



MITIGATION RISK PLAN

UPDATE: JANUARY 2021
GUAM COVID-19 BUSINESS GUIDELINES

BUSINESS MITIGATION RISK PLAN

Hotel Messaging and Information

1. Information signage posted located to all visible locations (e.g. at entrances, in restrooms to promote every day preventive measures of employees, customers and vendors . The signage include proper use of face mask, practice of social distancing, and proper hand wash hygiene.
2. Hotel requires customers to sign-in a visitor log prior to entry, which shall include the following information:
 - a. Date and time of the visit;
 - b. Name of individual (s);
 - c. Total number of people in the party;
 - d. Phone number and/or email address:
3. Hotel will retain the written records for a period of 30 days from the date of service.

Restaurant BUSINESS Guideline

- Automatic doors or host/dedicated staff to assist in opening doors.
- Different staff to deliver food than those clearing plates.
- POS machines, one person per machine. Separate cashier for cash handling.
- Offer credit card payment options where the staff do not handle the guest credit card and/or offer tissues so guests can avoid touching the machine or the pen.
- Frequent cleaning and sanitation before and after each transactions. Hand sanitation stations available throughout the facility.
- Frequent cleaning and disinfecting of restrooms.
- Guests and employees must follow social distancing of 6ft. Floor stickers available for guidance.
- Require employees to clean and sanitize laminated Menus after each us.
- Post signage on proper sanitation, social distancing, proper hand washing and wearing of mask by employees, vendors and customers. Signages are posted throughout the facility.
- Retain log in sheets of individual employee's, customers and vendors for 30 days from the day of service.



- **ON SOCIAL DISTANCING**

- “Live Entertainment” follow the 6ft social distancing between performers and customers. shall mean any of the following live performances by one or more persons, whether or not done for compensation and whether or not admission is charged:
- Hotel prohibit the use of Dance floor.
- **Indoor Dining** maximum 158 guests with maximum 8 persons per party.
- **Outdoor** dining 15 per party. with 6 ft. apart between table.
- **Phase 1 (announced later in PCOR 2):** Max capacity up to 75% of stated fire department occupancy.
- **Restaurants with bars:** No one seated or served at the bar. Table service only. Sneeze Guard placed on top of the counter including the cashier.
- Customer required to wear mask when entering property and when not actively eating or drinking and while speaking with staff.
- Eliminate table pre-sets and self service.
- Temperature check all employees and customers on arrival. 100F+ send home.
- No self-service allowed.
- Customers must remain in their seating area and staff will assist when requested to line up. Customers notified when they are allowed to line up in the buffet.
- **During staff breaks in the assigned break room to follow distancing.**

AMONG THE REQUIREMENTS OF THE FOOD CODE THAT APPLY TO CORONAVIRUS MITIGATION ARE

- Prohibiting sick employees in the workplace
- Strict hand washing practices that include how and when to wash hands
- Strong procedures and practices to clean and sanitize surfaces
- Ensuring the person in charge of a foodservice facility is a certified food safety manager
- Ensuring the person in charge is on site at all times during operating hours



AMONG THE REQUIREMENTS OF THE FOOD CODE THAT APPLY TO CORONAVIRUS MITIGATION ARE

- At all times follow all HACCP and ServSafe protocols including wearing of gloves and mask for employees.
- Must sanitize each table seating area surface from the chair seat up between parties.
- Must sanitize high touch surfaces hourly and host stand/podium every 15-20 minutes
- Sanitize each re-useable guest contact items between each use (laminated menus, check presenter, pen for credit cards, change tray, credit card machine).
- Touch less hand sanitizers at the each entrances (e.g. restaurants, elevators. Front and Back entrances).
- Thoroughly clean bathrooms no less than every 30 minutes.
- No shared snacks that stay on table between parties (e.g. dried fruits, nuts, cheese etc.).
- No self-serve buffets.

ON FOOD SAFETY

- Change, wash and disinfect utensils and containers that are handled frequently and place appropriate barriers in open areas.
- Cafeteria-style service (employee served) is permissible with barriers between guests and servers, and when employees use PPE and limit close contact between guests.
- Where appropriate, use floor markers to help guests stay 6 feet apart.
- Wherever possible, assign a staff member to work the self-service drink stations, limit guest congregation/lines, and remove lemons and unwrapped straws from the area.



FOR CLEANING AND SANITIZING

- Thoroughly clean and safely disinfect entire facility (follow [EPA safety guidelines](#)). Disinfect both high-touch points and seldom-touched surfaces in back-of-house, front-of-house and guest-service areas. If a sanitizer is used, ensure it's effective against COVID-19. Follow the manufacturers' labels and guidance to ensure products are used correctly, safely, and for their intended purposes.
- Wash and rinse food-contact surfaces, food-preparation surfaces, and beverage equipment after use. Avoid food-contact surfaces when using disinfectants. However, if use of a disinfectant is necessary due to COVID-19 exposure, the food-contact surface should be washed, rinsed and sanitized after disinfectant use and prior to reuse of the surface.
- Clean and disinfect restrooms regularly and, when possible, stock them with individual disinfectant wipes.
- Make hand sanitizer readily available to guests. Consider touch less hand sanitizing solutions.
- Avoid sharing items such as menus, condiments and food orders. Use single-use or digital menus; toss single-use menus after each use. Opt for single-use condiments. Use no-touch trash cans.
- Use contactless payment options as much as possible. Ask customers and employees to exchange cash or cards by placing them on a receipt tray or on the counter to avoid hand-to-hand contact.
- Clean and disinfect any pens, counters, or hard surfaces between use or customer.



FOR CLEANING AND SANITIZING

- Use disposable foodservice items (utensils, dishes). If not feasible, ensure that all non-disposable foodservice items are handled with gloves and wash according to FDA Food Code requirements. Employees should wash their hands after removing their gloves or after directly handling used foodservice items.
- Use gloves when handling and disposing of trash, dispose of gloves immediately after and wash hands.
- Avoid using food and beverage containers or utensils brought in by customers.

Ventilation

- Cleaning of ventilation system scheduled for service and maintenance
- Our hotel minimizes air from fans blowing from one person directly or another individual. Ceiling fans are cleaned on a regular basis.

IN MONITORING HEALTH & HYGIENE

- Per existing FDA Code requirements, employees who are sick should remain at home.
- If an employee becomes ill or presents signs of illness, identify the signs during a pre-work screening and send the employee home and inform DPHSS of the positive employee and/or customer.

IN MONITORING EMPLOYEES AND GUESTS HEALTH & HYGIENE

- Hotel continuous training employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content. Training includes proper donning and doffing of PPE's. , COVID-19 safety actions (e.g. social distancing, use of face mask, hand washing, cleaning and disinfecting).
- Hotel has educated employees regarding symptoms, protocols for reporting to work, and procedures should they come close contact with a person under investigation with COVID-19.
- Hotel continually monitors local and federal guidelines for changes in recommendations.
- Provides adequate supplies to support healthy hygiene practices for both employees and customers including soap, hand sanitizer (on counters, cashiers area, touch less sanitizer by the entrance to the hotel and restaurants), paper towels, and tissues.