



MEMORANDUM CIRCULAR NO. 2020-002-B

AMENDING FURTHER THE HEALTH AND SAFETY GUIDELINES GOVERNING THE OPERATIONS OF ACCOMMODATION ESTABLISHMENTS UNDER THE NEW NORMAL

WHEREAS, on 22 May 2020, the Department of Tourism (DOT) issued Memorandum Circular (MC) No. 2020-002 entitled *Health and Safety Guidelines Governing the Operations of Accommodation Establishments Under the New Normal*;

WHEREAS, on 06 June 2020, the DOT issued MC No. 2020-004 or the *Guidelines Governing the Operations of DOT-Accredited Restaurants Under the New Normal* which apply to standalone restaurants;

WHEREAS, on 06 June 2020, the DOT issued MC No. 2020-002-A or the *Amended Health And Safety Guidelines Governing The Operations of Accommodation Establishments Under The New Normal* to integrate guidelines governing standalone DOT-Accredited restaurants for restaurants and other food and beverage service establishments ancillary to hotels and other Accommodation Establishments;

WHEREAS, the Department of Trade and Industry (DTI), the Department of Labor and Employment (DOLE), and the Department of Health (DOH) subsequently issued various guidelines on workplace health and safety measures, employee testing, and other protocols applicable to Accommodation Establishments;

WHEREAS, on 10 September 2020, the Inter-Agency Task Force for the Management of Emerging Infectious Diseases (IATF-EID) issued Resolution 70 wherein Accommodation Establishments are allowed to accommodate guests that fall under "*markets of specialized programs of the DOT.*"

WHEREAS, there is a need to amend DOT MC No. 2020-002-A to clarify certain provisions therein, harmonize its provisions with the existing policies set by sector-relevant agencies, and ensure more adequate health and safety guidelines, especially for the operation of ancillary establishments within the Accommodation Establishments, such as restaurants, cafes, bars, gyms, spas, and the like;

NOW, THEREFORE, based on the foregoing, these further amended Health and Safety Guidelines for Accommodation Establishments Under the New Normal are hereby issued:

I. GENERAL PROVISIONS

Section 1. Short Title. – This Circular shall be known as the "*The Further Amended New Normal Health and Safety Guidelines for Accommodation Establishments.*"

Section 2. Definition of Terms. – For purposes of these Guidelines, the term:

- (a) "Accommodation Establishments" refer to establishments operating primarily for accommodation purposes including, but not limited to, hotels, resorts, apartment hotels, mabuhay accommodation establishments (e.g. tourist inns, motels, pension houses, bed and breakfast, and vacation homes) and homestays.
- (b) "Barangay Health Emergency Response Team (BHERT)" refers to a team established by DILG MC No. 2020 - 023 to help implement local prevention and mitigation, preparedness, and response measures for COVID-19 (DOH MC No. 2020-0020)

- (c) “Community Quarantine” refers to the restriction of movement within, into, or out of the area of quarantine of individuals, large groups of people, or communities designed to reduce the likelihood of transmission of COVID-19 among persons in and to persons outside the affected area (*IATF Omnibus Guidelines*).
- (d) “Confirmed COVID-19 case” refers to any individual who tested positive for COVID-19 through laboratory confirmation at the national reference laboratory, subnational reference laboratory, or a DOH-certified laboratory testing facility (DOH DM No. 2020-0189).
- (e) “Contact Tracing” refers to the identification, listing, and follow-up of persons who may have come into close contact with a Confirmed COVID-19 case (DOH DM No. 2020-0189).
- (f) “Contact Tracing Form” refers to the form a person must fill out to provide contact information whether through physical means or a mobile application, substantially following the template in Annex A-2 of the DTI-DOLE Joint Memorandum Circular No. 20-04-A.
- (g) “Front Office” refers to the department in an Accommodation Establishment that guests rely on throughout their stay for information and service.
- (h) “Health Declaration Form” refers to a form that a person must fill-out to declare his or her current health condition and travel history for the past fourteen (14) days substantially following the template in Annex A-1 of DTI-DOLE Joint Memorandum Circular No. 20-04-A.
- (i) “Housekeeping “ refers to the department in an Accommodation Establishment responsible for the preparation and maintenance of cleanliness and orderliness in the guestrooms and common areas.
- (j) “Minimum Public Health Standards” refers to guidelines set by the Department of Health (DOH), as well as sector-relevant guidelines to aid all sectors in all settings to implement non-pharmaceutical interventions (NPI), which refer to public health measures that do not involve vaccines, medications, or other pharmaceutical interventions, which individuals and communities can carry out in order to reduce transmission rates, contact rates, and the duration of infectiousness of individuals in the population to mitigate COVID-19 (*IATF Omnibus Guidelines*)
- (k) “New Normal” refers to the emerging behaviors, situations, and minimum public health standards that will be institutionalized in common or routine practices and remain even after the pandemic while the disease is not totally eradicated through means such as widespread immunization (*IATF Omnibus Guidelines*).
- (l) “Personal Protective Equipment” or PPE refers to clothing and accessories worn to minimize exposure to health and safety risks, such as protective clothing, masks, goggles.
- (m) “Physical Distancing” or “Social Distancing” refers to the strict maintenance of a distance of at least one (1) meter radius between persons (*Memorandum from the Executive Secretary dated 13 March 2020*).
- (n) “Probable COVID-19 case” refers to a suspect case who fulfills anyone of the following:
 - a. Suspect case whose testing for COVID-19 is inconclusive; or
 - b. Suspect who tested positive for COVID-19 but whose test was not conducted in a national or subnational reference laboratory, or a DOH-certified laboratory testing facility;
 - c. Suspect case who died without undergoing confirmatory testing (DOH DM No. 2020-0189).

