

Håfa Adai & Welcome!



**GVB WEBINAR:
A MOMENT TO HELP THE VISITOR INDUSTRY
May 1, 2020**



A MOMENT TO HELP THE VISITOR INDUSTRY

Moderated by

JOSH TYQUIENGCO

Public Information Officer

Guam Visitors Bureau



IN COLLABORATION WITH



IN COLLABORATION WITH



IN COLLABORATION WITH



GUAM CHAMBER OF COMMERCE
PARTNERS IN PROGRESS

TODAY'S AGENDA

1:00 PM

VISITOR INDUSTRY UPDATES

Address by The Honorable Lourdes “Lou” Leon Guerrero, Governor of Guam

Address by The Honorable Therese Terlaje, Senator, 35th Guam Legislature and Chairperson, The Committee on Tourism

GVB Chairman Sonny Ada - Update on the Tourism Industry

GVB President & CEO Pilar Laguaña

What GVB Is Doing Locally And In The Markets To Prepare for Reopening

Guam Hotel and Restaurant Association President Mary Rhodes

Guam Chamber of Commerce President Catherine Castro



TODAY'S AGENDA

2:00 PM FEATURED SPEAKER:
DEPARTMENT OF LABOR DIRECTOR DAVID DELL'ISOLA

Pandemic Unemployment Assistance (PUA), Federal Pandemic Employment Compensation (FPUC), and how employers and self-employed individuals can take the next steps regarding unemployment benefits

2:30 PM Question and Answer Session with the Speakers
Submit questions in the Facebook Live comments section

2:45 PM Live Media Q&A

3:00 PM Webinar ends





INDUSTRY UPDATES



GUAM VISITORS BUREAU



PILAR LAGUAÑA

President & CEO

Guam Visitors Bureau

**Give Us A Moment
#GUAM**

KEY OBJECTIVES

- Target Major Markets
 - Japan, South Korea, and Taiwan
- Rebuild Capacity
 - In all areas of the industry (airline, hotel, optional tours, transportation, etc.)
- 2 Part Plan
 - Pre and Recovery
 - Pre already in progress
 - Social media - posting of positive messages



Sight

- Virtual GMIF Tours, Public Art Displays
- Visit Guam from Home: #instaGuam winners
- Visit Guam Memories: #Guam #instaGuam, Guampedia CHamoru Folktales
- Videos/Images from membership

Sound

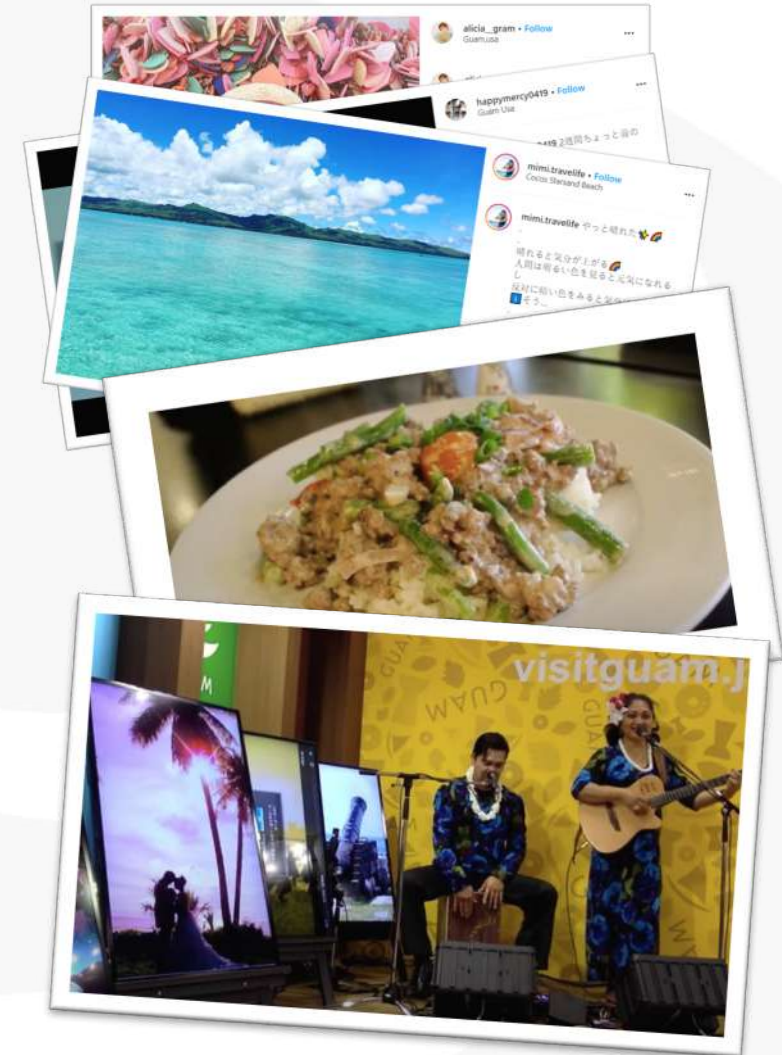
- Sounds of Håfa Adai
 - Songs by Jesse Bais and Ruby Santos
 - Share your Håfa Adai Boonie Stomp!

