



March 25, 2020

RE: Extension of Public Health Emergency and Industry Updates

*Håfa Adai* GVB Members:

I hope this finds each of you and your families well. This has been a challenging time for our island, and each day presents an opportunity for us to unite as an industry. We must persevere as a community to help each other. In the weeks ahead, we will be sharing pertinent industry-related information and break down the verified information from the Joint Information Center to how it will affect our industry. We welcome your feedback and will be providing contact information at the end of this letter.

## THANK YOU

First, I'd like to thank our island's leaders, medical, emergency and crisis teams who have been working around the clock to battle the coronavirus outbreak. We are grateful for their sacrifices and their mission to keep us safe and informed. I also would like to recognize our industry partners that stepped up to aid our government during this time.

Business contacts have been arranged for laundry services, food service for in-room dining, and housekeeping, while meeting sanitation and decontamination protocols that follow strict U.S. Centers for Disease Control and Prevention (CDC) guidelines. The industry is working with the local government and Guam Hotel and Restaurant Association (GHRA) to provide services and ensure industry employees are protected through the use Personal Protective Equipment (PPEs), training and education, implementing standardized protocols with their pandemic plans, and constantly assessing the situation to ensure proper procedures are followed.

GHRA has been extremely valuable to us throughout this crisis. We have created a strong partnership to assist our industry through this unprecedented time. I want to thank GHRA President Mary Rhodes and her team for their passion and their efforts.

## UPDATES

This past week, we received news of significant flight reductions, businesses closing, and drastic drops in hotel occupancy. Our hearts go out to our residents, many of whom work in the tourism industry, who have lost their jobs or are working reduced hours. Our industry partners continue to do their best to minimize the overall impact. We recognize the hospitality industry and their teams who have stepped up to support our government's efforts to quarantine asymptomatic travelers. It is a difficult situation for all, and GVB thanks them for



showing great care to our guests.

## EXECUTIVE ORDERS IN PLACE

Gov. Lou Leon Guerrero announced yesterday during a news conference that she would be extending the public health emergency for another 14 days beyond March 30, 2020. The current Executive Order 2020-05, calling for the shutdown of non-essential businesses and mandating social isolation, still stands. The governor also included the mandate that all public beaches and parks be closed, effective immediately. The only exception to this mandate is individual use for purposes of either physical or mental exercise, subject to the social distancing requirements. The updated mandate requires residents to take social isolation more seriously to help contain the spread of COVID-19.

GVB's Visitor Safety Officers have been reminding the public of these mandates, while continuing to act as crime deterrent and concierge services for our community in Tumon.

### ***Executive Order No. 2020-06***

In the newest executive order, Gov. Leon Guerrero established the COVID-19 Unified Response Effort (CURE) Healthcare System. This will allow our government to use all the medical facilities and resources available on the island to fight COVID-19 while still providing regular medical care. Read the order on GVB's corporate website.

### **[Executive Order No. 2020-05](#)**

- **[Social Isolation Directive Guidance](#)**
- **[EO 2020-05 Relative to Mandating Social Isolation, Lifting Restrictions on Health Care Licensure, and Clarifying Status of Non-Essential Government of Guam Operations](#)**

## HELPING THE INDUSTRY'S FAMILIES

It is important that we, as an industry, focus on sharing information that can assist workers in taking care of their families. I encourage everyone to be sensitive to what's going on in our community. Please offer to help where you see the need and share the following important information:

### **DOL Seeks Federal Support for Unemployment Benefits**

The Guam Department of Labor (DOL) is working to submit an application for the Disaster Dislocated Worker grant in an effort to maximize Guam's eligibility for federal assistance to receive COVID-19 related unemployment benefits. The federally funded grant, if awarded, could potentially provide eligible participants with both disaster relief employment and



employment and training activities. DOL needs information from companies and employees who have been affected. [Click here](#) for more information and criteria.

Here are links to more information that may impact your business:

- [SBA Low-Interest Loans Available](#)
- [The Department of Revenue and Taxation Extends Tax Filing Date to July 15, 2020](#)

### **GDOE Grab-N-Go School Meals**

We applaud Superintendent of Public Schools Jon Fernandez, the Guam Department of Education, Department of Agriculture and the Sodexo teams for launching their [“Grab-N-Go” school meals distribution program](#). Beginning on Monday, 8,000 meals were served to our island’s school-age children at no cost to their families. All children ages 18 years and below from public and private schools are welcomed to enjoy the meals.

The program utilizes a drive-thru operation, on a first come first served basis, and walkers are also accepted. The school meal distribution will remain operational through the remainder of the government-wide school closure due to COVID-19. The program is available on weekdays from 11 a.m. to 1 p.m., except on holidays and during spring break (April 6-10, 2020). The program is available at the following 11 locations:

#### **North:**

- Astumbo Elementary School
- F.B. Leon Guerrero Middle School
- Wettengel Elementary School

- George Washington High School
- John F. Kennedy High School
- Jose Rios Middle School

#### **Central:**

- Agana Heights Elementary School
- B.P. Carbullido Elementary School

#### **South:**

- Inarajan Elementary School
- M.U. Lujan Elementary School
- Southern High School

### **TRAVEL UPDATES FROM THE REGION**

#### **Hawaii Implements a 14-Day Quarantine For All Visitors**

Hawaii Governor David Ige has asked visitors to postpone their trips to Hawaii to give the state the opportunity to address the COVID-19 health crisis. Gov. Ige has mandated a 14-day quarantine for all visitors and residents entering the state. The [Go Hawaii](#) site noted that the island mayors have instituted home lockdowns except for essential personnel.

