

HAWAI'I LODGING & TOURISM ASSOCIATION
COVID-19 HEALTH, SAFETY, & SECURITY STANDARDS

Updated: July 15, 2020

As we begin to transition into a period of recovery, Hawai'i's tourism industry is in the process of restoring the trust not just of potential visitors who will surely have concerns regarding hygiene and cleanliness practices, but also of our residents who must be assured that we are doing everything within our power to safeguard the men and women who make up the tourism sector's workforce. HLTA worked closely with industry stakeholders across the state and consulted with CDC, EPA, and OSHA guidance to develop the standards detailed below.

The following document has been vetted and approved by the Hawai'i State Department of Health.

These practices will focus on three key areas:

- Mākaukau (Preparation) - Preparations to resume business
- Hana Pono (Proper procedure) - When business resumes, standard operating procedures
- Pane (Answer) - Case-by-case response to possible instances of COVID-19

Additionally, HLTA supports the creation of a display or placard (similar to those awarded by the State DOH Food Safety Branch) for all hotels that have laid out, and put into practice, policies reflecting these best practices. This certificate should be awarded on a pass/fail basis only to properties that have clearly met the standards below.

Note: Employers should make sure that all employees are abiding by current federal and State guidelines regarding the use of PPE (ie: masks, gloves, etc.).

MĀKAUKAU (Preparation)

Prior to resuming business operations, the following policies should be installed:

- **Establishment of clear, non-punitive employee health guidance**
 - These policies should set forth clear standards that advise employees to remain home if they are sick
 - The responsibility to report illness should fall to the employee, not management
 - If an employee is sick, they should follow CDC guidelines (<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>)
 - Stay home
 - Self-isolate in the home
 - Rest, hydrate, and take OTC medications
 - Contact a doctor if shortness of breath is apparent
 - Monitor all symptoms to report to personal physician
 - Make sure to call doctor before seeking medical care
 - Employees should remain home if:
 - They have a temperature greater than 100.4°F
 - They have COVID-19-like symptoms

- These symptoms can be found here:
 - <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>
 - They have flu-like symptoms (i.e., fever plus cough or sore throat)
 - This should be clearly communicated to all employees
 - Signage should be installed in all back-of-house areas that lays out these policies
 - Comprehensive training programs covering the following topics should be made available for employees
 - Training must be mandatory for all employees including senior team members before employees can return to work
 - Training should be included as part of orientation for all new hires
 - Records must be kept that confirm that an employee has completed all required training
 - Training must cover the following topics:
 - Hygiene/cleanliness
 - Social distancing
 - Proper use of PPE
 - How to work (with aloha) with guests who are, or may be, infected with COVID-19 or similar
 - Identification of individuals with COVID-19 symptoms
 - These symptoms can be found here:
 - <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>
- **Establishment of social distancing standards**
 - We can expect that social distancing standards will remain in place even after stay-at home orders are lifted.
 - As such, the following considerations should be taken:
 - Floor plans of all common areas should be updated to ensure that a minimum of six feet can be maintained between all non-familial groups
 - This includes waiting areas, dining areas, elevator banks, gym and spa areas, pools, etc.
 - It is highly recommended that free amenities like coffee and water stations are also suspended for the time being
 - Special attention should be paid to the front desk area
 - Distances should be clearly marked where guests may be forming a queue
 - Desk agents must also maintain social distancing standards
 - All efforts should be made to create a seamless, contact-free check-in process to limit contact between front desk staff and customers (i.e. electronic check-in or similar)
 - This should include an option for keyless entry to rooms
 - If keyless entry is not viable, keys should be disinfected just prior to being given to the guest
 - Hand sanitizer should be made available throughout the front desk area

