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In our commitment to the health and safety of our guests and team members, the following COVID-19 PREVENTION / PROTOCOLS are set in place. These protocols are evolving based on local or federal government directives. Please take the time to review and ensure all steps are implemented to ensure the highest level of safety possible. We *Count on You* so guests can *Count on Us*.

## FRONT DESK

### Safety & Cleanliness

- One alcohol-based (60% minimum alcohol content) hand sanitizer will be available for use at the main entrance with automatic temperature screening and an additional one at the Front Desk. An alarm will sound in the event a temperature of 100.4 degree is scanned; if altered proceed to *Symptomatic Guest* section for protocol.
- Tissues readily available at Front Desk counter.
- Individual spray bottles of sanitizer is readily available at Front Desk for staff to frequently sanitize.
- An acrylic shield is installed across the full Front Desk to safe guard guests and staff. Both sides of the shield will be wiped down regularly with glass cleaner and microfiber cloth.
- Place used pens in a tray for sanitization before reuse and presenting to guest.
- Always sanitize hands, guest counter, keyboard, and workstation after each transaction.
- Ensure [AirDog air purifier](#) behind Front Desk is operational 24 hours a day and clean filter when machine prompts. Monitor Air Quality Indicator to ensure air is safe:
  - Green = Excellent AQI ≤ 50
  - Yellow Green = Good 50 < AQI ≤ 100
  - Yellow = Moderately Polluted 100 < AQI ≤ 150
  - Red = Hazardous AQI ≥ 150
  - Should air quality read 100 or more, notify management immediately, turn up AirDog to highest setting (including AirDog in Lobby), disinfect area with the electrostatic sprayer and hospital grade disinfection tablets. Record AirDog reading every 30 minutes. Wash hands with antibacterial soap. Do not touch eyes, nose or mouth. Monitor AQI on Lobby AirDog as well. Log names of guests/room# and others in the area when AQI on AirDog spiked.

### Guest Check-in

- Temperature screening and hand sanitizing is required upon entrance of the building.
- Upon check-in guests are advised of our modified policies due to Covid mitigation:
  - Housekeeping
    - Daily room cleaning is suspended due to the Pandemic. Stays for 3 or more nights can avail of a once-a-week cleaning. Guests are asked to preschedule a time/day with Front Desk for room cleaning as rooms will be cleaned while unoccupied.
    - Fresh linens & towels are provided upon request through housekeeping or Front Desk. For everyone's safety, guests are kindly asked to bag soiled linens and



- trash & place outside door.
    - Cleaning supplies are available if needed.
- Face masks are required in public areas and 6' distancing is asked to be maintained in compliance with Guam's Executive Order.
  - Facemasks are required upon entrance, in lobby, elevator, corridors, laundry room and any public spaces.
- Limited services
  - Hotel's airport and shopping shuttles are suspended due to COVID-19. However, Front Desk can assist with calling for taxi or car rental.
- Registered Guests - Only registered guests are allowed in guest rooms/floors. Visitors are not allowed in our effort to safeguard guests and staff.
- Physical contact with guest is minimized as much as possible. Sanitized pens are provided to guest and collected in a separate bin for sanitation. Guest counter space, Front Desk workspace is sanitized between each guest.

#### Symptomatic Guest

- All guests and staff will have their digital temperature self-scanned upon entrance.
- A body temperature equal to or above 100.4 degrees F / 38 degrees C (or current threshold set by the CDC or local health authorities), a report of guest taking fever-reducing medication, the observation of Covid-19 symptoms or, the reporting of Covid-19 symptoms from the guest, is to be notified to management immediately.
- Two hotel staff will then politely advise guest (within 6' and wearing PPE) that we would like to accommodate them but are concerned about the safety of other guests and hotel staff. Direct the individual to the nearest open medical facility (SDA, FHP, Guam Memorial Hospital or Guam Regional Medical City). If the reservation was pre-paid, refund the guest (or direct them to the third party through which the reservation was made to request a refund).
- Obtain guest name, contact information, booking information (if any) for our records and communication with local public health authorities.
- Immediately isolate the individual from others (if not able to leave right away).
- Immediate disinfect lobby and areas where the high temperature or symptomatic person came in contact with by utilizing the electrostatic sprayer filled with hospital grade disinfection tablets. Temporarily reroute other guests until disinfection is done.
- Prepare written statements documenting the interaction and the basis for denying service and record on the Front Desk log.