#### **Japan Implements Enhanced Screening and Quarantine Measures for Travelers from the United States**

The government of Japan has [implemented enhanced screening and quarantine measures](#) to



reduce the spread of COVID-19. Effective March 26, all travelers arriving from the United States, including Japanese citizens, will be asked to self-quarantine for a period of 14 days at a designated facility, and to avoid using any public transportation until after the 14-day period. The self-quarantine location may be your residence if you live in Japan or a hotel, but the Japanese government reserves the right to “designate” the location of your self-quarantine.

CENTER FOR DISEASE CONTROL AND PREVENTION (CDC)	US DEPARTMENT OF STATE TRAVEL ADVISORIES
United States (Level 2) (issued 14 March 2020)	Global - Level 4: Do Not Travel (issued 19 March 2020) The Department of State advises U.S. citizens to avoid all international travel due to the global impact of COVID-19.
China (Level 3)	China - Level 4: Do Not Travel (issued 02 Feb 2020)
South Korea (Level 3)	South Korea – Level 3: Reconsider Travel (issued 29 Feb 2020)
Japan (Level 3)	Japan – Level 2: Exercise Increased Caution (issued 22 Feb 2020)
Hong Kong (Level 1)	Hong Kong – Level 2: Exercise Increased Caution (issued 20 Feb 2020)

### GVB UPDATES

Three of our GVB team members have been supporting the Emergency Operation Center (EOC) and the Joint Information Center (JIC) by managing and distributing pertinent information to the community. They have been pulling shifts at Guam Homeland Security and Office of Civil Defense and also working remotely. The Guam Hotel and Restaurant Association (GHRA) is also sharing this commitment with us to keep our industry’s voice represented and present at GHS/OCD.

Director of Global Marketing Nadine Leon Guerrero is leading our marketing team to continue to monitor our different source markets and how they are affected by COVID-19. They are conducting our Crisis Global Digital & Social Media response plan that includes daily social monitoring, implementing social media protocol and developing future recovery communication for an appropriate time.

Please note that following the new order, GVB’s office will remain closed through April 13, 2020. We have advised our staff to stay safely at home and continue to follow our work from home policy.





## FEEDBACK REQUESTED FROM INDUSTRY STAKEHOLDERS

Our goal is to have a greater presence with you, our GVB Members. We will be providing information that directly impacts our industry. You can expect to see more communications coming from the bureau in the weeks and months ahead. In the meantime, we have opened a channel of communication for you to express your concerns, ask questions, request assistance, and send feedback on how you, your team and your business are navigating this issue. It is called the [Tourism Voice Box](#), and we want to hear from you. Your insight can help us to have a more unified and industry-focused voice with our island's leaders. ([Click here](#) or scan code.)



## HÅFA ADAI SPIRIT

We are seeing an outpour of support for our frontline medical teams who have been working around the clock to test and care for patients. United Airlines donated to Guam Memorial Hospital more than 100 advanced emergency kit supplies, such as blood pressure cuffs, stethoscopes, and AMBU bags. Proa Restaurant, as they prepared to temporarily close their doors, treated the GMH medical staff to lunch this past Friday. We are hearing many more wonderful stories of the Håfa Adai spirit in action from our industry, and we'd like to tell your stories. Send your Håfa Adai spirit sightings to [info@visitguam.com](mailto:info@visitguam.com). Let's continue to help each other through this crisis with the same kindness and generosity that we are known to exude.

## STAY UP TO DATE WITH REPUTABLE SOURCES

I cannot stress enough the importance of utilizing and sharing reputable and verified information as we navigate this ever-changing situation. Please provide the following links to your colleagues, staff, and families. All COVID-19 official notices and the most up-to-date information can be found through these websites:

- [Centers for Disease Control and Prevention](#)
- [Department of Public Health and Social Services](#)
- [Guam Homeland Security/Office of Civil Defense](#)
- [Gov. Lou Leon Guerrero's Facebook Page](#)
- [Guam Visitors Bureau COVID-19 Resource Page](#)

All media inquiries should be directed to the Joint Information Center at (671) 478-0208/09/10 Monday through Friday, 8 a.m. to 5 p.m.

## STOP THE SPREAD – STAY AT HOME




In closing, let's do our part as an industry to work together to stop the spread of COVID-19.

- Keep a Minimum of Six Feet Between You and Others
- There is currently no vaccine to prevent COVID-19. The best way to prevent illness is to avoid being exposed to this virus. Stop the spread:
- Stay home. Keep away from others who are sick and limit face-to-face contact with others.
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- Limit visitation to elderly family members, except for caregivers or healers.
- Avoid gathering in groups.

We'll also be working with our partners at the A.B. Won Pat International Airport, Guam on information with flight cancellations and adjusted schedules in future updates from the Bureau.

Thank you for your continued support and hard work. We are in this together, and we look forward to hearing your thoughts at the [Tourism Voice Box](#). Please stay safe!

*Senseramente,*

  
**PILAR LAGUAÑA**  
President and CEO