

# REOPENING OF CARIBBEAN TOURISM & TRAVEL

**Safely Resuming Business Operations and  
Restoring Caribbean Tourism in 2020 and Beyond**

## **Guidelines and Checklists**



CARIBBEAN  
HOTEL & TOURISM  
ASSOCIATION



OECS  
Organisation of Eastern Caribbean States

**CARPHA-CTO-CHTA-OECS-GTRCMC COVID-19 Task Force**

**June 22, 2020**

# GUIDELINES & CHECKLISTS

For Ground Transportation, Accommodation Providers, Food & Beverage Operations,  
Recreation and Entertainment including Sites and Attractions

## CONTENTS

<b>PREFACE</b>	<b>3</b>
<b>ACKNOWLEDGMENTS</b>	<b>5</b>
<b>ACRONYMS</b>	<b>6</b>
<b>KEY TERMINOLOGY</b>	<b>7</b>
<b>NOTATIONS</b>	<b>8</b>
<b>1. GUIDELINES &amp; KEY CRITERIA IN THE REOPENING OF TOURISM 10</b>	
1.1 Checklist of Key Criteria to Consider in the Reopening of Tourism	13
<b>2. GUIDELINES FOR TOURISM MINISTRIES AND AGENCIES 15</b>	
<b>3. GUIDELINES FOR ALL TOURISM SUB-SECTORS 18</b>	
3.1 Checklist of Guidelines for All Tourism Services	29
<b>4. GUIDELINES FOR TOURISM GROUND TRANSPORTATION 34</b>	
4.1 Checklist of Guidelines for Tourism Ground Transportation	37
<b>5. GUIDELINES FOR CARIBBEAN ACCOMMODATIONS 41</b>	
5.1 Checklist of Guidelines for Caribbean Accommodations	43
<b>6. GUIDELINES FOR FOOD &amp; BEVERAGE OPERATIONS 53</b>	
6.1 Checklist of Guidelines for Food & Beverage Operations	56
<b>7. GUIDELINES FOR RECREATION &amp; ENTERTAINMENT (Sites &amp; Attractions) 62</b>	
7.1 Checklist of Guidelines for Recreation & Entertainment (Sites & Attractions)	65
<b>REFERENCES</b>	<b>71</b>

## PREFACE

This document is the first provided by the CARPHA-CTO-CHTA-OECS-GTRCMC COVID-19 Task Force to support a consistent and harmonized strategy, as far as possible, in the phased approach to the recovery of Caribbean tourism and to minimizing health safety risks to visitors and residents in the operation of tourism businesses.

This document, therefore, establishes core guidelines and protocols aimed at protecting residents and visitors in the reopening and continued operation of tourism services, while simultaneously allowing tourism service providers to be effectively re-established.

Specifically, it initially addresses the core protocols required within four key tourism sub-sectors – Ground Transportation, Accommodation, Food and Beverage Operations and Sites and Attractions. These offer services at critical points on the continuum of the traveler's experience at the destination.

It is, therefore, of paramount importance that these services provide a heightened level of quality and health safety assurance to support business success in the new normal of a COVID-19 environment.

Health safety protocols for airlines are addressed separately by the airline industry, in alignment with those advanced by that sector and the requirements of the local jurisdictions. Health safety guidelines specific to other tourism sub-sectors, services and activities, such as, Meetings, Incentives, Conferences and Events (MICE), Vendors and Yachting, will be added to the second edition of these guidelines to be published shortly.

The guidelines are not meant to displace, but rather complement, those which are adopted by destinations

and companies. They are intended to advance basic guidelines at a destination level, as well as core measures at sectoral levels collectively aimed at building resident and visitor confidence and enabling the Caribbean to remain a top destination for visitors.

This document incorporates guidelines and protocols issued by a range of destinations, industry enterprises and regional agencies and are further synced with global protocols including those of the World Health Organization (WHO), the World Tourism Organization (UNWTO), and World Travel and Tourism Council (WTTC). For businesses that apply the guidelines and protocols, the intention is to acknowledge their efforts through a Regional Recognition Program of the Caribbean Public Health Agency (CARPHA) and collaborating partners of the Working Group.

