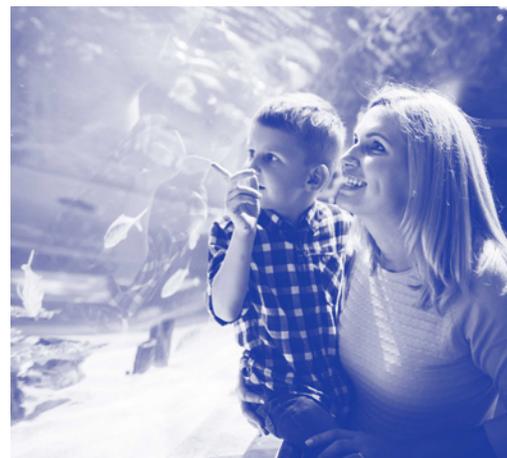
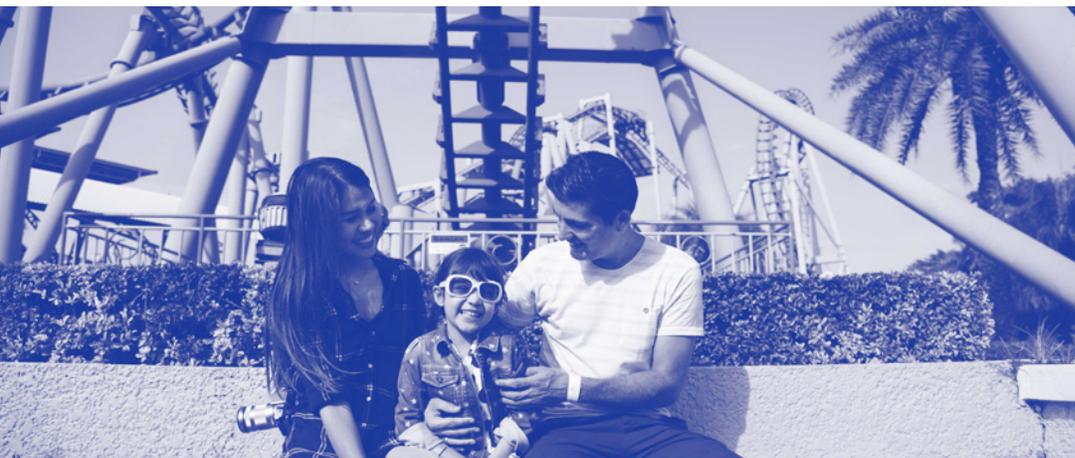




# COVID-19 Response Guide



# INTRODUCTION

The goal of this guide is to provide additional guidance and resources to amusement parks, attractions, zoos, aquariums, hotels, and other recreational organizations to ensure individuals with autism and other cognitive disorders are considered during the COVID-19 crisis and beyond.

IBCCES provides a series of certifications that empower professionals to be leaders in their field and improve the outcomes for the individuals they serve. These programs are recognized around the world as the leading benchmark for training and certification in the areas of autism and other cognitive disorders.

As a leader in the field, IBCCES is working to provide guidance for organizations that serve these individuals to ensure guest service, safety, staff morale, and operations are working together to provide the best experience possible for all guests, no matter their sensory needs.



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”

Travel On

“

# Key Board Members

At IBCCES, the goal of our board is to ensure the development and delivery of world class training and certification programs that will help improve the overall quality of care and education for individuals with cognitive disorders. The Board represents a wide range of the leading cognitive experts from all over the world.



**Erik Beard**

Managing Member & General Counsel at International Ride Training LLC



**Kelly Flaherty Clark**

Vice President Of Zoological Operations At Seaworld's Discovery Cove  
President Of IMATA



**Marc Garcia**

President And CEO of Visit Mesa  
Parent of a child on the autism spectrum



**Stephen Shore,  
Ed.D, CAS**

Professor at Adelphi University  
Best Selling Author  
International Speaker  
Autism Expert



**Kerry Magro,  
Ph.D**

Award-Winning Disability Advocate  
Best-Selling Author

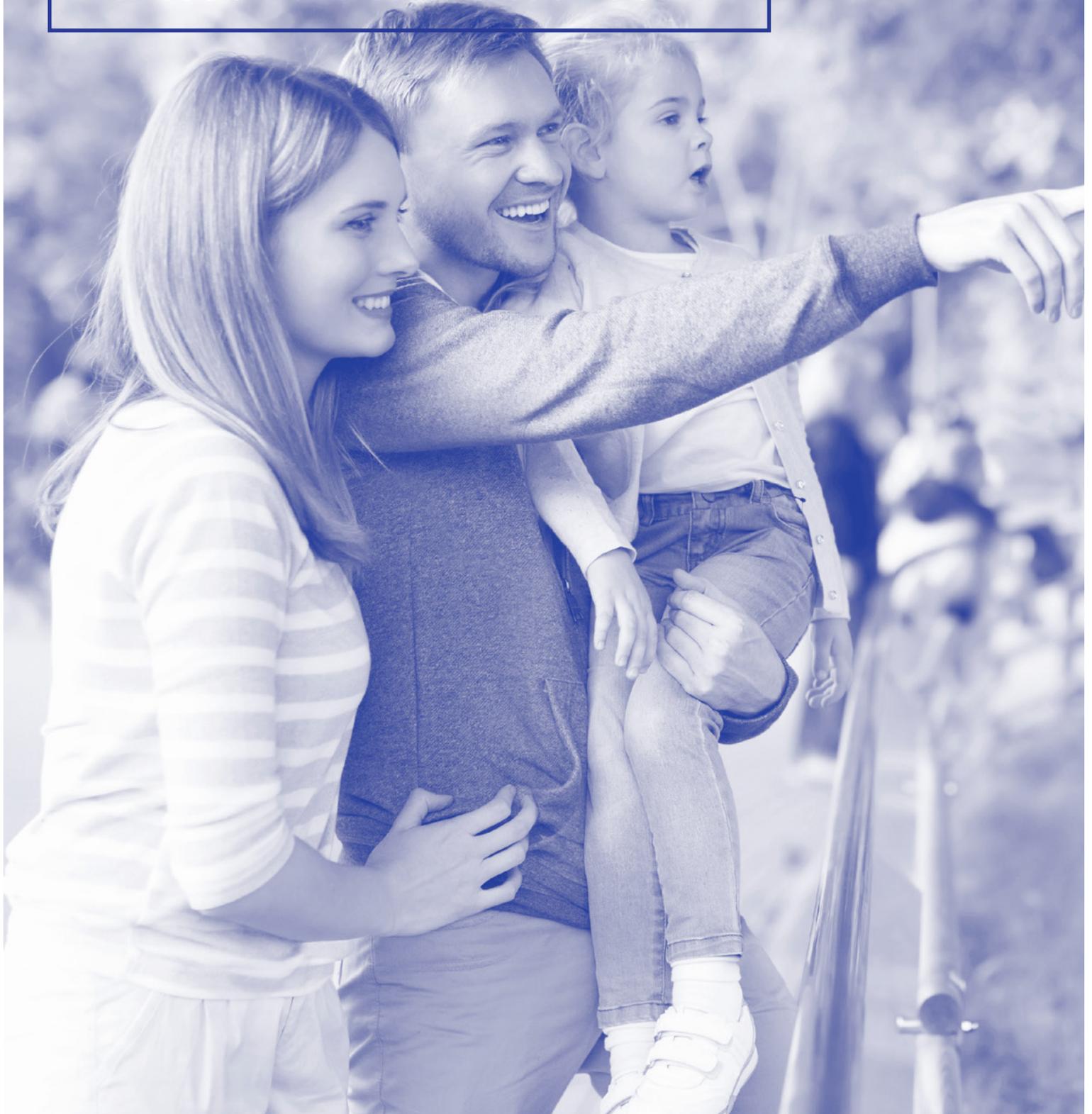


**Joseph Cheung,  
M.D.**

Sleep Neurologist at Mayo Clinic  
Parent of a child on the autism spectrum

# ACCESSIBILITY BEST PRACTICES

Recommendations to welcome guests  
with autism and other disabilities





## Signage

Ensure there are diverse types of signage. Incorporating pictures and symbols on maps and other signage helps communicate clearly, as does ensuring that specific areas have directional signage (quiet spaces, bathrooms, family center etc.).

Non-verbal guests or individuals on the spectrum may better understand symbols, rather than words, to communicate. Also ensure any puns or plays on words are easy to understand or can be communicated in alternate methods since individuals with autism may take information literally.



## Accessibility Programs and Policies

Ensure guests with special needs are considered and plans are in place for modifications where possible to COVID-19 procedures and requirements.

Ensure accessibility web pages, guides, and other materials are updated with any new requirements or changes to accessibility programs. This may impact an individual's ability to visit or may change how they plan their visit.

Ensure staff at call centers or those working guest services are up-to-date on autism awareness training and have options for guests who may have questions or special needs at this time.

# General Sensory Considerations

## Visual

- Eye sensitivities include sensitivity to any kind of light, especially fluorescent, as well as certain colors and patterns. Individuals with sensory sensitivities may experience:
- Discomfort from fluorescent light, sunlight, bright lights, glare, lights at night
- Difficulties with bright shiny surfaces and problems with sharp contrast, such as bright colors in clothes and displays, busy patterns such as stripes, polka dots, and swirls in displays, wallpaper and carpets.



## Taste

- Food overlaps with many aspects of life that challenge the coping skills of individuals with autism spectrum disorder (ASD). These can include extreme sensitivity to change and sensory stimuli, as well as an intense focus on details.
- For instance, many children and adults on the spectrum are extremely sensitive to not just flavor, but also the color, smell and texture of foods. Many individuals with ASD have dietary restrictions such as gluten-free, dairy-free, etc.

