



GUAM HOTEL AND RESTAURANT ASSOCIATION

COVID-19 RESOURCES

Beyond The Curve

WHO WE ARE

The Guam Hotel & Restaurant Association strives to be an active corporate citizen in the community and works with others to improve the overall quality of life on the island of Guam.

Its primary purposes are to: Promote the highest standards of service and quality in the hotels and restaurants on Guam; Advocate just legislation and governmental regulations governing the conduct of business; Improve business-community relations through positive interactions with Guam's citizenry; Publicize the value and benefits of the island's visitor industry to the territory's economy.

OPENING UP AMERICA AGAIN GUIDELINES

To view the full *Opening Up America Again Guidelines*, click [here](#).

Opening Up America Again discusses the data-driven conditions each region or state should satisfy before proceeding to a phased opening, what states should do to meet the challenges ahead, and the responsibilities of individuals and employers during all phases, and in each specific phase of the opening.



CHALAN PARA HINEMLO'

Guidelines provided by the Guam Recovery Panel of Advisors

Guam's Proposed Phased Approach

- Based on medical data and public health preparedness
- Mitigates risk of resurgence
- Prevents overwhelming the health care system
- Implements familiar condition of readiness levels

To view the full *Chalan Para Hinemlo'*, click [here](#).



CHALAN PARA HINEMLO'

RESPONSIBILITIES DURING RE-OPENING (USE TIME DURING PCOR 1 TO BEGIN PLANNING)

PCOR 2

BUSINESSES/NGOS

GOVERNMENT

INDIVIDUALS

FACE MASKS* AND SOCIAL DISTANCING ARE REQUIRED AT ALL TIMES, AND SPECIAL ACCOMMODATIONS SHOULD BE MADE FOR VULNERABLE INDIVIDUALS.

ADJUSTED OPERATING GUIDELINES TO BE SUBMITTED BY INDUSTRY REPRESENTATIVES TO THE DPHSS PRIOR TO BUSINESS OPENING, BASED ON USDOL & OSHA GUIDANCE ON PREPARING WORKPLACES FOR COVID-19 AS WELL AS INDUSTRY BEST PRACTICES.

LIMITED OCCUPANCY RATE WILL BE ESTABLISHED.

CERTAIN PUBLIC GATHERINGS OR CONGREGATIONS FOR SPECIFIC PURPOSES WILL CONTINUE TO BE PROHIBITED.

TO LOWER THE RISK OF SPREAD OF COVID-19, CUSTOMER-FOCUSED AND COMMERCE-RELATED SERVICES AND ACTIVITIES MUST BE ADJUSTED TO INCORPORATE:

1. SOCIAL DISTANCING MANDATES
2. PHYSICAL WORKSPACE MODIFICATIONS
3. TRAINING OF EMPLOYEES ON UPDATED POLICIES AND PROTOCOLS
4. OTHER ACTIONS DEEMED NECESSARY BY EACH AGENCY.

CONTINUE PRACTICING GOOD HYGIENE (I.E. WASH YOUR HANDS WITH SOAP AND WATER OR USE HAND SANITIZER, AVOID TOUCHING YOUR FACE, SNEEZE OR COUGH INTO A TISSUE OR INSIDE YOUR ELBOW, DISINFECT FREQUENTLY USED ITEMS AND SURFACES AS MUCH AS POSSIBLE.

PEOPLE WHO ARE SICK SHOULD STAY HOME AND/OR CONTACT AND FOLLOW THE ADVICE OF YOUR MEDICAL PROVIDER.

* CONTINUE TO ADHERE U.S. CENTERS FOR DISEASE CONTROL AND PREVENTION GUIDANCE, PARTICULARLY WITH RESPECT TO FACE COVERINGS.

REOPENING GUIDELINES FOR HOTELS

Cozen O'Connor, American Hotel & Lodging Association Member, has produced *After the COVID-19 Pandemic: Planning Now for the Return to Occupancy*, which provides guidelines for hotels to follow once they are able to reopen. Listen below are some of these key areas to focus on reopening.

