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*Pohoiki Beach, Island of Hawaii | Photo credit: Hawaii Tourism Authority (HTA) / Heather Goodman*

## Kahe Wale

*“Tourism is uniquely placed to lead future recovery. Our sector will provide the jobs people need to bounce back and will drive economic growth that will help whole communities and countries recover. But for now, we must be patient and stand ready. By staying home today, we can travel tomorrow.”*

*- UNWTO Secretary General Zurab Pololikashvili*

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Aloha Members,

Despite our industry coming to a standstill, there is evidence of the amazing soul of hospitality everywhere we turn. We asked you, our members, to share some positivity and bring some light to everyone's day through your amazing stories. You'll see this issue of Kahe Wale is dedicated to you and your collective achievements of demonstrating Aloha every day.

The [HVCB COVID Resource page](#) is regularly updated with new information including [COVID-19 Talking Points](#) for your team members, the latest [7 day Moving Average](#), and many other industry resources.

While it goes against our innate behavior as a destination marketing organization, we have reached out to all media outlets asking them to refrain from publishing any stories about Hawaii that might encourage people to travel to the islands. Now is not the time. Please see the [letter from HVCB President & CEO, John Monahan](#).

What are travelers thinking? Click here to see HVCB's analysis of the [Harris Poll COVID-19 Travel Sentiment](#). This is a weekly snapshot of the general U.S. population, travelers and non-travelers.

We'll get through this together, it can seem cliché but it's true. We're all trying to navigate these uncharted waters. What do you need? How can we help? Please share your thoughts. Please share your stories. Let's truly be in this together.

Standing STRONG with you,

The Hawaii Visitors & Convention Bureau Ohana

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## Hotels for Heroes



While the residents of Hawaii are complying with the shelter at home order, our first responders and medical personnel are going out into the community every day. They are working to keep us safe, working to care for people and saving lives. These are our parents, our siblings, our friends and neighbors and day after day they go to work so the rest of us can safely stay at home. There were stories of doctors sleeping on cots, sleeping on office floors not getting rest after long shifts. Chris Tatum said the industry needed to help. Collaborating with the Hawaii Visitors & Convention Bureau and the Hawaii Lodging & Tourism Association, the Hotels for Heroes program was born. Sports marketing dollars were reallocated to provide safe and comfortable respite for our first responders. Everyone was eager to help and to date we have 33 hotel properties and 18 healthcare and law enforcement entities participating. Over 1100 room nights have been reserved to provide respite and a safe place to stay. It's an honor for HVCB to serve as the Housing Bureau for this worthy program and we will keep you updated on its progress. Until then, here's a look into Hotels for Heroes.

[Watch KHON video >](#)

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## HVCB Sharing and #LiveAloha Programs



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## HVCB Members Serving the Community

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### Anaina Hou Community Park



📷: @anainahou via Instagram (4/17/20)

Starting on April 18, the Kauai North Shore Food Pantry will be at #anainahoucommunitypark every other Saturday. ☺ They will distribute bags of food between 1:00 and 3:00 PM.

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## ClimbHI



ClimbHI organized a drive through pop-up to give out boxes of CLIF BARS that were donated for an event that was postponed due to COVID-19. Their goal was to share a bit of aloha, brighten everyone's day, even if just for a moment.

[Watch Video ▸](#)

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## Donkey Mill Art Center





📷: [@donkeymillartcenter](https://www.instagram.com/donkeymillartcenter) via Instagram (3/31/20)

📣 Calling ALL sewers in Kona 📣 Donkey Mill has collaborated with @hawaiicommunityfoundation to prepare mask making kits to be distributed in our community. Alongside @braylene, we will be preparing 25 kits, which will include a sample mask and precut materials for 20 adult masks. With your help, we will make 500 masks that will be distributed to @westhawaiiichc and @konacommunityhospital. The act of making a mask is a form of prayer for the helpers in this world, while giving those of us cooped up at home a sense of purpose and value. All you need is a sewing machine, and we will provide the rest. Please DM us if you'd like to participate and we will give you more details. And click the link in our bio for a tutorial on how to make the masks 🧵