## Scent

- While strong odors can be annoying to neurotypical individuals, many autistic children are particularly sensitive from a variety of materials. Because children are strongly affected by the quality of the air they breathe in any setting, elimination of odors and toxic exposures is an important goal for the ASD environment.



# General Sensory Considerations



## Sound

- Some individuals may be hypersensitive and some appear to be hyposensitive. They misinterpret sensory information, such as touch, sound, and movement.
- They also indicate that they can hear sounds at many decibels above those others can hear. They can hear sounds that are a lot further away and the intensity of sounds can be deafening.

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## Touch

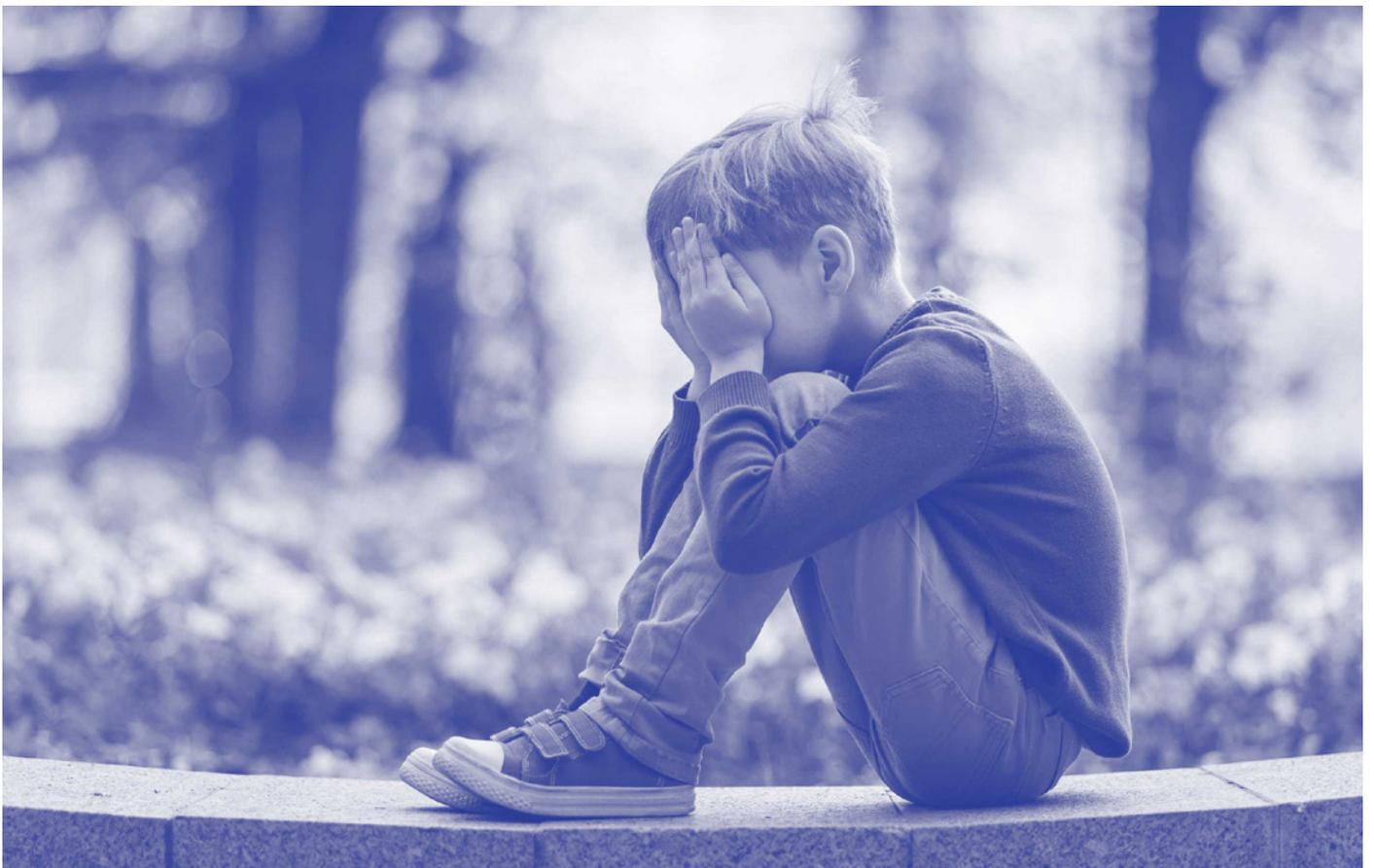
- Individuals may seek out sensory stimulation and some individuals may be very sensitive to touch.
- It's advisable to have sensory toolkits available with sensory appropriate toys or items to soothe and engage individuals on the spectrum. This can be at guest service locations as well as other areas where guests may want to take a break from a stimulating environment.
- Individuals may not be comfortable wearing certain clothing, being restrained by safety equipment or devices such as straps or bars, and also may not be able to tolerate wearing masks, helmets or other gear.



# Safety + Sanitation

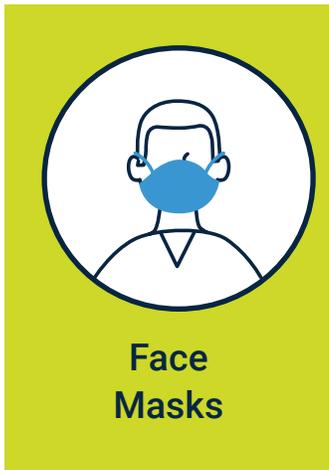
## Safety Considerations

- An individual with autism may react to feeling overwhelmed by fleeing. They may be headed away from something that is upsetting or seeking a place or sensation that will calm their system. This fight-or-flight response is why someone with sensory difficulties will shut down, escape the situation quickly, or become aggressive when in sensory overload.
- People with autism need the ability to leave an unfriendly or overwhelming environment—to “escape” from the extreme stress such an environment causes people on the autism spectrum. It is important, then, that staff, caregivers, and companions of people with autism let the person know that he or she can leave that situation, directing the individual to a calmer, more soothing environment.



## Sanitation, Cleanliness and Transmission Prevention

Many individuals with disabilities may be at greater risk of infection or transmission, or may be immunocompromised. Others may have difficulty or concerns about complying with certain requests, such as wearing a face mask in public. In the end, guest and staff safety are the top priority. Here are some considerations:



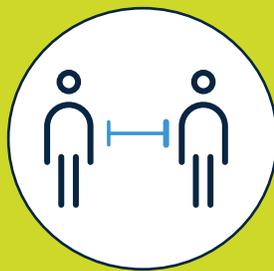
### If mandated by local or federal requirements, you may need to require that guests wear face masks.

- Many individuals on the autism spectrum may have sensory issues wearing a mask due to touch and feelings of confinement.
- These issues may lead to meltdowns and other reactions. If possible, allow guests with autism or sensory needs the option to not wear the mask.
- IBCCES has designed a training program called GuestExperience2.0 that can assist in conflict resolution and sensitivity training for staff in cases where guests have concerns about wearing a face mask or other safety requirements.
- Recommend signage or communication that explains to all visitors that some guests do not have masks on due to autism or other special needs.
- Ensure communication about requirements and how staff will interact with guests is easily found on your website and accessibility information so that visitors can socialize these interactions and requirements within their family to ensure proper preparation is made for their visit.
- Guests may also have concerns with wearing gloves or other requirements that affect their sense of touch. Ensure there are alternatives to these requirements, where possible, and that all additional protocols are shared on your website and signage throughout your facility.
- Encourage the use of the IBCCES Accessibility Card. Guests can register for free prior to visiting which can help eliminate potential abuse of accessibility programs.



## Sanitation and Cleaning Protocols

- Be aware some individuals with autism or sensory needs may be sensitive to smells, including those used in cleaning supplies, chlorine, etc. Safety and health are priority, but consider this when purchasing or using harsh chemicals.
- Provide unscented products when possible for the visitors to use such as hand sanitizer or soap in restrooms.
- Make hand washing stations available for all guests frequently throughout the park/facility.
- Post cleaning requirements and protocols on your website and on physical signage to ensure guests are aware of the additional steps your team is taking.
- Consider other ways to sanitize shared surfaces such as counters, door handles, ride equipment, tables/chairs, etc. Create a staff rotation to sanitize these areas throughout the day if possible.



## Physical Distancing

- Ensure there is clear signage (using symbols as well as words) with directions and guidance on expectations for social distancing, spacers for waiting in line, etc.
- Create visual cues or markers to ensure visitors leave enough space in between family units or individual guests when waiting in line or access crowded areas.
- IBCCES designed a training program called GuestExperience2.0 to help staff understand the differences between physical vs social distancing and impact on guest service when communicating these needs.
- Individuals with autism or other special needs may have difficulty waiting in line for long periods of time - review policies and options to offer virtual queuing or other ways to cut down on the length of time guests stand in line to access rides, attractions, or other popular areas of your location.
- Ensure staff are trained on communication protocols and best practices when educating guests on requirements, policies, and other needs. Conflict resolution, sensitivity, and awareness are key when changing routines or the guest experience.
- Consider creating pathways and traffic flow guidance to ensure the frequency of guests walking in opposite directions have as little contact as possible.
- Consider creative solutions for food ordering/pickup, enhanced use of app-based programs, and other “touchless” options for high traffic areas or where guest and staff interaction is likely.
- Ensure all requirements, updated wayfinding, maps, etc are available readily on your website and other documentation.



# Marketing + Communication

1

The ability of children with ASD to communicate and use language depends on their intellectual and social development. Some children with ASD may not be able to communicate using speech or language, and some may have very limited speaking skills. Others may have rich vocabularies and be able to talk about specific subjects in detail. Many have problems with the meaning and rhythm of words and sentences. They also may be unable to understand body language and the meanings of different vocal tones. Taken together, these difficulties affect the ability of children with ASD to interact with others.