Taste and Smell

- Relaunch Cook Like a CHamoru Tutorials Playlist on GVB's YouTube channels

Touch

- Health & Wellness collaboration w/ local gyms, local instructors, suruhanas, etc.
- Online tutorials - best practices for working from home



GVB STRATEGY

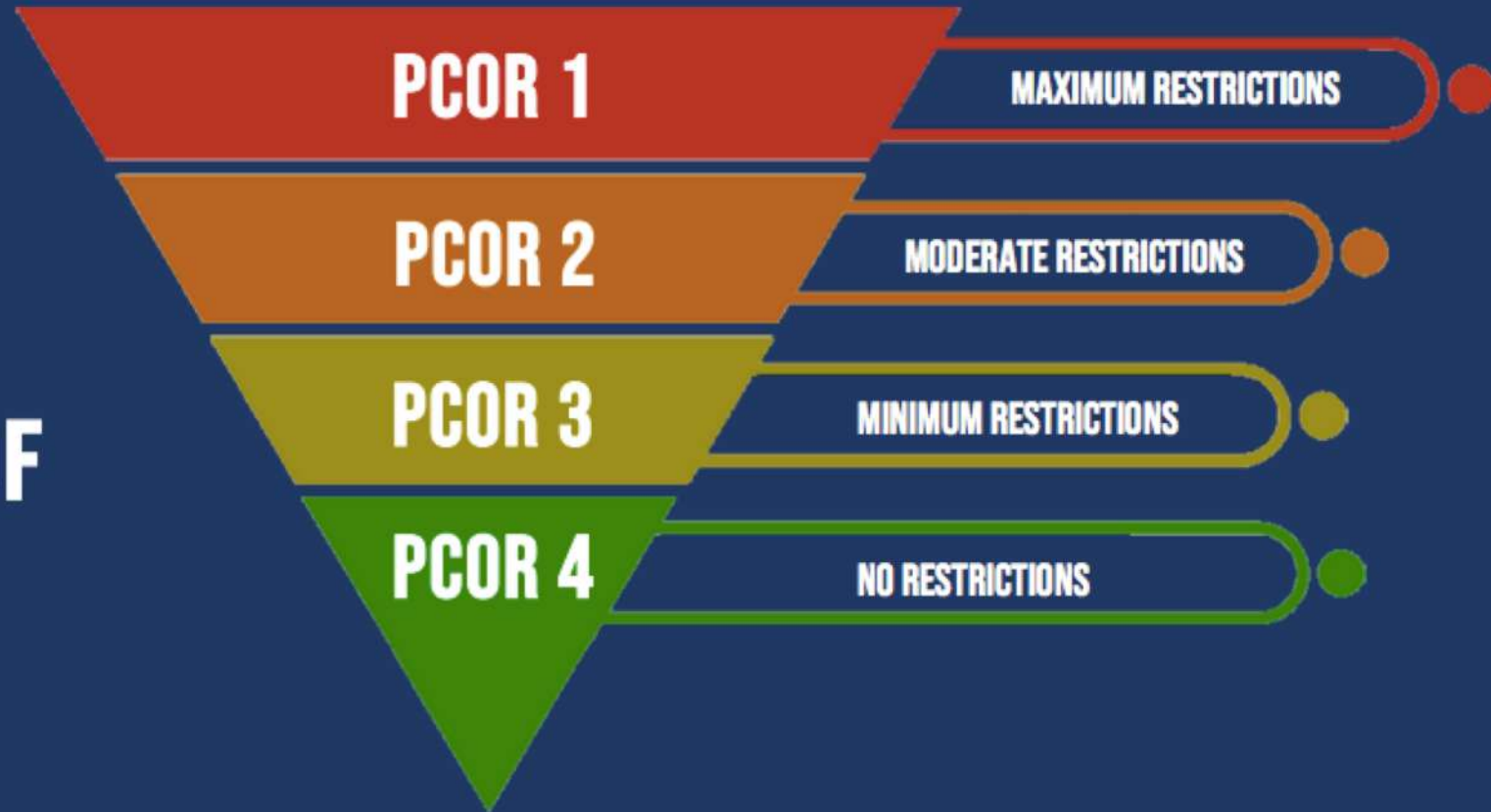
- Digital & Social Media Communication Strategy
- Development of recovery plans by GVB marketing
- Maintain contact with traditional and online travel agents
- Tourism Industry collaboration
- Strong call to action when Guam is ready