**Update:** We have found sewers for all the kits. A huge mahalo to everyone who reached out!

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## Fairmont Orchid, Hawaii



*Photo credit: Fairmont Orchid*

Fairmont Orchid was pleased to provide 1,580 masks to hospitals, clinics and medical professionals on Hawaii Island who are working tirelessly in the fight against the spread of COVID-19. The masks were distributed to the Kona Community Hospital foundation, North Hawaii Community Hospital, Kohala Hospital in Kapaau and the Hamakua Kohala Health FQHC, which includes their three clinics.

In addition, the property prepared and distributed 84 meals for the Hamakua-Kohala Health Center in Kapaau, Kipuka o ke Ola Native Hawaiian Health Clinic in Kamuela, the Hamakua-Kohala Health Center in Honokaa and the Hamakua-Kohala Health Center in Kamuela. And throughout the first two weeks of April, Fairmont Orchid invited first responders (police officers and firefighters) on the island to stop by Brown's Deli, located in the resort, to pick up a complimentary lunch.

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## Grand Wailea

One of Maui's largest employers, The Grand Wailea, prepared and distributed care packages to employees with essential items like toilet paper, fresh produce and other food items.

They also donated more than 600 pounds of food to Feed My Sheep and the Maui Food Bank.

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## Hawaiian Airlines



[Hawaiian Airlines News Release \(3/31/20\)](#)

Hawaiian Airlines is providing complimentary neighbor island flights for medical professionals during the month of April to support travel associated with COVID-19 response efforts. The airline is partnering with Hawaii's leading healthcare providers to maintain and facilitate the delivery of critical medical services to communities statewide.

[Read more >](#)

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## Holey Grail Donuts



Accepting dough-nations in an effort to deliver joy to our frontline friends through weekly 'dough-drops' to workers in their community.

[Read more >](#)



## Dough-nate!

An effort to deliver joy to our frontline friends through weekly 'dough-drops'

### Doughnate

100% of your doughnation will go towards helping us continue doing weekly dough drops to front line workers in our community.

\$10.00 - \$250.00



## JPG Media



Front-Line Support  
Direct from the  
Factory

📷: [@jpghawaii](https://www.instagram.com/jpghawaii) via Instagram (4/7/20)

We've been busy this last week Supplying Essential Businesses with 🧐 KN95 Respirators, Surgical Masks, Hand Sanitizers, and more. Visit [PPEhawaii.com](https://PPEhawaii.com). Our supply chain has become a vital part in helping protect Hawaii and our ohana.

## Kanu Hawaii



### [Message from Kanu Hawaii](#)

As COVID-19 impacts Hawaii and the global community, it is an important time to respond with aloha and take care of each other. We believe that

being of service can build connection and resilience during times of need.

While COVID-19 demonstrates our vulnerability, it also reinforces our partnerships. In collaboration with the Hawaii Green Growth network, we are working with government, business, and community partners because we are stronger and more impactful together. We will also capture volunteer hours, metrics and stories that reflect Hawaii's aloha spirit and the collective effort to meet the Aloha+ Challenge – our local platform to achieve the UN Sustainable Development Goals and build social, economic, and environmental resilience.

For more info contact us at [volunteer@kanuhawaii.org](mailto:volunteer@kanuhawaii.org).

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## KoHana Distillers



📷: [@kohanarum](https://www.instagram.com/kohanarum) via Instagram (4/1/20)

Together with the Governor's office, KoHana Distillers and several Hawaiian companies joined forces to help fill the supply needs for FDA registered sanitizer products for hospitals, first responders, correctional facilities, homeless providers, the Department of Education, and

eventually the broader community. The first delivery of several hundred gallons of sanitizer was made today to the State. KoHana Distillers is now a FDA registered manufacturer and labeler for the sanitizers and provides the high proof ethanol needed for production. Halm's Enterprises donated the containers. HonBlue donated the labels. HARC and Pharmacare oversaw the manufacturing process. American Savings Bank provided financial support. Matson filled the group's needs for shipping. The State and the Gift of Giving are handling distribution. Our sanitizer hui is open to other companies and we will reach out across the islands to bring more businesses into the manufacturing group and continue to fill the supply gap. It takes a village.

