

GUIDELINES

EMPLOYEES

Staying Home when Appropriate

- Employees will be educated about when they should stay home and when they can return to work.
 - Employees who are sick or have recently had a close contact with a person with COVID-19 will be required to stay home
 - Employees should stay home if they have tested positive for or are showing COVID-19 symptoms.
 - Employees who have recently had a close contact with a person with COVID-19 will also be required to stay home and monitor their health.

Hand Hygiene and Respiratory Etiquette

- Employees are required to wash their hands (before, during and after preparing beverages/drinks, and after touching garbage) with soap and water for at least 20 seconds.
- Employees will be encouraged to cover coughs and sneezes with a tissue. Used tissues should be thrown in the trash and hands washed immediately with soap and water for at least 20 seconds.
 - If soap and water are not readily available, use hand sanitizer that contains at least 60% alcohol.
- **Cloth Face Coverings**
 - Use of cloth face coverings are required among all staff and patrons.
- **Adequate Supplies**
 - Adequate supplies will be ensured to support healthy hygiene behaviors. Supplies include soap, hand sanitizer containing at least 60% alcohol (placed on every table, if supplies allow), paper towels, tissues, disinfectant wipes, cloth face coverings (as feasible), and no-touch/foot pedal trash cans.
- **Signs and Messages**

- Signs will be posted in highly visible locations (e.g., at entrances, in restrooms) that promote everyday protective measures and describe how to stop the spread of germs.

Maintaining Healthy Environments

- **Cleaning and Disinfection**

- Frequently touched surfaces (e.g., door handles, cash registers, workstations, sink handles, bathroom stalls) will be cleaned and disinfected at least daily, or as much as possible required by safety requirements. Shared objects (e.g., payment terminals, tables, countertops/bars, receipt trays, condiment holders) will be cleaned/disinfected between each use.
 - Disinfection routine will be established and staff will be trained on proper cleaning timing and procedures to ensure safe and correct application of disinfectants.
- Schedule will be assigned for increased, routine cleaning and disinfection.
- Gloves will be used when removing garbage bags or handling and disposing of trash. Handwashing is required after removing gloves.

- **Shared Objects**

- Sharing of items that are difficult to clean, sanitize, or disinfect is discouraged.
- Adequate supplies to minimize sharing of high-touch materials will be ensured (e.g., serving cups) to the extent possible; otherwise, use of supplies and equipment will be limited by one group of workers at a time and clean and disinfect between use.
- We will encourage use of touchless payment options as much as possible, if available. Customers and employees will be asked to exchange cash or card payments by placing on a receipt tray or on the counter rather than by hand to avoid direct hand to hand contact. We will clean and disinfect frequently touched surfaces such as pens, counters, or hard surfaces between use and encourage patrons to use their own pens.
- Use of food and beverage utensils and containers brought in by customers will not be allowed.

- **Modified Layouts and Procedures**

- Bar layouts will be made to ensure that all customer parties remain at least 6 feet apart (e.g., marking tables/stools that are not for use).
- Seating capacity will be limited to allow social distancing.
- Crowded waiting areas will be discouraged. Text technology or signs will be used to alert patrons when their table is ready.
- **Physical Barriers and Guides**
 - Physical barriers, such as sneeze guards and partitions, particularly in areas where it is difficult for individuals to remain at least 6 feet apart will be installed.
 - Physical guides, such as tape on floors or sidewalks and signage, to ensure that individuals remain at least 6 feet apart will be provided.
- **Communal Spaces**
 - Close shared spaces such as break rooms, will be clean and disinfected between use.