This document has been prepared based on evidence and information currently available on the "Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2)", i.e. COVID-19. The guidelines are, therefore, subject to re-evaluation and adjustments as information on COVID-19 evolves, as new and more efficient solutions become available and with the development of a treatment or widely accessible vaccine for COVID-19.

Implementation of relevant protocols are necessary by all tourism service providers across the region to ensure the successful recovery of Caribbean tourism. Caribbean destinations and tourism services providers are accordingly encouraged to adopt and implement the guidelines and protocols as appropriate.



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**CARPHA-CTO-CHTA-OECS-GTRCMC COVID-19 Task Force**



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The CARPHA-CTO-CHTA-OECS-GTRCMC COVID-19 Task Force supplements CARICOM's efforts to extend core health safety protocols throughout the region aimed at minimizing the risk to residents and employees of contagion from COVID-19.

The COVID-19 Task Force is comprised of representatives from the Caribbean Public Health Agency (CARPHA); the Caribbean Tourism Organization (CTO); the Caribbean Hotel and Tourism Association (CHTA), Global Tourism Resilience and Crisis Management Centre (GTRCMC), and the Organization of Eastern Caribbean States (OECS) Commission, and was tasked to:

1. Inventory and Review existing COVID-19 Health Safety Standards and Identify Core Regional Standards and Sub-sector Standards for consideration as part of Regional Protocols;
2. Identify the Core Protocols required for the Regional Recognition Program of CARPHA and collaborating partners;
3. Develop Supporting Documents – inclusive of Checklists, and
4. Identify Training Needs and Develop a Staged Training Plan.

## COVID-19 Task Force Organization Representatives



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## ACRONYMS

ATV	All-Terrain Vehicle
C	Celsius
CARICOM	Caribbean Community and Common Market
CARPHA	Caribbean Public Health Agency
CDC	Centers for Disease Control and Prevention
CHTA	Caribbean Hotel and Tourism Association
COVID-19	Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2)
CTHAS	Caribbean Travel Health Assurance Stamp
CTO	Caribbean Tourism Organization
EPA	Environmental Protection Agency (US)
EU	European Union
F	Fahrenheit
F&B	Food and Beverage
GTRCMC	Global Tourism Resilience and Crisis Management Centre
HVAC	Heating, Ventilation and Air Conditioning
IAAP	International Association of Amusement Parks and Attractions
IPC	Infection Prevention and Control
ISO	International Organization for Standards
MICE	Meetings, Incentives, Conferences and Events
NHTA	National Hotel & Tourism Association
OECS	Organization of Eastern Caribbean States
OSHA	Occupational Safety and Health Administration
PC	Personal Computer
PCR	Polymerase Chain Reaction
POS	Point-of-Sale
PPE	Personal Protective Equipment
PR	Public Relations
RAT	Rapid Antigen Test
RT-PCR	Reverse-Transcription - Polymerase Chain Reaction
SMS	Short Message Service
SOP	Standard Operating Procedure
THiS	Tourism Health (Information) System
TTBAA	Trinidad and Tobago Beverage, Alcohol Alliance
UITP	International Association of Public Transportation
USVI	United States Virgin Islands
UNWTO	World Tourism Organization
WHO	United Nations World Health Organization
WTTC	World Travel and Tourism Council

### CARIBBEAN TRAVEL HEALTH ASSURANCE STAMP (CTHAS)

CTHAS will be issued by CARPHA for accommodation facilities which are registered on THiS and meet CARPHA COVID-19 health and safety protocols. This regionally recognized stamp of approval will be the only such recognition worldwide to be issued by a health agency to acknowledge that health standards are met for tourism.

The stamp will add to assuring travelers that health safety is of priority in their stay at the recognized property while in the Caribbean. The intention is for CTHAS to be available to tourism service providers initially in the accommodation sector and later for other tourism sub-sectors.