#### Guest Check-out

- Recycle Keys - A keycard collection bin is located on the Front Desk counter. This will minimize contact with the guest as guests return their keys upon check-out.
- Front Desk staff (with gloves) will sanitize keys with 60%+ alcohol or hospital grade sanitizer before reissuing.
- Guests will be offered if they would like their receipt emailed (if self-paid) to minimize contact.



## PUBLIC SPACES

### Physical Distancing

- 6' of physical distancing is required (as mandated by Executive Order) in lobby and other public spaces.
- Professional floor decals are placed to section the Front Desk Que.
- 6' distancing placards to be posted in public areas (lobby, corridors, laundry room, public restrooms).
- At lobby entrance, Front Desk and hotel staff will be monitoring the distancing of guests/customers at all times to ensure physical distancing is maintained and ask guests to space out should the need arise.
- Elevators will be restricted to 4 people or one family with signage in place.
- Public seating indoors and outdoors will be separated with placards to maintain 6' distancing.

### Safety & Cleanliness

- Alcohol-based (60% minimum alcohol content) hand sanitizer will be available at main entrance with automatic temperature screening and an additional one at the Front Desk. Alcohol dispenser is also available in the guest coin-operated laundry room along with Ecolab disinfectant and paper towel.
- Ensure the commercial [AirDog X8](#) air purifier is operational 24 hours a day and clean filter when machine prompts 9XX on the screen. Monitor Air Quality Indicator to ensure air is safe:
  - Green (10) = Excellent
  - Yellow Green = Good
  - Yellow = Moderately Polluted
  - Red = Hazardous

Should air quality trigger yellow, notify management immediately, turn up AirDog to highest setting of **800**, disinfect the area with the electrostatic sprayer with hospital grade disinfection tablets. Record AirDog reading every 30 minutes. Wash hands with antibacterial soap. Do not touch eyes, nose or mouth. Monitor AQI behind Front Desk. Log names of guests/room# and others in lobby when AQI on AirDog spiked.

- Lobby disinfection and high traffic touch points to be cleaned every 3 hours and more frequently during high traffic times. Disinfection includes but is not limited to high traffic areas (door handles, elevator doors and buttons (inside and out), push plates, hand rails, telephones, tables, chairs, and trash receptacles).
- Automatic guest ice machine is temporarily suspended for guest safety.
- Face masks are required, by local Executive Order, in businesses and public spaces.
  - The Executive Order includes exemptions for people who are unable to wear or tolerate a face masks due to medical or mental health conditions or other reasons.
  - Face masks may be temporarily removed when swimming, eating, or drinking, provided that social distancing is maintained between members of different parties.
  - Signage requiring Facemasks will be posted at entrances, front desk and each guest room floor to remind guest to mask up in accordance with local Executive Order.



#### Public Restrooms

- Public restrooms are limited to only guest use and accessible only with key code.
- Restrooms will be cleaned and sanitized regularly to include (high traffic touch points as vanity, mirror, sink, commode, floors and doorknobs) and hard surfaces.
- Anti-bacterial liquid soap and paper towel will be well stocked in public restrooms with foot operated trashcan.

#### Internet Kiosk

- The Internet Kiosk will be temporarily unable to reduce transmission of Covid-19. However, guests may request for documents to be printed by emailing [info@daysinnguam.com](mailto:info@daysinnguam.com)

#### Exterior Grounds

- Staff will disinfect exterior door handles and outdoor benches frequently.
- Signage of 6' distancing will be placed to kindly remind guests to keep physical distance.