- (o) “Rooms Division Department” refers to a division in an Accommodation Establishment responsible for overseeing both the Front Office and Housekeeping operations.
- (p) “Suppliers” refer to persons or businesses that supply goods for the Accommodation Establishment, such as cleaning equipment and supplies, food and beverage items, and other hotel essentials.

Section 3. Scope and Application. – This Order shall apply to all Accommodation Establishments in the Philippines in areas where a Community Quarantine is no longer in place.

II. OPERATIONS UNDER A COMMUNITY QUARANTINE

Section 4. Supplementary Application to Administrative Order No. 2020-002-B. – For Accommodation Establishments in areas declared to be under a Community Quarantine, Administrative Order No. 2020-002-B entitled Amending Further the Guidelines on the Operations of Hotels and Other Accommodation Establishments Under a Community Quarantine, or Administrative Order No. 2020-006 or the Guidelines On the Operations of Accommodation Establishments for Staycation Purposes Under a General Community Quarantine, whichever is applicable, shall primarily govern, and these Guidelines shall apply in a supplementary character.

III. OPERATIONS UNDER THE NEW NORMAL

Section 5. Guest Handling Policy

- A. “No facemask and no face shield, no entry policy” shall be strictly implemented, except for those below two (2) years old. Children with ages between two (2) to eight (8) years old must use facemasks under adult supervision to ensure that they can breathe safely and avoid suffocation. Facemasks and face shields shall be worn properly at all times inside the premises, except when guests are eating or drinking, within their room, or engaging in strenuous physical activities that induce labored breathing.
- B. Guests must be screened prior to entry in the Accommodation Establishment through:
 - a. Body temperature check using a Thermal Scanner or Thermometer Gun;
 - b. Completion of Health Declaration and Contact Tracing Form using a mobile application or other contactless means.

Only those who are cleared during screening shall be allowed to enter. Those with body temperature exceeding 37.5 degrees Celsius or those exhibiting flu-like symptoms shall be refused entry and will be referred to the doctor on duty, to the nearest hospital, or to the Barangay Health Emergency Response Team (BHERT) in accordance with the DOH prescribed protocol. Accomplished Health Declaration and Contact Tracing Forms shall be handled and processed with confidentiality and in accordance with the Data Privacy Act, and shall be disposed of after thirty (30) days from the date of accomplishment.

- C. Cashless/online modes of payment using payment applications or online transactions shall be utilized by the Accommodation Establishment for reservations or bookings. If online or mobile payment is not possible, Accommodation Establishments shall create a method for no-contact payment schemes, such as receiving cash on a small tray or leather bill folder to avoid mutual hand contact with customers.
- D. Guests shall be advised to disinfect their shoes using sanitizing mats and drying pads provided at the entrances.
- E. Physical Distancing measures, hand hygiene, respiratory etiquette, and contactless greeting must be observed when handling guests at the check-in counter.