CHÅLAN PARA HINEMLO'

**PANDEMIC
CONDITION OF
READINESS**



CRISIS COMMUNICATIONS

Industry Outreach

- Weekly Industry Reports are sent to GVB & GHRA members and industry stakeholders to keep them well informed.
- Unified Outreach Efforts with GHRA and Guam Chamber of Commerce
- GVB Webinar: A Moment to Help the Visitor Industry

JIC Releases and Information

- Releases are immediately shared with GVB & GHRA members and industry stakeholders; all information is uploaded to GVB's website repository.

Website repository

- GVB's website repository has been updated with resources on its corporate site (guamvisitorsbureau.com).
- The visitguam.com website has been updated to provide travelers with up-to-date travel notices and quarantine requirements.



MEMBERSHIP OUTREACH MOVEMENT (MOM) PROGRAM

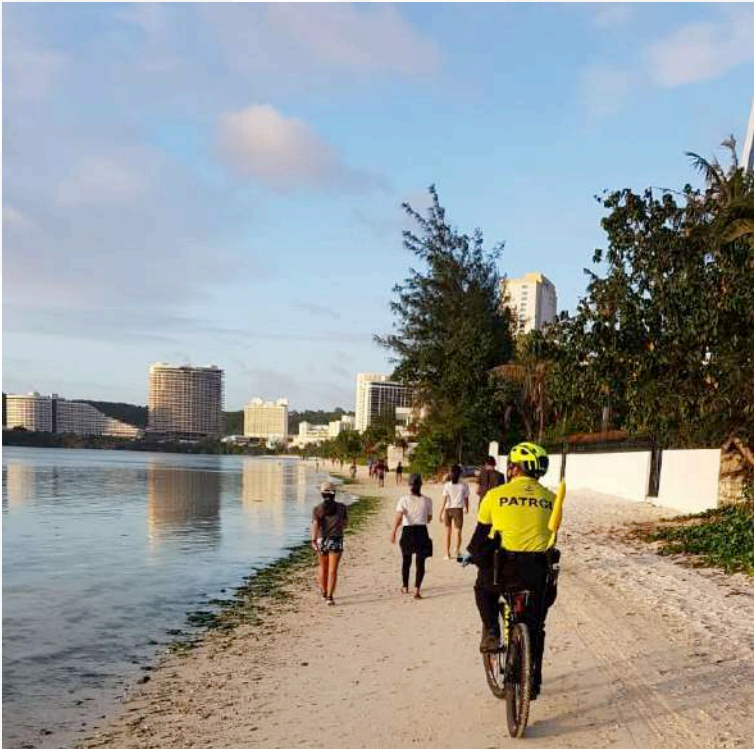
Working closely with the Guam Department of Labor (GDOL), the Guam Visitors Bureau (GVB), the Guam Hotel & Restaurant Association (GHRA) and the Guam Chamber of Commerce (GCOC) have been reaching out to their collective membership to assist businesses impacted by COVID-19.

