respect the Rules

These rules have been created for the health and safety of all attendees. The health and safety of all parties (participants, staff, faculty, and partners) is of utmost importance and is taken seriously. Anyone asked to adhere to the COVID-19 Safety Protocols is expected to comply immediately. If a participant, refuses to comply, NeighborWorks America may take any action it deems appropriate – including issuing a warning, notifying participant's employer, removing the participant from the event with no refund or notifying appropriate authorities.