



STANDARD OPERATING PROCEDURE

SUBJECT: Quarantine – COVID-19

DIVISION: Rooms

ISSUE DATE: 10/15/2020

EFFECTIVE DATE: 10/15/2020

OBJECTIVE

The following procedures shall:

- Apply should the Governor, or other Recognized Government Authority give the order for an individual or individuals to Quarantine at the Resort.
- Outline how to handle quarantine reservations in a safe and effective manner

PROCEDURE

Royal Lahaina Resort will not accept reservations for guests who are required to quarantine, except for:

- Essential/Critical Workers with proof of letter for work and travel exemption
- Travelers who have pretested (from state approved partner) within 72 hours prior to arrival and are awaiting negative test results.
- Travelers who have tested and proved negative test results and show symptoms consistent with covid-19 virus during their stay.
- FRONT OFFICE:
 - INTERISLAND OR TRANSPACIFIC: Upon Check-in, all guests will be required to provide proof that they arrived on Hawaii Island prior to August 11, 2020. (Guests who have checked in via AKIA have the option to upload proof of test results) Relay to guests that all flight itineraries will be verified through the appropriate airlines.
 - LOCAL RESIDENT/ON ISLAND KAMA'AINA: Guests with an ID confirming a Hawaii Island home address will not be subject to the quarantine. Other documentation can be used to confirm the address such as a utility bill. For all Maui residents, ID's showing a local address. GSA should also confirm the address and contact information in the guest reservations is accurate.
 - CHECK IN SCREENING QUESTIONS (verbal): For all Maui residents, the GSA should ask if the guest has left the Maui in the last 14 days, and if yes, the guests must provide proof of negative test results within the acceptable timeframe as mandated by the state of Hawai'i.



- ESSENTIAL WORKERS: MUST PROVIDE PROOF OF LETTER OF TRAVEL EXEMPTION, INCLUDING MILITARY PERSONNEL.
- All off-island residents and quarantine exemption documentation should be photocopied and kept on record as per the current policy.

- If a guest needs to be quarantined, the Front Desk should call security, who will escort the guests to their quarantine room. We will not be providing room keys to any quarantine guests.
- Any Quarantined rooms will be written on the back-office board, security office board and email will be sent to Housekeeping Director, Security, and nightly shift log
- Quarantine list also distributed nightly in separate email to FD, PBX, HK, Security, F&B with provided updates for changes in quarantine status.
- Guests will be notified that they will not be allowed to leave their guest room except for medical emergencies or to seek medical care. When feasible, guest will notify PBX "0" or Front Desk of any potential need to leave their room for a medical emergency and will be escorted by Security to their vehicle.
- Guests in quarantine will be contacted from in-room phone by Front Desk MOD within the hour of check in to ensure all parties are currently in room. Guests will be given instruction on how to request for rubbish and linen pick up and informed of procedure for food deliveries.
- Front Office will provide the guest a written list of local food and amenity delivery options that will still be available to them during their quarantined period.
- Front Office will relate to guests that if they are observed out of their room for any reason, other than a medical emergency, they will be asked to return to their room immediately by Management or Security and MPD will be notified of their failure to comply with the Quarantine order, and the authorities will be notified. Additionally, quarantined guests may not prop open their guest room doors nor step foot out of the rooms for any other reason than for leaving the property with intention to search for medical services. They are permitted to go out on their lanai.

HOUSEKEEPING:

- A Quarantine kit will be sent to the guest room if guests' quarantine status exceeds 24 hours.
 - Quarantine kit to include large bags (for soiled linen and towels and rubbish), 1 set of extra soap amenity per pax, all other amenities available by request only.
- If a guest calls PBX with any request, PBX to inform security. If there is an emergency, security and management should be notified immediately.
- All Food Deliveries must come to the Front Desk. Only Security may deliver food deliveries outside door of guests in quarantine.



SECURITY LOGISTICS:

- If a guest is observed breaking quarantine, Security and MOD are to be notified and will notify the authorities. Radio Code: **CODE ORANGE**
- If it is determined that a guest is required to quarantine at the Resort, Front Office will immediately activate Emergency Response Team by text or email.
- Front Office will coordinate with Housekeeping and Security on all guest's subject to quarantine. If the guest books a cottage room, they will be assigned a room in the tower until their negative results come back.
- Security will do patrols around the quarantine rooms to ensure doors are shut and not doors are propped open.
- Security will be notified by front desk or MOD on any rooms that are awaiting results and notified when results are in. No one should enter unless there is a medical emergency.