- F. Staggered check-in and check-out times for billeted guests shall be scheduled to avoid crowding in front desks.
- G. Online check-in / check-out system or other similar technologies are encouraged to be utilized to minimize waiting time at front desks.
- H. Where practical, use separate doors for entry and exit, separate check-in, order and baggage storing points.
- I. Keys or key cards shall be thoroughly sanitized before giving to guests.
- J. A box or container intended for putting used key cards upon guest check-out shall be provided at the front desk. Express check-out systems shall also be implemented, where possible.
- K. Guest services technologies are highly encouraged to minimize guests going to the front desk or concierge to request assistance.
- L. Guests must be provided with appropriate information on the prevailing disease, as well as the policies enforced by the establishment to reduce the risk and spread of the disease. Information materials on hand washing and respiratory etiquette, proper use of face mask, emergency contact numbers, among others, must be provided to guests.
- M. Guests must be informed of the management policies on room occupancy, dining, and use of public areas imposed to ensure safety and reduce risk of infection. Physical distancing, wearing of face mask, proper handwashing / hand sanitizing practice must be emphasized.
- N. No showing of guests around the room after check in. Guest escorting to the room may be allowed following strict observance of physical distancing and in compliance with the health and safety protocols set by the DOH.
- O. Guests must be provided with reminder cards, which may include the following:
 - 1. No sharing of food or any personal or non-personal belongings;
 - 2. Proper disposal of used PPE;
 - 3. Mingling with occupants of other rooms other than own family or group is prohibited;
 - 4. Practice of proper handwashing etiquette/hand hygiene, respiratory etiquette, and proper use of face mask; and
 - 5. Strict observance of Physical Distancing.
- P. The practice of self-parking among guests to minimize valet services shall be encouraged.
- Q. Accommodation Establishments should be clear on their cancellation, refund and rebooking policies and shall ensure that in every transaction, the guests have understood and have accepted the same. For online transactions, the Accommodation Establishment shall provide a clear and full copy of the terms and conditions of booking.
- R. To minimize close contact, promotional flyers or items shall not be handed to customers in person. These items may be collected from tables or other designated areas.

Section 6. Reception and Concierge

A. Reception Counter and Concierge

1. Official up-to-date information must be available at the reception desk about travel to and from countries and/or other areas, including local destinations, that are identified by the Department of Health (DOH) as high-risk in spreading the virus or disease.
2. Emergency contact numbers of public health authorities, nearest hospital or medical center, and the DOH Assistance Center must be readily available in the reception desk.
3. The following medical kit and PPE shall be readily available at the reception counter or desk:
 - a. Germicidal disinfectant or wipes for surface cleaning;
 - b. Face mask or face shield;
 - c. Biohazard disposable waste bag;
 - d. 70% solution alcohol or alcohol-based hand sanitizer;
 - e. Tissue paper, napkin, or paper towel; and
 - f. Disposable gloves
4. Other PPE that may be considered in the reception counter for emergency purposes are as follows:
 - a. Disposable protective apron
 - b. Disposable protective shoe covers
 - c. Full-length long-sleeved gown / protective clothing / coveralls
5. 70% solution alcohol, alcohol-based hand sanitizers and tissue paper / paper towel must also be available at the concierge.
6. Floor markers that allow one (1) meter distance between guests on queuing must be in place to ensure physical distancing. Express lanes for PWDs, senior citizens, pregnant women, and parents with small children shall be provided.
7. Acrylic glass barrier or transparent dividers may be set up at the front desk for additional protection.

B. Reception or Front Desk Officer

1. Regular briefing and information on current and updated health crisis and simulation of pertinent security and safety measures for reception desk staff or front desk officers must be conducted.
2. Precautionary measures, including physical distancing, hand cleaning, and respiratory etiquette must be strictly observed.
3. Front desk personnel must be familiar with room occupancy policy for accompanying persons in the event of a suspected case.
4. Front desk personnel attending to guests must wear face masks. Disposable gloves must be used when handling cash or documents, and/or materials that are passed from person to person. Contactless process at the front desk is mandatory.
5. All staff extending guest assistance that requires physical contact (e.g. wheelchair, bell service) must wear proper PPE, such as face mask and gloves, whenever necessary.