Maintaining Healthy Operations

- **Staggered or Rotated Shifts and Sittings**
 - Shifts will be staggered or rotated to limit the number of employees in the restaurant or bar at the same time.
 - Number of employees are limited to 4 people during business hours.
 - Number of customers in establishment will be limited to minimize risks.
 - Maximum of 25 people.
 - Business hours.
 - Weekdays- 5p.m to 11p.m (6 hrs.)
 - Weekends- 5p.m to 2a.m (8 hrs.)
- **Gatherings**
 - Group events, gatherings, or where social distancing of at least 6 feet between people cannot be maintained are discouraged.
- **Designated COVID-19 Point of Contact**
 - We will have a designated staff person for each shift to be responsible to responding to COVID 19 concerns. Staff members will be informed who this person is and how to contact them.
- **Communication Systems**
 - Put systems in place for:

- Consistent with applicable law and privacy policies, having staff self-report to the establishment's point of contact if they have symptoms of COVID-19, a positive test for COVID-19, or were exposed to someone with COVID-19 within the last 14 days in accordance with health information sharing regulations for COVID 19
 - Notifying staff, customers, and the public of business closures, and restrictions in place to limit COVID-19 exposure (e.g., limited hours of operation).
- **Back-Up Staffing Plan**
 - Monitor absenteeism of employees, cross-train staff, and create a roster of trained back-up staff.
- **Staff Training**
 - Train all employees in safety actions.
 - Conduct training virtually, or ensure that social distancing is maintained during training.
- **Recognize Signs and Symptoms**
 - Daily health checks will be conducted (e.g., temperature screening and/or or symptom checking) of staff safely and respectfully, and in accordance with any applicable privacy laws and regulations.

Preparing for Sick Employees

- **Advise Sick Employees of Home Isolation Criteria**
 - Communicate to sick employees that they should not return to work until they have met CDC's criteria to discontinue home isolation.
- **Isolate and Transport Those Who are Sick**
 - Make sure that employees know they should not come to work if they are sick, and they should notify their manager or other designated COVID-19 point of contact if they become sick with COVID-19 symptoms, test positive for COVID-19, or have been exposed to someone with COVID-19 or have been exposed to someone with COVID-19 symptoms or a confirmed or suspected case.
 - Immediately separate employees or customers with COVID-19 symptoms (i.e., fever, cough, shortness of breath). Individuals who are sick should go home or to a healthcare facility, depending on how

sever their symptoms are, and follow CDC guidance for caring for oneself and others who are sick.

- **Clean and Disinfect**

- Areas used by a sick person will be closed off and won't be used until after cleaning and disinfecting them.
- We will wait at least 24 hours before cleaning and disinfecting.

- **Notify Health Officials and Close Contacts**

- In accordance with local laws, we will notify local health officials and staff immediately of any case of COVID-19 among employees, while maintaining confidentiality in accordance with the Americans with Disabilities Act.

- Employees who have had close contact with a person diagnosed with COVID-19 will be advised to stay home and self-monitor for symptoms, and follow CDC guidance if symptoms develop. Cloth face coverings are required among all staff and patrons.

- Note: Cloth face coverings should **not** be placed on:
 - Anyone who has trouble breathing or is unconscious
 - Anyone who is incapacitated or otherwise unable to remove the cloth face covering without assistance

AUTOMOTIVE SALES – CARE

*Follow all guidelines recommended for **ALL BUSINESSES** and additionally:*

PARTS & SERVICE

- Encourage customers to stay in their vehicles during the service check-in process
- Disinfect all touch points within the vehicle upon receiving it from the customer and before delivering the vehicle back to the customer.
- Provide sneeze guards for service advisors, parts advisors and any other dealership employee that must closely interact with customers on a regular basis.
- Ensure that customer waiting areas allow patrons to maintain six feet social distancing guidelines.
- Complete payments electronically and before the customer picks up their vehicles whenever possible.

AUTO SALES

- Limit the number of employees and customers in the showroom at any one time to 50% of maximum occupancy.
- Arrange showroom vehicles and furniture in a way that allows for at least six feet of social distancing between customers and employees.
- If customers must meet with employees in an enclosed office a sneeze guard will be utilized.
- If a vehicle test drive is required only two persons per vehicle will be allowed. Both occupants must always keep their mask on, and the climate control system operated in the fresh air mode.
- Temperature scans (non-touch) for customers.

