

Policy: Quarantine, Suspected or Confirmed Case of COVID-19

Section:	Quarantine, Suspected or Confirmed Case of COVID-19	Issue Date: 4/24/2020
Updated by:	Debi Streeter – Executive Housekeeper	Last Updated: 4/24/2020
Target Audience:	Housekeeping Department	

Policy brief & purpose

To ensure the correct management of COVID-19 when a guest is confirmed as being at risk of having COVID-19 to minimize the risk of transmitting COVID-19 to both hotel employees and other guests.

Scope

This policy pertains to the employees of the Housekeeping Department.

Confirmed Cases of COVID-19:

- Any guest, who Management has been advised, that they have tested positive for COVID-19 will be reported to the Hawaii Department of Health.
- All confirmed cases will be handled solely by 3 people – General Manager, Hotel Manager or Director of Front Office
- Management will advise all departments of the guest and room number.
- Hawaii Department of Health will advise management of the necessary advice and protocol in regards to the guest.

We advise our employees for Quarantine rooms or Suspected cases:**Front Desk GSA or GSM upon check-in to the hotel**

- If possible an attempt will be made to isolate any Quarantine guest or Suspected case on a separate floor or specific section of the hotel
- Traces will be entered into SIHOT to alert the Rooms Control Clerk to ensure room is not assigned for immediate cleaning
- Upon check-in, the GSA / GSM will advise the guest of limited room servicing due to their isolation. Guest will not be given daily Housekeeping service.
- Security will be issued a new list of all guests who are on Quarantine or Suspected Case – to ensure that they are not leaving their guest room
- Housekeeping Employees are advised on their assignment sheets during the morning briefings, regarding the guests and room numbers who are on Quarantine or a Suspected case.
- During the guest's stay, if new linen or towels are required, these items will be delivered outside the door for the guest to retrieve



- Guests are asked to give the dirty linen to the Runner who will bag these item(s) to transport them to the linen room
- All employees are instructed to wear masks and gloves when making deliveries or entering any guest room
- If a guest required their room to be serviced, the Housekeeper is to wear a mask and gloves when entering the room and the guest will be asked to vacate the room while the Housekeeper is completing service
- Items, which are to be delivered to the room, will be left outside the door and the guest will be advised of the item, by knocking on the guest room door by the employee.
- Upon the guest's checkout date and departure from the hotel, the room will remain vacant / dirty a full 24 hours before anyone enters the room.
- After a full 24 hours, the Houseman will enter the room with a mask and gloves
- The Houseman will enter the room prior to the Housekeeper to remove the rubbish and strip the linen from all the beds, sofa bed and bathroom
- The linen will be placed in a bin in the hallway to take to the linen shoot on the specific floor
- The Houseman will loosely put the linen in the linen shoot

Additional items:

- Door handles and all surfaces in the room are to be cleaned and sanitized.
- The door handles are to be sanitized when entering the room and exiting the room
- Departure rooms are not to be entered or touched for a full 24 hours after the guest's departure
- During the cleaning process the lanai door is to be opened to increase the air circulation in the room
- All high touch surfaces are to be wiped down with disinfectant:
 - Door handles and knobs
 - Light switches
 - Telephones
 - Desks
 - Faucets
 - Toilets
 - Sinks
 - Countertops
- Used toilet paper rolls are to be discarded and not reused
- Facial tissue will have the top 5-10 tissues discarded if the box is full. If half full, the tissue box will be discarded and replaced with a new unopened box
- All beds and sofa bed in the rooms are to be stripped and prepped, even if it looks like one bed was not used
- All Housemen and Housekeepers are informed to wear masks and gloves during their assigned duties. Their gloves should be changed after the cleaning of each room
- Employees are reminded daily to frequently wash hands and to practice social distancing with guests and co-workers.

PPE available for the employees:

Cloth Masks
 Disposable Masks
 Disposable Gloves
 Safety Glasses
 Face Shields
 Hand Sanitizer



Managing Guest Who Do Not Comply with State Guidelines:

- If a guest is required to self-isolate and fails to do so:
 - Management will approach the guest, keeping a least 6 feet distance, and remind them of the self-isolation guidelines set by the State of Hawaii
 - If the guest continues to fail to self-isolate, the hotel will contact the Hawaii Health Department and provide them the guest's details

Team Members

- If a team member is uncomfortable being involved with serving the guests who are in isolation, cleaning, etc., due to fear for their own health, they are to report this to their manager and should be dispatched to another task
- This will be reported to the Talent & Culture Department, so they can speak to the employee and advise them of other options available to them if they do not feel safe performing their work duties.

Public Health Information

Senior Management will contact the following agency if there is concern over the health of an employee or a guest seeking medical advice or guidance about an individual who is not following the State guidelines and health requirements.

- **Hawaii Health:** <https://www.health.hawaii.gov/>



Quarantine, Suspected or Confirmed Case of COVID-19

I have received and read the **Quarantine, Suspected or Confirmed Case of COVID-19 policy** and agree to comply with it. I understand that if I do not comprehend any aspect of this policy, it is my responsibility to seek clarification. I understand that non-compliance with this policy may result in progressive disciplinary action, up to and including termination of employment.

_____/_____/_____
PRINT Name Signature Date

Department