2

Many people with an ASD are thought to be visual learners, so presenting information in a visual way can help to encourage and support communication, language development and ability to process information. It can also promote independence, build confidence and raise self-esteem.

3

To assist your guests in recognizing staff or unfamiliar people, photographs should be provided to help identify staff whom the guests may encounter. Photos of staff uniforms – with descriptions of the associated job functions - should also be included on the company's website and in any pre-travel communications. In addition, photos and videos of procedures, check in, ticketing, and other activities are helpful to prepare individuals for their visit, especially if these are out of the norm for return guests (such as COVID-19 specific changes).

4

Based on a national survey conducted by IBCCES in 2020, individuals with autism and their caregivers typically look to your website for updates and information, which is why it is critical to make sure all accessibility and safety information is easy to find. According to our survey results, they also overwhelmingly prefer email communication to web and social media sources, so ensuring you have a robust communication plan and a registration option for visitors is key. You can review the detailed survey results later in this report.

# GUEST FEEDBACK

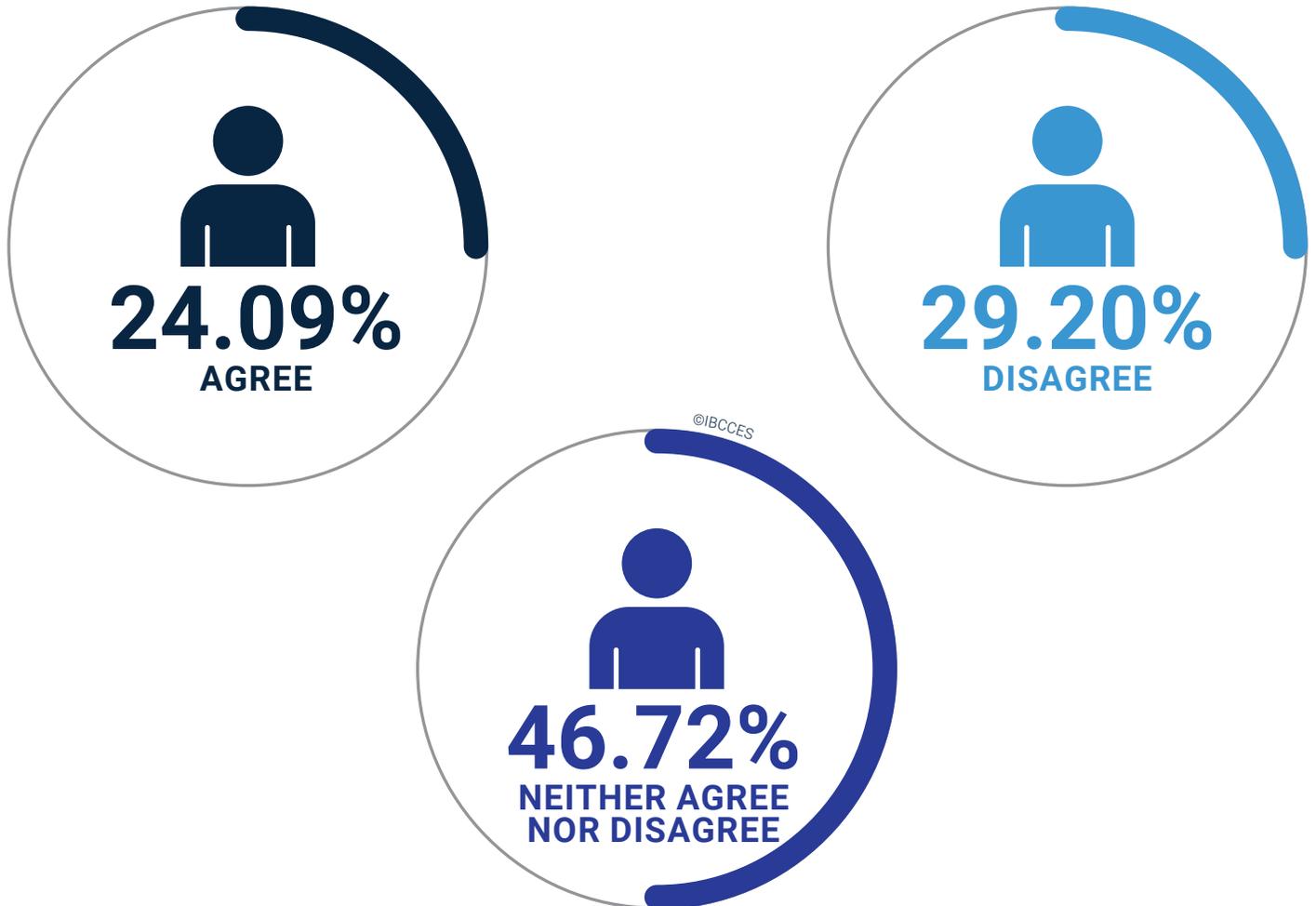
A young boy with autism is seen from behind, looking towards a roller coaster track. The image is overlaid with a semi-transparent white box containing text. The background is a blue-tinted photograph of a roller coaster track curving upwards.

In May 2020, IBCCES conducted a survey of individuals with autism as well as parents and caregivers of people with autism to gauge their interests, fears, concerns, and needs when planning to travel or visit attractions and destinations.

The survey results were compiled and reviewed by our team and are presented below to help shed light on what guests are looking for and what areas are critical to communicate as locations start to reopen and welcome guests.

In general, visitors with autism and other special needs are an underserved group that make up a large portion of the market. Ensuring these visitors' needs are met and your staff are prepared to welcome these individuals to meet their needs is critical.

I would be more likely to visit an attraction if indoor attractions and shows were temporarily closed during re-opening phases.

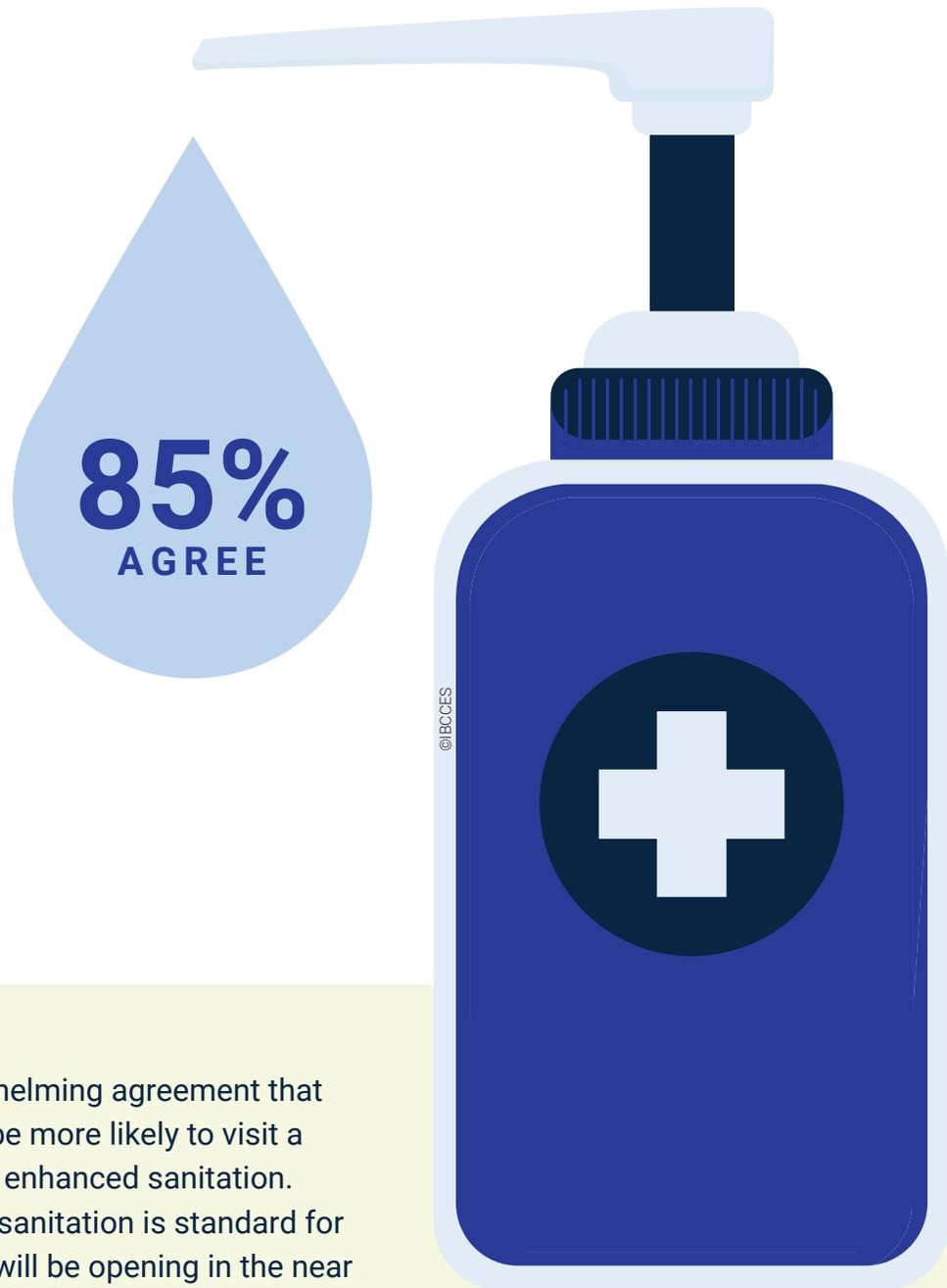


### Survey Analysis

There was almost an even split between whether people would be more likely to visit an attraction if indoor shows were closed. A slightly higher percentage disagreed with the statement and would not be more likely to visit if indoor shows and attractions were closed. There is a lot of variance in what this could mean for different locations. If a large draw for your location is a specific show or indoor attraction that would obviously greatly hinder guests likelihood of visiting. However if your indoor show makes it difficult to safely practice physical distancing then guests would probably feel safer if that show was closed.