Under their Membership Outreach Movement (MOM) program, GHRA, the Chamber and GVB are helping employers with two key phases implemented by GDOL. The first step for employers is to register on hireguam.com and submit their business or contractor's license to become verified. The second step is for employers and business owners to enter important information on employee layoffs, furloughs, and hour reductions on the new HireGuam module that will become active in the next two weeks. This module will also tie into Pandemic Unemployment Assistance (PUA) software for applicants, as well as re-employment training and assistance.

Businesses should continue to anticipate direct communication from representatives from the three membership-based organizations for the MOM program.

OUTREACH AND PUBLIC SAFETY SUPPORT

Visitor Safety Officers have supported Guam Police Department & Department of Parks and Recreation to enforce social isolation and distancing mandates.



OUTREACH AND PUBLIC SAFETY SUPPORT

The Culture and Heritage Committee is working with cultural artists led by Joey Certeza, to assist in making cloth face masks that will be donated to frontline healthcare workers and stakeholders. The cloth is donated from GVB and is leftover fabric from FestPac 2016 and GVB's uniform designs.



AVAILABLE GVB RESOURCES

- Weekly Industry Updates
- GVB Weekly Column in PDN
- Social media platforms to share member content
- [Guam Visitors Bureau COVID-19 Resource Page \(Website Repository\)](#)

OTHER RESOURCES:

- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)
- [Department of Public Health and Social Services](#)
- [Guam Homeland Security/Office of Civil Defense](#)
- [Gov. Lou Leon Guerrero's Facebook Page for live press conferences](#)
- [Guam Economic Development Authority](#)
- [Department of Revenue and Taxation online services](#)
- Dial 311

MARY RHODES

President

Guam Hotel & Restaurant Association

BEYOND THE CURVE in a SHIFTING LANDSCAPE



- Employee Education & Training
 - OSHA Hazard Communication Program & Bloodborne Pathogen
 - Training, Record Retention and Personal Protective Equipment
- Update Employee Policies
 - Establish or Update Employee Health Program
 - Monitor Absenteeism, Workplace Injuries
 - Hazard Pay
 - Testing, Isolation & Tracing
- Update Crisis Communications & Emergency Operations Plans
- Update Insurance Policies
 - General Liability
 - Workers Compensation
 - Premise Liability
- Employee Leave / USERRA Military Leave



• Operations & Workplace Safety

- Spacial Changes for Public Spaces, High Traffic Areas
- Occupancy Limits
- Restrict Shared Items
- Stagger Entry, Employee Scheduling and Services
- Implement Social Distancing
- Temperature Checks
- Employee and Customer Hygiene Practices
- Update Cleaning Protocols (CDC Guidance - Sanitation and Disinfection)
- Remove Soft and Porous Materials in High Traffic Areas
- Reconfigure Work Areas and Breakrooms
- Partitions for Receptionists and Cashiers
- Install Hand Sanitizer Stations
- Direct Pedestrian Traffic (Entrances, Exits)
- Convert Restrooms for Single Use
- Identify Pick Up and Drop Off Areas



BEYOND THE CURVE in a SHIFTING LANDSCAPE



- Hotels & Restaurants (GHRA Handout*)