References:

NADA Management Series. A Dealer Guide to Safely Operating Your Dealership During a Pandemic. 2020.

HOTELS

*Follow all guidelines recommended for **ALL BUSINESSES** and additionally:*

FRONT SERVICES

- Bell attendance PPE to include gloves: do not accompany guest in elevator.
- Bell equipment sanitized after each use

VALET

- Recommend suspending valet services

FRONT DESK AND CONCIERGE

- **Employees use separate stations.** Contactless pay option where possible. Sanitize counter and guest supplies between each use. Key Cards sanitized before restocking and issued with protector sleeve where possible.
- **Business Center** to be either closed or manned with regular sanitization between uses.

HOUSEKEEPING

- **Public Areas Disinfection Protocol.** Washrooms, elevators, public area high touch furnishings, fixtures, railings, counters, desk surfaces and amenities to be sanitized hourly.
- **Office Spaces** to be cleaned and sanitized after each shift.
- **In-Room Collateral** to be disposable or electronically displayed where possible.
- **Minimize Guest Contact** by cleaning only when guests are not present with particular attention to high touch surfaces.
- **Housekeepers to wear Disposable Gloves**
- **Guest Linen** to be pulled and directly placed into single use bags before leaving room if possible.
- **Housekeeping carts** to be sanitized after each shift.
- Recommend adding toiletry kit to in room amenity offering to include Face Masks and Personal Hand Sanitizer per guest.
- **Develop a room recovery SOP** that safely guides employees through recovering a guest room's sterile environment after a confirmed case of COVID-19.

- **Required: Event Notification:** If alerted to a case of COVID-19 that is or was a guest in one of the rooms, the hotel management will immediately work with the relevant health authorities to obtain the facts and guidance on steps to take with both the guests and hotel employees. There will be additional focused cleaning and disinfecting protocol of the common areas of the hotel as well as the areas known the guest has been frequenting during their stay. The hotel is to seal the guest's room (e.g., preventing entry by staff or others) and undertake a room recovery protocol that is designed to clean and effectively disinfect everything in the room including sanitizing the air by a fully protected trained cleaning recovery team.
- Recommend "contact free" pickup and delivery of laundry and dry cleaning.

ROOM SERVICE

- **Room Service and other delivery requested services:** Suggest offering contact-free delivery and pick up service utilizing Cart Service parked outside of room door with complete setup in place for room charge. Employee announces delivery through the door, steps back, allows guest to confirm order at a distance. When finished, guest calls for pick up and rolls cart outside the room.
- **Sanitize all carts and service ware** before utilization.
- **Suspend Self-Serve Ice Machine** and place signage for Ice to be Ordered through Guest Service for "contact free" delivery.

EMPLOYEE BREAK AND DINING AREAS

- **Stagger Employees breaks** to meet restaurant social distancing protocols.
- **Follow protocols applicable to Restaurants & Bars.**

SPA & HAIR SALONS

- SPA, Salon and Fitness Center are recommended to be suspended at this time.

ENGINEERING

- **Sanitize all surfaces after repairs and maintenance.** Sanitize all equipment, work surfaces and storage after use.

SECURITY

- Install thermal cameras at main entrance of hotels with more than 100 rooms. Minimize hotel entry points.
- Security to assist with Thermal Screenings and isolating/redirecting guest to appropriate Medical care with PPE when denied entrance to property or venue.

- COVID-19 action to be taken. Assist in the securing of the room of COVID-19 positive guest and trace activities to include contacts and locations that they came in contact with. Assist local authorities in providing such information and assist with contact tracing and DPHSS/CDC protocols.
- Security Officers to assist with enforcing physical social distancing guidelines, such as guest queuing areas and common areas.
- Recommend increased security patrols of entrance and exit points.
- Recommend personal hand sanitizer when on patrol and PPE for Security to include Face Shields when dealing with confrontations.

PUBLIC AREAS

- Pool Seating to be spaced 6 ft apart.