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## Kokua Sun Care



**Kokua Sun Care**

March 20 at 12:50 AM · 🌐

We met Eric of Koolau Distillery through Hawaii Visitors and Convention Bureau at Tourism Day a few weeks ago. Today he called me up and asked if we might have some extra spray bottles for hand sanitizer that he planned to make at their local whiskey distillery. And we did! In a snap he was at our home picking up boxes of bottles, and we gifted each other whiskey and sunscreen, respectively. It feels good to connect and contribute even just a little bit during this time of isolation.



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## Koolau Distillery



*Photo credit: Koolau Distillery*

**KO'OLAU**  
DISTILLERY

Koolau Distillery has shifted production towards producing the base for hand sanitizer that will be provided free of charge to first-responders, health workers, and essential civil service personnel.

[Read more ▸](#)

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## Kualoa Ranch

[KualoaGrown Blog Post](#)





Kualoa Ranch's locally-grown, sustainably-raised produce & protein goes by the name of "KualoaGrown" and all of its products are raised right here in Kaaawa, Oahu,

Hawaii.

We have now found a way to enhance the sustainability of our agricultural operations and to ensure our local community still has access to local, safe, and nutritious food (during a time when people are beginning to recognize more than ever the importance and health benefits of eating local). KualoaGrown has now re-imagined its business model to offer a pre-order/pick-up farmers market for local customers. This model creates a food system to provide local community a reliable hub of locally-grown, sustainably-raised produce & protein during this turbulent time. By re-imagining this model, we have adapted to provide a safe way for customers to pick up their products that also protects the health and safety of our staff who grow & sell our products.

[Read more >](#)

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## Mina Group



**Mina Group continues to feed all 3,000 furloughed employees around the country, including Hawaii.**

I wanted to update you on what we are doing at MINA Group during these unprecedented times. As you are aware, our restaurants in Hawaii have

closed for in-room dining, but are offering a [menu for pick-up and delivery](#). This has allowed us to provide some comfort to our valued guests (such as yourself), while simultaneously raising money to feed our furloughed employees via our MINA Family Meal program. This program is designed to keep feeding our over 3000 MINA Group employees around the country and providing them and their immediate families with free hot meals throughout the week.

We have also started a [Go Fund Me](#) account which has helped to launch this endeavor and support our employees in a time of need. Click [HERE](#) for more information.

-Justin Yu, Operating Manager, STRIPSTEAK Waikiki

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## Pearl Harbor Aviation Museum



📷: [@pearlharboraviationmuseum](#) via Instagram (3/30/20)

The National WWII Museum @wwiimuseum and Pearl Harbor Aviation Museum are hosting a webinar for students and families to learn how the "day of infamy" changed the lives of Americans. Participate in a live Q&A with educators from both museums and learn from decision-making scenarios.

Next live webinar: April 22 @ 9:00 am [Register](#) ▶

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## Residence Inn by Marriott Oahu Kapolei



📷: [@residenceinnkapolei](#) via Instagram (4/7/20)

We are all in this together ❤️. We partnered with Salvation Army [@kroccenterhi](#) and donated food to [@alohaharvest](#). The food will be made into frozen meals for Kupuna ❤️. [#INNsquad](#)

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## Shaka Tea



📷: [@drinkshakatea](https://www.instagram.com/drinkshakatea) via Instagram (4/7/20)

MAHALO to all the HEALTH HEROES on WORLD HEALTH DAY ♥♥♥  
♥♥♥ Locally & globally, as you're on the frontlines during this pandemic, we want you to know that you have our deepest gratitude 🙏  
As a token of our appreciation, we're giving away 100 bags of Sunset that promotes restful sleep, blending organic Hawaiian māmakī leaves with passion flower & rose to 100 #healthheroes. We're asking our community to help honor a Health Hero you know by tagging them below ♥ We'll personally reach out via DM to get their mailing address and send this makana (gift). Mahalo for your help!