- Hand-shaking is not advised, the practice of Filipino Brand of Service (FBS) or the “*Mabuhay Gesture*” in greeting and receiving guests, as well as other forms of contactless greeting, is highly encouraged.

Section 7. Rooms and Housekeeping

A. Room Occupancy Policy

- The maximum allowable guests staying in the guestroom at a given time shall be determined by the floor area of the guestroom, as follows:

Room Floor Area (sqm)	Maximum Number of Guests
Up to 20 sqm	1 person or 2 persons from the same household ¹
21 to 29 sqm	2 persons
30 to 39 sqm	3 persons
40 to 49 sqm	4 persons
50 sqm and above	5 persons

- Only couples or family members who share the same household may be allowed to share rooms. A distance of 1 to 2 meters between the beds is highly encouraged.
- Co-mingling with other groups other than one’s own family or group shall be strictly prohibited. The Rooms Division Department shall employ control measures to prohibit guests from mingling with other guests and / or from loitering to other rooms.
- Room transfers may be allowed when necessary.
- Sanitation kit shall be provided for each guest which may include 70% solution alcohol or alcohol-based hand sanitizers, disinfectant sprays, face masks, disposable gloves, and rags.
- Bathroom amenities must be regularly provided for each guest.
- Trash bins must be provided inside the guest room. A separate trash bag or bin intended for used PPE such as face mask, gloves and other sanitation waste materials must be provided.
- Rooms must be set up to allow convenient in-room dining for guests.
- Guests shall be allowed to avail of room service provided that the food and beverage be delivered by the doorstep of the guestroom. Guests shall leave used dining crockery, utensils, and wastes outside their room for retrieval of housekeeping staff.
- Reusable napkins and placemats shall be prohibited. Cutleries and tableware shall be available upon request and shall be dispensed with directly to guests when dining inside the room.
- Laundry bags shall be given to guests should they want to avail of laundry services. Guests shall leave their bagged dirty clothes at the doorstep for housekeeping staff collection. Towel and linen replacements shall also be left at the doorsteps should the guests wish to change their linens.

¹ Guests shall be required to present proof of residency such as a government or company ID with a residential address.

12. 70% solution alcohol or alcohol-based hand sanitizer/ disinfectant sprays, paper towels and / or wipes shall be available inside the quest rooms and shall be replenished as necessary.
13. A safety tag / label / signage indicating that the room has been thoroughly cleaned and sanitized prior to guest occupancy shall be affixed in the guestroom door.
14. Room turndown service is highly discouraged. Cleaning and sanitation of rooms shall be conducted only as may be necessary

B. Housekeeping Procedures

1. Room service equipment shall be sanitized before and after each use.
2. Housekeeping staff should be trained in the proper use of disinfectants or sanitizing solutions and provided with appropriate PPE such as face masks, gloves, disposable gown/ coverall and closed shoes.
3. Housekeeping staff must use PPE such as disposable gloves, eye protection gear (goggles) and face masks, when cleaning guest rooms and other common areas.
4. When cleaning rooms used by a suspected infected person, housekeeping staff must use additional protective equipment, such as disposable or washable coverall and protective shoe covers in accordance with DOH guidelines for disinfection processes.
5. Used PPE must be removed and disposed or washed using standard disinfection control measures in accordance with the guidelines issued by DOH.
6. After routine disinfection and decontamination of a guestroom, housekeeping staff must wash hands thoroughly with soap and water or alcohol-based hand sanitizers as recommended by DOH.
7. If doing cleaning that generates splashes while washing surfaces, cleaning staff must use facial protection or face shield and waterproof aprons.
8. Frequent sanitation of high touched surfaces in guestrooms and public areas using the prescribed sanitizing solutions by the DOH or WHO must be conducted.

C. Room Decontamination

1. The Accommodation Establishment must ensure prompt action to clean rooms after each use of guest/s. It must be a standard procedure to sanitize rooms right after check-out.
2. Before accepting a new guest or occupant, rooms must remain empty for a certain period, depending on the disinfecting technology or materials being used.
3. Disinfection of rooms and surfaces must be conducted every after guests check out. This includes disinfection of furniture, appliances, flooring, and panes using bleach solution or any approved disinfecting agent. Cleaning disinfectants shall be stored in a concealed place away from employees and guests to avoid food contamination.
4. Thorough disinfection of rooms and common areas using enhanced technologies, such as electrostatic sprayers with hospital-grade disinfectants, high efficiency particulate air (HEPA) filter, or germicidal ultra-violet (UV) lighting system, at least once every two (2) weeks is highly encouraged. Increased cleaning shall be implemented in public facilities such as pools, saunas, fitness centers.