#### Guest Laundry

- Signage of 6' distancing, masks required and Covid information will be displayed in laundry room.
- Disinfectant spray, paper towel and sanitizer will be made available for guest use.
- Washing/dryer handles, coin drop, tables and door knobs will be frequently sanitized.

#### Interior Corridors/Stairwells

- Housekeeping will disinfect railings, light switches, door handles at the beginning and end of their shift.
- Trash will be picked up from corridors and disposed of promptly.
- Signage of 6' distancing will be placed to kindly remind guests to keep physical distance.

#### Takeout Food & Deliveries

- Should guests opt for meal delivery services, delivery exchange can be made in the garage or Front Desk. Guests will be called upon delivery arrival and will pick up meal directly from driver. For safety and to minimize contact, Front Desk staff will not handle/touch guest deliveries.

#### Vendors / Visitors

- Visitors are not permitted in guest rooms or guest room floors.
- Upon vendor drop off or servicing, vendors must sanitize hands and scan temperature upon entering. Front Desk staff will record vendor company, name and time of visit on Front Desk Log. If vendor sets off temperature scanner with a high temperature, they will not be allowed access along with their delivery item.



## GUEST ROOMS

### Stay Over Guest Room Physical Distancing

- When occupancy permits, room assignments will be every other room.
- Guests are notified upon check-in of the hotel’s modified cleaning protocol.
- Housekeeping or maintenance will not enter guest rooms.
- Items requested by the guest will be provided in a plastic bag at guest room door.

### Stay Over Guestroom Safety & Cleanliness

- Daily housekeeping service is suspended due to Covid-19 precautions. Stays for 3 or more nights can avail of a once-a-week cleaning. Guests are asked to preschedule a time/day with Front Desk for room cleaning as rooms will be cleaned while unoccupied.
- Housekeepers are required to wear face masks and gloves while cleaning guest rooms. Additional PPE’s (face shields, etc.,) are made available for staff.
- Housekeeping will not enter guest room for cleaning when guest is present.
- Fresh linens & towels are provided upon request through housekeeping or Front Desk.
- Lines and towels are laundered daily by a certified commercial laundry company in compliance with COVID 19 laundry protocols.
- For everyone’s safety, guests are kindly asked to bag soiled linens/trash & place outside door. Housekeeping staff will then pickup with gloves and stow in appropriate trash or dirty laundry cart.
- Cleaning supplies are available for guests at request.
- If an employee (i.e., maintenance or manager) is required to enter an occupied room, the employee shall wear PPE and guest asked to wait outside.
- Disinfection is required for all including, but not limited to handles of doors, drawers, furniture; hard surfaces - desk, table, night stand, closet, headboards, television, remote controls, telephone, lamp/light switches, microwave, iron, ironing board, hangers, hair dryer, refrigerator, coffee cups, tray; bathroom toilet, seat, handles, shower door, sink, vanity, trash can.
- Upon checkout or weekly cleaning, rooms will be thoroughly cleaned and disinfected using the Protexus Electrostatic Sprayer that provides 360-degree coverage of hospital grade disinfection.
- Monitor Air Quality Indicator on AirDog air purifier to ensure air is safe. Clean filter if promoted with a -C-.
  - Green (10) = Excellent AQI ≤ 50
  - Yellow Green = Good 50 < AQI ≤ 100
  - Yellow = Moderately Polluted 100 < AQI ≤ 150
  - Red = Hazardous AQI ≥ 150

Should AQI read 100 or more and Yellow, notify management immediately. Turn up AirDog to highest setting, spray room with electrostatic sprayer and hospital grade disinfection, fully close room and exit for 2 hours. Record AirDog first reading and again in 2 hours. Wash hands with antibacterial soap, doff mask and gloves. Do not touch eyes, nose or mouth. Log reading, room number, housekeepers name on Front Desk. If AQI is still high, close door and leave room for another 2 hours. Once air quality is normal, fully clean and disinfect room.