Planning within Realistic Constraints

- Relationship with your workforce post COVID-19
- Consider what the future labor market will look like
- Gradual versus grand reopening
- What if there is a second or third wave?
- Union versus non-union facilities
- Geographic factors:
 - o Impacted communities
 - o Commercial versus resort properties
 - o Travel restrictions
- Local legal landscape

Safety and Health Resources

OSHA: <https://www.osha.gov/Publications/OSHA3990.pdf>

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-businessresponse.html>

CDC AA [refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fguidance-business-response.html](https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html)

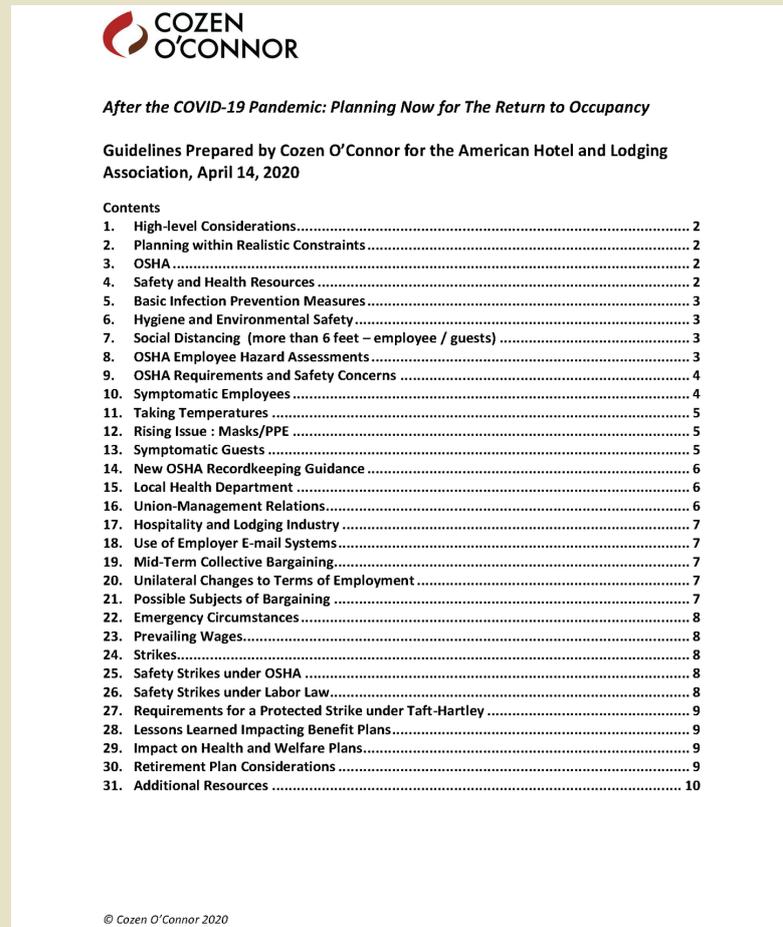
World Health Organization: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Basic Infection Prevention Measures

- Promote frequent hand washing by employees and guests, e.g., reminder signs (multiple languages to broaden guest communication)
- Provide alcohol-based hand-free rubs/swipes containing at least 60% alcohol in public areas, e.g., vending / ice machines on hotel floors.
- Encourage employees to stay home if they are sick.
- Encourage respiratory etiquette, including covering coughs and sneezes (multiple languages).
- Provide tissues and additional trash receptacles in public areas.
- Discourage employees from using other workers' phones, desks, offices, or other work tools and equipment, when possible.
- Remove / reduce customer service phones in common areas.
- Increase length of time between vacancy and cleaning rooms.