5. Minibars and other complimentary in-room food and beverage, except bottled water, are prohibited.
6. If one Confirmed COVID-19 case is detected in the establishment, the building shall be disinfected with an appropriate disinfectant solution (0.5% bleach solution) The conduct of a comprehensive disinfection by trained personnel is recommended ((DTI-DOLE JMC No. 20-04-A).
7. In the event of a confirmed COVID-19 case, the building must be locked down for twenty-four (24) hours prior to disinfection to lessen transmission to sanitation personnel. During the disinfection process, all doors and windows should be opened to maximize ventilation. The building may only be opened twenty-four (24) hours after the disinfection process (DTI-DOLE JMC No. 20-04-A).

D. Linen Decontamination Procedure in accordance with DOH Guidelines

1. Used linen and other washable items must be handled as little as possible with minimal agitation to prevent possible contamination of the handler or the environment.
2. For in-house laundry, linen and other washable items must be soaked using appropriate disinfecting solution for at least fifteen (15) minutes.
3. All washable items such as bedsheets, blankets, pillowcases, and towels must be placed in a separate disposal bag and washed separately using hot water (70-80°C).
4. Non-washable items including mattresses and pillows must be wiped with diluted bleach solution or any approved disinfecting agent.
5. Disposable gloves and mask must be used when handling and segregating soiled linen to appropriately designed bins. Used bins must be sanitized after every use.
6. All items for disposal must be disposed in sealed bags immediately.

Section 8. Food and Beverage (F&B) Service. The Accommodation Establishment shall comply with the relevant provisions of DOT-MC No. 2020-004-A or the *Amended Health and Safety Guidelines Governing the Operations of DOT-Accredited Restaurants Under the New Normal.*

Section 9. Public Areas

A. General Common Areas

1. Sanitizing mats and drying pads must be available at all entry points.
2. Cleaning and disinfection measures in common areas (e.g. lobby, restrooms, halls, corridors, elevators, etc.) must be applied as a general preventive measure. Special attention must be given to objects that are frequently touched such as elevator button, handles, handrails, switches, doorknobs, kitchen surfaces, etc.
3. Lobby doors, if manually operated, shall be opened and closed by doormen to minimize shared hand contact on door handles.
4. Physical Distancing must be strictly observed when using elevators. Only 50% of the maximum capacity is recommended to avoid physical contact. Placing of floor markers to delineate physical distancing is likewise encouraged.

5. Seating arrangements and seat rows in lobbies and all other common areas shall be configured in a way that allows one (1) meter distancing. If seats are fixed, alternate seats shall be marked out.
6. All general facilities and all furnishings must be cleaned, disinfected, and wiped at least once daily.
7. Sanitation stations must be set up within the workplace and areas frequented by customers and guests.
8. There shall be a designated isolation room or area where persons who feel unwell may be brought to before referral to the doctor on duty, to the nearest hospital, or to the Barangay Health Emergency Response Team (BHERT), in accordance with the DOH prescribed protocol.
9. Trash bins must be available and accessible in all areas of the establishment. These must be sanitized every after disposal or trash collection. Used facemasks, gloves, and other disposables shall be disposed immediately in a trash bin with cover or in tightly sealed bags.
10. Information, Education, and Communication (IEC) materials on proper handwashing, respiratory etiquette, and proper use of facemask and other safety and health-related information must be posted in conspicuous areas, particularly at the restrooms and other wash areas.
11. Health and Safety Protocol officer(s) shall be deployed in convergence areas to ensure the enforcement of Minimum Public Health Standards.

B. Toilets and Restrooms

1. Adequate supply of soaps, alcohol-based hand sanitizer, toilet paper and paper towels in the restrooms must be ensured.
2. Hand-washing and toilet flushing facilities must be functional at all times, including adequate supply of clean water.
3. Public toilets and restrooms must be cleaned and sanitized regularly every two (2) hours or as may be necessary.