### CLEANING, SANITIZING AND DISINFECTING

**Cleaning, sanitizing and disinfecting are considered three (3) levels of the cleaning process<sup>1</sup>, i.e.**

- 1. Cleaning:** To remove dirt, soils, debris and impurities from surfaces. This involves soaps and detergents and removes germs like bacteria or viruses but does not necessarily kill them. Hot or cold water may be applicable;
- 2. Sanitizing:** To reduce bacteria on a surface by at least 99%. This kills a high percentage of germs that are on surfaces and can be done by heat or chemicals. It may not eliminate all the presence of bacteria, viruses and mould and does not prevent growth; and
- 3. Disinfecting:** To kill a wider range and higher percentage (99.99%) of microorganisms (than sanitizers) on a surface. This is done with chemical and requires a certain amount of contact time. Items that will contact food or be used in the mouth must be thoroughly rinsed after disinfecting.

CDC recommends wearing gloves when you are cleaning or caring for someone who is sick. Otherwise, washing hands for 20 seconds with running water and wearing face coverings along with other preventative measures such as physical distancing and using hand sanitizers are seen as most appropriate for daily activities.

### HAZARD ANALYSIS CRITICAL CONTROL POINTS (HACCP)

HACCP is an internationally recognized method of identifying and managing food safety related risk and, when central to an active food safety program, can provide customers, the public, and regulatory agencies assurance that a food safety program is well managed.

### TOURISM SERVICE PROVIDERS

This term covers all individuals, businesses and entities in hospitality, travel and tourism that offer services to visitors in the destination. These include those in all of tourism's sub-sectors including Accommodation, Transportation, Food and Beverage; Entertainment and Recreation (including Sites and attractions); Meetings, Incentives, Conferences and Events (MICE); and Other Tourism Support and Related Services.

### TOURISM HEALTH INFORMATION SYSTEM (THiS)

THiS is a real-time, web-based application developed by the Caribbean Public Health Agency (CARPHA) to monitor for illnesses and potential outbreaks in visitor accommodations (Hotels, Guest Houses etc.) and to facilitate a confidential early warning and rapid response. THiS is intended to strengthen regional and national health systems and to enhance the health safety of staff, residents and visitors and the quality, reputation and sustainability of Caribbean tourism.

Through THiS, facilities and countries can proactively monitor COVID-19 syndromic trends and illness of visitors. Self-monitoring can be done by guests themselves. Plans are underway to extend THiS to service providers in other tourism sub-sectors.

<sup>1</sup> Based on CARPHA Interim COVID-19 Health Guidelines for Hospitality: Hotels and Guesthouses. Healthier, Safer Tourism

## USE OF GREEN/ENVIRONMENTALLY SAFE AND RECYCLED PRODUCTS

COVID-19 requires increased cleaning, sanitizing and disinfecting and the use of personal protective equipment (PPE) to ensure health safety - all of which can make use of safer products and tools to avoid harming staff, visitors and the pristine environment promoted by destinations across the Caribbean.

Use of eco-products that achieve the health safety requirements of COVID-19 and recognized through testing and certification by third party groups such as Green Seal, Ecologo and the EPA's Design for the Environment, is encouraged. Reducing the use of plastics, where possible, is also encouraged, e.g. digital mobile phone room entry instead of plastic room key cards.

## WHAT IS COVID – 19?

**COVID-19 is a new strain of coronavirus first identified in Wuhan City, China in December 2019. It was first noted that it usually takes 2 to 14 days for someone to show signs of infection after having come into contact with someone with the disease. This 2019 virus is a new strain of coronavirus that has not been previously identified in humans.**

## HOW COVID-19 SPREADS

There are 2 main routes by which people can spread COVID-19:

- ✓ By the respiratory droplets of an infected person (who coughs or sneezes) to people who are within 2 meters/6 feet, i.e. it is spread person to person, and
- ✓ By touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions AND then touching their own mouth, nose, or eyes (e.g. touching door knobs or shaking hands then touching own face)

## COVID-19 SYMPTOMS<sup>2</sup>

The most common symptoms of COVID-19 are:

- ✓ Fever
- ✓ Dry cough, and
- ✓ Tiredness

People of all ages who experience fever and/or cough associated with difficulty breathing/shortness of breath, chest pain/pressure, or loss of speech or movement should seek medical attention immediately.

Other less common symptoms that are usually mild and begin gradually include:

- ✓ aches and pains
- ✓ conjunctivitis
- ✓ loss of taste or smell
- ✓ nasal congestion
- ✓ sore throat
- ✓ rash on skin
- ✓ headache
- ✓ diarrhea
- ✓ discoloration of fingers or toes

- Some persons may show no symptoms (asymptomatic), but are positive
- According to WHO, most people (about 80%) recover from the disease without needing hospital treatment.