Social Distancing (more than 6 feet – employee / guests)

- Limitations on business travel and limits on numbers allowed to travel together.
- Eliminate or limits on number of participants for conferences/meetings.
- Staggering of employee schedules on both a shift and work week basis.
- Limits on interactions between departments.
- Working from home, tele-work, etc.
- Staggering of employee breaks to minimize social interaction.
- Tightening of restrictions on visitors or off-duty employees in workplace.
- Room service restrictions, e.g., delivery only to door.
- Eliminate / reduce in-person check-in or checkout with automated process.
- Use of chatbot or similar platforms for guest communication / customer service / tipping.
- Transition continental breakfast to “grab and go” format.
- Closure of pools and gyms.
- Reduce / eliminate housekeeping services, e.g., deliver requested items to door.
- Request guests to minimize direct contact with employees.



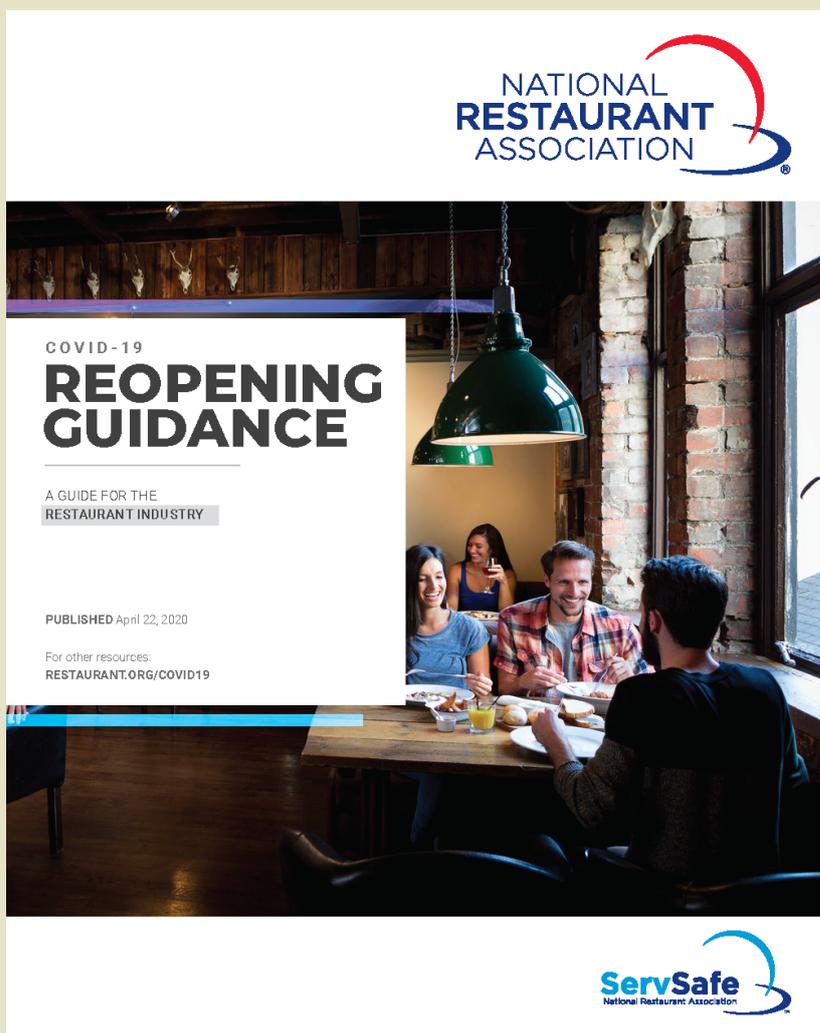
To view the full *After the COVID-19 Pandemic: Planning Now for the Return to Occupancy*, click [here](#).