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I would be more likely to visit a destination if there was enhanced sanitation (e.g., hand sanitizer stations everywhere, sanitation wipes for all guests contact areas).

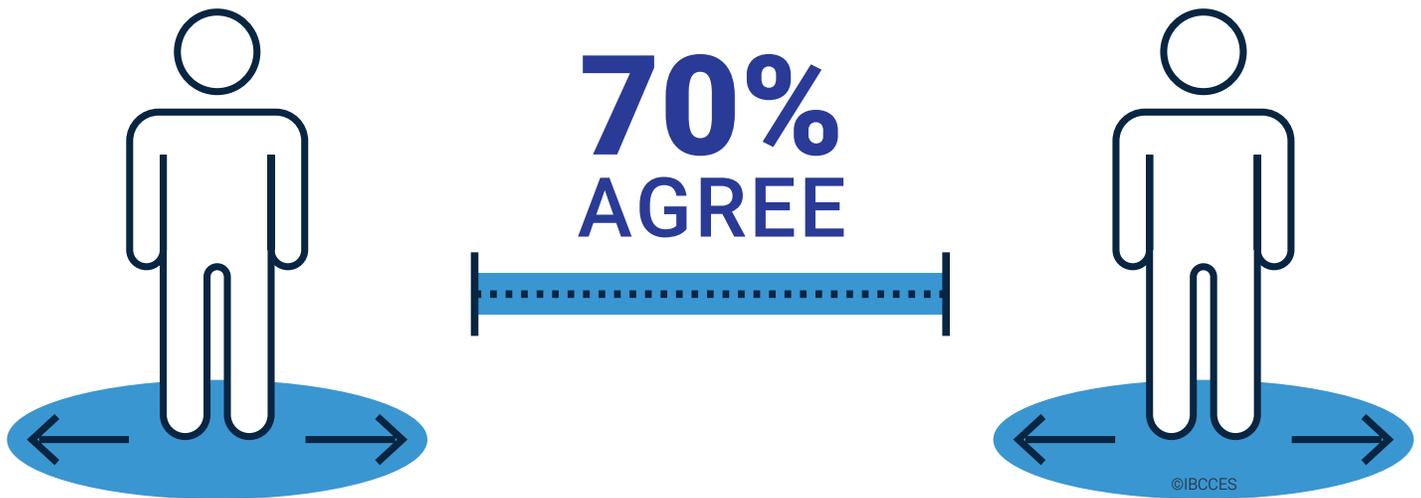


### Survey Analysis

There was an overwhelming agreement that most guests would be more likely to visit a location if there was enhanced sanitation. Providing enhanced sanitation is standard for most locations that will be opening in the near future, however it is important to make sure to effectively communicate those measures to guests as well as be aware of sensory needs that may arise.

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I would be more likely to visit a destination if physical distancing practices were implemented throughout the location (e.g., 6 foot distance when queuing, table spacing at restaurants; mobile food ordering).

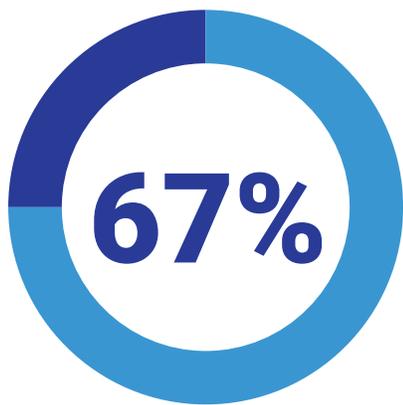


### Survey Analysis

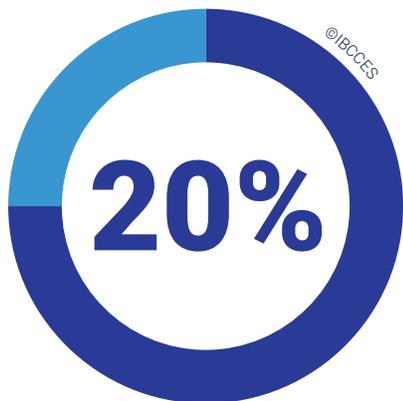
**70%** of respondents felt that they would be more likely to visit a location if social distancing practices were put in place throughout the location. Again this is something that is pretty standard for most locations and can be accomplished fairly easily with signage and announcements. It is important to have measures in place to make guests feel welcome and comfortable while practicing safe physical distancing measures as well. To learn more about how your location might do this see pg 25 for information on the Guest Experience 2.0 training.

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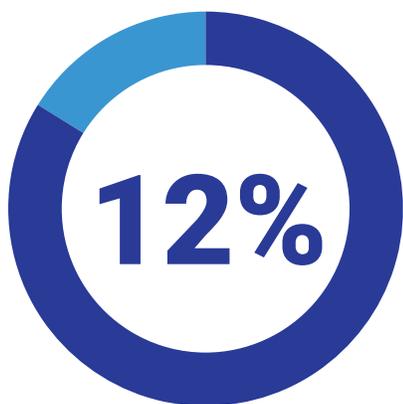
I would be more likely to visit an attraction if a virtual line/queue waiting system was implemented for all or most attractions.



PARENTS & FAMILIES AGREE



PARENTS & FAMILIES NEITHER AGREE NOR DISAGREE



PARENTS & FAMILIES DISAGREE

**Survey Analysis**

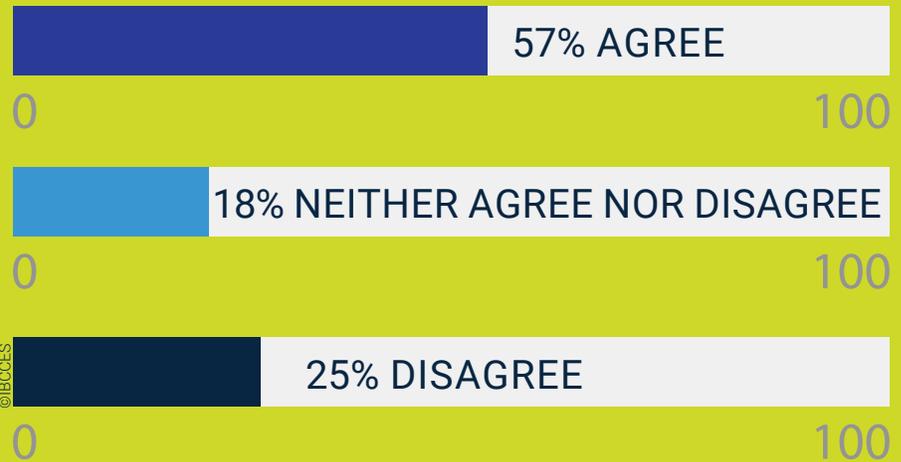
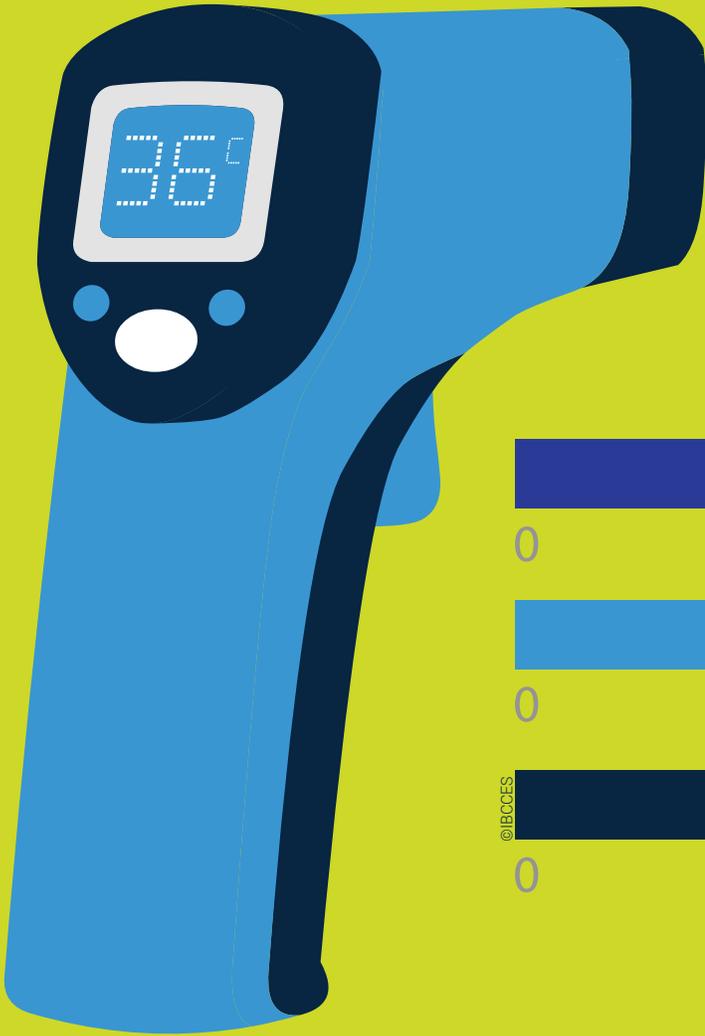
**67%** of parents and families agree that they would be more likely to visit a location if virtual queues were implemented. Many organizations already have these features available so effectively communicating those options to guests as well as making the process simple and quick will go a long way to making the guest experience a great one. Another option to help curb potential over-use of accessibility and virtual programs is the IBCCES Accessibility Card, which allows guests to pre-register and identify their needs prior to arrival.

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SURVEY QUESTION

5

I would be more likely to visit a destination if the attraction requires all guests to have their temperature taken; those with fevers would have their temperature checked with a handheld thermometer. Those testing consistently high would be refused admission.

