

# COVID-19 Guest FAQ's

## FAQ

### **Q: What is Chief's Luau doing to ensure the safety of its employees and guests?**

A: We are following and exceeding CDC, State of Hawaii Department of Health, and City and County of Honolulu guidelines throughout the cleaning, disinfecting, and other health and wellness practices throughout front- and back-of-house operations.

### **Q: How often do you clean while the luau is open?**

A: Our entire facility is undergoing continuous cleaning while in operation. All facility cleaning procedures are documented, reviewed, inspected, and logged daily. The restroom facilities are cleaned every 60 minutes or less with EPA approved disinfectant.<sup>3</sup> All general areas such as tables, chairs, handrails, counter tops, and employee areas are in constant cleaning and continuously in cleaning during operation.

### **Q: How does Chief's Luau ensure safe food service?**

A: At our facility the food prep, service, and storage facilities are routinely and rigorously cleaned in most cases exceeding CDC and State of Hawaii guidelines.<sup>4,5</sup> All areas are constantly cleaned with an EPA approved disinfectant.<sup>3</sup> Additionally, team member hygiene and health is of the utmost importance. Hand washing and sanitizing is encouraged at all times. Additionally, any staff that is not feeling well or has been exposed to COVID-19 is not permitted to work until situational guidelines are met.

### **Q: Should I wear a mask?**

A: Wearing a face mask is recommended to help prevent others from being exposed to the droplets produced when you cough or sneeze.

1. For healthy people, wearing a surgical or N95 mask is not recommended and should be reserved for those who are sick and for healthcare workers
2. Cloth masks may be used by healthy people to cover their mouth and nose and help reduce the spread of disease in the community
3. The best way to avoid becoming infected by COVID-19 is maintaining a distance of at least 6 feet from others and washing or sanitizing your hands

frequently (especially before eating, or touching your face, nose, or mouth).<sup>5</sup>

**Q: Is it OK to come to Chief's Luau if I feel sick?**

A: NO, please stay home if you feel sick. If your condition worsens or you have any concerns, please contact your local medical professional.

**Q: Do I still need to avoid touching my face and eyes?**

A: YES, avoid touching your eyes, nose, and mouth with unwashed hands.

**Q: What should I do if I cough or sneeze?**

A: Use a tissue, then throw the tissue in the trash. If you don't have a tissue, use your elbow. Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash immediately. Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.<sup>5</sup>

**Resources**

1. Centers for Disease Control (CDC). Water and COVID-19 FAQs. Coronavirus Disease 2019 (COVID-19) Web site. <https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>. Published 2020. Accessed April 13, 2020.
2. Centers for Disease Control (CDC). The Model Aquatic Health Code (MAHC): An All-Inclusive Model Public Swimming Pool and Spa Code. <https://www.cdc.gov/mahc/index.html>. Published 2020. Updated April 7, 2020. Accessed April 13, 2020.
3. United States Environmental Protection Agency (EPA). Pesticide Registration: List N: Disinfectants for Use Against SARS-CoV-2. <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>. Published 2020. Updated April 8, 2020. Accessed April 13, 2020.
4. Centers for Disease Control (CDC). Coronavirus (COVID-19). <https://www.cdc.gov/coronavirus/2019-ncov/index.html>. Published 2020. Accessed April 13, 2020.

5. Hawai'i State Department of Health. Information and Resources: Managing COVID-19 in Hawai'i. <https://hawaiiicovid19.com/>. Published 2020. Updated April 13, 2020. Accessed April 13, 2020.
6. Centers for Disease Control (CDC). Coronavirus Disease 2019 (COVID-19): Businesses: Plan, prepare, and respond to the coronavirus disease 2019. <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>. Published 2020. Updated April 10, 2020. Accessed April 13, 2020.
7. Centers for Disease Control (CDC). Coronavirus Disease 2019 (COVID-19): Cleaning Your Home. Published 2020. Updated April 2, 2020. Accessed April 13, 2020.
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9. United States Department of Labor. Bloodborne Pathogens and Needlestick Prevention. Occupational Safety and Health Administration, . <https://www.osha.gov/SLTC/bloodbornepathogens/standards.html>. Accessed April 13, 2020