



STANDARD OPERATING PROCEDURE (SOP)

1. Purpose.

This SOP is in support of vaccine tourism to allow entry for expatriates and tourists into Guam while following the Government of Guam's quarantine protocols during their stay at designated hotels, which are approved by Department of Public Health and Social Services (DPHSS).

2. Definitions.

- a. Expatriates. Term for a person who lives outside of their native country like the United States of America.
- b. Isolation. Term to place a person in a designated area or location for a period of time to remain alone or apart from others. For the purpose of this SOP, it refers to people who have been exposed to an infectious or contagious disease and need to be isolated to prevent further infection.
- c. Providers. Term for healthcare providers who are responsible for administering the Covid-19 vaccine and PCR test as part of the vaccine tourism package, which also includes health monitoring and reporting with the SARA alert application. The designated providers are Guam Regional Medical Center (GRMC) and the American Medical Clinic (AMC).
- d. Quarantine. Term to place a person in a designated area or location for a period of time. For the purpose of this SOP, it refers to people who arrive from a point of origin that has cases of Covid-19 and the person(s) has not been vaccinated for Covid-19, therefore need to be placed in quarantine.
- e. Vaccine Tourism. Term for the Guam Visitors Bureau (GVB) to promote Covid-19 vaccines to people who are willing to travel to other locations in order to get inoculated.

3. Destination Management Responsibilities. GVB will be responsible for the following:

- a. Propose vaccine tourism concept to DPHSS and the Government of Guam for approval.
- b. Develop vaccine tourism packages with the designated hotels, transportation companies and providers. GVB to work with the Guam Hotel & Restaurant Association on gathering information.
- c. Market and promote the vaccine tourism program to external markets.
- d. Work with DPHSS to ensure expatriates and tourists complete voluntary quarantine forms at the A.B. Won Pat International Airport before exiting the terminal.
- e. Coordinate and support the transfer of expatriates and tourists from arrival areas at the A.B. Won Pat International Airport to the designated hotel.

4. Hotel Responsibilities. Hotels will be responsible for the following:

- a. Developing the vaccine tourism packages with set pricing based on quarantine protocols.
- b. Promote the vaccine tourism packages and program with GVB.
- c. Provide adequate oversight and inspection of facilities and personnel to ensure health and safety protocols are in place.
- d. Conduct the required cleaning and sanitization upon initial entry and prior to departure.

- e. Coordinate and manage the transfer of expatriates and tourists with the Japan Guam Travel Association by providing the names, flight information and arrival times for arrival as well as transfer from hotel to the airport for departure if the guest is still in house.
- f. Receive expatriates and tourists in designated areas and secure guests in quarantine floors upon arrival by issuing room cards valid for a single day and communicate clearly to the guest that they must follow DPHSS' mandates for quarantine procedures and may not leave the room.
- g. Comply with face mask and social distancing mandates when operating the hotel.
- h. Install adequate barriers and signs to designated areas which serve as quarantine floors.
- i. Regularly monitor, secure and inspect quarantine floors through video surveillance system and/or personnel. Place signs throughout the quarantine area that they are being regularly monitored.
- j. Conduct the required disinfection on all high touch surface areas, access points for ingress and egress routes, rooms, public areas, furniture, and linens during and after quarantine.
- k. Prepare meals in disposable containers and deliver food and beverages with no contact by placing items in front of the guest's door and give instructions by speaking through the door. Guests should be instructed to open the door only when the server has left the area.
- l. During the quarantine period, guests must purchase food and beverages from the hotel. Ensure that each guest receives three meals a day and has adequate drinking water.
- m. Pre-position rooms with hotel room amenities, linens, water, and other items required to be placed in the room before guests arrive to accommodate a minimum of three and maximum of six days. See Appendix A for a recommended list.
- n. Should the guest need additional items, the hotel will place any delivery in front of the door and give instructions by speaking through the door. Guests should be instructed to open the door only when the guest attendant has left the area.
- o. Place instructions in the room for guests to observe strict rules during quarantine which include, but not limited to, remaining in the room for the duration of quarantine unless directed otherwise by DPHSS, provider and hotel management, smoking policy, emergency evacuation procedures, placing refuse in trash bags provided in each room outside of the door at 5pm each day, meal times, contacting front desk for any inquiries or requests while staying in the room, leaving all other items in their room until the end of quarantine.
- p. Provide each room with a contact information sheet for guest relations (hotel), medical assistance
- q. (GRMC and AMC), voluntary quarantine and public health inquiries (DPHSS) emergency assistance (911). Remind guests they need to update DPHSS and the provider by entering their health status at least twice a day using the SARA alert application.
- r. Ensure trash removal route is regularly sanitized and disinfected.
- s. Communicate with the guest on their scheduled appointment for their vaccine or PCR test.
- t. Remind guests about face mask and social distancing mandates when leaving the room or opening their door for in room services after quarantine.
- u. After the quarantine period, guests may utilize local retail and food delivery applications and programs that can accommodate remote ordering, on-line payment and touchless delivery after quarantine period, guests are no longer monitored and can travel and dine freely.
- v. Maintain communications with guests during quarantine to include guest services related to food and beverage, housekeeping, security, and engineering. Should any of the rooms have engineering problems during the quarantine period, the hotel should follow protocols with regards to any room transfers within the quarantine floor or area. Examples of engineering problems include broken air conditioning system, water or plumbing issues, and inoperable equipment or outlets.
- w. Designate primary point of contact to coordinate and communicate with DPHSS and GVB.
- x. Employees servicing rooms should be fully vaccinated.