ROYAL KONA RESORT

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OBJECTIVE

The following procedures shall:

- Apply should the Governor, or other Recognized Government Authority give the order for an individual or individuals to Quarantine at the Resort.
- Outline how to handle quarantine reservations in a safe and effective manner

PROCEDURE

Royal Kona Resort will not accept reservations for guests who are required to quarantine, except for:

- Essential/Critical Workers with proof of letter for work and travel exemption
- Travelers who've pretested (from state approved partner) within 72 hours prior to arrival and are awaiting negative test results.
- Travelers who've tested and proved negative test results and show symptoms consistent with covid-19 virus during their stay.
- FRONT OFFICE:
 - **INTERISLAND OR TRANSPACIFIC:** Upon Check-in, all guests will be required to provide proof that they arrived on Hawaii Island prior to August 11, 2020. (Guests who've checked in via AKIA have the option to upload proof of test results) Relay to guests that all flight itineraries will be verified through the appropriate airlines.
 - **LOCAL RESIDENT/ON ISLAND KAMA'AINA:** Guests with an ID confirming a Hawaii Island home address will not be subject to the quarantine. Other documentation can be used to confirm the address such as a utility bill. For all Big Island ID's, the GSA is required to record the ID# into a comment in the guest reservations. GSA should also confirm the address and contact information in the guest reservations is accurate.
 - **CHECK IN SCREENING QUESTIONS (verbal):** For all Big Island residents, the GSA should ask if the guest has left the Big Island in the last 14 days, and if yes, the guests must provide proof of negative test results within the acceptable timeframe as mandated by the state of Hawai'i.



ROYAL KONA RESORT

- **ESSENTIAL WORKERS: MUST PROVIDE PROOF OF LETTER OF TRAVEL EXEMPTION, INCLUDING MILITARY PERSONNEL.**
- All off-island residents and quarantine exemption documentation should be photocopied and kept on record as per the current policy.

- If a guest needs to be quarantined, the Front Desk should call security, who will escort the guests to their quarantine room. We will not be providing room keys to any quarantine guests.
- Any Quarantined room numbers and names will be detailed on the Flash Report (shift log).
- Quarantine list also distributed nightly in separate email to FD, PBX, HK, Security, F&B with provided updates for changes in quarantine status.
- Guests will served Mayor's letter of Self-Quarantine mandate at registration and will be notified that they will not be allowed to leave their guest room except for medical emergencies or to seek medical care. When feasible, guest will notify PBX "0" or Front Desk of any potential need to leave their room for a medical emergency and will be escorted by Security to their vehicle.
- Guests in quarantine will be contacted from in-room phone by Front Desk MOD within the hour of check in to ensure all parties are currently in room. Guests will be given instruction on how to request for rubbish and linen pick up and informed of procedure for food deliveries.
- Front Office will provide the guest a written list of local food and amenity delivery options that will still be available to them during their quarantined period.
- Front Office will relate to guests that if they are observed out of their room for any reason, other than a medical emergency, they will be asked to return to their room immediately by Management or Security and HPD will be notified of their failure to comply with the Quarantine order, and the authorities will be notified. Additionally, quarantined guests may not prop open their guest room doors not step foot out of the rooms for any other reason than for leaving the property with intention to search for medical services.

HOUSEKEEPING:

- A Quarantine kit will be sent to the guest room if guests' quarantine status exceeds 24 hours.
 - Quarantine kit to include large bags (for soiled linen and towels and rubbish), 1 set of extra soap amenity per pax, all other amenities available by request only.
- If a guest calls PBX with any request, PBX to inform security. If there is an emergency, security and management should be notified immediately.
- All Food Deliveries must come to the Front Desk. Only Security may deliver food deliveries outside door of guests in quarantine.



ROYAL KONA RESORT

SECURITY LOGISTICS:

- If a guest is observed breaking quarantine, Security and MOD are to be notified and will notify the authorities. Radio Code: **CODE 19**
- If it is determined that a guest is required to quarantine at the Resort, Front Office will immediately activate Emergency Response Team by text or email.
- All guests subject to quarantine will provide a photo ID, which will be copied and provided to Security.
- All guests subject to quarantine will be provided a copy of the Governors "Order For Self-Quarantine".
- Front Office will coordinate with Housekeeping and Security on all guest's subject to quarantine. There will be two quarantine areas of the hotel. For quarantine guests booking Mountain View rooms, we will use **Bay Tower floor 2**. For guests booking OV and higher rooms, we will use **Bay Tower Floor 1**. Should room categories run out, guests will be assigned run of house in these respective areas.
- Security will contact all quarantined guests every 3 days to ensure they are safe, until their quarantine period has concluded.
- Security will identify a quarantined room with a red circle sticker on the door lock. This will indicate that a guest, or guests are quarantined inside and that no one should enter unless there is a medical emergency.



