



Operational Guidelines

Department: All	Author: Jennie Waiwaiolo-Vega	Initial Date: 11/18/2020
Title: General Manager	Approved:	Revised Date: N/A

COVID-19 Quarantine Guest Procedures

Requirements

Objective

To handle quarantine guests in a safe and effective manner, and to adhere to the State of Hawaii's Covid-19 quarantine mandates, all team members are to comply to the following procedures.

MASKS MUST BE WORN BY TEAM MEMBERS AT ALL TIMES WHILE ON SHIFT except during lunch break, in the back of house, maintaining social distancing with other team members. Guests are required to wear masks while in public areas of the property with the exception of the pool deck, so long as social distancing is maintained.

Procedure

The Kauai Shores Hotel is an authorized Quarantine Location and is accepting all guests who are required by the State of Hawaii to quarantine while on island, whether they have an exemption, pretested and are awaiting results, or did not test and are required to quarantine for 14 days.

- Front Office:
 - Interisland or Transpacific Guests: Upon check-in, guests will be required to provide their Hawaii Safe Travels Account QR Code (see attached). This code will provide their travel dates and flight information, along with whether they should be in quarantine or not. Under "traveling to", it must show Lihue (LIH). Their "Hawaii departure date" should not be prior to their check-in date. EACH TRAVELER MUST PROVIDE THEIR OWN QR CODE.
 - Under "In-Quarantine" it will show the following:
 - YES – Guest is subject to mandatory quarantine.
 - NO – Guest provided a negative pre-arrival test and is free to enjoy the island.
 - N/A – Guest has a pending test and is awaiting results.
 - Guests who are subject to mandatory quarantine:
 - Guest will be assigned to a room on the second floor.
 - They are to be advised that they are not allowed to leave their room at any time unless it is for a medical EMERGENCY. Should they have a medical emergency, they should call 911 immediately, then advise the front desk.

- Guest will be provided a one-time use key with a 15-minute expiration time.
 - In Roommaster GSA's will note under guest and housekeeping notes "MANDATORY QUARANTINE".
 - Guest's name, room number and arrival and departure dates are to be added to the property's master quarantine list (list to be distributed nightly to security).
 - To make their stay as comfortable as possible, guests will be provided with food delivery options (D2D Delivery) and information on towel, trash, linen and amenity service (see below under housekeeping, information also posted in room).
 - When a guest makes a food order, they must supply the company / restaurant with their last name and room number.
 - Delivery persons will be allowed to deliver food to quarantine rooms. So long as they are able to provide the front desk with the guest's name and room number, they will be given directions to the guest's room.
 - D2D Delivery is the exclusive company that the Kauai Shores Hotel promotes, and they are aware of all hotel delivery policies.
 - The MOD will contact quarantine guests every (3) days to ensure their wellbeing.
 - Should a guest's check out date be within the 14-day quarantine period, they will be advised that they must go straight to the airport after check-out to catch their flight home.
 - Guests will be advised that if they are observed leaving their room for any reason other than a medical emergency, they will be asked to return to their room and the MOD will immediately contact the Kauai Police Department dispatch at (808) 241-1711. As a host hotel we are obligated by the State of Hawaii and County of Kauai to do this.
- Guests who are awaiting negative results:
- Guest will be assigned to a room on the second floor.
 - They are to be advised that they are not allowed to leave their room at any time unless it is for a medical EMERGENCY. Should they have a medical emergency, they should call 911 immediately, then advise the front desk.
 - Guest will be provided a one-time use key with a 15-minute expiration time.
 - In Roommaster GSA's will note under guest and housekeeping notes "QUARANTINE PENDING RESULTS".
 - Guest's name, room number and arrival and departure dates are to be added to the property's master quarantine list.
 - To make their stay as comfortable as possible, guests will be provided with food delivery options (D2D Delivery) and information on towel, trash, linen and amenity service (see below under housekeeping, information also posted in room).
 - When a guest makes a food order, they must supply the company / restaurant with their last name and room number.
 - Delivery persons will be allowed to deliver food to quarantine rooms as long as they are able to provide the front desk with the guest's name and room number.
 - D2D Delivery is the exclusive company that the Kauai Shores Hotel promotes, and they are aware of all hotel delivery policies.
 - Guests will be advised that if they are observed leaving their room for any reason other than a medical emergency, they will be asked to return to their room and the MOD will immediately contact

the Kauai Police Department dispatch at (808) 241-1711. As a host hotel we are obligated by the State of Hawaii and County of Kauai to do this.

