



HAWAI'I LODGING & TOURISM
ASSOCIATION

HLTA Suggested Practices – COVID-19

- 1) **Policy – Create, adhere, publicize (note: these policies are not set in stone and should reflect the most current information and practices relating to COVID-19)**
 - a. Policy should apply for the length of the COVID-19 outbreak and should cover:
 - i. Customer policies
 1. Booking, cancellations, refunds, reservation changes, reward programs/point systems, etc.
 - ii. Health & Hygiene Standards
 1. Utilize either the WHO or CDC cleaning guidelines to establish your internal policy.
 - a. CDC: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>
 - b. WHO: https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf?sfvrsn=359a81e7_6
 - i. Publish and adhere to the standards that your organization sets forth
 - iii. Employee policies
 1. If an employee travels off island, they **must** self-quarantine for two weeks before returning to work.
 - iv. COVID-19 Action Plan
 1. Establish an action plan for the instance that a customer is ill, has been tested for COVID-19, or has tested positive for COVID-19.
 - a. Per the DOH:
 - i. If a customer is feeling ill, thinks they may have been exposed to COVID-19, or has traveled to a state or region with evidence of COVID-19 (especially community spread), they should call ahead to the hospital or DOH before proceeding to the doctor or hospital.
 - ii. If a customer has been tested for COVID-19 and is awaiting results, DOH protocol is to keep that visitor isolated in their room on property until the test results return.
 - iii. If a test comes back positive, the DOH will work directly with the customer as well as the property to move the infected person(s) to a designated isolation area.

- iv. DOH will also be working with the property to collect as much data as possible on who the infected person(s) came into contact with during their stay.
 - v. More specific questions on this process can be posed directly to DOH.
 - 2. This action plan needs to be clearly communicated to the entire staff prior to publishing.
 - 2) **Awareness – Knowledge and education are key**
 - a. Every effort should be made to keep all staff members up to date on current best hygiene practices and staff policies.
 - b. Properties should consider naming a point person for all matters related to COVID-19.
 - i. This person’s duties would include:
 - 1. Ensuring that hotel management has the most current and up to date information from the WHO, DOH, CDC, and all levels of government.
 - 2. Serving as the intermediary for hotel management on all matters relating to COVID-19.
 - 3. Should coordinate ongoing education efforts for hotel staff.

Additional COVID-19 Resources

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.who.int/>

<https://health.hawaii.gov/>