Check-out Cleaning Safety & Cleanliness

- Housekeepers are to wear disposable gloves & protective masks, disposing of gloves after each room cleaning and following cross contamination guides on gloves and rag use. Fresh gloves to be used once cleaning & disinfecting is complete & room is ready to be refreshed.
- Upon checkout, all bed linens and towels are completely changed out.
- Dirty linen, pillows, towels are bagged inside the guest room and placed in the housekeeping cart immediately after removal from guestroom. Dirty linen/towels are not to be exposed in corridors.
- Guest rooms have individual air conditioners to decrease the spread of transmissions possible through central air systems. Air conditioning filters will be thoroughly cleaned after each guest check-out.
- Ensure AirDog air purifier ([x3 manual](#) / [x5 manual](#)) in room is operational and clean filter.

Monitor Air Quality Indicator to ensure air is safe:

- |                |                       |                 |
|----------------|-----------------------|-----------------|
| ○ Green (10)   | = Excellent           | AQI ≤ 50        |
| ○ Yellow Green | = Good                | 50 < AQI ≤ 100  |
| ○ Yellow       | = Moderately Polluted | 100 < AQI ≤ 150 |
| ○ Red          | = Hazardous           | AQI ≥ 150       |

Should air quality read 100 or more and Yellow, notify management immediately. Turn up AirDog to highest setting, disinfect the area with the electrostatic sprayer and hospital grade disinfection, fully close room and exit for 2 hours. Record AirDog first reading and again in 2 hours. Wash hands with antibacterial soap. Do not touch eyes, nose or mouth. Monitor AQI on nearby AirDog. Log names of guests/room# and others in the area when AQI on AirDog spiked. If AQI is still high, close door and leave room for another 2 hours. Once air quality is normal, disinfect with hospital grade disinfectant and electrostatic sprayer and complete room cleaning.

- Only single use or non-porous collateral that can be disinfected can remain in room. All other items (phone book, bible, notepads, etc.,) are removed from guest rooms.
- Hotel staff are not allowed to enter guest room to deliver items.
- If housekeeping or other hotel staff needs to enter a guestroom for any reason, the guest should be notified in advance.
- Roll away beds and cribs: guests should exit the room while the bed or crib is set up. If they cannot leave, the guest will be responsible for set up.
- Housekeepers to wash hands as often as possible and after each service.
- Housekeeping carts and all equipment to be wiped down and disinfected after each shift.

Lost & Found

- Items left in the room will be safely sealed and stowed for 90 days for registered guest to claim. Any unclaimed items will be safely discarded.



## SUPPLIES OPERATIONS

### Personal Protective Equipment

- Hotel will maintain an ample supply of Personal Protective Equipment (PPE) including masks, sanitizer, hand soap, towels and gloves for hotel staff. Gloves to be worn for added protection during all additional sanitization efforts. PPE such as gloves, masks or other items must be worn based on the associate's role and in adherence with all federal and local requirements.

### AirDog air purifiers

- We invested in new technology from Silicone Valley to provide the latest and effective air purifying systems for each guest room, Lobby, Front Desk, and office space. Machines to be checked daily and maintained.

### [Protexus](#) electrostatic sprayer

- Electrostatic sprayer provides 360-degree coverage of hospital grade disinfection from viruses and bacteria.

### EPA-Approved Disinfectants

- We employ EPA-approved products claimed to be effective against COVID-19 based on data for harder to kill viruses:
  - Ecolab cleaning and disinfectant products with EPA-approved emerging viral pathogen claims
  - Eva Clean [Purtabs](#) hospital grade disinfection tablets





## HOTEL STAFF

### Safety & Cleanliness

- All employees must wear a face mask upon entering and while on property. Avoid touching eyes, nose and mouth. Cover mouth and nose with a bent elbow or tissue when coughing or sneezing. Dispose of tissue and wash or sanitize hands.
- Upon entering the hotel for work, all employees must sanitize hands and scan temperature. Any high temperatures will not be allowed entrance.
- Staff are not allowed to congregate unless in an active meeting and 6' social distancing is adhered.
- Wash hands often with soap and water for at least 20 seconds, or use hand sanitizer with at least 60% alcohol if soap and water are not available.
- Clean and disinfect frequently touched objects and surfaces at the beginning and end of each shift.
- Avoid using other employees' phones, desks, offices, or other work tools and equipment. Clean and disinfect between employees if sharing occurs.

