



## COVID-19 PROTOCOLS FOR TOURISM ACCOMMODATION SERVICE

***The information contained in this protocol is subject to constant review by the Department of Health and Wellness in the light of the changing environment, Government, Health and legislative requirements. Tourism providers shall be in compliance with the protocols contained herein as well as all applicable laws and regulations for the tourism industry.***

### **Administration**

- Hotels must be in compliance with the Public Health Act and the Hotel, Guest House and Apartment House Regulations.
- Accommodation provider must identify a Management team that will audit the COVID-19 Protocol and SOPs with regular inspections to ensure compliance.
- Management must submit a list of all staff, copy of medical certificate, contact number and address to the Department of Health and Wellness as part of this protocol.
- Accommodation provider shall report any suspect cases of COVID-19 to the Department of Health and Wellness.
- All guests on property must present Negative COVID-19 Test taken within 24 to 48 hours of travel at check-in.
- Accommodation provider must institute a policy for allowing guest who test positive in country to extend stay.
- Management must enact policies on property to manage destination image and visitor privacy.

### **Pre-requisite Licenses:**

- Hotels must be possession of a valid Public Health Licence to operate and Public Health licenses for all relevant areas covered under the Public Health Act, to include
  1. Restaurants, food storage, Food handling areas kitchens.
  2. Bars
  3. Beauty, Barber shops, Manicure pedicure
  4. Swimming pools, Jacuzzis.

## **COVID-19 Action Plan:**

- Accommodation sector **must** complete Covid-19 Action plan to submit to the Departmental Health Division for review and appraisal prior to opening. The plan must detail measures put in place to address all areas of the operation to mitigate the spread of COVID-19 amongst guest and staff, taking into consideration but not limited to the following;
  1. Action plan must establish details for social distancing and use of PPEs for all appropriate areas including but not limited to grounds, transportation of staff to and from work, office areas, reception, concierge, kitchen and restaurants, dining areas, bars, housekeeping, use of pool and pool decks, water sports, gyms, etc.
  2. Action plan must be flexible, continuously updated as new information becomes available and forms part of staff orientation and briefing.
  3. Action plan should ensure as much as possible limited face to face interactions between guest and staff by encouraging the use of various technologies.
  4. Action plan must take into consideration guest from areas which are considered high risk for COVID-19 and a system for checking on guest welfare.
  5. Outline in the action plan procedures for handling and management of potentially contaminated linen and clothing items.
  6. Action plan must address proper handling of soiled/ dirty linen and clothing to cause minimum agitation.
  7. Outline in action plan procedure for solid waste management including biomedical waste.
  8. Action plan must make provisions for more frequent cleaning and sanitizing of equipment used in the handling and dispensing of foods.
  9. Develop a comprehensive accident and emergency plan for the property.

## **Training:**

- Implementation of a robust continuing education and training system at the hotel to ensure all staff members are fully aware of the risk that exists according to duties and mitigation measures to minimise risk and exposure to COVID-19.
  1. Training Plans must be put in place and tailored to ensure that staff working at every department of the hotel is adequately versed to carry

out their duties whilst minimising exposure and risk of spreading of COVID-19.

2. Conduct intense training with simulation exercises for various scenarios for the sector according to protocols.
3. Staff must be adequately sensitised on the signs and symptoms of COVID-19 and be able to identify both guest and staff exhibiting symptoms.

#### **Establishing Internal Communication:**

- Implementation of adequate communication measures between managers, supervisors and staff to ensure proper functioning and rapid information exchange in the establishment and ensuring proper understanding of protocols including measures for crisis management.

#### **Assignment of a Focal Point:**

- Management of hotels must ensure that there is a clear line of communication to a focal point of the Health Department for guidance on management of suspect COVID-19 cases.

#### **Implementation:**

- Implementation clear measures approved by the Department of Health to manage suspect COVID-19 cases in house while liaising with the quarantine authority or designated focal point.

#### **Signage:**

- Adequate posters and information should be placed in and around hotels to provide relevant information/ reminders on COVID-19 action plan to both guest and staff for example frequent handwashing, frequent use of hand sanitizers, cough and sneeze etiquette etc.
- Signage must be installed in high-traffic area indicating proper use and disposal procedures for masks.

