



Health, safety and accessibility guidelines

Welcome to ECTMIH 2023! We are looking forward to hosting a global audience for this four-day event in Utrecht.

Your safety is our top priority. We've created a set of standards aimed to promote and safeguard the health and safety of everyone working at or visiting the ECTMIH 2023. We encourage all guests to exercise social responsibility.

ECTMIH 2023 takes place at two venues: Tivoli Vredenburg and the Social Impact Factory. Both are experienced with handling large crowds, and we aim to observe maximum capacity recommendations. For Tivoli Vredenburg we received auto regulation airflow confirmations at a capacity of +-1000 people which shows consistent levels of <800 ppm.

Emergency Management

In Tivoli Vredenburg and in Social Impact Factory (SIF)

Conference participants are requested to report to any Tivoli Vredenburg/SIF staff members or our volunteers (distinguishable by yellow shirt) in any situation they believe to be a safety or health hazard.

The staff members will:

- direct visitors to safety in the event of an emergency
- activate fire and emergency alarms (including break glass alarms, emergency phones, fire extinguishers), and procedures
- know where the access and egress routes are, and will ensure these routes are clearly sign-posted and kept clear at all times
- Assess and implement measures to ensure that the maximum capacity per room is respected

Outside Tivoli Vredenburg

The emergency number in the Netherlands is 112. If you are deaf or hard of hearing, you can call a text equivalent via 0800 8112

[Utrecht general practice in town with focus on internationals](#)

Hospitals around Utrecht:

Diakonessenhuis Utrecht - Bosboomstraat 1 · 088 250 5000 (24 hours Emergency services)
UMC Utrecht - Heidelberglaan 100 · 088 755 5555 (24 hours Emergency Services)

If there are any first aid needs, please contact someone from the ECTMIH team.

Covid-19 preventive measures

ECTMIH 2023 closely monitors [the Dutch Government's guidelines on COVID-19](#).

There are no current restrictions imposed such as mandatory testing or mask-wearing. However, we would like to remind everyone that the Covid-19 virus is still present. Although vaccinations have been created, distributed and widely taken up, this is not true for all contexts and some people may not be able to access or take the vaccine because of various reasons. Participants should remain vigilant to minimize the risks of Covid-19 transmission and continue to protect vulnerable people.

Our recommendations

- Consider wearing FFP2-masks on public transport within the Netherlands
- Masks are not required in conference and meeting rooms but are recommended and will be available at the information and registration desks. We expect everyone to respect other people's choices to use (or not use) a mask. We do not tolerate any kind of discrimination.
- Hand washing facilities and FFP2 masks are readily available in the venue should you need one (please ask at the information booth).
- We highly advise you to follow proper hygiene measures:
 - Regularly sanitizing or frequent handwashing
 - Sneezing/coughing in elbows.
 - Contactless transactions are encouraged
 - Avoid shaking hands and exchanging business cards

Frequently asked questions

I have symptoms such as cough, colds and fever. Can I attend the conference?

We advise you to stay at home and rest. If you still would like to attend the conference, please ensure that you wear proper protective equipment such as an FFP2 mask and follow proper hygiene measures. There is a live stream of all the sessions in the Main Hall (Grote Zaal) and interaction with fellow participants is possible through the event app.

I feel generally unwell and I suspect that this might be Covid-19. What should I do?

We do not advise you to come to the conference. Please seek medical attention if you feel unwell and would like a consult.

I took a Covid-19 test and my RDT turns out to be positive. Can I attend the conference?

We advise you to stay at home and rest. If you still would like to attend the conference, please ensure that you wear proper protective equipment such as an FFP2 mask and follow proper hygiene measures.

I have had close contact with someone who has Covid-19; can I attend the conference? If you would like to attend the conference, please ensure that you wear proper protective equipment such as an FFP2 mask and follow proper hygiene measures.

Food safety

During the ECTMIH2023 online registration, we included a request to include any food preference/allergies you might have. In the spirit of Planetary Health, we are serving vegetarian and vegan options during the conference. We will not serve alcohol for the entire duration of the conference.

Our catering partners will indicate the ingredients used for all food we serve. If you are at risk of developing allergies/anaphylaxis, please bring your own adrenaline auto-injector device (e.g. EpiPen) and identify yourself to staff at the event

Accessibility

Parking

Several carparks near Tivoli Vredenburg have designated disabled spaces. The nearest is the P5 Hoog Catharijne parking garage, with 16 disabled parking spaces and a lift. You can also park for free in disabled parking spaces nearby (Varkensmarkt 16 and Bergstraat 54 are a short distance from Tivoli Vredenburg).

Hearing impaired?

In the Main Hall and Hertz we offer the option of using a Sennheiser receiver with different types of headphones for use with hearing aids. Please let staff know on arrival if you would like to use this facility. To connect the headphones to your hearing aid, your device must be set to the T or MT position. It is also possible to borrow regular headphones from us.

Wheelchair user or having difficulties walking?

You can ask for an elevator pass at the registration desk.

If you have any questions about the accessibility or are you missing something on the list? Please let us know!

Inappropriate behaviors

Bullying or harassment is strictly prohibited within our community, regardless of your status. We have zero tolerance for such behaviour. Please see ECTMIH 2023 has a code of conduct for further details.

How do we enforce our code of conduct?

Our code of conduct sets the tone for acceptable behavior at our event and applies not only to our delegates, but also to our volunteer team, AV technicians, catering staff, sponsors, speakers, outside suppliers, internal and external event organizers.

Anyone who does not respect our code of conduct will be removed from ECTMIH 2023 and, in the case of paying delegates, will not receive a refund.

In the event of more serious cases of harassment, we will contact local law enforcement.

If you feel that someone has crossed your set boundaries and you do not feel safe or if you consider that someone's behaviour has been inappropriate, do not hesitate to reach out to any of our staff. We will respect confidentiality in all complaints received.

Mental wellbeing

Recognizing that such a big conference can be overwhelming, especially if you have to travel to another country, we want to emphasize the importance of prioritizing your mental wellbeing during ECTMIH 2023. Here are some tips to help you navigate this experience:

- Take breaks: allocate time for short breaks throughout the day to recharge and alleviate any feelings of overwhelm.
- Connect and check in with others: engage with fellow attendees and build connections. Sharing experiences and insights can provide a sense of comfort and support. If you suspect you're seeing that's there's something wrong with someone, a simple question like "are you okay or how are you doing?", makes a big difference!
- Stay hydrated and nourished: proper nutrition and hydration are fundamental for mental wellbeing. Be attentive to your body's basic needs.
- Set realistic expectations: manage your expectations and remember to be kind to yourself. It's perfectly acceptable to prioritize your mental health.
- Seek support if needed: if you find yourself struggling, don't hesitate to seek support. Reach out to colleagues, organizers, or utilize available resources. In the Netherlands you can also call to this number if you need to talk: 088 0767 000