<sup>2</sup> <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub/q-a-detail/q-a-coronaviruses>

# REOPENING OF CARIBBEAN TOURISM & TRAVEL

## PRINCIPLES & KEY CRITERIA IN THE REOPENING OF TOURISM

### Guidelines and Checklist



As travel restrictions are lifted internationally in tourism generating countries and airlines resume flights to the region, CARPHA has issued Health Guidelines for the Hospitality Sector to support the health safety of residents and visitors as destinations across the Caribbean reopen for tourism.

These Guidelines are based on six (6) foundational principles needed in the restart and operation of tourism in 2020 and beyond. The recommendation is for these principles to permeate the COVID-19 measures and protocols of destinations and of tourism service providers.

## CARPHA GUIDELINES

- ✓ Lift Travel Restrictions in accordance with WHO Criteria and CARICOM Common Protocol;
- ✓ Build Consumer Confidence by establishing Healthy Practices in the Destination;
- ✓ Reconfigure Hospitality Businesses to follow Social Distancing and other Health Safety Practices;
- ✓ Institute Proactive COVID-19 Traveler's Health Practices;
- ✓ Heighten Public Education and Communication including for Employees and Visitors; and
- ✓ Sustain Permanent Partnerships among State and Non-State Actors on the Value Chain.

## SIX KEY CRITERIA<sup>3</sup>

These guidelines should be supported by the following six (6) criteria in each destination:

### 1. LOW LEVELS OF COVID-19 INCIDENCE

**This is the main pre-requisite for resuming tourism activities in any destination.**

It must be based on epidemiological evidence which shows that the spread of COVID-19 in that specific destination has significantly decreased and stabilized for a sustained period of time and is likely to remain stable with the increased tourist population.

### 2. HEALTH SYSTEM CAPACITY

**The tourism sector must assess availability of and access to sufficient health care.**

Sufficient health system capacity should be available for both residents and tourists so that, in the event of a sudden increase in cases, the health system is not overwhelmed. This is particularly important in areas that can expect higher rates of visitors due to the capacity of their tourism plant, i.e. large hotels and resorts, and the type and distance from healthcare infrastructure, e.g. homestay and vacation rental away from the regular thoroughfare.

If tourist areas have limited health care services and a considerable number of additional visitors can be expected, there arises a need for implementing additional response mechanisms, such as medical evacuation flights to, for example, medical facilities on neighbouring islands in the region.

<sup>3</sup> Adapted based on EU/WHO, May 13, 2020: COVID-19: EU Guidance for the Progressive Resumption of Tourism Services and for Health Protocols in Hospitality Establishments: [https://ec.europa.eu/info/sites/info/files/communication\\_tourismservices\\_healthprotocols.pdf](https://ec.europa.eu/info/sites/info/files/communication_tourismservices_healthprotocols.pdf)

### 3. SURVEILLANCE & MONITORING CAPACITY

**Systems must be in place to monitor and respond to changes in indicators of health service capacity.**

Increased surveillance and monitoring capacity on a local level are required to prevent introduction of the virus through travelers as well as spread from local populations to tourists. To support capacity, destinations should make use of CARPHA's real-time Tourism Health Surveillance and Monitoring Systems (e.g. THiS) if no current system of monitoring travelers health is used by a destination.

THiS is a confidential, web-based application for real-time syndrome surveillance of populations in tourism accommodations. This application was designed to enhance national surveillance systems by monitoring illnesses in tourist accommodations to identify public health threats in real-time in order to promote rapid response and disease spread.

Destinations using THiS would be meeting a key criterion in Caribbean travelers' health assurance and would be identified in Caribbean Traveler's apps as a recognized destination.

### 4. TESTING CAPACITY

**A pivotal criterion in the restart and continued operation of tourism activities is testing to detect cases, monitor the spread of the virus and to slow down or impede transmission.**

Recognizing the practices to date that have undergirded the Caribbean's success in containing the spread of COVID-19, we recommend that a robust testing mechanism for visitors, returning residents and citizens be a part of a destination's border entry requirements at this stage in the pandemic.