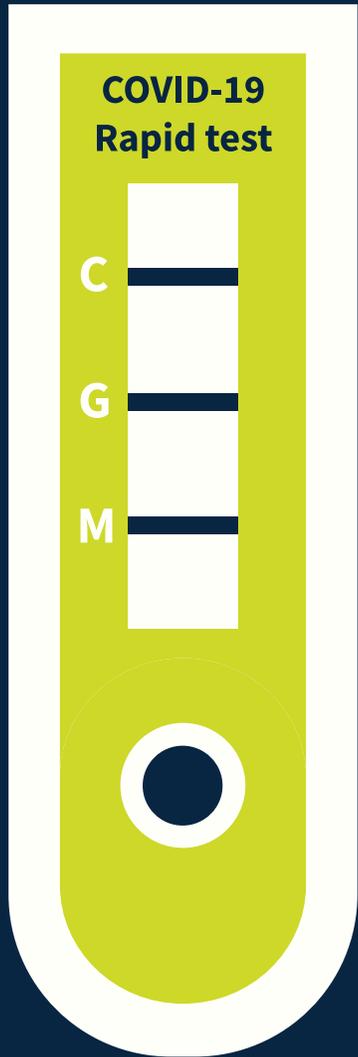


**Survey Analysis**

Over half of respondents agree that they would be more likely to visit an attraction if everyone was required to have their temperature checked with those that consistently tested high would be refused admission. However, **25%** of respondents disagreed with this statement so while these measures may appease many guests visiting this is something that some guests could potentially refuse to comply with or choose not to visit. If implementing this process, please consider individuals with sensory sensitivities to touch or other needs.

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I would be more likely to visit an attraction if they require all guests to undergo a rapid COVID test (results within 15 minutes). Only those with a negative result would be permitted to enter.



©IBCCES

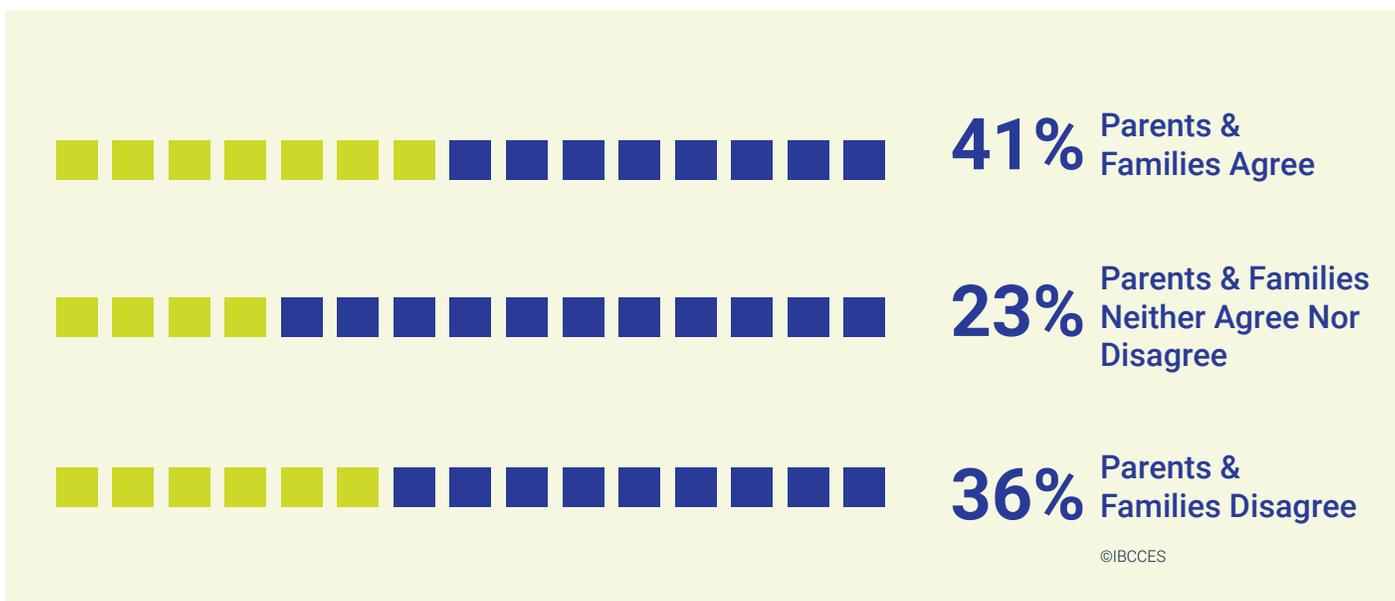
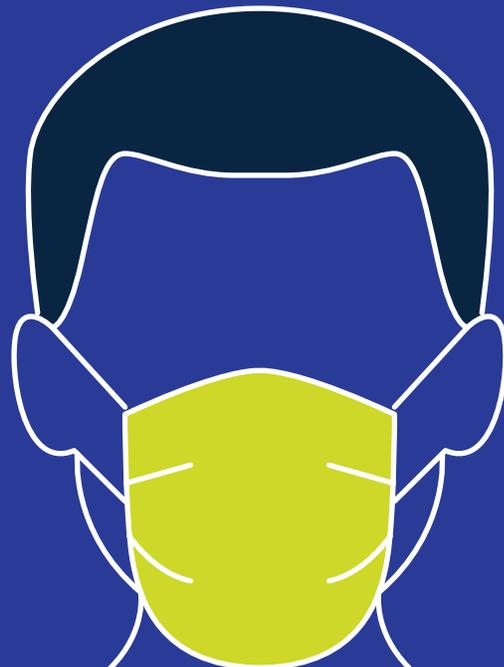
**Survey Analysis**

Not surprisingly this is a pretty controversial statement with over half of the respondents disagreeing or on the fence about attractions doing rapid COVID tests on all guests. Due to the lack of resources and staff this may not be something that is even feasible for many attractions. If it is feasible and/or required at some attractions be aware that some guests may object, refuse to comply or decide not to visit. In these cases, it's important your staff is adequately trained in conflict resolution and other communication best practices.

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**SURVEY QUESTION**  
**7**

I would be more likely to visit a destination if they require all guests to wear face masks.

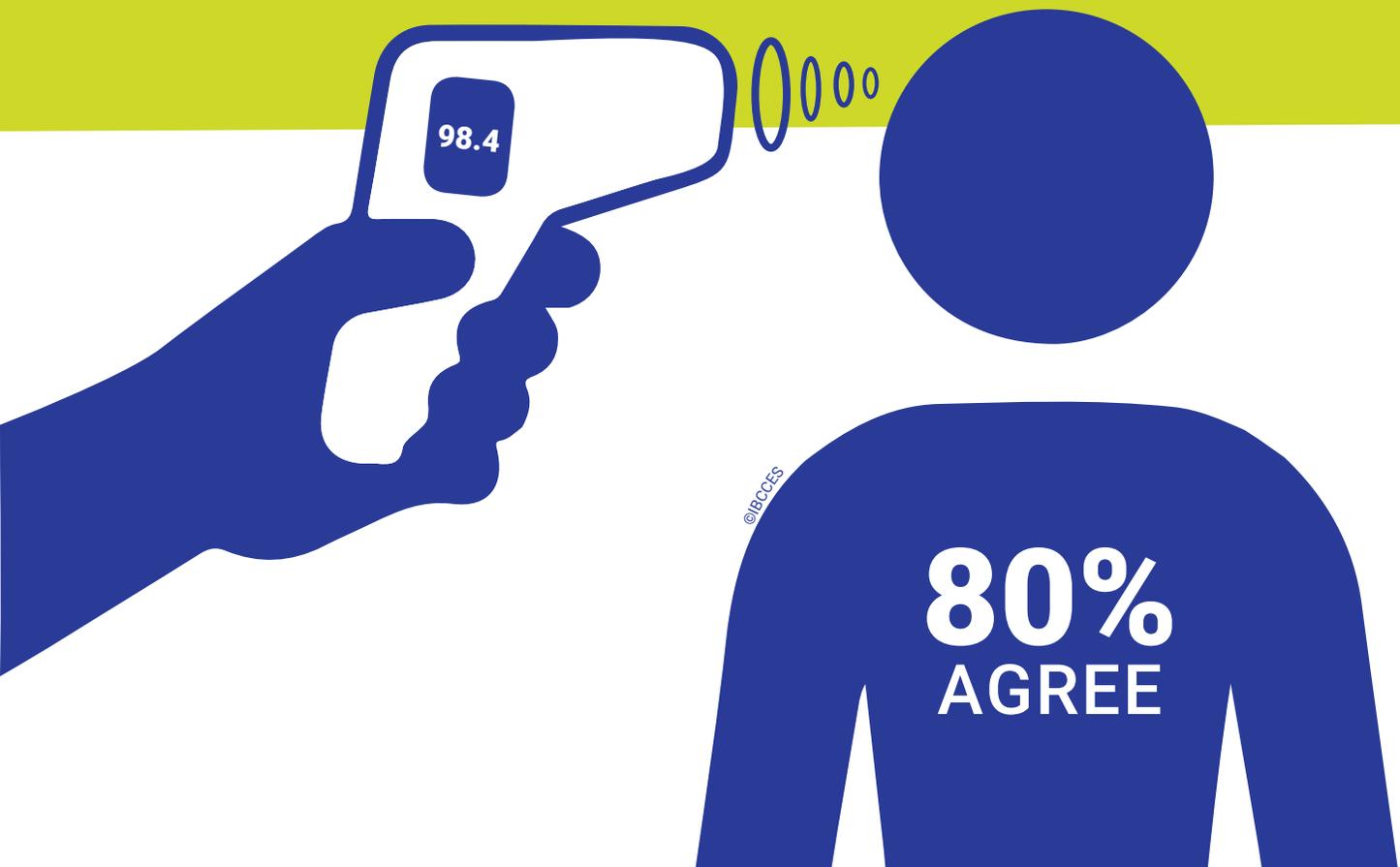


**Survey Analysis**

Again this can be a controversial statement and received about the same responses as the COVID testing. Many attractions may not have a control over this decision depending on state laws and regulations however please be aware that if your location is requiring masks make sure to communicate this very clearly with guests as well as train your team on how to handle conflicts that may arise. For more information on this training see pg. 25.