References:

Cozan O'Conner. After the COVID-19 Pandemic: Planning Now for The Return to Occupancy. Guidelines Prepared by Cozen O'Connor for the American Hotel and Lodging Association. April 14, 2020

Guam Hotel & Restaurant Association. COVID-19 Resources Beyond the Curve: Reopening Guidelines for Hotels. 2020

Wynn Resorts. Wynn Las Vegas Health & Sanitation Guidelines. Ver. 2.2. 2020.

RESTAURANTS (PCOR 1 BUSINESS)

Follow all guidelines recommended for **ALL BUSINESSES** and **additionally**:

PRIMARY RECOMMENDATIONS

- During PCOR 2: Carryout and Delivery only
- Follow all HAACP and ServeSafe protocols including gloves for BOH employees.
- Sanitize each table seating area surface from the chair seat up between parties.
- Sanitize high touch surfaces hourly and host stand every 15-20 minutes.
- Sanitize each re-useable guest contact item between each use (menus, check presenter, pen for credit cards, change tray, credit card machine).
- Sanitize hands between each monetary transaction. Suggest using credit cards and avoiding cash when possible.
- Hand sanitizer inside each entrance, preferably touchless.
- Thoroughly clean bathrooms no less than every 30 minutes.
- Menus to be single use or disinfected between each use.
- Suspend shared snacks that stay on table between parties (nuts, etc.).
- No salad bars or self-serve buffets.
- ***During a further stage in PCOR 2 or PCOR 3*** (as announced by Government)
 - Seating at moveable tables and bar stools: min 6 ft between each party. Excludes private booths with min avg 40" (floor to divider top).
 - Lobbies and waiting areas, 6 ft distance between parties.
 - Maximum 6 persons per party.
 - **Phase 1 (announced later in PCOR 2):** Max capacity up to 50% of stated fire department occupancy.
 - **Phase 2 (announced at a further stage 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.
 - Outdoor seating encouraged. Reduced occupancy does not apply to outdoor seating areas but 6 ft distance between each party remains.

GUAM COVID-19 PCOR 2 INDUSTRY GUIDELINE RECOMMENDATIONS

- Suspend pulling out chairs or opening napkins for guests. Suggest rollups for utensils.
- Temperature check all employees on arrival. 100F+ send home.
- Guest masks may be removed while seated.
- Fountain soda: Require a new cup with each usage to avoid cross contamination.
- **PCOR 3 (or later stage in PCOR 2 as announced by Government):** Bars with same sanitation criteria as above.

SECONDARY RECOMMENDATIONS

- 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.
- Automatic release Lysol disinfectant for bathrooms.
- Dedicated seating area for those at-risk with greater than 6 ft distance.
- BOH kitchen staff may be within 6 ft if required but extra care should be taken.
- Digital menus on personal devices.

References:

Restaurateur Community Concerns

National Restaurant Association. COVID-19 Reopening Guidance: A Guide for the Restaurant Industry. April 22, 2020. <file:///C:/Users/Holly%20Rustick/Downloads/National-Restaurant-Association-COVID19-Reopening-Guidance.pdf>

Updated Kådu Employee Health Policy & COVID-19 Prevention Measures. 2020.

City of Tampa. Lift Up Local Economic Recovery Plan. A Guide for Expanded Restaurant + Retail Space. Rev. May 4, 2020. tampagov.net/LiftUpLocal

Business Recovery Advisory Team. May 6, 2020

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RETAIL STORES (PCOR 2)

Follow all guidelines recommended for **ALL BUSINESSES** and additionally:

PRIMARY RECOMMENDATIONS

- Thoroughly clean/ disinfect all surfaces and all items where possible before each shift.
- Capacity limits may be required initially. Stores may need to limit the number of people in the store with “one in and one out.” (To be discussed and determined).
- Ensure 6 ft distance between parties for queues at all cash wrap and cashier stations.
- Sanitize high touch surfaces regularly (at least hourly).
- Sanitize each re-useable guest contact item between each use (menus, check presenter, pen for credit cards, change tray, credit card machine).
- Sanitize hands between each monetary transaction (cashier).
- Hand sanitizer inside each entrance, preferably touchless.
- Thoroughly clean bathrooms no less than every 30 minutes.
- Businesses with 100+ guests per day, dedicated restroom attendant.
- Temperature check all employees on arrival. 100F+ send home.
- Remind customers of a 6 ft separation between parties throughout the store.