C. Recreational Areas

1. Recreational areas or facilities such as gym and wellness centers, children's areas, sports facilities, swimming pool, etc. may be allowed to operate but with strict observance of DOH prescribed Minimum Public Health Standards and DTI Memorandum Circular 2020-44. In any case, special cleaning and disinfection protocols should be applied to these facilities.
2. A booking or reservations system shall be institutionalized in recreational facilities to facilitate the staggered admission of guests to be able to prevent overcrowding.
3. A distance of two (2) meters between guests shall be maintained while exercising or playing sport. Physical distancing of at least three (3) meters between guests shall be observed for indoor high intensity or high movement exercise classes.
4. Group activities shall be limited to no more than five (5) participants. For more than one group sharing a space, the groups shall not interact and shall maintain a distance of three (3) meters apart. For organized programs and classes, an additional service provider (such as an instructor or a coach) permitted/recognized by the establishment may guide the group.

5. Shared locker room space, shower rooms, and changing areas shall be prohibited. Gym users shall be advised to use restroom facilities.
6. The use of facilities with outdoor spaces or options for virtual classes and training sessions shall be encouraged. For indoor sessions, windows shall be opened to increase airflow throughout the space, if possible. Attendance to indoor group training sessions shall be limited to maintain physical distancing.
7. Guests shall be encouraged to bring their own resistance bands and weightlifting belts and other gym items that cannot be cleaned and sanitized between uses.
8. Guests who wish to do high-intensity exercises shall be encouraged to conduct the activity outdoors. Low-intensity exercises (e.g., stretching, yoga, etc.) shall be conducted indoors and guests shall wear facemasks.
9. Gym equipment, such as weights and sport equipment, shall be wiped down and sanitized as frequent as possible.
10. Common spaces and interactive components shall be disinfected (e.g. smart kiosks, turnstiles, etc.).
11. Guests who intend to go swimming shall be advised not to wear facemasks when swimming. Allowed number of guests in a given time must be indicated to avoid crowding. Since face masks are not allowed in the swimming pool, physical distancing is a must.
12. The establishment shall ensure the availability of adequate equipment (e.g. kick boards and pool noodles) to minimize sharing among guests. Items that are difficult to clean, sanitize, or disinfect or that are meant to come in contact with the face (e.g., swim wears, floaters, goggles, nose clips, snorkels, etc.) shall not be shared among guests.
13. Guests shall be discouraged from sharing items such as food, equipment, toys, and supplies with people whom they don't live with.

Section 10. Hotel Transport Service

- A. Standard passenger capacity of each type of vehicle will be decreased or reduced by 50% or one (1) seat apart.
- B. Hotel transport vehicles must comply with the Physical Distancing and passenger limit guidelines set by the Department of Transportation (DOTr) to avoid possible contact:
 1. Car / Sedan – No passenger seated beside the driver. Two passengers at the back row with one seat apart. No more than three (3) passengers, including the driver.
 2. Vans – Only two (2) passengers per row are allowed. A waterproof transparent barrier between the driver and the passengers must be installed.
 3. Buses and coasters – A waterproof transparent barrier between the driver and the passengers must be installed. Passengers are not allowed to stand while vehicle is moving. The driver are required to use proper PPE for protection
- C. Hotel service vehicle amenities must include basic first-aid and sanitation kits, which includes face mask, gloves, 70% solution alcohol or alcohol-based hand sanitizer, tissue paper, and disposable wet wipes instead of wet and warm towels.

- D. Hotel transport vehicles must be sanitized and disinfected after every use.
- E. The service vehicle must have a separate trash bag for all used gloves, face masks, PPE, wet wipes and other sanitation items for disposal used by the passengers.
- F. The driver of the service vehicle must practice proper handwashing and wearing of face mask, and other applicable protective equipment to prevent contamination.
- G. The trash bag should be disposed immediately upon arrival at the destination until return to point of origin. Proper disposal procedures of the trash bag should be strictly implemented.

Section 11. Engineering and Maintenance Services

- A. The concentration of disinfectant in water for consumption, swimming pools, and spas, recommended based on international standards, must be regularly maintained.
- B. All dishwashing and laundry equipment must be maintained in good working condition at all times.
- C. The condition of the filters must be regularly monitored and the proper replacement rate of indoor air must be maintained. If possible, external windows are kept open to allow natural ventilation, or the Mechanical Ventilation and Air Conditioning System (MVAC) be adjusted to improve indoor ventilation.
- D. The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools must be checked at least three (3) times a week.
- E. Liquid soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices must be properly maintained.
- F. Engineering and Maintenance Department must ensure that all kitchen equipment (freezers, chillers, dishwashing machines, etc.), and air-conditioning units are in good working condition.