- y. Contact Provider should an expatriate or tourist need medical attention during quarantine.
- z. Maintain communications with GVB and GHRA during with the vaccine tourism program.
- aa. Contact DPHSS if any of the expatriates or tourists need to be transferred to the isolation and facility; begin Contact Tracing with DPHSS.
- bb. Contact GPD and DHSS should any person(s) if a guest is found to have left their room prior to the completion of the quarantine period.

5. Provider responsibilities. GRMC and AMC will be responsible for the following

- a. Developing the vaccine tourism pricing to administer the Covid-19 vaccine(s) and PCR tests during and after the quarantine period.
- b. Conduct health monitoring by checking on the health and welfare of the guest at least twice a day using the SARA alert application.
- c. Communicate with the guest on their scheduled appointment for their vaccine or PCR test.
- d. Comply with face mask and social distancing mandates when operating the vaccine tourism program.
- e. Inoculate expatriates and tourists with the Covid-19 vaccine at the designated hotel.
- f. Conduct PCR tests for the expatriates and tourists at the designated hotel or medical facility.
- g. Report all health monitoring and completed Covid-19 vaccinations and PCR tests to DPHSS.
- h. Designate primary point of contact to coordinate and communicate with DPHSS and GVB.
- i. Contact DPHSS if any of the expatriates or tourists need to be transferred to the isolation and facility; begin Contact Tracing with DPHSS.

6. Expatriate and Tourist responsibilities. Quarantined guests will be responsible for the following

- a. Book vaccine tourism package and agree to the voluntary quarantine protocols.
- b. Pay for all hotel provided packages/services with credit card and/or other form of payment
- c. Abide by all of DPHSS' quarantine rules as stipulated by the Executive Order from the Government of Guam including.
- d. Report health information by entering their health status and symptoms at least twice a day using the SARA alert application.
- e. Observe and follow DPHSS, provider and hotel rules during the duration of the stay and complete vaccination and PCR tests as part of the vaccine tourism package at the designated hotel or medical facility. Note: barriers and signs will be placed in designated areas on the quarantine floor regarding security and surveillance.
- f. Do not remove any furnishings or equipment from the guest room. In case of any loss or damages including staining / soiling to the hotel's interior or exterior facilities, furnishings, or equipment, the guest shall be charged a fee.
- g. Do not tamper with or hang anything on the fire sprinkler system. Contact with the sprinkler will result in flooding, causing significant damage to the guest room and its surrounding areas. Any accidental or intentional discharge of a fire protection system will result in a fee.
- h. Smoking is prohibited inside the hotel guest rooms. Failure to comply with this policy will result in a fine for special cleaning penalty fee.
- i. Smoking is only allowed in the balcony area.
- j. Keep balcony doors closed to maintain engineering controls in the room and help prevent mold and keep unwanted pests out.