- Infection Prevention Measures
- Food Safety, Employee Safety
- Public Spaces and High Contact Areas
 - Rearrange Tables & Seating
 - Remove Self-Serve Items (Utensils, Napkins, Condiments)
 - Remove Vectors (Credit Card Machines, Drink & Ice Machines)
 - HVAC Systems (Increase Airflow, Air Cleaning Technology)
- Soft Goods Management, Inventory & Protection
- Increase Cleaning & Sanitizing Schedule and Procedures
- Communicate and Train Employees
- Monitor Employee Health & Personal Hygiene
- Pest Control for Shrunk Businesses

**Handout featuring the National Restaurant Association and American Hotel & Lodging Association's Re-Opening Guidelines*





RESPONSIBILITIES DURING RE-OPENING (USE TIME DURING PCOR 1 TO BEGIN PLANNING)

PCOR 2

BUSINESSES/NGOS

GOVERNMENT

INDIVIDUALS

FACE MASKS* AND SOCIAL DISTANCING ARE REQUIRED AT ALL TIMES, AND SPECIAL ACCOMMODATIONS SHOULD BE MADE FOR VULNERABLE INDIVIDUALS.

ADJUSTED OPERATING GUIDELINES TO BE SUBMITTED BY INDUSTRY REPRESENTATIVES TO THE DPHSS PRIOR TO BUSINESS OPENING, BASED ON USDOL & OSHA GUIDANCE ON PREPARING WORKPLACES FOR COVID-19 AS WELL AS INDUSTRY BEST PRACTICES.

LIMITED OCCUPANCY RATE WILL BE ESTABLISHED.

CERTAIN PUBLIC GATHERINGS OR CONGREGATIONS FOR SPECIFIC PURPOSES WILL CONTINUE TO BE PROHIBITED.

TO LOWER THE RISK OF SPREAD OF COVID-19, CUSTOMER-FOCUSED AND COMMERCE-RELATED SERVICES AND ACTIVITIES MUST BE ADJUSTED TO INCORPORATE:

1. SOCIAL DISTANCING MANDATES
2. PHYSICAL WORKSPACE MODIFICATIONS
3. TRAINING OF EMPLOYEES ON UPDATED POLICIES AND PROTOCOLS
4. OTHER ACTIONS DEEMED NECESSARY BY EACH AGENCY.

CONTINUE PRACTICING GOOD HYGIENE (I.E. WASH YOUR HANDS WITH SOAP AND WATER OR USE HAND SANITIZER, AVOID TOUCHING YOUR FACE, SNEEZE OR COUGH INTO A TISSUE OR INSIDE YOUR ELBOW, DISINFECT FREQUENTLY USED ITEMS AND SURFACES AS MUCH AS POSSIBLE.

PEOPLE WHO ARE SICK SHOULD STAY HOME AND/OR CONTACT AND FOLLOW THE ADVICE OF YOUR MEDICAL PROVIDER.

* CONTINUE TO ADHERE U.S. CENTERS FOR DISEASE CONTROL AND PREVENTION GUIDANCE, PARTICULARLY WITH RESPECT TO FACE COVERINGS.

CATHERINE CASTRO

President

Guam Chamber of Commerce

WE ARE COMMITTED...

...to Guam Businesses, our workforce and families

COMMUNICATIONS

ADVOCACY

RESOURCES





Weekend Update: April 25, 2020

Greetings!

Several hours ago, President Trump signed HR 266 into law that would enable \$500 Billion more in COVID-19 aid. Of which, \$320 Billion is earmarked to replenish SBA's small business financial support package specific to those economically impacted by the Coronavirus. Businesses in need of this assistance are urged to be prepared and ready for your lending institution to accept your application. As fast as the last round depleted, you will want to make sure that your company gets in there quickly for relief. We are pleased to have rescheduled our webinar with SBDC for Wednesday, April 29th. Scroll down for registration information.

We have received much positive reaction from the membership for the Guam Chamber's economic recovery proposal. If you haven't reviewed the proposal please do so. The information is available just below this message. Thank you for your comments and your additional feedback which we will compile and add for further discussion.

