



Lynn S. Mohrfeld, CAE
President & CEO

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CHLA MEMBERS KNOW. BETTER.

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COVID-19 Resources

- CO => **C**oronavirus
- VI => **V**irus
- D => **D**isease
- 20**19**



COVID-19

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Email CHLA –
covid19info@calodging.com



Today's Agenda

- State Update
- The Governor's Plan
- Hotel Volunteer opportunities
- What is the future of meetings?

State Update

- Governor Newsom's Press Conferences
 - Priority Efforts
 - Media Questions are Revealing



Facebook Live



State Update

- Decision Making Process
 - Public Health Focus - Naturally
 - Governor's Appointees
- Next is an Expansion to Business
 - Business Community Ask





State Update

- Travel Industry Associations
 - Weekly Calls
 - Go-Biz
 - Governor's Office
 - Formal Relief Request



State Update

- Future Considerations for Relief
 - Indemnification Language
 - CMBS Loans
- Legislature
 - Closed + Focused on COVID-19





Re-Opening Plan

1. Monitor + Protect
2. Prevention Infection
3. Ensure Hospital + Healthcare Capacity
4. Develop Therapeutics / Vaccine
5. Support of Physical Distancing
6. Reporting - Re-Instatement If Necessary



Volunteer Hotel Opportunitites

- Project Roomkey
 - Largely Homeless/Vulnerable Populations
 - \$50 Million Allocated Yesterday
 - **GOVERNOR NEWSOM UPDATE - SATURDAY**
- Rate Codes
 - This Program Will be Phased Out (4/30)
 - Replaced w/ New Program



Volunteer Hotel Opportunitites

- Things to be Aware of...
 - Media
 - #novancanyca and www.novacancyca.org
 - NIMBYism - Not In My Backyard
 - Litigation is Happening
 - Check w/ Your City!!!!

Lenders / Brands / Insurance Companies



What is the future of meetings?

Carl Winston
Director
L. Robert Payne School of Hospitality & Tourism Management
San Diego State University



**SAN DIEGO STATE
UNIVERSITY**

L. Robert Payne School of
Hospitality & Tourism Management





Are Face to Face Meetings Coming Back?

- Yes!
- Video conferencing was supposed to replace live meetings
- Social events require face to face interactions
- Business events are far more effective when face to face
- Virtual will escalate in importance to future meetings as an OPTION - ARE YOU READY???



What Does it Mean to be Virtually Ready?

- Meeting design and architecture will change
 - Hotels will need more equipment & much more bandwidth
 - Hotels will need the right lighting
 - Staff will need to be trained
-
- But there is something else that is both an opportunity & a threat!



The New Gold Standard for Events (and
Hotels)

Safety
Sanitation
Health

Not Just for Your Hotel but Your Entire
Supply Chain!



What Does That Look Like For Your Hotel?

- Put a manager in charge of safety, sanitation and health
- Have visible procedures and resources
 - Sanitizing and disinfecting
 - Frequent public area cleaning
- Monitor employee and vendor delivery health
 - Be hyper vigilant
- Share expectations across your supply chain
- Report on guests who have symptoms
- Offer social distancing options



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Contact:

Lynn S. Mohrfeld, CAE – CHLA President & CEO

Email: lynn@calodging.com / covid19info@calodging.com

Phone: 916-799-4592