





In conjunction with the County of Maui, the Maui Facilities and Engineering Leadership Council is providing this guidance to aid in the reopening of establishments in Maui County. The purpose of this guidance is to offer direction and provide a framework for best practices as we learn more about operating businesses during the COVID-19 pandemic.

BEST PRACTICES FOR A SAFE & SUCCESSFUL REOPENING

Water Safety (during closures, partial closures, or low occupancy)

Run all water outlets in your facility at least once every 2 weeks for 5 -10 minutes.
Suggested Schedule for Small Lodging Properties & Independent Short-Term Vacation Rentals:
Week 1: All odd floors; Week 2: All even floors
* Turn on all water in a room, flush toilet, leave water running while you move to next room, repeat. Repeat for about 5-10 rooms, depending on how long each room takes. Go back to the first room, turn off all water, and flush toilet again. Repeat process until all rooms have been thoroughly flushed.
Note: Ensure drains are working properly to avoid overflowing
If facility has been closed for an extended period of time, run all water outlets (hot and cold) for at least 10 minutes. Check chlorine levels.
Perform a **Legionella Culture Test** utilizing a qualified lab.
Test for Legionella using the International Organization for Standardization (ISO) method 11731:1998(E), "Water Quality – Detection and Enumeration of Legionella."
 **If Legionella is detected in the water, remediate the issue and retest.** 

Fire Safety

Ensure fire panel is in **NORMAL** status or immediately resolve any issues or repairs.
Confirm fire pump is operational and in automatic mode.
Test emergency generator to verify it is operational.
Verify compliance with NFPA codes for fire extinguishers, sprinkler/hose, and fire alarm/notification panel.

Heating Ventilation and Air Conditioning (HVAC)

Keep doors open, if possible, to **allow fresh air** into the building.
Clean all HVAC equipment to ensure proper operation.
Install MERV13 filters for all Fan Coil Units in enclosed public areas with return air.
MERV8 filters for all FCU's in guestrooms should be replaced on normal basis.
Install MERV8 filters for all make up air units with no return -100% outside air.
Install portable air purifiers if equipment cannot handle higher filtration, if filters are not available, or for additional cleaning.

Refrigeration, Ice and Beverage Machines

Clean and disinfect according to manufacturer's recommendations before putting back into service.
Water should be flushed by connecting a hose before or after the filter, and redirecting water down the drain. Flow water for a minimum of 5 minutes. The filter should then be replaced.
After restarting the ice machine, it is recommended to discard the ice produced from at least the first three harvest cycles.
Sanitize all walk-ins and refrigerators that have been offline to include sanitizing of wall, ceiling, floor surfaces, and evaporative coils.
Contact beverage provider to **flush and sanitize soda and beer lines** and restore operation on all beer taps and soda fountain equipment.

Pool, Spa and Fitness Areas

Sanitize pool area, including restrooms, at least **once every hour**.
Spray/wipe down all pool chairs and tables with disinfectant when guests depart and pool closes.
Arrange furniture to keep **6ft social distancing**. This may result in less seating.
Change door programming so guests can only access the fitness center by checking out a key. This will allow for limiting the number of guests in the fitness center to meet social distancing criteria.



Close down the area if furniture and/or equipment does not meet 6ft social distancing criteria and **post signage**.
Modify pool hours (depending on staffing) to allow for the pool area to be cleaned and disinfected at least once every hour.



For Small Facilities and Independent Short-Term Vacation Rentals

Common Areas

Install masking, quarantine polices and floor **signage** or markers to indicate where to stand for social distancing.
Facilitate contactless entry and exits of buildings where possible.

Sanitizer stations at all major guest /customer touchpoints throughout the facility, including the front counter.

Erect barriers between staff and guest/customer.

CC readers accessible for guest/customer to swipe their own card.

Key drop-off basket for sanitization later.

Wipe down front counter stations after each customer/guest use.

Wipe down cart (luggage/shopping) after each use.

Review all building systems are operating properly and safely.

Ensure all amenity spaces are appropriately supervised, that social distance is maintained, and all guidelines are effectively communicated to guests, residents, owners, and/or tenants.

Post signage detailing new protocols in highly visible areas throughout the premises.

Elevators

Wipe down **high-touch areas** within the common areas and elevators, hourly or as dictated by frequency of use.

Limit number of occupants in elevators to accommodate social distancing guidelines.