As we wait for guidance from the Governor regarding openings in the business community, now is the opportunity to begin readying your business for your employees and your customers. We have heard from a number of businesses that are using this time to upgrade facilities and review workforce guidance. Have you reviewed your SOPs for work readiness during a pandemic? This entails your facility, your workforce, your communications and your touch points. If not, we have a guide prepared for you, ready to **download**. Special thanks to Monte Mesa for sharing this information. Additionally, we are pleased to present a webinar featuring Meredith Sayre and Vincent Camacho on Friday, May 1st to address issues that employers should consider in preparation for opening. Scroll down for further information.

Our private sector plays a critical role in our economic recovery. As we strive towards the long road back to normal, we thank you for all you are doing in your business and in our community to keep working, to stay positive and to keep Coronavirus free. We see you and you are appreciated!

Onward Together,

Catherine Castro

info@GuamChamber.com.gu

WE WANT TO HEAR FROM YOU!

CHAMBER MEMBER

96 Roll Call



Hafa Adai Members,

As we have done for the past several weeks, we have compiled updated information on the status of many businesses on Guam. We have received tremendous response from the membership that this notification has been extremely helpful. We are happy to continue to provide this service for you. We have had a number of updates over the weekend so be sure to scroll through to view what those updates are.

Please continue to send updates regarding your operations status, and other things that could help your company during this quarantine period - we are happy to help!

We are in this together and we can get through this by supporting each other as best we can!

All our best,
Your Chamber Team

#GIVINGTUESDAYGUAM Tuesday, May 5th

From our friends at KUAM:

Communities around the globe are getting together on May 5th in a sign of solidarity against the coronavirus pandemic. Be a part of this day by making your donation to a local frontline organization on island. Whether it's the mayor's council, the hospital, fire department or even somewhere else, your donation will not go unnoticed. Remember, no donation is too small and it can range from PPE's to food or other supplies.



Post your donations on social media with [#givingtuesdaynow](#) and [#givingtuesdayguam](#) and we will feature them in a special episode on May 5th.

LATEST UPDATES FOR YOU:



MACY'S GUAM

Meet your personal stylist. Angle! For more information, download the image.



Money Resources will follow the protocol but we are available for appointment only to discuss planning issues dealing with retirement, tax reduction, conversion of retirement

PROPOSED ECONOMIC RECOVERY PLAN

Greetings!

Over the last several days, your Guam Chamber has put together a proposed economic recovery plan based on recommendations from the White House, the U.S. Chamber of Commerce, our Ad Hoc Committee made up of members from various industries and your Guam Chamber Board. The Chamber has heard from various industries and small businesses through the past few weeks and most recently via our Pulse Poll survey of the membership. **We hear you loud and clear: businesses need to get back to work and get our population working again.** The Chamber's proposal offers a phased in approach based on following and adhering to sanitation protocols and social distancing guidelines as outlined by the CDC and our local Department of Public Health and Social Services.

We understand that Governor Lou Leon Guerrero has assembled a Recovery Panel made up of various members of the health and business community including our Chairwoman, Christine Baletto, and the Government of Guam. It is our hope that the Chamber's proposal which has been developed independently from the advisory group, will be considered by the Governor's Recovery Panel. By joining forces and working together, we would be ensuring cohesive recovery and a responsible phase in program for the reopening of Guam.

Thank you for all you are doing to keep your immediate community Coronavirus free. Keep well and be safe.

Onward Together,

Catherine Castro
President
Guam Chamber of Commerce

GUAM CHAMBER OF COMMERCE ECONOMIC RECOVERY PROPOSAL

To view the Chamber's proposal click on the following:

Summary

OUTLINE

MATRIX



CALL TO ACTION



It's Not Too Late!

If you still haven't sent your message to the Guam Legislature, it's not too late. They are still in session. Contact them today to save businesses and jobs!

Thank you to our businesses that have taken the time to send your messages to the senators!