Preventative security contact procedures for POSSIBLE/CONFIRMED COVID-19
GUEST(S):

“CODE ORANGE”

Overview:

- To control and isolate any potential COVID-19 related incidents. By limiting to a “No physical contact” between security officers and guest(s) if possible.

- Currently, Security physically goes to investigate all guest with any assumed illness. By doing so, they can conclude what type of response is needed; suggested OTC symptom relievers up to contacting paramedics for more severe symptoms. Due to the ever changing COVID-19, security will limit all contact with any illness type incidents, minimizing exposure to officers.

- Security dispatcher or PBX operator will be considered the point of contact with any/all calls involving “illness” type incidents. They will conduct a series of questions to investigate and distinguish what type of response is needed. In most cases any illness incidents will be considered a “High risk” illness. These series of questions will better inform the paramedics when notified.

- Questions:
 - How long have you been feeling like this?
 - What type symptoms are you having sir/ma’am?
 - Fever?
 - Any shortness of breath?
 - Sore throat?
 - Body aches?
 - Have you been exposed to any person(s) that has or had COVID?
 - Have you been tested for COVID?
 - When did you arrive?

- Where did you fly from?
 - State?
 - Country?
- Did you walk around the property while feeling like this?
 - Where on property did you go?
 - Our store (RTC or Royal Scoop)?
 - Beach activities desk?
 - Guest relations?
 - Eat at our restaurant?
 - Did you attend the Luau?
 - Did you interact with anyone at any of these locations on property?
 - Are you traveling with your family/ group/ alone?
 - If not traveling alone:
 - How much people in your party?
 - Are you sharing the room with them?
 - If same room;
 - Are they with you now?
 - If not:
 - Do you know where they are?
 - May we contact them?
 - Contact numbers
 - Are they feeling the same?
 - Name(s)
 - Age(s)
 - If different room(s)
 - Which room(s)?
 - Would you know if anyone is feeling the same?
 - Name(s)?
 - May we contact them?
 - Contact numbers
- Dispatch will document all the information provided from the guest
 - To remain in their room and be sure no one else enters (including family members or travel partners) for the time being.
 - Just until a medical provider gives a definite diagnosis
 - Will suggest the guest to contact their "Primary" medical provider in their home state, if possible
 - Many medical providers can do video calls and offering tele-medicine prescriptions
- If the guest is unable to contact their personal medical provider, the dispatcher will provide local medical providers
 - Doctors on Call - #808-667-7676
 - Minit Medical - #808-667-6161
 - Urgent Care West Maui - #808-667-9721

- Kaiser - #808-243-6000
 - Maui Medical group - #808-661-0051
 - The local medical providers will contact Department of Health for any probable to confirmed case of COVID
 - The DOH would be the ones to contact and inform the hotel for any probable or confirmed cases
- Security will notify MOD and housekeeping management team of incident.
 - Aloha Gate attendant will be notified and contact security upon arrival of Dept. of Health investigator (DOH)
 - Aloha gate attendant will instruct the investigator to park in the loading dock area or valet lot (if loading dock is unavailable)
 - Security will then inform investigator of the situation and escort if necessary.
 - At least officers will assist in this matter if requested by investigator
 - Officers responsibilities: Every incident is different; these are probable solutions to assist the investigator and/or paramedic's
 - Primarily for crowd and foot traffic control
 - Will only transport investigator or medic(s), if they did not make physical contact with "infected" person(s)
 - In each incident the investigator will determine:
 - Notification to paramedics
 - Guest(s) will transport themselves
 - Either to hospital or to another medical provider
 - The hotel will not provide or be responsible for any transportation for guest to any medical provider
 - If ambulance is required
 - LK tower:
 - Dispatcher will instruct for the ambulance to park in the loading dock area
 - DOH will escort them to the location of the guest.
 - Security will notify via radio and telephone to other departments to have the service elevator available, PRIOR to paramedic arrival.
 - The service elevator will be off-limits to everyone until incident deemed safe or elevator is disinfected
 - 1 Officer will stand by and post by elevator landing on that floor
 - Officer will remain posted until paramedics leave
 - KOI
 - Dispatcher will inform paramedics to park as close as possible to KOI building
 - Security will stand by and assist directing the paramedics to park in an area as close as possible to KOI
 - 1-2 Officers posted as needed for crowd control and foot traffic
 - Cottages
 - Paramedics will park in loading dock area