SECONDARY RECOMMENDATIONS

- Suggested to wipe the countertop between each party.
- Automatic doors or host/dedicated staff to assist in opening doors.
- POS machines, one person per machine.
- 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.
- Automatic release Lysol disinfectant for bathrooms.
- Arriving inventory items: remove from cardboard, discard the cardboard box or container where possible, and wipe down all items before stocking.

References:

National Retail Association & Seyfarth LLP. Operation Open Doors Checklist. 2020. <https://nrf.com/>.

Business Recovery Advisory Team. May 6, 2020

SHOPPING CENTERS/MALLS (PCOR 2)

Follow all guidelines recommended for **ALL BUSINESSES** and **additionally**:

ENTRY

- “No Mask, No Entry” Policy. Face Shields are also acceptable.
- There should be designated points of entry and exits that are closely monitored. Security personnel should monitor the number of customers entering the shopping center/mall. Once the capacity limit has been reached, entry should be denied. The security personnel monitoring exits should have the ability to advise entry security staff of when customers exit. Entrance staff can then allow entry of customers equal to the number that left.
- Security staff should check the temperature of all incoming customers at the designated entrances. If a customer exhibits a temperature reading of 100 degrees Fahrenheit or higher, they will be asked to seek medical attention and should be denied entry. If a customer does not have a temperature, they should still be asked if they are feeling sick or have had any flu like symptoms in the last 24 hours. No customers who appear sick, coughing, feverish, etc. should be allowed entry.
- Customers should then be asked to sanitize their hands at the designated hand sanitizing station by the entrance after passing the temperature checks (this can be a hand washing station or security personnel may dispense hand sanitizer which contains a minimum of 60% alcohol).
- Customers are to be advised that they are to proceed to the retail establishment directly and are not allowed to loiter in any area of the shopping center/mall. The customer may visit any retail establishment they wish but cannot loiter.
- It is strongly recommended that the security staff also provide a quick reminder to the customer to ensure they wear their mask at all times and to maintain social distancing of 6ft throughout the time they are in the shopping center/mall. Customers with children should be advised to ensure that their children follow the same requirements and that it is their responsibility to monitor/control them. Should there be any concerns of children running in the shopping center/mall or otherwise not following safety protocols, they may be asked to leave.

SALES FLOOR AREA

- Directional signs will be in place so show the flow of traffic. Customers will have to follow the signs and maintain social distancing protocols.

STANDARD OPERATING PROCEDURE

- The Shopping Center/Mall management must put into place measures that control the movement of customers throughout the building. It is imperative that such measures not only maintain social distancing requirements but also ensure that customers are not loitering in any areas. Customer movement should be purposeful and intent.
- No tables or chairs in the common areas or food court should be set up or available. The intent is to allow people to visit and purchase items in retail stores not to have an area where people can congregate. If they are done with their shopping, customers should be encouraged to go home.
- No Massage chairs or other “resting” chairs, tables, or benches should be available in the complex.
- Social Distancing window clings should be used at each store front to emphasize the 6 ft rule while creating the line outside of the stores.
- The management of the shopping center/mall will be responsible for requiring/monitoring individual stores who will implement their own “social distancing” policies within their spaces. The stores should comply with all general business and retail guideline requirements.
- If any retail store within a shopping center/mall is found to be in non-compliance, the retail establishment may be shut down. If several within the shopping center/mall are found to be in non-compliance, the entire center/mall may be shut down until compliance is assured.