#### **Cleaning & Sanitization:**

- Frequent cleaning and disinfection of all frequently touched surfaces for example counters, handrails etc.

### **Equipment Upgrades:**

- Upgrade fixtures and fittings to suite protocols

### **Management & Screening:**

1. Establish procedure for daily screening of staff and visitors (will require nurses and nursing station on all property that is operating).
2. Identify a quarantine area for both staff/visitor that display symptoms.
3. Establish Procedure with the Quarantine Authority for a guest who test positive for COVID-19 to be placed in quarantine/isolation at the facility.
4. Submit daily report to the Epidemiology Unit on health status of guest and staff based on the parameters and reporting instrument that will be provided by this Unit.
5. Establish procedures with Departmental of Health and Wellness for contact tracing.
6. Provide disposable implements for room service.

### **Reception**

- Management must ensure that adequate measures are in place to facilitate minimal interfacing and adequate social distancing between guest and staff including but not limited to the following:
  1. Designate an area for disinfecting guest bags before transfer to rooms
  2. Self-check-in using various technological platforms.
  3. Erecting physical barriers (plexiglass) equipped with microphones in reception desk.
  4. Provide markers in the lobby to guide guests on the six (6) feet physical distance.
  5. Providing appropriate PPE face shields mask etc.
  6. Set up Hygiene Check Station at every hotel entrance with alcohol-based hand sanitizer, all guests are requested to have their body temperature checked and hands' disinfection at the entrance
  7. Reception staff should keep proper logs of room numbers of all guest and contact numbers for focal point at the Department of health, Respiratory Centres and Fire Service.

8. Where possible, management should encourage cashless transactions. Clear procedures for receiving money and processing of credit cards must be established.
9. Procedures need to be established where guests can have room cards dropped off in baskets for sanitization.
10. Provide adequately designed, accessible handwashing stations and wall mounted hand sanitizer detergent dispensers.
11. Management must ensure frequent cleaning and disinfecting of surfaces around the reception areas waiting areas lobby (in between use by guests and staff) including and other frequently used areas.
12. Hotel must reinforce COVID-19 safety messaging on arrival with signage and the use of hotel in-house TV informational channels.

### **Guest Management**

1. Guest are required to sign that they have read and agreed to the conditions and guidelines they would be required to adhere to, once on the property and on island.

### **Staff**

1. Staff must attend all COVID-19 related training organized by the Department of Health and Wellness before resuming duties.
2. Staff must have body temperature measured and recorded at least once daily. All temperature readings must be recorded.
3. Staff must disinfect hands and wear surgical masks before entering hotel.
4. All food-handling staff must wear gloves and surgical/cloth masks whilst performing duties. In the event reusable masks are being used, these masks must be washed before being reused.
5. Guidelines on proper wearing of surgical masks and use of alcohol hand rubs, personal hygiene shall be posted in staff areas and general areas.
6. Management must consider age and possible underlying conditions of staff members most at risk and their area of responsibility.
7. Staff training must include high risk behaviours to be avoided while maintaining social distancing ( hand shaking, hugging, kissing), and observe coughing and sneezing etiquette.
8. Staff uniform laundry to be undertaken by accommodation provider.
9. Provisions must be made for all staff to shower and change from uniform before departing work.
10. Staff must have a medical certificate authorizing capacity for resuming work.
11. Staff with respiratory symptoms must remain at home until certified by a Medical Doctor to return to work.
12. Staff must sanitize hands before and after clocking and clocking out.

13. Staff must clock-in and clock-out using social distancing of 6 feet.

### **Staff Areas**

1. Staff areas including locker room facilities must comply to the measures that allows for social distancing and proper hygienic requirements are implemented.
2. Adequate signage must be placed in all staff areas.
3. Hand hygiene facilities provided.
4. Staff canteens must follow relevant guidelines for restaurants. Meal times should be staggered to avoid congestion.
5. Appropriate signage and sanitisers must be set up in all staff waiting/seating areas, and social distancing applied and maintained.
6. Provisions must be made to manage the amount of contact that Housekeeping (higher risk staff) has with other categories of staff, such as having their own specific meal/break times etc.
7. Adequate shower and changing facilities must be available for staff.