If pretesting in the country of origin is either not possible or practical within 72 hours of travel, protocols should be established by the host destination which provide for testing upon arrival. In all cases, passengers should be formally notified in advance of travel of all entry requirements at the destination as well as with respect to any specific protocols that will be expected e.g. wearing of face coverings, corporal temperature screening, etc. Additionally, passengers should be clearly advised in advance of travel of all details related to isolation requirements should they test positive for COVID-19 on arrival or at any point during their stay. Passenger must agree in advance of travel to abide by the protocols and laws of the host destination.

Robust testing means the Reverse-Transcription Polymerase Chain Reaction Test, i.e. RT-PCR which is currently the only test that detects SARS-CoV-2 with accuracy. This test has been recommended by the WHO, as persons at any stages of a SARS-CoV-2 infection can test negative when tested with a rapid antigen- or antibody-based tests. If in the course of time other tests become available that demonstrate more than 90% specificity and sensitivity (but ideally more than 95%) done within 72 hours before departure for the Caribbean, that test will be equally as acceptable.

Destinations should clearly communicate to all travelers and potential travelers the testing and general health safety protocols which they have established. This should stipulate the proof of testing documentation which is required for entry.

<sup>4</sup> [this.carpha.org](https://this.carpha.org)

### 5. CONTACT TRACING IS AVAILABLE

**Contact tracing is an effective and essential public health measure for the control of COVID-19.**

The aim is to promptly identify and manage contacts of COVID-19 cases to reduce further onward transmission. Ideally, such contact tracing must allow the sharing of relevant information between countries. This must, however, be balanced against any relevant data protection regulations nationally, regionally and internationally.

### 6. COORDINATION AND COMMUNICATION MECHANISMS

**Coordination and communication between and among tourism stakeholders is necessary.**

Mechanisms must be in place to allow for this between local authorities, organizations (i.e. NHTAs) and tourism service providers and between national governments within the region. In addition, cross-border coordination, information-sharing and communication are essential, particularly as Caribbean intra-regional tourism opens. Risk communication for visitors is also vital to ensuring they are informed about the local context and, for example, measures to follow in case of suspected COVID-19 cases.

# CHECKLIST OF KEY CRITERIA TO CONSIDER IN THE REOPENING OF TOURISM

**This Checklist Allows Quick Assessment of the Situation at the Destination to support the Effective Reopening of Tourism**