FOOD COURT

- The main Food Court Entrance will be used to create a “One way in / One way Out” layout.
- Security staff will check the temperature of all incoming customers at the designated entrances. IF a customer exhibits a temperature reading of 100 degrees Fahrenheit or higher, they will be asked to seek medical attention and should be denied entry GPO. If customer does not have a temperature, they should still be asked if they are feeling sick or have had any flu like symptoms in the last 24 hours. No customers who appear sick, coughing, feverish, etc. should be allowed entry.
- Customers should then be asked to sanitize their hands at the designated hand sanitizing station by the entrance after passing the temperature checks (this can be a hand washing station or security personnel may dispense hand sanitizer which contains 60% alcohol).
- Customers are to be advised that they are to proceed to the food establishment directly and are not allowed to loiter in any area of the food court.
- Floor markers will be put in place 6ft apart in front of each restaurant

- Individual restaurant lines will be formed to manage the flow of traffic. The lines will be color coded.

SIGNAGE

- Signage should be placed at all entrances showcasing our “No Mask, No Entry” Policy, temperature checks, and how to stop the spread of the COVID-19 Virus provided by DPHSS.
- Other signage includes our modified store hours, and directional signage for the main sales floor area.

SANITIZING

- Shopping Center//Mall staff should coordinate for proper sanitizing of all common areas to include door handles, elevator buttons, railings, etc. every hour with disinfectant. This should include other “high touch” areas.
- Shopping Center//Mall staff should coordinate for proper industrial sanitizing by a qualified provider no less than 2x per week.
- Hand Sanitizer stations should be located at each entrance of the building, outside of the restrooms, and any other area the management deems appropriate.

RESTROOMS

- The restrooms should be checked, sanitized, and cleaned every hour.
- Signage should be displayed at entry point reminding customers to sanitize hands before entry, then properly/thoroughly wash their hands before exiting the restroom. Signage should remind customers that restrooms are high “touch” areas and extreme care should be exercised upon entry and exiting the restroom.
- They will be monitored closely between 12P-2P (lunch period) and 5P-7P (dinner period) and will be disinfected additionally as needed.

CHILDREN’S PLAY AREA

- All Children’s play areas are to remain closed.

References:

Guam Premier Outlets. GPO Standard Operating Procedures. Post COVID-19. April 23, 2020.
Tumon Sands Plaza Standard Operating Procedures. Post COVID-19. 2020.
Micronesia Mall Operating Guidelines. Post COVID-19. 2020.

TRANSPORTATION

*Follow all guidelines recommended for **ALL BUSINESSES** and additionally:*

BUSSES AND VANS

- **Temperature check** to be performed on each guest before boarding.
- **Masks** are compulsory for all staff and passengers.
- **Hand Sanitizer Gel** in entry of vehicles and each passenger given a disinfectant.
- Wipe and provided a Surgical Mask upon entering. When disembarking and returning to the vehicle guest is provided another disinfectant wipe.
- **Tour Vehicle is cleaned and sanitized** after each trip.
- **Seating spacing to meet social distancing standard** between separate passenger parties by an empty row.
- **Where possible, on and off boarding to be limited to back side door** to avoid close proximity to driver.

TAXIS & OTHER HIRED PRIVATE TRANSPORTATION

- No Ride Sharing Permitted. No front seat Passenger.
- Mask Compulsory for driver and passengers.
- Vehicle sanitized after each run.
- **Hand Sanitizer Gel** recommended as offered to guests where possible.

References:

TRB National Cooperative Highway Research Program's NCHRP Report 769: A Guide for Public Transportation Pandemic Planning and Response

Allen-Connelly, Caitlin. COVID-19 and Public Transport. <https://www.abettercity.org/news-and-events/blog/covid-19-response-how-is-the-public-transit-system-measuring-up>
<https://www.apta.com/wp-content/uploads/APTA-Coronavirus-Brief-03-05-20.pdf>; <http://www.trb.org/Publications/Blurbs/170529.aspx>

GOLF COURSES

Follow all guidelines required for **ALL BUSINESSES** and **additionally**:

PRIMARY RECOMMENDATIONS

- Groups limited to four persons. Tournaments and club play are suspended.
- Transportation to/from the course should be restricted only to people who are playing.
- Players should always remain 6 feet from the next person.
- No shared carts. One person per golf cart.
- Pin cups will be raised above the ground (do not remove flags). Once your ball hits the cup, it is considered good.
- No bunker rakes. Players may use lift, clean, & place rules in the bunker.
- Suspend water coolers on the course and on the golf carts.
- Check in one person at a time.
- Lobbies and waiting areas, 6 feet distance between parties.
- Sanitize each golf cart and other equipment and amenities between each use.
- Sanitize high touch surfaces hourly or more frequently.
- Sanitize each re-useable guest contact item between each use (menus, check presenter, pen for credit cards, change tray, credit card machine).
- Sanitize hands between each monetary transaction (cashier).
- Thoroughly clean bathrooms no less than every 30 minutes.
- Businesses with 100+ guests per day, dedicated restroom attendant.
- Temperature check all employees on arrival. 100F+ send home.

SECONDARY RECOMMENDATIONS

- Spread out tee times no closer than 12 minutes apart.
- Maximum two groups per hole (one on tee and one on green).
- Each course set a small maximum capacity for the pro shop: i.e. four persons.
- Automatic doors or host/dedicated staff to assist in opening doors.
- POS machines, one person per machine.
- Suggest credit card payments only (avoid cash).
- 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.
- Automatic release Lysol disinfectant for bathrooms.
- Suspend golf bag pickup service from the parking lot.
- Cold towel after the round, preferably disposable.

Sources:
We Are Golf. Back2Golf Guidelines for Opening Golf April 29, 2020.
Back2Golf Operations Playbook

TENNIS COURTS

*Follow all guidelines required for **ALL BUSINESSES** and additionally:*

PRIMARY RECOMMENDATIONS

- All entering the facility will be scanned with no contact thermometer. If you are showing signs of illness, you will be asked to leave.
- Hours of operation to be posted or by appointment only.
- Players should arrive no more than 10 minutes before scheduled playtime.
- Staff to be on site to monitor at all times.
- At this time, only players will be allowed to be around the courts.
 - No spectators allowed, unless it is a parent accompanying their child.
- Upon entering the facility, guests **MUST** wear a facial mask to check in and upon departing.
 - Players may only remove mask on court.
- Players **MUST** maintain the recommended 6 ft. social distancing guidelines by following the designated markers.
- No sharing of equipment.
- No handshakes or contact with other players.
- Players will change ends on opposite sides of the net.
- A separate set of tennis balls are **RECOMMENDED** for each player. Only the server would need to touch their set of tennis balls with their hands.
- It is **RECOMMENDED** to bring your own approved chair to sit on the same side that you are playing for rest periods. If you choose to rest near your partner, maintain the 6 ft. social distancing.
 - Chairs must be approved non-marking chairs and designated spots for chairs will be set on each court on opposite sides.
 - This also will apply to those who are in the same household as we cannot enforce who is together.
- There will be no congregating on or around the facility.
- In the event of rain, there will be markers put to encourage 6 ft social distancing underneath roof.

Safety Policies:

1. Surfaces to be thoroughly cleaned: bathrooms, door handles will be wiped, squeegees if needed.
2. No common area for guests.
3. Designated check in spots to enforce 6 ft. social distance.
4. Disinfectant soap to be provided in bathrooms.

5. Hand sanitizers/wipes to be provided near the main office (subject to availability).
6. Reminders posted on courts to encourage proper hygiene.
7. Communal water jugs will NOT be provided.
8. Indoor spaces including locker room and shower areas will be closed but bathrooms will be open.

Coaching Policies:

Private Lessons/ Adult Group Lessons

1. Maximum 6 people to a court.
2. Players must comply with social distance standards to the best of their ability (markers will be put in place to space out players).
3. Only the Coach will be touching any equipment. This includes:
 - Tennis Balls
 - Cones
5. If the lesson includes serving, it is recommended to provide your own basket of balls to minimize touching.