4/9 UPDATE: we are so grateful to the response & we hit our 100 gift limit! Hopefully we can do this again next month and again, MAHALO to our #healthheroes

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## Turtle Bay Resort





Turtle Bay Resort delivered unused hotel food to two senior homes in Kahuku to help residents save money and avoid trips to grocery stores. Donated items included rice, flour, fruits, vegetables, and nachos.

[Watch Star Advertiser video >](#)

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## Beacons of Aloha

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Hawaii may be void of visitors but its spirit shines on as hotel after hotel illuminates our once bustling streets with messages of hope, love and solidarity.

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## Alohilani Resort Waikiki Beach



*Photo credit: Mary Neister*

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## Hyatt Regency Waikiki Beach Resort & Spa



📷: [@hyattregencywaikikibeach](#) via Facebook (3/30/20)

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## The Kahala Hotel & Resort



*Photo credit: The Kahala Hotel & Resort*

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## Waikiki Beach Marriott Resort & Spa





*Photo credit: Mary Neister*

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## Outrigger Reef Waikiki Beach Resort



*Photo credit: Outrigger Hospitality Group*

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## Sheraton Princess Kaiulani Hotel



*Photo credit: Derek Lin and Jacelyn Chang*

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## Sheraton Waikiki Hotel





*Photo credit: Sheraton Waikiki*



*Photo credit: Derek Lin*

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# Food Service & Delivery

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The following HVCB members are offering food and delivery service to customers and Hotels for Heroes. Mahalo for your hard work!

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## Gourmet Events Hawaii



Kau kau [cow-cow]: The Hawaiian pidgin slang term for food; meal; to eat. We all kau kau, so how can we access healthy, convenient, and delicious options? With abundant aloha for our people, we're delivering fresh, local ingredients straight to your doorstep. The Kau Kau Box is






Powered by  
**GOURMET  
EVENTS**  
HAWAII

more than a box of prepared foods and fresh ingredients. This is in collaboration with our community for our community. Gourmet Events Hawaii designed the Kau Kau Box to... [Read More](#)

For your guests in the Hotels for Heroes participation click [HERE](#) for more information.


## The Street Food Hall & STRIPSTEAK Waikiki



### COMFORT FEAST

*\$59 per person | minimum of 2 people to order*

APPETIZERS	MAINS	SIDES
ISLAND-STYLE AHI TUNA POKE NACHOS (DF) avocado salsa, wonton chips	USDA PRIME NEW YORK STRIP STEAK finished with red wine butter	CREAMY MAC & CHEESE
CAESAR SALAD parmesan cheese, garlic streusel	GRILLED JIDORI CHICKEN olive oil, rosemary	GRILLED ASPARAGUS (V)(GF)
	HERB-ROASTED ORA KING SALMON local citrus	DESSERT CHOCOLATE DEVIL'S FOOD CAKE fresh strawberries



During these turbulent times, we came together and asked ourselves, what are people truly looking for and what can we do? We understand that no matter what people need to eat. We are proud to share some of the amazing offerings from all of our chef partners from The Street Food Hall and STRIPSTEAK Waikiki who've brought their own twists to all-time favorite dishes that are sure to cure any craving.

Specifically for Hotels for Heroes program: we will offer a 20% Health Care Worker discount and we will deliver for free within the Waikiki area (walking distance to the participating hotels). Phone pre-orders only so

we can apply the discount and collect hotel information; orders will be delivered with utensils to the Front Desk of their hotel.

All proceeds go to support MINA Family Meal.

[View menu >](#)

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*HVCB is happy to accept your stories, content and news on how the hospitality industry is helping the community for the next edition of Kahe Wale. Please submit to [membership@hvcb.org](mailto:membership@hvcb.org).*



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