- Once the guest receives their negative results, they must upload their negative PDF document to their Hawaii Safe Travels account and wait for approval. Once approved, their QR code will update to show NO under "in quarantine". They are not allowed to leave their room until their test is approved and their account is updated.
- Once their QR code is updated, they are to come to the front desk to show their updated status and will be issued keys for the remainder of their stay (or to check out if their plans are to do so).
- The front desk will remove the housekeeping notes in Roommaster and update guest notes to reflect: Guest provided updated QR code with negative test, no longer in quarantine.
- Out of Quarantine date to be added to the property's master quarantine list (list to be distributed nightly to security) and they are free to enjoy the island.

➤ Kauai Kamaaina Guests: Guest must provide a Hawaii State ID upon check-in with a Kauai address. If they are not able to provide that, they must provide a photo ID along with documentation that can be used to confirm Kauai residency, such as a utility bill or bank statement.

- Check-in screening questions:

- Have you left the island in the last 14 days?
- If yes, guest must provide Hawaii Safe Travels QR code with a negative test result.

➤ Travel Exempt Guests (Essential Workers, Military Personnel, etc): Must provide proof of letter of travel exemption. A copy will be made and attached to their registration form.

** Note: depending on the type of exemption, some guests may only be allowed to leave for work, then return straight back to property. They are not able to leave their room for any other reason.

- Housekeeping:

➤ All rooms are to be equipped with extra trash bags and (1) reusable Kauai Shores laundry bag.

➤ Housekeeping procedures for all guests are as follows:

- Daily service will not be provided.
- Service is available upon request for guests who are NOT in quarantine.
- Should a guest request service, they must pack all their belongings and store them in the closet. Room attendants will not service areas where personal belongings are left out. Room Attendants are to wear PPE at all times during servicing.
- Guests cannot be in the room during service.
- If fresh towels or linen is requested, guests are to place their dirty linen in the laundry bag provided and leave the bag outside their door.
- Dirty linen will be picked up, and fresh towels and linen will be delivered in a clean laundry bag and left outside the door. Houseperson will knock (3) times to alert the guest of delivery.
- Should trash service be requested, trash is to be left outside the door and a houseperson will pick it up.
- If a guest requests additional trash bags or bath / coffee amenities, they will be delivered in a plastic bag and left outside of the door. Houseperson will knock (3) times to alert the guest of delivery.

➤ For rooms that have quarantined guests, rooms will be held for 72 hours after departure before cleaning.

- Maintenance:
 - For any maintenance issues, guests cannot be in the room while the issue is being resolved.
 - For maintenance issues with a quarantined room, the guest will be asked to step out on their lanai. Maintenance workers are to wear PPE at all times.
- Should a guest test positive at any time during their stay, they are to remain in their room and contact the front desk immediately.
 - The MOD is to contact the Hawaii Department of Health immediately.
 - Guest will be kept in isolation, and all instruction moving forward will come from the DOH / KEMA.
 - Guest will not be allowed out on lanai.
 - The MOD is to contact VP of Business Development Geoff Graf to advise of positive case, along with other necessary corporate team members.
 - All team members will be notified.
 - All inhouse guests will be notified.
 - Should the infected guest be transferred to a different isolation facility, or check out after getting clearance by the DOH, the room will be held for (2) weeks after departure for cleaning.

Acknowledgement of Covid-19 Quarantine Guest Procedure:

I have read and understand the content, requirements, and expectation of the Covid-19 Quarantine guest procedures for the Kauai Shores Hotel.

Department: _____

Print Name: _____

Signature: _____

Date: ___ / ___ / ___

Approved by:

Jennie Waiwaiole-Vega, General Manager

Date