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable					
<b>1. LOW LEVELS OF COVID-19 INCIDENCES</b>					
<input type="checkbox"/>	Epidemiological Evidence shows spread of COVID-19 has significantly decreased, i.e. no new cases over a consecutive 14-day period	<input type="checkbox"/>	Nationally (Country-Wide)		
		<input type="checkbox"/>	Regionally (by Region in the Country- Input Region Name)	<input type="checkbox"/>	Region 1 (Input Name)
				<input type="checkbox"/>	Region 2
				<input type="checkbox"/>	Region 3
		<input type="checkbox"/>	Locally in Specific/Key Tourist Areas	<input type="checkbox"/>	Tourist Area 1
				<input type="checkbox"/>	Tourist Area 2
<input type="checkbox"/>	Tourist Area 3				
<input type="checkbox"/>	Epidemiological Evidence shows that the spread has also stabilised for a sustained period of 14 days (Low or 0 cases)	<input type="checkbox"/>	Nationally (Country-Wide)		
		<input type="checkbox"/>	Regionally (by Region in the Country- Input Region Name)	<input type="checkbox"/>	Region 1 (Input Name)
				<input type="checkbox"/>	Region 2
				<input type="checkbox"/>	Region 3
		<input type="checkbox"/>	Locally in Specific/Key Tourist Areas	<input type="checkbox"/>	Tourist Area 1
				<input type="checkbox"/>	Tourist Area 2
<input type="checkbox"/>	Tourist Area 3				
<b>2. SUFFICIENT HEALTH SYSTEM CAPACITY</b>					
<input type="checkbox"/>	Availability of Health Care that can meet the needs of residents and increased numbers of visitors	<input type="checkbox"/>	National Health Care System		
		<input type="checkbox"/>	Regional Health Care Systems	<input type="checkbox"/>	Region 1 (Input Name)
				<input type="checkbox"/>	Region 2
				<input type="checkbox"/>	Region 3
		<input type="checkbox"/>	In Specific/Key Tourist Area	<input type="checkbox"/>	Tourist Area 1
				<input type="checkbox"/>	Tourist Area 2
<input type="checkbox"/>	Tourist Area 3				
<input type="checkbox"/>	Adequate access to Health Care	<input type="checkbox"/>	Access in Place for Specific/Key Tourist Areas	<input type="checkbox"/>	Tourist Area 1
				<input type="checkbox"/>	Tourist Area 2
				<input type="checkbox"/>	Tourist Area 3
<input type="checkbox"/>	Medical Evacuation Arrangements in Place	<input type="checkbox"/>	In National System/Public Sector		
		<input type="checkbox"/>	By Key Service Providers	<input type="checkbox"/>	Accommodation Sector
<b>3. SURVEILLANCE &amp; MONITORING CAPACITY</b>					
<input type="checkbox"/>	Monitoring & Response Systems in place	<input type="checkbox"/>	By National/Public System	<input type="checkbox"/>	By Accommodation Providers
<input type="checkbox"/>	CARPHA System Used/In Place	<input type="checkbox"/>	By National/Public System	<input type="checkbox"/>	By Accommodation Providers
<b>4. TESTING CAPACITY</b>					
<input type="checkbox"/>	Border Management Policy in place for Testing	<input type="checkbox"/>	Robust testing is part of border entry requirements	<input type="checkbox"/>	Travelers notified in advance of entry requirements
<b>5. CONTACT TRACING</b>					
<input type="checkbox"/>	National System in Place				
<input type="checkbox"/>	Caribbean/Regional Collaboration in Place	<input type="checkbox"/>	CARPHA	<input type="checkbox"/>	CTO
<input type="checkbox"/>	International Collaboration in Place	<input type="checkbox"/>	CHTA	<input type="checkbox"/>	OECS
<b>6. COORDINATION AND COMMUNICATION</b>					
<input type="checkbox"/>	Local/National Coordination in Place	<input type="checkbox"/>	Between Health Agencies & Tourism Service Providers		
		<input type="checkbox"/>	Between Tourism Authority & Tourism Service Providers		
		<input type="checkbox"/>	Between National Tourism Association & Tourism Services Providers		
		<input type="checkbox"/>	Among Tourism Authority/Health Agencies/Tourism Association		
<input type="checkbox"/>	Cross-Border Coordination & Info Sharing	<input type="checkbox"/>	Coordination/Coordination with CARPHA in Place		



# REOPENING OF CARIBBEAN TOURISM & TRAVEL

## GUIDELINES FOR TOURISM MINISTRIES AND AGENCIES



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**CARPHA-CTO-CHTA-OECS-GTRCMC COVID-19 Task Force**

**June 22, 2020**

## TARGET GROUP

These Guidelines are provided for Tourism Ministries, Boards, Authorities and any other agencies involved in tourism development, management and marketing. These agencies may be further involved in spearheading and/or supporting the achievement of the health safety and tourism recovery objectives in their respective destination.

## FOCUS

Enabling Safe and Seamless Quality Tourism Experiences in full respect of Health Regulations to the benefit of employees, visitors and residents.

## PRIORITY<sup>5</sup>

- ✓ Support the Responsible Reopening of Tourism (according to WHO & CARICOM Protocols)
- ✓ Recover Traveller's Confidence
- ✓ Support Jobs and Livelihoods
- ✓ Support Recovery of Public Sector Revenue
- ✓ Heighten Quality Service Standards
- ✓ Ensure Public-Private Collaboration in the Reopening Process
- ✓ Enable Safe and Seamless Experiences for Visitors at the Destination
- ✓ Coordinate Protocols & Procedures
- ✓ Support Innovation and New Technologies in Tourism's New Normal
- ✓ Ensuring coordination with National Hotel and Tourism Associations (NHTA) and Industry