Section 12. Business Practices and Management

- A. Management Team.** The management team shall adopt the following protective measures in response to the threat of any infectious diseases that can cause negative impact to the tourism industry:
 1. Development of an Integrated Emergency Preparedness Action Plan (IEPAP) in accordance with the recommendations of local and national public health authorities with the aim to prevent, effectively manage cases, and mitigate impact among clients and staff. IEPAP shall include the following:
 - (a) Occupational Safety and Health Program;
 - (b) Disaster Risk and Management Plan;
 - (c) Food Safety Program; and
 - (d) Business Continuity Plan
 2. Ensure that there is sufficient human and economic capital to implement the action plan. Provision of equipment and procedures, developed in collaboration with local authorities for the management of suspected cases and their possible contacts must also be included.

3. Supervision and monitoring of the progress of the implementation of the action plan in order to assess its impact, verify compliance, identify potential gaps and apply corrective measures to ensure its effectiveness.
4. Conduct of regular updates and meetings to discuss the progress of IEPAP.
5. Ensure that all relevant policies are properly cascaded across all concerned managers, employees and staff, as well as guests and clients for consistency of communication. Further, up-to-date information on safety protocols must be properly disseminated to avoid the spread of the virus or disease.
6. Designation of a Hygiene and Safety Manager to take charge of the sanitation and hygiene maintenance in the establishment may be considered.
7. Employment of trained health or medical staff, complete with emergency kit and equipment, to provide immediate assistance whenever necessary.
8. Investment in health plans for all managers, employees and staff. Health plans can be in the form of any of the following:
 - (a) Health Insurance Policy;
 - (b) Health Card Subscription;
 - (c) Trust Fund or Emergency Fund; or
 - (d) Health and Wellness Programs.

B. Human Resource Management. To prepare and support staff during the New Normal, management must:

1. Ensure the monitoring of body temperature of all employees every time they report to work. Those with body temperature exceeding 37.5 degrees Celsius or those exhibiting flu-like symptoms shall be directed to see a doctor and to stay at home.
2. Require its employees to fill out a Health Declaration Form (HDF) upon entering the premises. If based on the HDF, the employee meets any of the following conditions, he/she shall be denied entry and shall be directed to consult a doctor or stay at home:
 - a. Employee is experiencing fever, cough and/or colds, body pains, or sore throat;
 - b. Employee had a face-to-face contact with a Probable or Confirmed COVID-19 case within 1 meter and for more than 15 minutes for the past 14 days;
 - c. Employee provided direct care for a patient with Probable or Confirmed COVID-19 case without using PPE for the past 14 days; or
 - d. Employee travelled outside the Philippines in the last 14 days (DTI- DOLE JMC 20-04-A).
3. Review Accommodation Establishment's policies on:
 - (a) Flexible sick leave policies (e.g. sick leave filed due to imposed quarantine measures shall not be deducted to allotted number of sick leaves annually);
 - (b) Continuing training and orientation of staff (cross-training of staff and personnel).
4. Offer appropriate work arrangements (e.g. teleworking, shifting from frontlines to the back of the house, etc.) for high-risk employees (e.g. older adults, pregnant women, and people of all ages with certain comorbidity).
5. Maintain an updated list of contact details of each member of the hotel crew or staff.

6. Discourage employees from using other workers' phones, desks, offices, or other work tools and equipment.
7. Review attendance records and reports of staff's illness/es at the start of each day, and determine if there is a pattern of absences.
8. Encourage staff and personnel to stay home when he or she is sick.
9. Provide medical consultation benefits, mental and psychological support such as but not limited to in-house or online counselling session, and support group to its employees.
10. Promote work-life balance through proper scheduling of activities and rotation of workforce.
11. Provide temporary accommodations and shuttle service for employees and staff, if necessary.
12. Provide designated changing rooms for employees and staff.
13. Train staff on personal hygiene, infection control and surface disinfection.
14. Consider redesigning of uniforms of hotel staff, especially those attending to guests to ensure full protection.
15. Comply with COVID-19 testing protocols for employees, as may be required or recommended under applicable issuances of the DOH, Department of Labor and Employment (DOLE), or the Department of Trade and Industry (DTI).
16. Conduct periodic meetings on health, safety, and protection protocols.