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I would be more likely to visit a destination if they require all team members to have their temperature taken; those with fevers would have their temperature checked with a handheld thermometer. Those testing consistently high would not be permitted to work until testing fever-free for at least 24 hours.

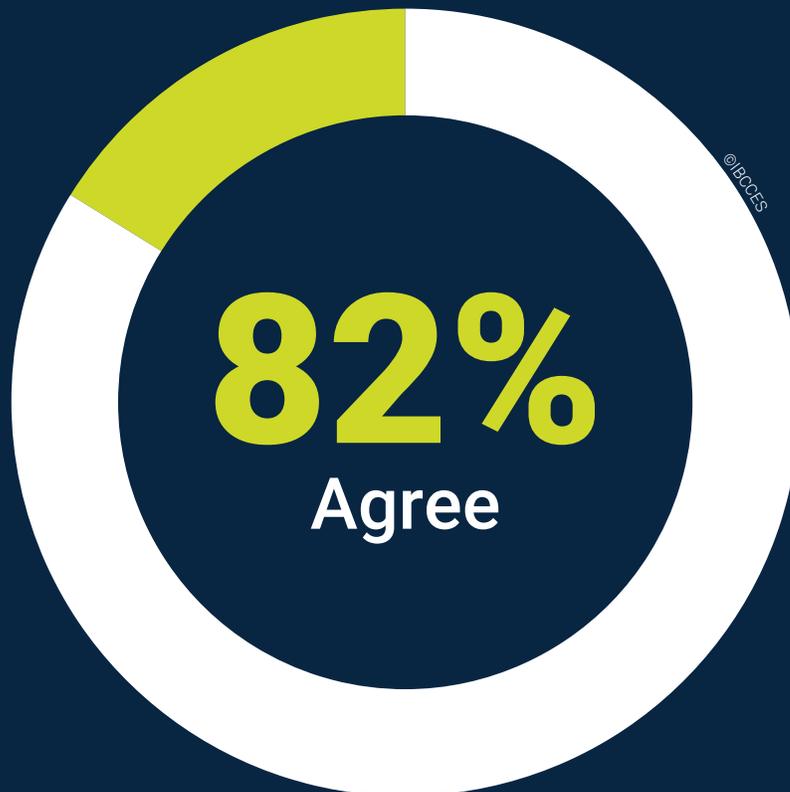


### Survey Analysis

**80%** of parents and families would be more likely to visit a location if staff members were required to have their temperatures checked. This is significantly higher than the 57% that would be more likely to visit if all guests had to have their temperature checked. If instating policies for checking employees temperatures it is important to effectively communicate this not only to your employees but also to your guests visiting so that they can feel more comfortable in that knowledge.

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I would be more likely to visit a destination if they require team members to wipe down shared surfaces between guest interactions.



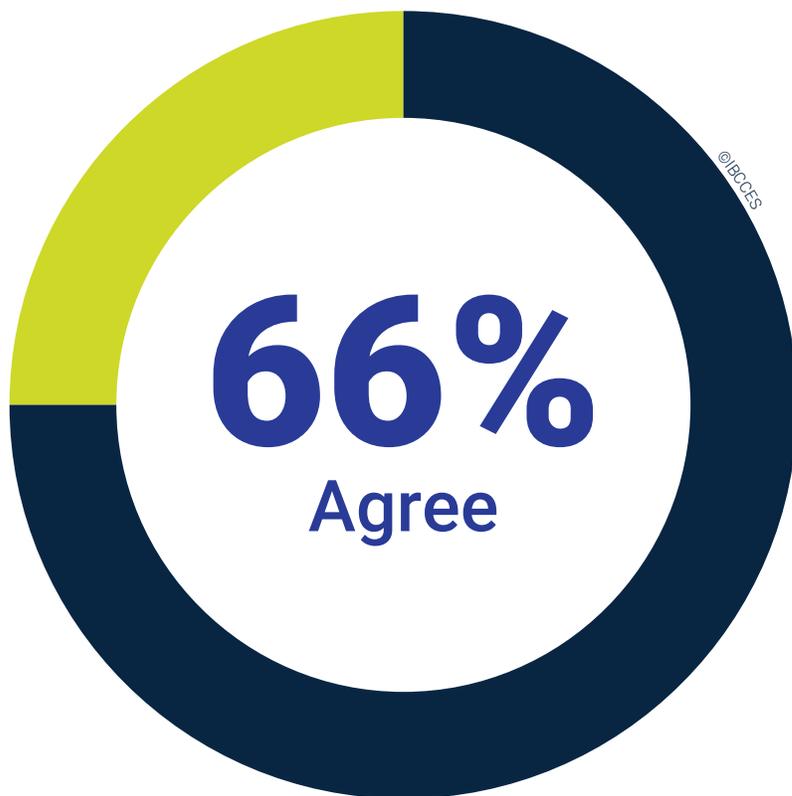
#### Survey Analysis

The majority of parents and families would be more likely to visit a location if surfaces were wiped down between guest interactions. This is fairly easy to implement but it is important to communicate to guests that members of the same group/household may be seated together so there is no confusion. Often people with disabilities will need to be close to a caregiver or parent and may be confused by this rule if not explicitly explained.

SURVEY QUESTION

10

I would be more likely to visit a destination if sanitization policies would be listed on website (including types and kinds of chemicals used).

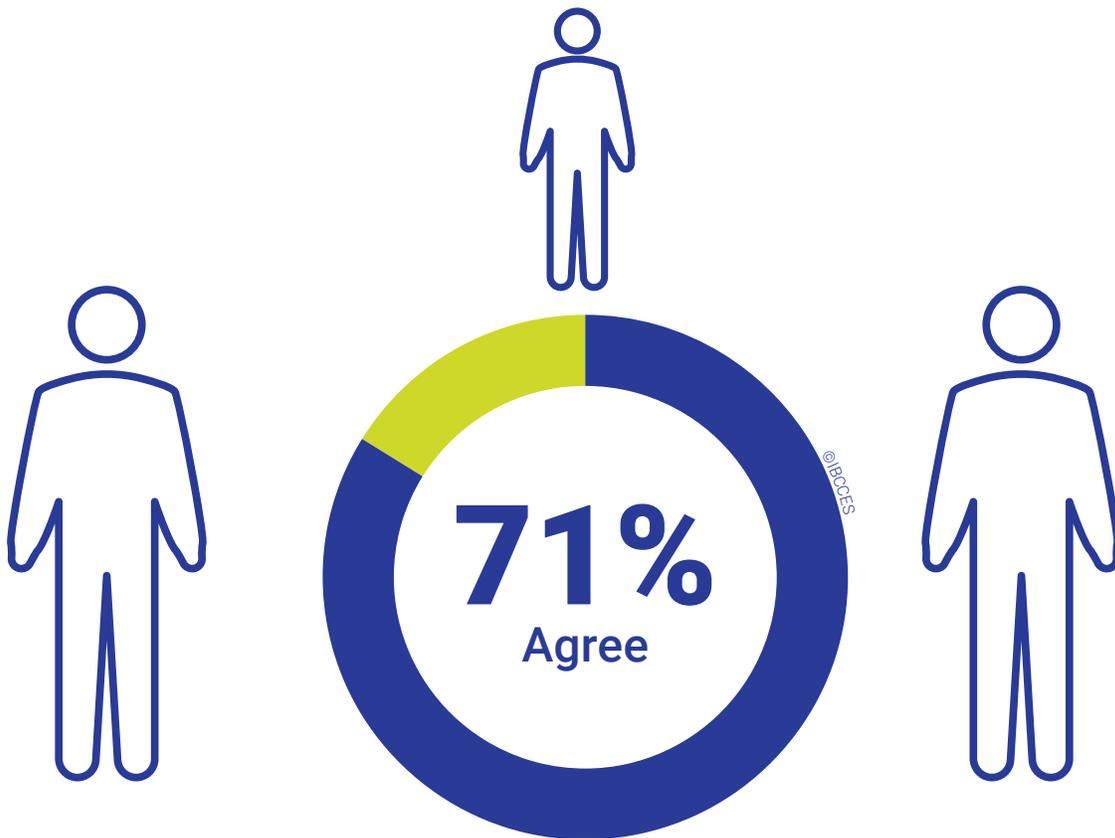


**Survey Analysis**

The majority of parents and families would be more likely to visit if sanitation policies were listed on the website with only 10% disagreeing with that statement. Listing sanitization policies on the website and marketing materials is a fairly easy step and goes a long way to giving guests peace of mind. Don't forget to list types of chemicals used as some might have sensitivities. Chemicals you choose to use may have an adverse affect on visitors with sensory sensitivities such as touch, taste, or smell. Make sure you are prepared to provide an MSDS sheet for those who have questions.

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I would be more likely to visit an attraction if they limit attendance to 50% of capacity.