## SPECIFIC MEASURES

- ✓ **Supporting Policies:** Identify policies to support health safety adoption and implementation across the destination. Ensure coordination among Tourism, Health and other relevant Policies.
- ✓ **Incentives:** Incentivise new approaches to tourism and sanitation in the COVID-19 environment. Considerations, in the early phases of tourism's reopening may go into subsidizing the cost of testing for persons engaged in tourism and high-volume visitor businesses.
- ✓ **National Tourism COVID-19 Committee:** Set Up a National COVID-19 Coordination Committee to support protocol development and national implementation along with continued evaluation of guidelines to reflect new information on the virus.
- ✓ **Local Collaboration:** Collaborate with local Authorities, e.g. Ministry of Health/Transport/Border Control, NHTAs and Local/National Sector Associations, e.g. for Hotels, Transportation, Restaurants etc.
- ✓ **COVID-19 Health Assurance Certification:** Advance National Certification/Recognition Program and support and encourage regional recognition through CARPHA's CTHAS certification.
- ✓ **Coordination:** Ensure national and regional coordination in the reopening of tourism.
- ✓ **National Training:** Identify Training Needs and provide/support Training in the new Health Safety Protocols and Safe/Quality Service at the national, sub-sector and company/business levels.
- ✓ **Staff Management:** Evaluate in-office work and allow a work-from-home policy, if applicable.
- ✓ **Communication & Messaging:** Ensure that messages go out to inform visitors, tourism workers, the media and the public about existing protocols.
- ✓ **Marketing Promotion:** Promote proximity and domestic tourism in the short-term to enhance the local value chain (e.g. local producers). Target small groups, individual sports and eco-tourism.
- ✓ **Marketing Campaign:** Develop and Implement a relevant Marketing Plan and Campaign. Focus on small groups, heighten story telling for creating new tourism experience.
- ✓ **Digitization:** Provide reliable, consistent and easy to access information through digital means, advocate for heightened digitization of the sector to support contactless approaches.
- ✓ **Product Development:** Support new products and experiences for small groups and individuals.
- ✓ **Monitoring:** Continue to monitor changes in COVID-19 requirements and solutions and adjust protocols, messaging and training accordingly.

<sup>5</sup><https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2020-05/UNWTO-Global-Guidelines-to-Restart-Tourism.pdf>

# REOPENING OF CARIBBEAN TOURISM & TRAVEL

## GUIDELINES AND CHECKLIST FOR ALL TOURISM SUB-SECTORS

**Ground Transportation; Accommodation; Food & Beverage; Recreation and Entertainment;  
Meetings, Incentives, Conference & Events (MICE); & Tourism Services**



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**June 22, 2020**

**Ground Transportation; Accommodation; Food & Beverage; Recreation & Entertainment including Sites & Attractions; Meetings, Incentives, Conference & Events (MICE); and Tourism Services**

**TARGET GROUP**

These Guidelines are earmarked for Hospitality and Tourism Service Providers in the Caribbean including Retailers, Vendors and Public Markets at the destination.

**FOCUS**

Building User Confidence and Assurance in Tourism Service Delivery by ensuring that Health Safety Protocols are in place at key points in the Tourism Experience and Visitor Service provided.








**PRIORITY**

- ✓ Protecting Jobs and Livelihoods by Providing Health Safety & Quality Service
- ✓ Reconfiguring Business Operations to Minimize Health Safety Risks and to Protect the Safety of Employees, Visitors and Guests
- ✓ Integrating Technology, Digitization and Innovation
- ✓ Education and Training
- ✓ Clear Communication and Messaging
- ✓ Collaboration and Partnerships

**REQUIREMENT**

The guidelines and protocols must be adapted according to Size, Staff Number and Nature of the Tourism Service provided. Ultimately, they must be based on the National/Local Requirement at the destination.