Guam National Team Practice/ Summer Camps

1. Informative 1st class on implementing proper hygiene and social distancing practices
2. Designated Rest Areas for students
3. Designated Drop Off and Pick Up Area for students
4. Designated Waiting Area for parents
5. Maximum 6 students on a court
6. All lessons and drills will keep account to comply with social distancing policy

Source:

Approved by - GNTF Board of Directors, Guam National Tennis Center

Therapeutic Massage / Spa – Reopen Protocol (Plan)

GUEST

- Temperature check all guests at entrance (either building entrance or spa entrance). 100F+ no entry
- Implement client screening questionnaire.
- Guest with cold or flu-like symptoms on the day and time of the treatment, no entry
- Capacity limits may be required initially.
 1. Treatment room: Limit one guest per room. No room to be shared
 2. Common area: No more than 10 people at one time in the establishment or a maximum of 50% occupancy
- Guest must wear masks in common area such as lobby, waiting room and relaxation room. Guest may remove masks while in treatment room
- Adjust appointment times for enhanced cleaning between guests, at least 30 minutes
- Only guests with confirmed appointment are allowed to enter the establishment
- Provide service by appointment only (no walk-ins allowed)

EMPLOYEE

- Ensure proper mask use and sanitation technique training available to all employees
- Temperature check all employees on arrival. 100F+ send home
- Employee with cold or flu-like symptoms are not allowed to work
- All employees are required to wear masks at all times
- Change any protective garments on a regular basis and sanitize reusable garments such as aprons or smocks at least once per day.

CHECK-IN/CASHIER

- Sanitize hands between each transaction
- Ensure 6 ft distance between parties
- Post signage to emphasize social distancing
- Thoroughly clean/ disinfect reception desk after each use
- Sanitize pen after each use
- Menus to be single use or disinfected between each use
- Receptionist/Cashier to wear disposable gloves as much as possible
- Provide contactless payment options as much as possible

TREATMENT

- Sanitize hands between each treatment
- Products such as oils, lotions and creams should be removed from the treatment room and the bottles sanitized after each use
- Products should be kept in closed container
- Sanitize massage table and re-useable guest contact item after each use
- Sanitize entrance and treatment room doorknobs after each guest
- Technician are recommended to wear latex-free disposable gloves
- Facial treatment is not recommended until PCOR 4 is declared by The Governor

Therapeutic Massage / Spa – Reopen Protocol (Plan)

LINEN/LAUNDRY

- Change guest linen such as bed sheets, bath towel and hand towel after each use
- Laundry should be stored in covered, sanitized containers that are clearly delineated clean versus soiled
- Disposable gloves should be worn when handling soiled laundry
- Use appropriate temperatures for washers and dryers to ensure thorough sanitization of linens if laundry is performed in house

FACILITY/EQUIPMENT

- Remove unnecessary decorations and items that cannot be sanitized
- Hand sanitizer inside entrance, preferably touchless
- Rubbing Alcohol or Antiseptic solution inside each treatment room
- Massage table accessories such as pillows, cushions and bolsters used during services should be disposable or covered with a material that can be sanitized
- Automatic doors or host/dedicated staff to assist in opening doors as much as possible

RESTROOMS

- Clean and disinfect ALL restroom surfaces including floors, sinks and toilet bowls
- Store paper products in a closed cabinet
- Place trash can near to the door or within reach of the door
- Remove anything that does not have to be in the restrooms
- Restroom must be supplied with liquid soap and paper towels. No cloth towels
- Post handwashing signs in the restrooms

COMMON AREA (LOBBY, WAITING ROOM, RELAXATION ROOM)

- Ensure 6 ft distance between parties
- Post signage to emphasize social distancing
- Thoroughly clean/ disinfect high touch surfaces such as table and sofa regularly
- Remove all books, magazines, or any shared material for guests
- Remove public water or coffee stations, candy dishes, product samples, etc.