- Clear barriers should be installed at all check-in desks
 - Further attention should also be paid to the valet area
 - Clearly mark waiting areas for groups
 - Hand sanitizer should be readily available in this area with additional bottles available for staff
 - **It is highly recommended that lei greeting be suspended for now**
 - Elevator banks should also be social distanced
 - Signage should encourage guests to limit elevators to those in their party
 - Hand sanitizer must also be readily available in front of all elevator banks
- These standards should be clearly displayed on signage around the property. Suggested language: **“At (property) we are committed to providing you with the safest and cleanest experience possible. As such, our staff has been taught to observe the strictest of social distancing policies. Please help us to maintain these standards to ensure that your stay is all that you hoped it would be.”**
- **Establishment of policies for F&B**
 - The U.S. Food & Drug Administration has released best practice guidelines. However, the document also states that all F&B operations must adhere to their local overseeing body’s regulations.
 - The guidelines can be found here: <https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-up-delivery-services-during-covid-19>
 - **The following are key take-aways that are applicable to hotel F&B operations**
 - Properties should reduce as much as possible in-person contact with guests in all F&B operations
 - ‘Grab-n-go’ meal items shall be the preferred method of food delivery

HANA PONO (Proper Procedure)

- **Establishment and display of clear, comprehensive cleaning practices of all common areas, staff areas, and guest rooms**
 - The CDC has released guidance for both re-opening and day-to-day cleaning
 - <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>
 - <https://www.cdc.gov/coronavirus/2019-ncov/community/cleaning-disinfecting-decision-tool.html>
 - Cleaning should be done using products recommended by the EPA (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>)
 - Increased attention should be given to “high frequency contact areas” within guest rooms, including:
 - Switches, faucets, handles, etc.
 - Main bathroom surfaces
 - Closet spaces
 - Remote controls

- Bedside furniture
- Appliances (dryer, iron, etc.)
- Beverage items (glassware, ice bucket, coffee machine, etc.)
- Further attention should be paid to other high-traffic areas like workout facilities and spas
 - These areas should be disinfected according to CDC guidelines
 - <https://www.cdc.gov/healthywater/swimming/aquatics-professionals/operating-public-hot-tubs.html>
- All common areas should have signage installed that explains what precautions are being taken to disinfect the area

PANE (Answer)

Every property must develop an action plan that will go into effect in the event of a suspected case of COVID-19 or other communicable disease. The following is a proposed protocol should the need arise. It should be noted that HLTA does not support the expulsion of possibly sick guests. Instead, we suggest setting aside isolated rooms that can be used in case of these events.

- If a guest is suspected of having COVID-19 or has given a temporal thermometer reading greater than 100.4°F, they should be instructed to immediately contact their health care provider
- It is also suggested that the State DOH be contacted if COVID-19 is suspected
- All actions from this point on must defer to DOH instructions
- If instructed to keep the guest on property, they should be relegated to an isolated room set aside for this purpose.
- If the guest must be transported for a test, they should be escorted to pre-coordinated transportation to take them to the testing site.
- If instructed to house the guest while they await the results of a COVID-19 test, they should be put into an isolated room until the results come back.
- While the guest is isolated pending the test results, no hotel employees should access their room.
- Regardless of test results, any room that THE guest has stayed in should be removed from circulation until it has been professionally disinfected.

Upon arrival at a Hawai'i hotel, travelers will fall under two categories: those who have provided negative test results, and those who must be quarantined. Guests who cannot provide evidence of a negative COVID-19 test, or who are awaiting test results and must be quarantined can expect the following:

- The guest will receive a single-use room key
- The guest will remain in quarantine until their negative test results arrive, or 14 days elapses
- If the guest violates quarantine, local law enforcement will be notified

If a guest falls ill while staying at a hotel in Hawai'i:

- The guest will be isolated at the hotel where they are staying.

- The hotel will establish internal policy that will dictate an area of the hotel to be set aside should this occur.
- The guest will not be asked to leave the hotel unless it has been determined that they must be admitted to the hospital.
- Hotels will also accommodate the Department of Health with any contact tracing efforts.

In closing, it is highly important that the impetus for these standards is clearly communicated to employees throughout any organization. This new normal is being established to restore trust in our industry and to allay any concerns that may exist. In this vein, it is critical that we continue to treat all of our guests with aloha, none more so than those who may have unknowingly contracted a virus. These practices are not meant to ostracize or vilify individuals, but rather protect all of us from another public health emergency.