Section 13. Suppliers of Goods and Services

1. Contractors and suppliers of goods and services must follow safe systems of work and also have systems in place for the prevention of the spread of any virus and diseases such as wearing of gloves and face masks.
2. All items coming in the establishment must be sanitized.
3. New and enhanced procedure on cleaning and sanitizing grocery items including perishable produce such as fruits and vegetables must be applied.
4. All delivery vehicles, including those used by event suppliers, must undergo thorough disinfection procedure.
5. All deliveries must be checked before entering the establishment. Items that show signs of pest infestation or contamination must not be accepted.
6. Drivers or delivery personnel must adhere to proper sanitation procedure.
7. Contactless delivery is encouraged as a preventive measure to contain the spread of disease or virus.

Section 14. Management of Symptomatic Guests. Following DOH guidelines, the following measures must be complied with in the management of symptomatic guests:

1. Referral of symptomatic individuals shall be coordinated to the nearest health care facility as provided under the latest DOH interim guidelines (e.g. DOH Department Memorandum 2020-0334).
2. Create a holding area for symptomatic guests with travel history from identified countries with high cases prior to transport to hospital. Holding area must conform to DOH standards.
3. Immediately refer guests with fever (≥ 37.5 C) and/or cough, and have a history of travel to identified high risk countries or localities within the Philippines, to the nearest hospital. [
4. Assure guests of assistance in case they begin to manifest symptoms such as fever and/or cough.
5. Keep the symptomatic guest confined in the room originally used until trained transport providers are available to transport him or her to designated referral hospital.
6. Coordinate with the referral hospital for necessary transportation of symptomatic guest/s.
7. Screen existing guests, well or sick, for fever and/or cough, and travel history using the health checklist provided by DOH.
8. Immediately inform the doctor on duty or the emergency response team for assistance for coordination to the referral hospital or the Barangay Health Emergency Response Team (BHERT) for assessment if any staff is concerned about the condition of a guest, or if a guest request access to medical services.
9. Staff and personnel shall avoid employing any discriminatory action against any sick person with high fever and cough for fear of contracting or spreading the disease.

Section 15. Notification and Referral. Following DOH Guidelines, Accommodation Establishments must:

- A. Record and analyze guest lists for persons coming from countries that have reported confirmed cases of the current disease.
- B. Ensure confidentiality in reporting of individuals both hotel staff and guests within the hotel or lodging establishment with flu-like symptoms and/or fever and travel history to affected areas.

All staff and guests who show symptoms consistent with the disease and had travel history to high-risk areas or had close contact with a caregiver of suspected or with a confirmed case, must immediately notify their respective BHERT.

Section 16. Reportorial Requirements. Accommodation Establishments shall report to the DOT Regional Office with jurisdiction over their area the following information every two weeks:

- A. Number of guests who have developed the symptoms of the illness, if any; and
- B. Number of guests who were transferred to the appropriate facility, if any.

IV. OTHER PROVISIONS

Section 17. Compliance with Other Relevant Issuances. Accommodation Establishments shall comply with other relevant IATF-EID, DOT, DTI, DOLE, or DOH issuances on health and safety standards, as well as rules and regulations imposed by the local government unit (LGU) having

jurisdiction over the Accommodation Establishments, which are deemed to apply to these Guidelines suppletorily or by analogy.

Section 18. Penalties. Any violation of these Guidelines may subject the Accommodation Establishment to the appropriate fines and penalties, including revocation of its DOT Accreditation, in accordance with relevant laws, rules, and regulations.

Section 19. Separability Clause. If any portion or provision of this Circular is declared null and void or unconstitutional, the other provisions not affected thereby shall continue to be in force and effect.

Section 20. Repealing Clause. This Order repeals or modifies Memorandum Circular No. 2020-002-A and all other DOT issuances inconsistent herewith.

Section 21. Effectivity. This Circular shall take effect immediately and shall remain effective until otherwise superseded, amended, or repealed accordingly.

For guidance and strict compliance.

24 September 2020.




BERNADETTE ROMULO-PUYAT
Secretary 
