



H A I K U H O U S E  
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## Haiku House COVID-19

### Health & Safety Measures and Amenities

The health and safety of our staff and guests remain our top priority. Haiku House has established health and safety measures, in accordance with the [Centers for Disease Control and Prevention](#) (CDC). Please note that these measures are subject to change in accordance with updates from the CDC, as well as Maui County and State of Hawaii rules and regulations.

#### Cleaning and Disinfecting

- A mandatory three (3) day booking window will be scheduled between all stays to allow for thorough sanitation of all common and living areas:
  - 24-hour period following guest departure in which house is left vacant and fans are left turned off
  - Cleaning and disinfection process to begin on second day
  - Third day will allow for appropriate drying and ventilation, prior to guest arrival
- Disposable gloves and masks are to be worn when performing all cleaning and sanitation tasks
- Unexpired, EPA-registered household disinfectants or diluted bleach solutions (with sodium hypochlorite concentration of 5%–6%) are to be utilized
- All high-touch surfaces are to be cleaned with soap and water, then disinfected between each stay
  - High-touch surfaces include: tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks
- Any high-touch surfaces utilized during daily housekeeping are to be cleaned and disinfected prior to housekeeper departure
- Recommended window ventilation when possible, to encourage drying of disinfectants and prevent potential spread in enclosed spaces
- Vacuuming between stays to occur per normal protocol

#### Laundry

- Disposable gloves and masks are to be worn when handling clean and/or soiled linens
- Soiled laundry is to be washed on a high temperature sanitation cycle in a remote washing facility, away from the main house when occupied by guests
- Laundry is to be completely dried, prior to folding or post-cleaning redistribution
- Soiled towels that need to be washed are to be left on the bathroom floor and the floor will be disinfected after housekeeping retrieval
- Housekeeping is to utilize laundry baskets that are disinfected between collections

#### Exterior and Grounds

- Pool water is maintained through an automated, line-fed treatment system in order to maintain optimum PH levels 24 hours a day
- Additional measures between guest stays to include cleaning of all sidewalks, railings and surfaces
- Any maintenance and/or groundskeeping that is necessary for the maintenance or upkeep of the house or grounds is to be coordinated at a time that is convenient for guests in order to minimize close contact
- Outdoor areas, such as the Altar, back lanai, pool and sitting areas require normal routine cleaning between each stay; however high-touch surfaces within these areas are to be disinfected
  - These surfaces include: chairs, handrails, benches, tables, BBQ surfaces, light switches and the security gate keypad



## H A I K U H O U S E

M A U I

- As recommended by the CDC, disinfectant is not used on outdoor playgrounds, play structures or groundcovers (such as mulch or sand) as it is not an efficient use of supplies and is not proven to reduce the risk of COVID-19

### **Food Service and Handling**

- Any food preparation requires the use of hand washing, gloves, masks and any other applicable PPE
- Any food harvested from the garden and orchard is to be washed, but Haiku House recommends guests to rewash the produce themselves as an added safety measure
- Food provided by Haiku House is to be individually wrapped, served or presented, depending on the item being served
- Beverages are to be individually packaged or served in flip-top carafes
- Non-disposable food service items are to be handled with gloves and washed with dish soap and hot water, or in a dishwasher.
- Gloves are to be used when removing garbage bags and handling and disposing of trash.

### **Outside Vendors**

- No third party vendors are allowed onsite during guest stays, unless in the case of emergency or with the prior knowledge and authorization of the guest
- Any vendors participating in experiences, enhancements, deliveries, etc. for a guest's stay are required to follow CDC guidelines applicable to their service or craft
- Haiku House requires vendors to wear PPE when making deliveries or entering the house
- Any high-touch surfaces that are used by a vendor are to be disinfected and sanitized prior to and following departure
- All vendors are required to submit their own health and safety guidelines to Haiku House prior to working onsite, and are expected to adhere to these guidelines

### **Staff and Personnel**

- Staff and personnel are thoroughly trained on appropriate cleaning procedures and the use of disinfectants, and are provided with updated CDC guidelines as new information and standards are released to the public
- All staff are required to wear PPE when working within close proximity of the house (100 yard radius)
- All team members are to be regularly screened for sickness or potential symptoms of COVID-19, including:
  - Daily temperature checks upon arrival
  - Daily health questionnaires upon arrival
- PPE is to be worn by staff and personnel in close contact with guests and within close proximity of the house or guests in outdoor settings
- Social distancing of six (6) feet or more is required between staff/personnel and guests at all times
- Staff and Vendors are required to stay home if they have tested positive for COVID-19 for a minimum of 10 days following a positive test, in accordance with CDC guidelines
- Staff and Vendors are required to stay home if they feel any symptoms of sickness or have been in contact with a person known to have contracted COVID-19, for 14 days, or until a negative test result
- Handwashing is frequently required, and is should occur:
  - Before and after work shifts
  - Before and after work breaks
  - After blowing the nose, coughing, or sneezing
  - After using the restroom
  - Before eating or preparing food
  - After putting on, touching, or removing cloth face coverings

### **Signage**



## HAIKU HOUSE

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Haiku House has signage noting that all persons are required to wear face coverings, should not enter if they have a cough, fever, or do not feel well, and are to maintain six (6) feet from others, and avoid physical contact including hugging, shaking hands, touching, etc. [Signage noting preventative measures individuals can take](#) and ways to [stop the spread of COVID-19](#) will be posted in appropriate, visible areas.

### Guest Amenities

- Contactless alternatives are available for all facets of each guest stay
  - This includes digital check in and arrival introductions via FaceTime or Zoom with a member of our team, virtual concierge assistance, scheduled daily housekeeping and contactless food and beverage deliveries
- Bathroom amenities (shampoo, conditioner, body wash, body balm, etc) are all single use and disposed of after each guest stay
- As an added measure, personal hand sanitizer are provided in each suite and disposable gloves and masks are available upon request
- All glassware, coffee mugs, china, flatware and serving ware is washed on a high temperature sanitation cycle and disinfected after each stay
  - All items are stored in enclosed, covered areas between uses
- Complimentary bottled water is filtered and ozonated to ensure guest safety
- All pencils and stationary amenities within suites are sterilized prior to guest arrival

### Resources

<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>

<https://www.epa.gov/sites/production/files/2020-04/documents/disinfectants-onepager.pdf>

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/business-employers/bars-restaurants.html>

<https://www.forbestravelguide.com/landing/best-practices#a4>