



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 A. for examples
- Medical isolation/quarantine associated with cases (positive or exposed) are the responsibility of the Department of Health, with resource support from the County of Maui.

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, shall 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 tightly and leave outside door at designated time, for daily pick-up.

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 at least 24 hours after guest vacates the room. After 24 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 interviews, investigates & 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

Attachment: Appendix A

| Category+A1:F12 | Description | Quarantine | Isolation | Notes |
|------------------------|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| Inter-island traveler | Person traveling between Maui and a neighbor island within the state of Hawaii | 14 day quarantine from the time of arrival, or 14 days after the latest close contact with a person with COVID-19 | If have symptoms or tested positive by COVID-19 PCR/antigen test, then isolate for 10 days after (1) first symptom appears, or (2) the date of testing. | If symptoms worsen, contact physician. |
| Trans-Pacific traveler | Person arriving in Hawaii from US Mainland or foreign country, by air or sea. | 14 day quarantine from the time of arrival, or 14 days after the latest close contact with a person with COVID-19 | If have symptoms or tested positive by COVID-19 PCR/antigen test, then isolate for 10 days after (1) first symptom appears, or (2) the date of testing. | If symptoms worsen, contact physician. |
| Close Contact | Person who had close contact with a person with COVID-19 | 14 days quarantine after the latest close contact with a person with COVID-19 | If have symptoms or tested positive by COVID-19 PCR/antigen test, then isolate for 10 days after (1) first symptom appears, or (2) the date of testing. | If symptoms worsen, contact physician. |
| Person with symptoms | Person exhibiting symptoms of COVID-19 | Until COVID-19 test results and/or symptoms subside | If tested positive by COVID-19 PCR/antigen test, then isolate for 10 days after (1) first symptom appears, or (2) the date of testing. | If symptoms worsen, contact physician. |
| Positive case | Person who tests positive by COVID-19 PCR/antigen, regardless of symptom | | 10 days after (1) first symptom appears, or (2) the date of testing. | If symptoms worsen, contact physician. |

Close contact Individual who has had close contact (< 6 feet)** for ≥15 minutes* or had contact which may exchange respiratory secretion

COVID-19 symptoms Fever or chills, Cough, Shortness of breath or difficulty breathing, Fatigue, Muscle or body aches, Headache, New loss of taste or smell, Sore throat, Congestion or runny nose, Nausea or vomiting, Diarrhea, and others

The above information is current as of Oct. 7, 2020. For up-to-date information, go to <https://hawaiiicovid19.com/travel/>