### **Safety and Security**

1. Security must adhere to social distancing protocols of 6 feet.
2. Staff housing facilities must adhere to social distancing protocol of 6 feet.
3. Hygiene and sanitization measures must be outlined in security booth/stations.
4. All equipment and implements (phones, portable radios, walkie-talkies, batons, etc.) used by security must be completely sanitized before departure from shift and before the beginning of a new shift.
5. Security booth must be outfitted with hand sanitizing station(s).
6. Security must be outfitted with required PPE.
7. Outgoing shift needs to temp check the incoming shift before their start duty and record any inconsistencies.
8. Security must exercise required physical distancing during bag checks and ensure use of gloves.

### **House keeping**

1. Implement procedures for housekeeping and maintenance persons who access guest rooms to clean up or to conduct repairs.
2. Housekeeping staff must be trained in the use of PPE that is task specific.

3. Housekeeping staff must be trained in proper hygiene techniques after removal of PPE.
4. Management should ensure adequate and appropriate PPEs are provided for tasks to be undertaken (facemask, gloves, disposable aprons, disposable gowns, face shields, shoes and shoe liners).
5. Rooms of perceived well (not sick) guest should be cleaned first.
6. A dedicated cleaning crew must be put in place to clean room(s) which houses guest, that fits the case definition for COVID-19.
7. Ensure all potentially contaminated areas are adequately cleaned and disinfected using appropriate disinfectant according to manufactures specification.
8. Staff must not enter a guest room during their stay unless specifically requested or approved by management.
9. Provide staff with a checklist of areas to be cleaned including but not limited to the following; toilets, face basins and vanity, faucets, showers, shower heads, all furnishings, chairs, bedside tables, door knobs, base boards, televisions, remotes, telephones, doors, door knobs, handrails carpets and any other surfaces.
10. Adequate supply of cleaning disinfectants must be provided to clean and sanitize surfaces.
11. Ensure cleaning and disinfecting of heavily soiled areas are conducted regularly.
12. Ensure airing out of rooms during cleaning.
13. Ensure adequate cleaning and disinfecting of air-conditioning filters according to an approved schedule maintenance plan submitted to the Environmental Health Division by Hotel Management.
14. Rooms must be cleaned thoroughly and left unoccupied for 24hrs before reuse by guest(s).
15. Ensure that drapes/curtains in rooms are finished with a material that can be easily cleaned and disinfected.
16. All unused linen and other items in guest rooms must be cleaned/launched before new guest accommodation.
17. Provide specially marked bags capable of being sealed for linen and other clothing items that are potentially contaminated for guests displaying signs and symptoms of COVID-19.
18. Housekeeping staff must wear aprons at all times. Body contact with dirty linen must be avoided by housekeeping staff.
19. Ensure washing with detergent and hot water of at least 70 degrees Celsius.
20. Ensure that mop heads and other cleaning equipment are not used to continually clean other rooms without being soaked in a bleach and disinfectant solution.

21. Ensure no reuse of wiping cloths, mops and other equipment which are likely to contaminate other rooms. As much as possible use disposable cleaning materials.

### **Kitchen and Bars**

1. All kitchens and bars must be equipped with adequate handwashing facilities with hot and cold water under pressure.
2. Install wall mounted detergent dispensers and sanitizing dispensers at strategic locations.
3. Staff working in such areas must maintain adequate social distancing while performing their functions.
4. Dishwashing machines in the kitchen and bars must attain sanitizing temperatures or are equipped with appropriate chemical sanitizers along with test strips to monitor efficacy.
5. Provide adequate signage in kitchen and bars with mitigation measures such as social distancing and frequent handwashing and use of hand sanitizers.
6. Bar areas where seating is provided are required to allow social distancing measures. Seating must be at a minimum 6 feet apart.
7. Good personal hygiene must be heightened in all areas and more frequent cleaning and disinfecting of frequently touched areas.

