



## Pledge to Protect ME & Get Well Loop FAQ for Lodging Establishments



- 1) What is the Pledge to Protect ME?
  - a. The Pledge to Protect ME <https://www.pledgeport.app/>, is a quick, convenient way for visitors to do their part in keeping Maine healthy by demonstrating compliance with State COVID-19 guidelines. It also may serve as a digital version of the [Certificate of Compliance](#).
- 2) What is the Get Well Loop?
  - a. The [Get Well Loop](#) is an optional proactive tool to self-monitor for COVID-19 symptoms.
- 3) What is the difference between the Pledge to Protect ME and the printed Certificate of Compliance?
  - a. The Pledge to Protect ME offers a paperless online alternative to the Certificate of Compliance required to book lodging and can be filled in by visitors in place of a printed or PDF version of the certificate. Visitors may designate an email address where a notification should be sent, or may show their email confirmation to lodging facilities at check in.
- 4) How will I receive the Certificate of Compliance generated by the Pledge to Protect ME?
  - a. You will receive an email notification following the day that any visitors identify your business as a destination for their visit. The email will contain a spreadsheet that lists all visitors who have completed the Pledge and have identified your business as their destination. The list will be broken out by the visitor's date of arrival.
- 5) Will I receive a daily status email?
  - a. Pledge to Protect ME update emails will not be sent daily but will be sent one day after any new Pledge to Protect ME participants list your business as a destination. The email will include all new Pledges received on the previous day, so the notification may include multiple additions. These will be merged by arrival date with existing Pledge participant names on the updated spreadsheet.
- 6) What does the daily status email contain?
  - a. The daily status email contains the following information:
    - i. Name of Traveler
    - ii. Date of Arrival
    - iii. Pledge Option
      1. *I am from an exempt state*
      2. *I have received a negative test result for COVID-19 on a specimen taken no longer than 72 hours prior to my arrival*
      3. *I will quarantine for 14 days upon arrival in Maine or for the duration of the stay*
      4. *I have completed a 14-day quarantine in Maine prior to my stay*
- 7) Do I need to save the emails for state records?
  - a. You should save the emailed spreadsheets provided for 30 days as you would a print or PDF copy of the Certificate of Compliance. You may print them out, save electronically, or both.

- 8) Will visitors know we have been notified?
- a. Visitors will be sent a confirmation email that includes notification that the destinations they identified have also received their Pledge confirmation.
- 9) Do I need to see a copy of the Certificate of Compliance notification received by the visitor?
- a. Visitors may designate an email address where a notification should be sent when they take the pledge, or may show their own email confirmation to lodging facilities at check in. If you have received an advance email notification of a visitor's completion of the Pledge to Protect ME, you do not also have to see their email confirmation at check-in.
- 10) Do I need to see proof of travelers' participation in the "Get Well Loop"?
- a. No. Participation in the "Get Well Loop" is optional.
- 11) Do I need to see proof of traveler's Covid-19 negative test results?
- a. The policy is the same as for the Certificate of Compliance. Lodging operators are not required to see a copy of a visitors Covid-19 test results.
- 12) How can I inform my guests of the Pledge to Protect ME?
- a. You can use the website <https://www.pledgeport.app/> in your reservation confirmation emails to your guests instead of the link to the pdf version of the Certificate of Compliance. A link to the pledge is also located on [VisitMaine.com](http://VisitMaine.com).
    - i. *EXAMPLE:* Thank you for your reservation at <lodging name>. In order to comply with Maine CDC Guidelines please complete the Certificate of Compliance form here: <https://www.pledgeport.app/>. Please use the email address <reservation email> in the lodging destination field and we will automatically receive notification of your upcoming stay. Thank you for your efforts to Keep Maine Healthy.
- 13) Can my property be automatically listed on the Pledge to Protect ME website as a destination option?
- a. Yes. We can include your property in a search field/drop down list of properties in the destination field on the Pledge to Protect ME website. Please contact Chiara Moriconi at [Chiara.Moriconi@maine.gov](mailto:Chiara.Moriconi@maine.gov) to add your property.
- 14) Why would I use the Get Well Loop?
- a. The Get Well Loop is a 16-day self-monitoring symptom checker that connects the user to additional information about COVID-19 and related topics. It is a personal and private way a visitor or employee can monitor their own symptoms.