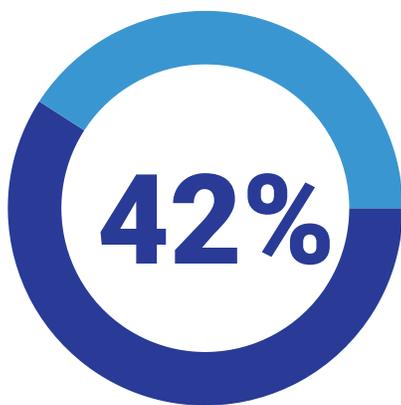


### Survey Analysis

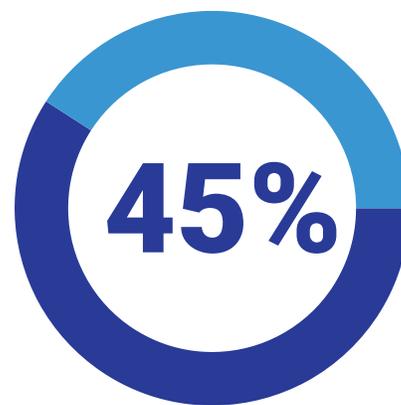
71% of guests would be more likely to visit if the location capacity was limited to 50%, which makes sense when considering that fewer individuals on site can help when instituting physical distancing guidelines, virtual queues or other service changes, and also ensuring guests have the proper communication and attention from your staff.

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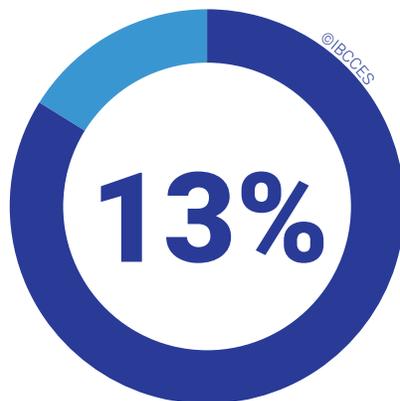
I would be more likely to visit an attraction or destination if Quiet Rooms / Spaces were limited to a caretaker and 1 other individual for half-hour increments.



PARENTS & FAMILIES  
AGREE



PARENTS & FAMILIES  
NEITHER AGREE  
NOR DISAGREE



PARENTS & FAMILIES  
NOR DISAGREE

**Survey Analysis**

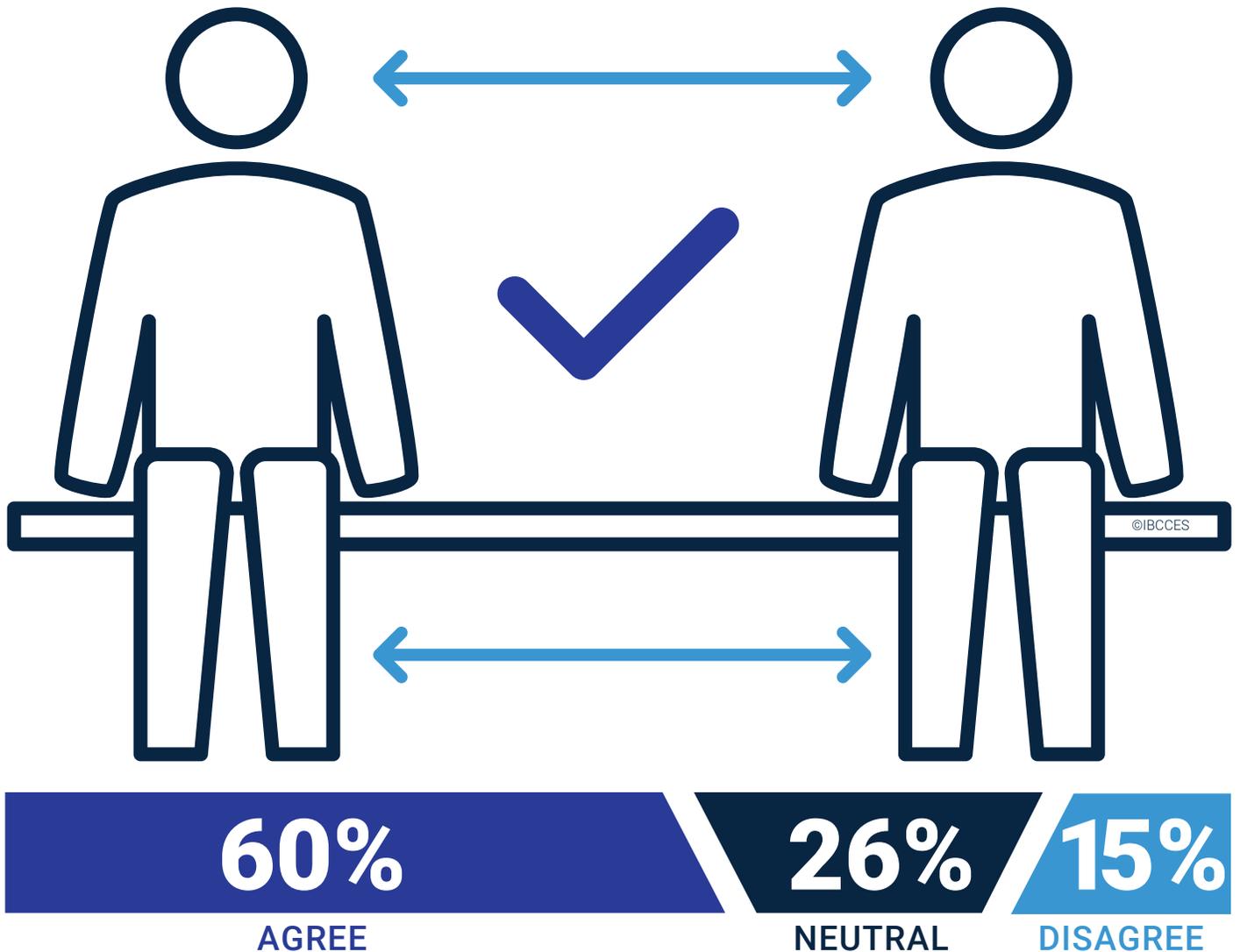
**42%** of families agree that they would be more likely to visit if quiet areas/rooms were limited occupancy as well with only **13%** disagreeing. Many attractions already have this in place by locking rooms and providing passkeys or putting up signage stating regulations. To learn more about the benefit of quiet rooms/areas go to page 31.

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SURVEY QUESTION

13

I would be more likely to visit an attraction if changes to special access programs would include exemptions from certain regulations such as masks/spacing on rides depending on need.

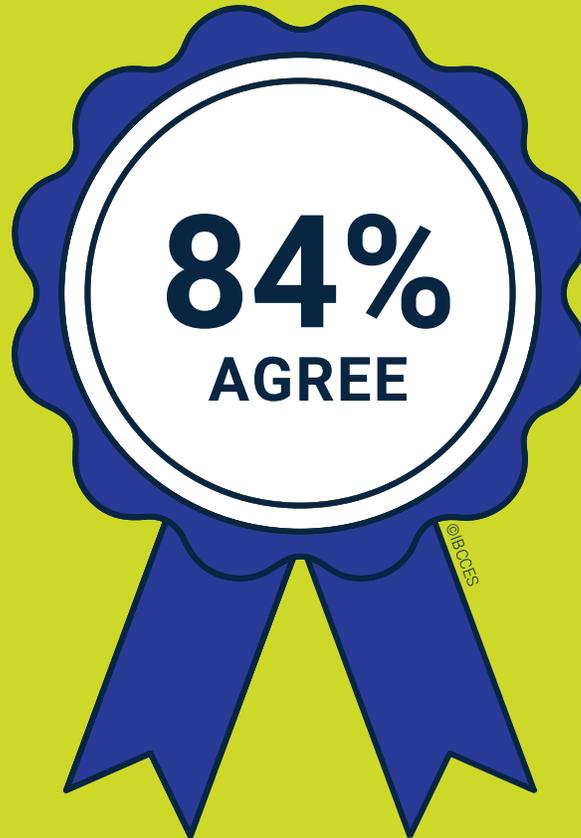


**Survey Analysis**

60% of families agree that they would be more likely to visit if accommodations were made to physical distancing and mask regulations based on their individual needs. As you've read in this report those with autism and sensory disorders can often have great difficulty wearing face masks and often need a caretaker present for help and support.

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I would be more likely to visit a destination if their staff are trained and certified in autism and other cognitive disorders.



### Survey Analysis

Over **80%** of families would be more likely to visit locations that are trained and certified in autism. The need for more awareness and understanding of individuals on the spectrum is something we continuously receive feedback about from families and individuals with autism. The Certified Autism Center designation from IBCCES is something that shows your team has completed a comprehensive evidence-based program and your organization is rolling out the welcome mat for all guests, including those with autism. Many potential visitors may have had negative experiences in the past at other destinations and seeing that an organization is trained and certified - and most importantly, welcomes them with open arms - makes planning a trip or trying something new much more likely for that family. If you're already a CAC, make sure to communicate the training and certification to all guests through park signage and on your website.

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## Top 3 ways guests currently receive information

**Survey Analysis**

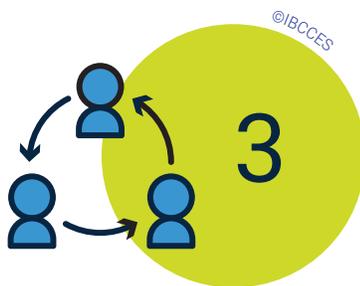
**72%** of guests surveyed get their information from your website. Making sure information is up to date and clearly stated on the website is very important. IBCCES provides specific guidance and recommendations on communication best practices to all of our Certified Autism Centers™. This is critical to ensure guests with special needs have the information they need and your location provides a positive experience before they visit your site.

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## Top 3 ways guests prefer to receive information



EMAIL

WEBSITE  
UPDATESSOCIAL  
MEDIA**Survey Analysis**

69% of guests surveyed preferred to get updates via email. Make sure you have a method for capturing guest emails and include all pertinent information in emails so that they can know what to expect upon arrival. IBCCES assists our Certified Autism Centers™ with guest communication best practices and feedback from the families and individuals we serve every day as part of the services we provide.