[View the Chamber's letter](#)

[View Legislative Session Live](#)

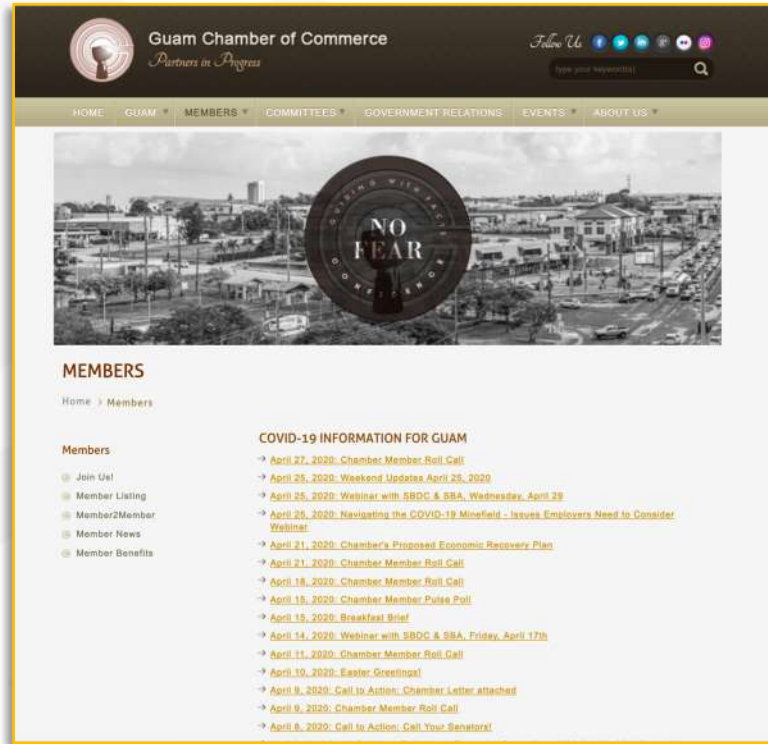
April 8, 2020

Speaker Tina Muña-Barnes has called the Guam Legislature into an emergency session tomorrow, Thursday, April 9th at 10:00 a.m. The group plans to address the Governor's request for more authority which includes the institution of a curfew and road check points.

The Speaker has introduced [Bill No. 334](#) which would enforce the Governor's authority and violators of the authority would be charged a fine up to no more than \$5,000 or one year in prison or both. Another proposal, [Bill No. 335](#) provides the Governor authority emergency powers to mobilize militia and implement a curfew on the citizens of Guam.

At the time of this message, we don't know what other bills or measures will be placed on the emergency session agenda. We have repeatedly respectfully requested that the Guam Legislature support legislation to support our local small businesses in light of

Guam Chamber RESOURCES



Web: GuamChamber.com.gu



Guam Chamber of Commerce



@GuChamber

Guam Chamber of Commerce WEBINAR SERIES


info@GuamChamber.com.gu

Navigating the COVID-19 Minefield - Issues Employers Need to Consider


Does your company have questions regarding furlough and layoff related issues? You may be interested in signing up to attend this upcoming webinar on May 1st. Topics such as reducing hours and pay, the application of the Families First Coronavirus Response Act (FFCRA) and the pending Pandemic Unemployment Assistance (PUA) will be discussed. Plus, more on what companies should be doing to prepare for the eventual return to work.

Limited participation is available so register now! Please click on the link below to reserve your spot in the May 1st webinar.

Presenters



Vincent C. Camacho
Principal
Camacho Calvo Law Group LLC



Meredith M. Sayre
Of Counsel
Camacho Calvo Law Group LLC

Cost: FREE [Registration Required]
When: Friday, May 1, 2020, 10:00 a.m.
Webinar Details:
Upon registration, a GoToWebinar link will be sent to you for your participation.
Access is available via your Mac, PC or a mobile device

DAVID DELL'ISOLA

Director

Guam Department of Labor

PUA-related questions can be sent to

Hannah Cho

hannah.cho@dol.guam.gov



*Si Yu'os Ma'åse'
for joining us!*

A MOMENT TO HELP THE VISITOR INDUSTRY

