

# COVID-19 Guidelines & Mesa Clean Stay

[www.visitmesa.com/clean-and-safe-resource-guide/](http://www.visitmesa.com/clean-and-safe-resource-guide/)

The safety and well-being of our visitors is the top priority for Visit Mesa. We have worked with our hotel partners to implement and follow these comprehensive guidelines and safety protocols based on the guidance offered from the following agencies: CDC, Arizona Department of Health Services, Maricopa County Department of Public Health and City of Mesa.

## FRONT OF THE HOUSE / PUBLIC SPACES / MEETING ROOMS / RESTAURANTS



- Post visible signage to inform customers of new expectations and guidance
- Promote proper physical distancing with floor markers and signage
- Consider operating with reduced capacity and enforce social distancing guidelines in all public areas where guests congregate
- Where physical distancing is not possible, consider installing physical barriers i.e. plexiglass
- Provide and require employees to wear facemasks and other personal protective equipment (PPE)
- Provide access to alcohol-based hand sanitizers throughout the hotel lobby, pre-function space and restaurant area
- Implement comprehensive cleaning and sanitation protocols focusing on high touch areas
- Operate meetings rooms at limited capacities and collaborate with meeting planners to accommodate physical distancing requirements
- Consider serving pre-packaged, grab-and-go, plated meals or modified buffet service with dedicated service staff
- Consider setting up coffee stations served by dedicated staff during break periods
- Encourage guests to wear facemasks in public spaces
- Post signage to encourage safety protocols for guests such as frequent hand washing and common symptoms of COVID-19 like illnesses – encourage guests to stay home if they have a fever, experiencing symptoms or have been in contact with someone diagnosed with COVID-19
- Encourage contactless check-in procedures and mobile keys when possible
- Consider signage about limiting capacity in elevators



- Encourage all employees to stay home if feeling sick or have a fever
- Post visible signage of new expectations and guidance for staff
- Train employees on new comprehensive cleaning and sanitation protocols
- Ensure adequate supply of resources to support healthy hygiene practices including soap and hand sanitizer; encourage frequent handwashing
- Implement symptoms screening for employees prior to the start of their shift
- When possible, consider virtual staff meetings and virtual pre-shift meetings
- Avoid sharing equipment, if sharing cannot be avoided disinfect equipment at the end and the start of each shift
- Increase the preventative maintenance program with focus on increased frequency of air filters in guestrooms, meeting rooms and public spaces

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## **ADDITIONAL HEALTH & SAFETY RESOURCES AVAILABLE ONLINE**

*Click links below for more information.*

- [Phoenix Sky Harbor International Airport](#)
- [Phoenix-Mesa Gateway Airport](#)
- [Valley Metro \(Mass Transportation/Light Rail Service in Mesa\)](#)
- [Arizona Office of Tourism – Visitor Updates for Traveling Throughout the State](#)
- [Travel Vitals](#)
- [Mesa, Arizona COVID-19 Information](#)

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## **FIRST RESPONDERS AND HEALTHCARE PROVIDERS**

*Click links below for more information.*

- [Banner Health](#)  
COVID-19 number: 1-844-549-1851
- [Dignity Health](#)
- [Abrazo Health](#)