### Stay at Home Guidance

- Should symptoms be showing while employee is within property, they should notify supervisor immediately. Employee should separate from others in the workplace if they are not able to leave property immediately. Employee can return to work once a negative PCR test is submitted or after 14 days of home isolation.
- If you are sick at home, inform your supervisor and do not report to work. Isolate at home for 14 days or until you have a negative PCR test.
- If you are well, but have someone in your household who has COVID-19, notify your supervisor and follow CDC recommended precautions.
- If an employee test positive for COVID-19 they will not be allowed into work until a negative PCR test comes back. Positive tests must be reported to DPHSS.



## APPENDIX

### Count on Us

In addition to our COVID-19 Prevention / Protocols, the Day Inn by Wyndham Guam follows the Count on Us health and safety initiative set forth by Wyndham Hotels. Learn more about Count on Us at <https://www.wyndhamhotels.com/about-us/count-on-us>

### Pictures



*Figure 1 Safety shield at Front Desk*



*Figure 2 Digital temperature scanning & hand sanitizer upon entrance*



*Figure 3 Secondary temperature scanner and sanitizer at Front Desk*



Figure 4 Count on Us floor markers

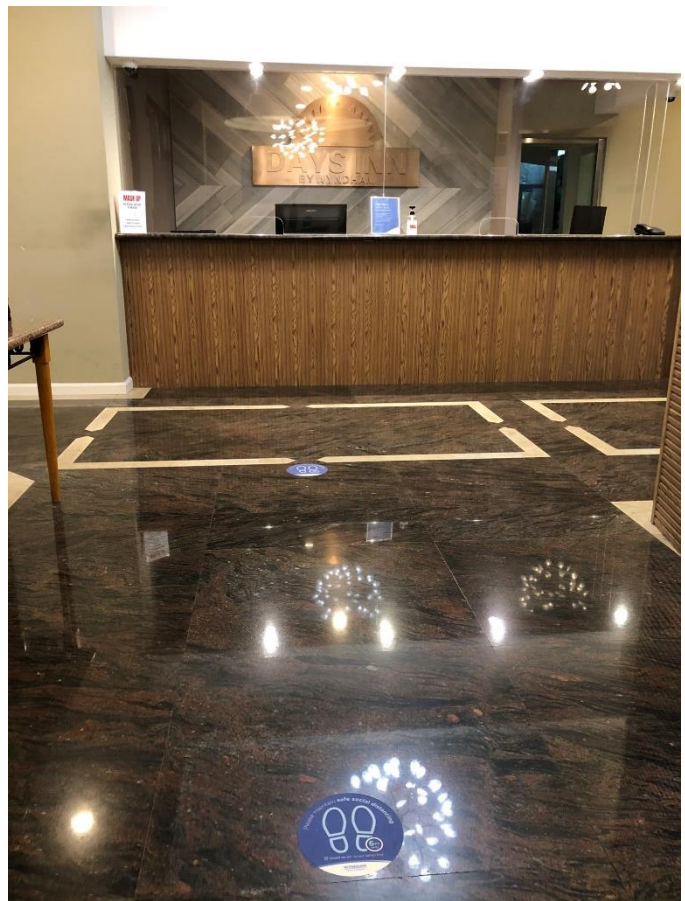


Figure 5 Social distancing floor markers in the Front Desk que



*Figure 6 “Airdog” anti-virus technology air purifier in lobby*



*Figure7 Elevator limits*



*Figure 8 Air purifier in every guest room*



*Figure 9 Drop box for guest keys upon check-out to be safely sanitized*





Figure 10 Electrostatic sprayers providing 360-degree disinfection coverage



Figure 11 Purtabs providing hospital grade disinfection



Government Resources

**DPHSS NURSE TRIAGE HOTLINE**  
**UPDATE**

**687-7321      480-6763**  
**685-0358      480-6760**  
**480-7859      480-7883**  
**998-4442      998-4474**  
**998-4460      998-4480**

**ADA/TEXT: 687-6170**  
**Monday - Saturday: 8AM - 10PM**  
**Sunday: 8AM - 5PM**

*Missed calls or calls going to voicemail will be returned within the day.*

If you are experiencing symptoms of COVID-19, you can call the DPHSS Medical Triage Hotline phone numbers listed above, or call 311 and dial option number 1 to report symptoms and obtain guidance from nurses.

