



Event Health and Safety Protocols

(as of 04/7/2025)

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

To reflect that philosophy and ensure our attendees' health and security, as well as the safety of our staff, NeighborWorks America has implemented the following protocols for our events:

NeighborWorks RECOMMENDS that all attendees:

- **Do not attend the event if you are feeling unwell.**
- **Practice good hygiene, including frequent handwashing and the use of hand sanitizers.**
- **Cover your nose and mouth when coughing or sneezing.**
- **Dispose of used tissues properly in designated trash receptacles.**
- **Seek assistance from the event onsite nurse or EMT, when applicable.**
- **Follow the best-practice guidance of the Centers for Disease Control and Prevention (CDC), if applicable, when traveling.**
- **Stay up to date with CDC recommended vaccines (e.g., Measles, Flu, COVID-19, Pertussis, and RSV), to reduce the risk of severe illness.**

NeighborWorks REQUIRES that attendees:

- **Follow the event health and safety protocols including respecting the health and safety concerns of attendees who may opt to wear a mask or maintain physical distance.**
- **Self-monitor for symptoms of illness while traveling to and attending the event.**
- **Refrain from participating in event activities and seek medical attention if testing positive for any contagious illness while onsite.**
- **Cooperate with the event onsite health and safety professionals, who will prioritize your privacy while working to ensure a safe environment for all.**

****Special NOTE: These protocols are subject to change based on guidance from the CDC, as well as local and state public health authorities.***

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

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



Prior to Event Participation

- Review and adhere to relevant guidance provided by the Centers for Disease Control and Prevention (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 event organizers if you have any concerns.
- Stay home if you feel sick or are experiencing symptoms.
- Stay home if you test positive for any contagious illness (e.g. flu, COVID-19, measles, chicken pox).

Flexible Refund Policy

Attendees who cancel prior to the event cancellation deadline will receive a full refund. Cancellations after that date due to illness are subject to a non-refundable late-cancellation penalty fee. Partial refunds may be issued to attendees who become ill while at the event on a case-by-case basis if the course or event start date has not begun.

What to Expect When You Attend

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

- Follow general guidance from public health experts to help prevent the spread of respiratory viruses, including:
 - Washing hands often with soap and water for at least 20 seconds or using an alcohol-based sanitizer with at least 60% alcohol.
 - Avoiding touching your eyes, nose and mouth with unwashed hands.
 - Covering your nose and mouth when coughing or sneezing.
 - Properly disposing of used tissues by throwing them in the trash.
- Adhere to physical distancing protocols where applicable and follow the guidance of event security and safety staff. It's important at such an event to respect personal space.
- Agree to follow self-isolation protocols in accordance with CDC guidance and cooperate with any confidential contact tracing efforts if you test positive for a contagious illness while at the event.

Seating Configuration

Please respect the seating configurations in each meeting space. Small spaces such as restrooms and elevators may have posted maximum capacity to avoid overcrowding and must be followed.

Contact Tracing

The event will follow any required contact tracing protocols as required by the CDC or local and/or state public health authority.

Follow-up

If you test positive for a contagious illness and believe other attendees may have been exposed, you are encouraged to notify our Customer Experience team at nti@nw.org or 800-438-5547.



Please Respect the Rules

These protocols have been created for the health and safety of all attendees. The health and safety of **all** parties (participants, staff, faculty and partners) are of the utmost importance and will be taken seriously. Anyone asked to adhere to the Health and Safety protocols is expected to comply immediately. If a participant refuses to comply, NeighborWorks America may take actions it deems appropriate – including issuing a warning, notifying participant’s employer, and/or removing the participant from the event with no refund.

The Health and Safety Protocols listed in this document are subject to change as national and local guidelines are updated in response to emerging health emergencies. While we will provide the most up-to-date public health guidelines to improve attendee safety, these guidelines are not an absolute protection against contracting illness. Attendees assume their own risk by entering the event.

Our Staff Is Here to Help

Staff and health and safety team members are available throughout the event to monitor everyone’s safety and to assist in any way we can. If you feel uncomfortable at any time, please contact one of our staff members, who will assist you. You can also contact our Customer Experience team at nti@nw.org or 800-438-5547.

**Thank you for adhering to these protocols
and making it possible for us to continue to network and learn together!**