- k. Do not leave opened food containers in the room and dispose of all uneaten food and drinks. Please place garbage in the trash bags provided and securely close each one using the drawstring or tie a knot.
- l. When opening the door, please close the balcony door to prevent airflow.
- m. Meals will be delivered in disposable containers and placed in front of the guest's door. Room service will give instructions to open the door only when the server has left the area to ensure no contact with the guest during the quarantine period. All food and beverages during the quarantine period must be purchased from the hotel.
- n. Rooms will be pre-positioned with hotel room amenities, linens and water to accommodate a guest
- o. with a minimum of three and maximum of six days. To request additional items, the guest must contact front desk by the in-room phone without leaving the room. No housekeeping or any type of room maintenance will be conducted during the quarantine period.
- p. Observe strict rules during quarantine which include, but not limited to, remaining in the room for the duration of quarantine unless directed otherwise by DPHSS, provider and hotel management, smoking policy, emergency evacuation procedures, placing refuse in trash bags provided in each room outside of the door at 5pm each day, meal times, contacting front desk for any inquiries or requests while staying in the room, leaving all other items in their room until the end of quarantine.
- q. Each room will have contact information sheet for guest relations (hotel), medical assistance GRMC and AMC), voluntary quarantine and public health inquiries (DPHSS) emergency assistance (911).
- r. Contact front desk for any requests or issues during quarantine. Should any of the rooms have engineering problems during the quarantine period, the hotel should follow protocols with regards to any room transfers within the quarantine floor or area. Examples of engineering problems include broken air conditioning system, water or plumbing issues, and inoperable equipment or outlets
- s. Comply with face mask and social distancing mandates when leaving the room or opening the door for in room services after quarantine.

7. Transportation responsibilities. Japan Guam Travel Association will be responsible for the following

- a. Develop the pricing for the transportation cost in the vaccine tourism package.
- b. Coordinate and manage the transfer of expatriates and tourists from arrival areas at the A.B. Won Pat International Airport and coordinate communication with the designated hotel.
- c. Provide hotel transportation schedule to GVB for DPHSS and provide to designated hotels.
- d. Provide expatriate and tourist manifest to hotels and GVB for DPHSS.
- e. Coordinate and manage the transfer of expatriates and tourists with the Japan Guam Travel Association by providing the names, flight information and arrival times for arrival as well as transfer from hotel to the airport for departure if the guest is still in house.
- f. Ensure social distancing mandates are in effect in the bus following DPHSS' protocols.
- g. Comply with face mask and social distancing mandates when operating the bus.
- h. Designate primary point of contact to coordinate and communicate with DPHSS, GVB and hotels.

APPENDIX A

Recommend Bathroom Amenity Set-Up

Item	Quantity
Hand Towels	(4) pieces
Bath Towels	(4) pieces
Bath Mats	(1) piece
Toilet Tissue	(6) pieces
Toothbrush	(3-6)* pieces
Bar Soap	(4) pieces
Shower Cap	(3-6)* pieces
Sanitary Bags	(3-6)* pieces
Vanity Kit (4 pieces of Q-Tip)	(3-6)* pieces
Bath Sponge	(3-6)* pieces
Body Lotion	(3-6)* pieces
Dispenser of Shampoo, Conditioner, & Body Wash	(3-6)* pieces

(1) Recommended Guest Room Entry Area Amenity Set-Up

Item	Quantity
Made Bed for Occupant	(1) bed pad, (1) duvet cover, (1) duvet insert, (1) linen, (2) pillows with pillowcase
Additional supplies placed on stripped vacant bed or chair if single bed room.	(2) linen, (1) duvet cover, (4)pillow cases
Bottled Water	(1) 24 pack case
Slippers	(3) pairs
Drying Rack	(1) piece
Drawstring Trash Bag (for daily garbage)	(3-6)* piece
Trash Can Liner (24 x 24)	(3-6)* pieces
Trash Bag 33 x 40 (for laundry)	(2) pieces
Cutlery (one set per meal)	(18) pieces
Pen	(1) piece
Small Refrigerator	(1) piece
Television	(1) piece

<p>The following items were NOT provided based on concerns with cleaning following quarantine.</p> <p>Recommend TF Logistics and Hotel team determine if purchasing new coffee pots and/or microwaves for each room is worth the increase in guest quality of life.</p>	
Coffee Pot & Mugs	OPTIONAL
Microwave	OPTIONAL
Safety Box	OPTIONAL

(2) Recommended Balcony Area Amenity Set-Up

Item	Quantity
Balcony Chair	(2) pieces
Ash Tray	(1) piece