   If you believe you have been in contact with someone confirmed positive with COVID-19, please call 311 and press option 1 to be directed to the DPHSS Nurse Triage Hotline.



# PREVENTION SAVES LIVES!

## STOP THE SPREAD OF GERMS



Stay home when you are sick.

Cover your cough or sneeze with a tissue

or

cough or sneeze into your upper sleeve, not your hands.



Throw your used tissue in the trash, and then wash your hands.



Wash your hands often with soap and water for at least 20 seconds.



If soap and water are not available, use alcohol-based hand sanitizer.



Stay away from people who are sick.



Source: [www.cdc.gov/tl/2019-nCoV/prevent](http://www.cdc.gov/tl/2019-nCoV/prevent)  
DPHSS (February 2020)



For more information, contact: Department of Public Health and Social Services  
Monday - Friday • 8 AM - 5 PM • (671) 735-7154 • Guam DPHSS • [www.dphss.guam.gov](http://www.dphss.guam.gov)



# PREVENTION SAVES LIVES!

**STOP  
GERMS!**

**WASH YOUR HANDS**



**Hands that  
look clean can still  
have icky germs!**



Source: [www.cdc.gov/handwashing](http://www.cdc.gov/handwashing)  
DPHSS (February 2020)



For more information, contact: Department of Public Health and Social Services  
Monday - Friday • 8 AM - 5 PM • (671) 735-7154 • Guam DPHSS • [www.dphss.guam.gov](http://www.dphss.guam.gov)



# PREVENTION SAVES LIVES!

## COVID-19: WHAT YOU NEED TO KNOW

### What are the symptoms of COVID-19?



**FEVER**



**DIFFICULTY  
BREATHING**



**COUGH**

### How is COVID-19 spread?



Coughing & sneezing



Close personal contact, such as touching or shaking hands



Touching a contaminated object or surface & then touching your face

### How can I protect myself and our community?

- GREET OTHERS WITH A SHAKA instead of a handshake, hug, or kiss
- WASH YOUR HANDS OFTEN & after touching public surfaces
- WASH HANDS WITH SOAP & WATER FOR 20+ SECONDS or use hand sanitizer with over 60% alcohol
- AVOID TOUCHING YOUR FACE, especially with unwashed hands
- GET YOUR FLU SHOT



- IF YOU ARE SICK - STAY HOME & avoid contact with others
- CALL YOUR DOCTOR if you have symptoms & think you have been exposed to the virus
- COVER YOUR MOUTH & NOSE with a tissue or your sleeve when coughing or sneezing, & throw tissue in the trash
- AVOID GROUP SETTINGS AS MUCH AS POSSIBLE especially if you are age 60+ or have underlying health conditions

### FOR MORE INFORMATION ABOUT COVID-19

**COUNSELING HOTLINE**  
Mon-Fri, 8am-10pm  
(671) 988-5375  
(671) 683-8802  
(671) 686-6032



[dphss.guam.gov](http://dphss.guam.gov)

**MEDICAL HOTLINE**  
(medical inquiries only)  
Mon-Fri, 6am-10pm  
(671) 480-7859  
(671) 480-6760  
(671) 480-6763  
(671) 480-7883

(671) 687-6170 ADA Line

**ALL OTHER QUESTIONS  
JOINT INFORMATION CENTER**  
Mon-Fri, 8am-5pm  
(671) 478-0208  
(671) 478-0209  
(671) 478-0210

**OR DIAL 311**