Laundry Facility

Change door programming so guests can only access the laundry areas by checking out a key. This limits the number of guests in the area to meet social distancing criteria.

Guest Rooms

Let rooms sit **24 hours** before stripping and cleaning, if possible.

Service rooms once **every 3 days** due to limited staff and to limit exposure to guest. Provide additional items upon request.

No service provided for rooms where occupants under **14 day quarantine**.

Sanitation wipes/sanitizer in all guestrooms or available upon request.

Employee Health and Safety

Take temperature of all employees upon arrival. If temperature is $\geq 100.4^{\circ}$ F, send employee home or to a medical facility for testing.

Provide employees with proper **PPE** as required.

Test the efficacy of your mask. If you suspect that you have a defective mask, replace/remedy immediately.

Quick test: Try to blow out a flame (candle/match) with your mask in place. If you are able to extinguish the flame, then your mask is ineffective. A quick solution is to double mask.

Develop protocols for outside vendors, to ensure compliance with state and county guidelines, including wearing face coverings, proper PPE, and limiting occupancy in enclosed spaces.

Guests Who Violate Quarantine, Masking and Social Distancing Policies

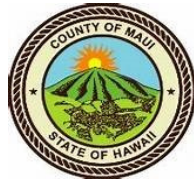
If guest(s) who are under quarantine leave their rooms, they should be locked out and must come to the front desk to regain access to their room. Contact MPD and MVB immediately upon discovery of guest(s) quarantine violation. Note your guest's failure to comply with State mandated quarantine rules, masking and social distancing policies. Leave enforcement and prosecution of the violation to MPD.



For Restaurants and Food & Beverage Facilities

**Stay updated on the latest guidance from the National & Hawaii Restaurant Associations.*

Employee Behavior



Screen employees daily for temperature ($\geq 100.4^{\circ}$ F) and other symptoms. Instruct sick employees to stay home and send home immediately if sick. Encourage sick employees to consult their doctor prior to returning. Enforce proper mask wearing and strict hand washing policies.

Provide **updated food handler training** for all employees. Educating your front line employees protects them and your guests.

Food Safety

Use single service gloves, deli tissue, or suitable utensils to handle food.

DO NOT WEAR SAME GLOVES TO SERVE FOOD AND CLEAN.

**Use of gloves is not recommended, where applicable, to keep hand washing and sanitizing mindful.*

Serve food in **single-use containers** with single-use utensils where possible.

No community condiments or eating utensils. Provide upon request only.

Buffets/Food Bars: Food should be **staff-served**, with proper barriers in place.

Adjust food inventory and "grab and go" stock to minimum levels to avoid food waste.

Cleaning and Sanitizing

Train employees on cleaning and disinfecting procedures per expanded CDC and FDA guidelines.

Disinfect high-touch surfaces frequently. Pay special attention to **pens** and **guest check holders**.

Prepare and use recommended sanitizers/disinfectants according to label instructions.

Offer sanitization supplies for customers to utilize in your facility (stations, wipes to clean carts and baskets, etc.)

If wearing gloves, change between cleaning and serving/interacting with customers.

Social Distancing

Arrange furniture to maintain 6ft of distance between all seating areas. This includes table seating and bar seating.

Educate employees/guests on social distancing policies thru posted signs and audio messages.

Marked distancing in waiting areas (lines, receiving areas) is highly encouraged to promote safe distances.

Consider extending marked waiting areas outdoors to avoid gathering in close spaces.

Adopt as many contactless procedures as possible: contactless payment, curbside pick-up while offering to place orders in vehicle trunks, check-in with host by calling upon arrival, contactless entry/exit, etc.

Other Considerations



Supply Chain and Supplier Management

Be prepared and plan ahead for the necessary goods and supplies you need to safely welcome customers and guests back to your business.

Have a contingency plan and/or alternative choice for high-demand goods and supplies. Seek out secondary vendors for items that have become harder to source.

Consider long lead times and adjust order quantities accordingly.



Preventative Maintenance

Contact applicable trade professionals to provide comprehensive checks of your facility's equipment, which may have sat idle for weeks/months.

Conduct regular Preventative Maintenance to clean and protect your facilities from further disruption to operations.

Have a Best Practice to share? Overwhelmed and don't know where to begin?

Email us at **mauifelc@gmail.com**

We are here to help!