### **Restaurants/Dining areas**

1. Restaurants should provide adequate wall mounted sanitizer dispensers at strategic locations.
2. Good personal hygiene must be practised including frequent hand washing.
3. Food and non-food contact surfaces must be cleaned and sanitized after each use.
4. Menus should be provided on request and should be sanitised after use by each guest.
5. Buffet areas must be equipped with sneeze guards and staff serve guests must wear task specific PPEs.
6. Cutlery must not be exposed on tables.
7. Cutlery must be wrapped and placed in bin and provided to guest upon request/at dining.
8. Glassware should be turned down on table or covered.
9. Stored cutlery/wares must be washed and sanitised immediately before use.



10. Adequate measures must be placed to ensure physical distancing of tables ensuring 6 feet physical distance minimum to the back of chairs when guests are seated.
11. Room numbers and assigned tables of guests must be recorded along with the person who served the guest in the restaurant.
12. Guests entering restaurants must be properly attired.
13. Management must institute policy to ensure guest exhibiting symptoms related to COVID-19 are provided with room service. Such guests are not allowed in restaurants and dining areas.

### **Goods Reception Area**

1. Persons delivering food and supplies must undergo temperature checks.
2. suppliers must be adequately sanitised when coming on property
3. Staff must wear PPE's and maintain physical distancing to receive food and beverages items from suppliers.
4. Establish an area for fruit and vegetables to be washed and sanitized upon receipt from supplier and before use.
5. Suppliers must undergo training by hotel for orientation of measures for supplying stock. Also suppliers must be provided with a copy of and understanding of our protocols.
6. Suppliers must ensure proper post-harvest practices and bring washed/cleaned produce to the hotels.
7. Suppliers must ensure to remain in vehicles as much as possible and have product ready to be offloaded by receiving personnel. Suppliers who must exit vehicles must undergo temp checks and wear proper PPE including masks.
8. Implement proper scheduling to reduce congregation of suppliers and clashes with beginning or ending of staff shifts.

### **Restrictions on Activities**

1. Meeting and conventions are not permitted.
2. Night clubs are not permitted.
3. Tourism taxi use must be a holder of a Tourism Operational Certificate.
4. Families/groups traveling for weddings, are travelling together or part of the same group etc. are require to limit their number to no more than 20 persons and observe physical distance measures.
5. In house meetings no more than 10 persons are allowed, physical distance measures must be observed.

## **Swimming pools**

1. Adequate disinfection of swimming pools and maintenance of disinfecting chemicals at the higher end of the recommended disinfection spectrum.
2. Provide adequate supply of test strips to constantly check chlorine and pH levels at least 3 times per day and proper records must be kept.
3. Chair arrangements on pool deck must mitigate against overcrowding and be placed to maintain 6 feet minimum physical distancing all around the perimeter.
4. Towels must be placed in an enclosed area and provided to guest upon request.
5. All guests are required to shower before entering pool and provide visible signage on this.
6. Lifeguards are required to take on duty to monitor physical distancing.
7. Physical distancing must be maintained inside the pool area as well.
8. Swim up pool bars must adhere to all protocols for restaurants/bars and dining as part of this protocol.

## **Desalination plants/ water storage**

1. Adequate disinfection of portable water supply must be done.
2. Up to date logs of water treatment must be kept.
3. Third party analysis on portable water sources must be made available to the Environmental Health Division on a weekly basis.

## **Sewage treatment plants**

1. Hotels with sewage treatment plant must ensure proper sewage treatment in accordance with Public Health Act and best practices.
2. Management must ensure that third party results on analysis carried out on effluent are submitted weekly to the Environmental Health Division.
3. Proper disinfection of effluent from treatment plants at the upper end of the spectrum must be attained prior to discharge or used for irrigation.

## **Solid Waste Management**

1. Management must provide tightly fitted garbage bins throughout the property.
2. Provide foot peddle operated bins to minimise hand contact.
3. Must develop and submit to the Environmental Health Division a comprehensive solid waste management plan.

## **General**

1. Public Health Licence to operate must be conspicuously displayed on the property.
2. Tourism Operational Licences must be prominently displayed by all persons/entities required to have one.