REOPENING GUIDANCE FOR RESTAURANTS

National Restaurant Association
A Guide for the Restaurant Industry

For Employers

- Social Distancing
- Employee Health
- Cleaning/sanitizing/disinfecting



On Food Safety

- Discard all food items that are out of date.
- Where salad bars and buffets are permitted by local/state officials, they must have sneeze guards in place.
- Change, wash and sanitize utensils frequently and place appropriate barriers in open areas. Alternatively, cafeteria style (worker served) is permissible with appropriate barriers in place.
- If providing a “grab and go” service, stock coolers to no more than minimum levels.
- Ensure the person in charge is ServSafe certified and that their certification is up to date, and provide food handler training to refresh employees

For Cleaning and Sanitizing

- Follow sanitizing material guidance to ensure it’s at effective sanitizing strength and to protect surfaces.
- Avoid all food contact surfaces when using disinfectants.
- Between seatings, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, and common touch areas. Single-use items should be discarded. Consider using rolled silverware and eliminating table presets.
- Remove lemons and unwrapped straws from self-service drink stations.
- Clean and sanitize reusable menus. If you use paper menus, discard them after each customer use.
- Implement procedures to increase how often you clean and sanitize surfaces in the back-of-house. Avoid all food contact surfaces when using disinfectants.
- Check restrooms regularly and clean and sanitize them based on frequency of use.
- Make hand sanitizer readily available to guests. Consider touchless hand sanitizing solutions.

To view the full *A Guide for the Restaurant Industry*, click [here](#).

Monitoring Employee Health & Personal Hygiene

- Per existing FDA Food Code requirements, employees who are sick should remain at home.
- If an employee becomes ill or presents signs of illness, the operator should identify the signs during a pre-work screening and follow the business’s established policies on when the ill employee is allowed to return to work. At a minimum, however, follow CDC guidelines – tell the employee to self-isolate for seven days from the onset of symptoms and be symptom-free for three days without medication.
- Taking employees’ temperatures is at the operators’ discretion.
- Per CDC recommendations, face coverings have been shown to be effective tools to mitigate risk from individuals who show symptoms as well as those who don’t, especially in close environments where it’s hard for people to maintain a three- to six-foot distance.
- Train all employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face.



WHAT WE DO

GROW YOUR BUSINESS

- Participate and market your products and services in tourism industry events
 - Pacific Hotel & Restaurant Expo
 - Tourism Cup Golf Tournament
 - GHRA Gala
 - Golden Latte & HERO Awards
 - GHRA Social
- Promote your business directly within five GHRA committees
 - HR & Education
 - Food & Beverage
 - Engineering & Environmental
 - Safety & Security
 - Executive Housekeeping
- Participate in four quarterly general membership meetings and three hotelier and restaurateur meetings on an annual basis.
- Receive discounts when you advertise in the membership directory, GHRA website and social media sites.
- Have overnight access to GHRA members through our communications/distribution network.
- Members are encouraged to support other members first when needing a product or service.

CUT THROUGH RED TAPE

- Address concerns with public sector partners including federal and local government agencies

CONTACT US:



EMAIL

info@ghra.org



WEB

ghra.org

TRAIN EMPLOYEES

- Discounts on educational material from the American Hotel & Lodging Association and the National Restaurant Association
- Professional education certifications/designations provided through the American Hotel & Lodging Association
- Low-cost/no-cost professional training by GHRA committees

KEEP YOU CONNECTED

- Provide our members with:
 - Regular Membership Alerts on issues affecting your business
 - Monthly hotel statistical reports
 - Access to membership survey information
 - Updates on laws, rules and regulations that affect our business and industry

WE ARE THE BRIDGE BETWEEN OUR INDUSTRY, OUR EMPLOYERS AND OUR COMMUNITY

- Donations are made to local charitable organizations on behalf of members
- Community-related promotions are organized, such as the Pacific Hotel and Restaurant Expo, GHRA Social, Keep Guam Clean Beach Clean-Up and the Tourism Cup Championship Golf Tournament
- We organize employee sports/activities/leagues for member companies

WE ARE ACCESSIBLE

- We provide consultation over the phone or in person to members on day-to-day workplace issues
- We are available to meet with any members at his or her location and convenience