- DOH or security will advise paramedics of situation and provide instructions on how we will approach the guest
 - Security will transport paramedics via cart
 - Explain if they need to transport guest to MMMC they need to have:
 - One medic not to be in direct contact of “possible” case
 - This is so we can limit exposure, have this medic return to the ambulance, to drive it near the cottage room
 - Security will escort and stand by to assist medic
 - Security will post to secure the area
 - Posted as needed for crowd control and foot traffic
 - Isolate/ Quarantine in place
 - Depending on the situation this may be an option for the guest to take. However, it comes to the decision of the hotel management in doing so.
 - If they isolate/Quarantine in their current room
 - Security will deactivate their current room key and allow a single use key
 - The guest will be instructed by the MOD they absolutely cannot leave the room at any time.
 - If the decide to leave the room on their own, without notification or permission, they will be evicted from the resort property, DOH and police will be notified. Dispatch will provide all needed information to both DOH and MPD.
 - They are to contact the hotel operator for any needs
 - If guest is traveling with others or family
 - They may need to be separated from the infected guest and placed in another room; Guest will be responsible for the “costs” of any additional rooms
 - They can stay in the same room, however, explain the “HIGHER” risks involved and DOCUMENT their answer.
- MOD and Housekeeping
 - Security will communicate with MOD and housekeeping management of the situation.
 - Providing any important information
 - Current room #
 - Possible room change (for isolation purposes)
 - Room will be locked down and placed “Out of Order”
 - Locked for at least 48 hours before deep cleaning

- All windows and sliding doors closed
 - Air conditioners off
- Anyone entering the room should be wearing the “Required” PPE
 - Face masks
 - Disposable gloves
 - Face shield (if necessary or needed)
- Housekeeping will oversee disinfecting and sanitizing the room.
 - Utilizing electrostatic cleaning methods
 - Any elevators used in these incidents will also be temporary out of service till disinfected and sanitized
- “Possible” room change
 - Depending on the situation guest(s) may be placed in another room. This is to be done as discrete as possible
 - Again, the guest will cover any “Costs” for the room change or any additional rooms
 - At the discretion of hotel management
 - Guest will transport themselves to the other room
 - Hotel staff will only assist if
 - Any guest needing special assistance
 - Guest from LKT will utilize the “service” elevator in case of room move
 - Security dispatch will notify ALL departments to keep the service elevator available for the guest and to use the guest elevators, if necessary
 - Security will monitor the elevator and shut it down after the guest has left
 - Housekeeping will be notified to begin disinfecting and sanitizing the elevator.
 - Housekeeping will notify security when completed and put the elevator back in service.
- Security transport
 - Carts
 - Any cart utilized for transport will be disinfected
 - Officer will thoroughly clean and disinfect cart
 - Office will spray the “PEROXIDE MULTI SURFACE CLEANER AND DISINFECTANT” completely over seat, steering wheel, and handrails. Leave it, do not wipe it!! Let it sit for a few minutes.
- Communication **CONFIDENTIALITY**
 - Like all incidents, any release of personal information or any detail of the incidents is strictly **PROHIBITED**
 - **Anyone one who releases any confidential information will be subjected to possible disciplinary actions.**
 - Posted/Assisting Officers

- During these types of incidents; “CODE ORANGE”
 - Officers should consider this incident as an “INJURY” and not release any more information than that. Keeping it simple and clear should lessen the attention of people.
 - Officers should limit talking to anyone; we must be discreet and keep everyone moving on their way.
- Radio transmissions
 - Officers and dispatchers
 - will keep radio communications to a minimum
 - Will not disclose any unnecessary information via transmission
 - We never know who is listening in on the radio, regardless if we are wearing our required earpieces. We must consider other departments may switch onto our radio channel.
- Verbal
 - Like radio transmissions, no one should be releasing any classified information to anyone. This includes to other employee’s and guest(s) as well.

ADDITIONAL INFORMATION:

Below is information provided by DOH. **This is only a guidance**

Hawaii State Department of Health
Maui District Health Office

Guidance for Hotels to Safely
Accommodate Guests Who Have or Are
Suspected of Having COVID-19

Purpose: The purpose of this document is to provide support and education for facilities to safely accommodate an individual confirmed or suspected of having COVID-19.