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# 17

## What are the top 3 things you'll look for when visiting attractions on your next visit?



### #1

Staff trained and certified in autism



### #2

Sensory Guides for rides and attractions



### #3

Different/new accessibility programs

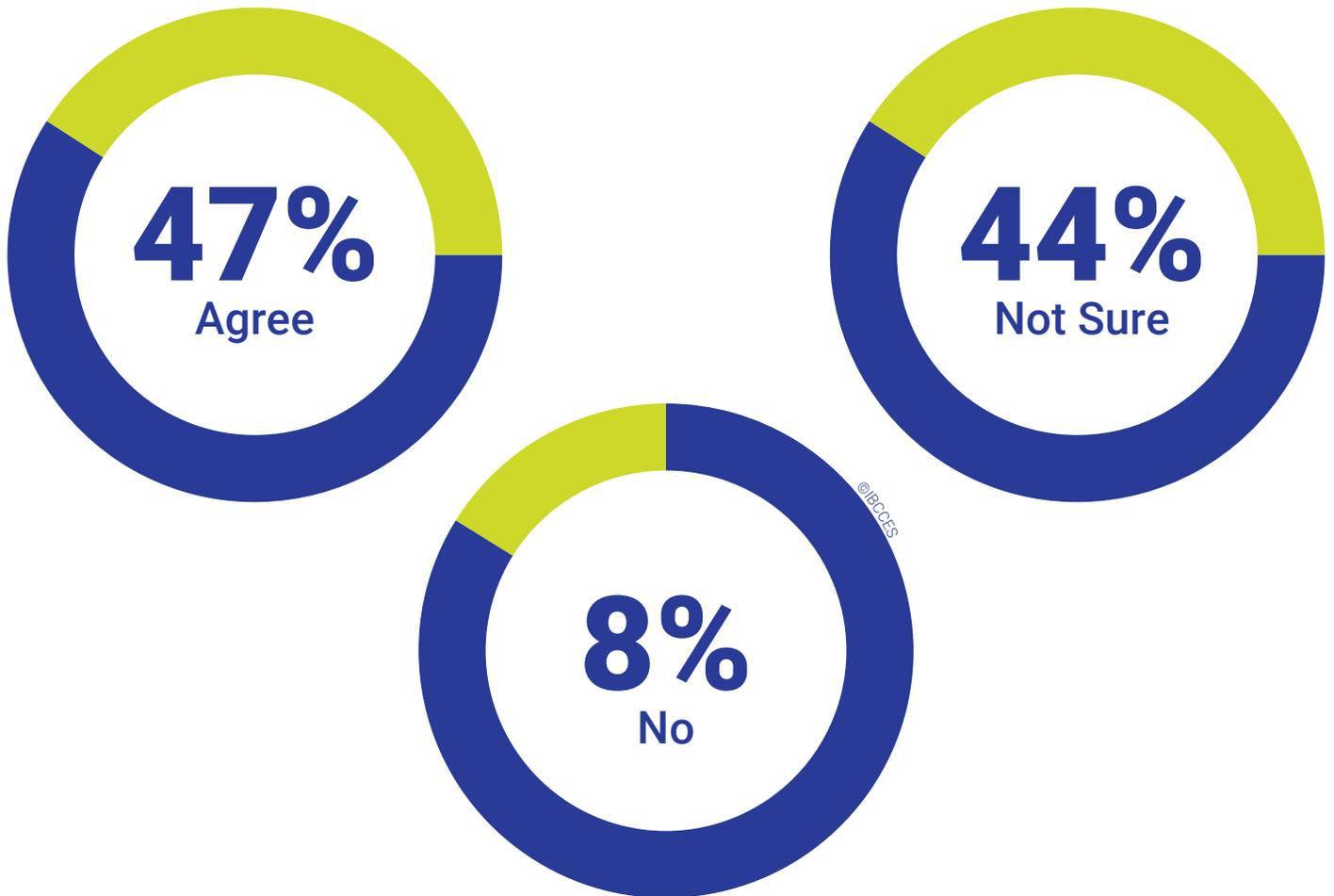
### Survey Analysis

**78%** of guests surveyed say they look for staff trained and certified in autism and sensory awareness when visiting an attraction. IBCCES created AutismTravel.com to connect trained and certified attractions and destinations to parents and families seeking out these spaces. There is still a huge unmet need for this in the market and guests are looking for verifiable, third-party certification to ensure they feel comfortable visiting destinations. To learn more about autism training and certification visit [www.ibcces.org](http://www.ibcces.org)

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18

Do you have any plans to travel or visit attractions later this year?



### Survey Analysis

Only **8%** of those surveyed said they did not plan on traveling this year with over **90%** saying they did have plans or weren't sure yet. This is great news for the travel industry and would appear that many people plan on traveling or visiting attractions in the next few months. Make sure you're prepared to welcome all guests, including those with disabilities. Please let us know if IBCCES can assist.

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# OTHER RECOMMENDATIONS

To ensure that you meet the needs of millions of individuals who are looking for trusted attractions and destinations to visit, training and certification from experts is a must.

## 1 CERTIFICATION

Complete the Certified Autism Center™ process and ensure all staff are trained to work with guests with special needs.

- Families and individuals with autism not only look for certification to confirm their participation in a welcoming environment with trained and supportive staff, but the certification has other benefits such as promotion and marketing support, ongoing communication and training availability, and the partnership of IBCCES in all matters of inclusion.
- IBCCES is the only program endorsed by the Autism Society of America and has access to millions of potential visitors and professional who influence those potential visitors.

IBCCES also offers training and certification on guest experience, safety, mental health, and communication called GuestExperience2.0.

- A cognitive approach to understanding new social norms and how to retrain your brain to deliver exceptional guest experience.
- What is GE2.0 Certified – This program was developed in partnership with Sandals Resorts as a tool to help employees learn and understand the skills required to successfully deliver an exceptional guest experience, while at the same time meeting the expectations of evolving social and cultural norms.
- Training content includes physical distancing with a smile, conflict resolution, guest communication, mental health and wellness, building a culture of excellence, and autism and cognitive disorder awareness.

## 2 SENSORY OPTIONS

Consider offering noise-canceling headphones, sensory toys or calming items, and toolkits are available to visitors at guest services or any quiet areas (IBCCES can provide recommendations).

- These kits and items give staff options and guests resources for individuals who may need assistance or a break from the stimulating environment. Some of these items could also be included in the whatever area is designated as the “low sensory space”.

When ready to create and outfit your quiet room reach out to IBCCES for any guidance that is needed.

- Consider soundproofing, non-fluorescent/ adjustable lighting, soft seating, and soothing wall colors.

# OTHER RECOMMENDATIONS

## 3 ACCESSIBILITY ENHANCEMENTS + ABUSE PREVENTION

Implement the IBCCES Accessibility Card. This is a program available only to CACs to assist with reducing abuse of benefits and making conversations and processes around accessibility accommodations easier for attractions staff. The program is free for parents and individuals to use. Parents or individuals can register at [accessibilitycard.org/](https://accessibilitycard.org/)

- The digital IBCCES Accessibility Card (IAC) is a free resource for individuals with cognitive disorders or physical impairments to register to receive helpful accommodations or benefits that certified attractions might provide.
- The IAC registration system provides third party verification and storage of all documentation needed to be eligible for certain special needs accommodations or benefits. The system is designed to identify accommodations or benefits that an individual might be interested in but in no way guarantees these benefits. Benefits and accommodations provided will vary based on each individual attraction and are at the sole discretion of the attraction.

## 4 COMMUNICATION + SIGNAGE

IBCCES recommends installing a visual communication board at key areas such as Guest Services, Front Entrance, Main Eating or Dining areas, character meet and greet sections, and near exits.

- This is a tool that can help individuals who have autism or other communication needs communicate with staff, ask for help, or share basic information. Well-designed augmentative systems allow individuals to express a wide range of information. The messages may be requests, directives, refusals, comments, questions, greetings, etc.
- These types of communication systems allow the individual to shift from simply responding to communication driven by others to a more active communication role and initiate topics, comments, or requests. This can be especially useful if an individual is separated from their parent or caregiver.
- IBCCES has designed a visual communication board that is turnkey and can be provided by IBCCES and installed immediately. The IBCCES board has been designed using best practices and standards for the specification of core words, color coding of parts of speech, and general layout to ensure clear communication and ease of use. It's critical to use a communication board that follows these standards and practices so there is some consistency and relevancy for the individual using the board.

# Resources

## CDC

- <https://www.cdc.gov/coronavirus/2019-ncov/community/parks-rec/aquatic-venues.html>
  - <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/visitors.html>
  - <https://www.cdc.gov/coronavirus/2019-ncov/community/parks-rec/park-administrators.html>
  - <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-disabilities.html>
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## IAAPA

- <https://www.iaapa.org/news/covid-19-resource-page>
  - <https://www.iaapa.org/reopening-guidance-considerations-attractions-industry>
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## WWA

- [https://www.waterparks.org/web/Tagged\\_Content/Hot\\_Topics/Coronavirus.aspx](https://www.waterparks.org/web/Tagged_Content/Hot_Topics/Coronavirus.aspx)
- 

## Mayo Clinic

- <https://newsnetwork.mayoclinic.org/discussion/reduce-your-covid-19-risk-wash-hands-clean-cell-phones-and-workstations/>
  - <https://newsnetwork.mayoclinic.org/discussion/covid-19-and-food-safety/>
  - <https://www.mayoclinic.org/~media/934B29A088B146D2AA7D41AB02EA12EE>
  - <https://newsnetwork.mayoclinic.org/discussion/covid-19-expert-explains-what-soap-does-to-sars-cov-2-virus/>
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## US Travel

- [US Travel Association Health + Safety guide](#)



**IBCCES**

**International Board of Credentialing  
and Continuing Education Standards**

The International Board of Credentialing and Continuing Education Standards works with travel professionals to ensure positive visits for individuals with special needs and cognitive disorders.

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