Background: The Department of Health Maui District Health Office's existing Isolation/Quarantine site has a limited capacity. Hotels and other lodging facilities can safely accommodate a guest diagnosed with COVID-19. *Relocating an individual sick with COVID-19 increases the risk of transmission to the community.*

Definitions:

- Isolation - Separates sick people with a contagious disease from people who are not sick, protecting the public from exposure to a contagious disease.
- Quarantine - separates and restricts the movement of "healthy" people who were exposed to a contagious disease to see if they become sick for the length of the incubation period, intended to prevent the spread of disease.
- See Appendix for examples

Suggested Procedure/Instructions if a Guest Tests Positive for COVID-19

Notification

Acknowledge privacy laws; individual's COVID-19 status should be shared only with those that need to know.

Consider an internal procedure to notify necessary staff which room is accommodating the guest diagnosed with COVID-19.

Going outside

Guests may use the balcony, if present, but will not be allowed to go outside of the room (i.e. lobby, pool, shops, parking garage), except to seek medical help or in a medical emergency.

Guests should wear face mask whenever opening room door.

Security

Staff be present to safeguard the privacy and safety of all guests.

Suggest frequent monitoring of room/floor; or camera to monitor the hall if available.

Increased staffing at your own discretion.

Ask guests to not divulge their location, do not take or post any photos or videos on social media platforms of the site or its parts of any kind on any device.

Visitors, whether family or friends, will not be allowed into the room.

Outside food delivery services or delivery of any other kind may be allowed if prior arrangement is made with facility.

Should a guest attempt to leave the premises against orders to isolate or quarantine, do not restrain guest. Notify Maui District Health Office, Disease Investigators at 984-8213.

Cleaning

To minimize the spread of infection, provide household cleaning supplies for guests to regularly wipe down the surfaces within the unit.

Provide a trash receptacle with trash liners specifically for that room. Instruct guests to double bag trash, closing tight and leave outside door at designated time, daily.

The day before guests are scheduled to leave, provide instructions on cleaning of unit, stripping of bedlinens and other essential tasks.

Do not allow entry into room for 48 hours after guest vacates the room. After 48 hours, normal housekeeping can resume. Housekeepers should wear mask and gloves while cleaning.

Food

Meals should be provided in individual, disposable containers with disposable utensils.

Meals times may be arranged at set times, place just outside room door, then notify guest to pick up.

Provide small trash bag with each meal and instruct guests to place all trash in bag and leave outside room at specified time.

Emergency

If your guest experiences a medical emergency, please call 911 and alert them that guest is a confirmed/suspected COVID-19 case.

Other information:

Once a guest is confirmed with COVID-19, designated staff from Maui District Health Office monitors them with a phone call 1-2 times a day and provides education and support.

Resources:

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

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

<https://hawaiiCOVID19.com/>

For questions/concerns (except medical emergency):

Disease Investigators:
Takako Nakaaki or Spencer Headley
Monday – Friday 7:45-4:30
984-8213

After business hours/weekend/holidays:
Takako Nakaaki
357-7238
Spencer Headley
357-7231

Staff Training Available:

- Proper use of Personal Protective Equipment (PPE)
- General COVID-19 information

To schedule, contact:

Heidi Taogoshi, RN, Public Health Nursing
984-8260
heidi.taogoshi@doh.hawaii.gov

Appendix: Guidance for Quarantine and Isolation for Hotels/Lodging

Purpose of this document is to offer guidance on possible situations a guest may need to be placed in quarantine or isolation.

* Maui District Health Office is available for consultation on specific cases.

Category	Description	Quarantine	Isolation	Notes
Inter-island traveler	Person travelling between Maui and a neighbor island within the state of Hawaii	None. Exception if traveler was in close contact to a known COVID-19 positive case, then 14 day quarantine	None. If symptoms develop, the person needs to isolate until 3 days without fever AND improvement of respiratory symptoms AND 10 days since symptoms first appear	
Trans-Pacific traveler	Person arriving in Hawaii from different US state or foreign country, by air or sea.	Asymptomatic person: 14 days quarantine	Symptomatic person: Until 3 days without fever AND improvement of respiratory symptoms AND 10 days since symptoms first appear	AND negative Test
Close Contact	Any asymptomatic person who had close contact with a COVID-19 positive case	14 days		
Symptomatic case	Any person exhibiting cough, fever, or shortness of breath, or other symptoms of COVID-19		Until 3 days without fever AND improvement of respiratory symptoms AND 10 days since symptoms first appear	AND negative Test
Positive case	Any person who tests positive by PCR, whether asymptomatic or symptomatic	Asymptomatic person: 10 days have passed since test	Symptomatic person: Until 3 days without fever AND improvement of respiratory symptoms AND 10 days since symptoms first appear	