**SEVEN (7) COMMON HEALTH SAFETY ELEMENTS**

						
1. <b>PHYSICAL DISTANCING</b>	2. <b>INFECTION PREVENTION</b>	3. <b>INFECTION CONTROL</b>	4. <b>MONITORING</b>	5. <b>RAPID RESPONSE &amp; REPORTING</b>	6. <b>TRAINING</b>	7. <b>COMMUNICATION &amp; MESSAGING</b>
	Coughing & Sneezing Etiquette; Hand Hygiene Face Mask, PPE	Ventilate, Clean Sanitize, Disinfect	Temperature Checks			

## REQUIRED PRIORITY GUIDELINES

### SPECIFIC COVID-19 HEALTH SAFETY MEASURES

Implementation of the following five (5) Special Health Safety Measures for Staff, Guests/Patrons, Facilities, and the Services provided as part of the Visitor Experience, is necessary:

#### 1. PHYSICAL DISTANCING:

##### ✓ Targeted Measures

This should be put in place in communal areas where staff, guests, patrons and visitors are likely to gather for prolonged periods, i.e. longer than 15 minutes. In principle, a distance of 5 to 6 feet or approximately 1.5 to 2 meters should be applied except for persons traveling together.

Protocol may include establishing a maximum number of staff, guests, patrons and visitors allowed in any common facility and in vehicles or water vessels, e.g. restaurants, bars, lobby, loading zones, attraction rides/tours, taxis. Reduced carrying capacity at all sites must be considered. This may require allocating booking slots, e.g. for meal times, tours, pool/gym use.

##### ✓ Alternative Measures

When physical distancing cannot be fully observed, alternative measures of protection may be used such as sneeze guards, impermeable barriers and wearing of face coverings. Careful consideration should also be given to whether some services should temporarily remain closed, e.g. childcare facilities, and to outdoor seating opportunities where possible. Large scale events should also be temporarily postponed.

#### 2. INFECTION PREVENTION AND CONTROL (IPC)

These include specific personal protective measures, ventilation and cleaning, sanitizing and disinfection protocols. These must be considered, communicated to staff, guests, patrons and visitors and implemented accordingly:

##### ✓ Personal Protective Measures

**(i) Respiratory Etiquette:** Strict respiratory etiquette should be communicated and followed (coughing or sneezing into a paper tissue or the elbow bend) by staff, guests, patrons and visitors. Tourism service providers should ensure the availability of paper tissues and contactless or foot-pedal garbage bins.

**(ii) Hand Hygiene :** Hand hygiene is an essential control measure. Hands must be washed thoroughly and often, using soap and water for a minimum of 20 seconds. Hand hygiene practices should be communicated to staff, guests, patrons and visitors through infographics at key areas/facilities, e.g. at entrances, in washrooms, at the cashier, elevator entrance, etc.

Tourism service providers should ensure easy access to hand washing facilities with soap, single use paper towels (use contactless faucets and dispensers as far as possible), or contactless automatic dryers. Alcohol-based hand rub solutions in contactless dispensers should also be available.

**NB: Alcohol-Base Level for Sanitizers:** Alcohol-Based Hand Sanitizers 60% alcohol or above may be used for personal hand sanitation purposes. For All other purposes, i.e. for cleaning, disinfecting and sanitizing surfaces, 70% alcohol or above is required.

<sup>9</sup><https://www.who.int/docs/default-source/inaugural-who-partners-forum/who-interim-recommendation-on-obligatory-hand-hygiene-against-transmission-of-covid-19.pdf>

**(iii) Use of Face Covering <sup>7</sup>:** The use of face covering, which includes face masks or other shields, should be worn by staff, guests, patrons and visitors, particularly in communal areas and public-facing situations when interactions with others is required.

**Vulnerable and High-Risk Groups:** Staff, guests, patrons and visitors in Vulnerable and High-Risk Groups<sup>8</sup> must use a face covering at all times.

According to WHO, COVID-19 is often more severe in people who are older than 60 years or who have health conditions like lung or heart disease, diabetes or conditions that affect their immune system. These are among the Vulnerable and High-Risk Groups.

Appropriate use of face covering is important and should be communicated to staff, guests, patrons and visitors. Face-covering must not replace core preventive measures.

## ✓ Ventilation

Increasing the number of air exchanges per hour and supplying as much outdoor air as possible is recommended - either by natural or mechanical ventilation, depending on the facility. For example, increased ventilation of guest rooms for at least one hour after check-out is suggested.

Cleaning of HVAC systems should be increased and air filters replaced more frequently in indoor spaces. The use of high-grade filters in enclosed spaces similar to aircraft cabins and elevators, is an option that may be explored.

A time log should be kept for documentation of all cleaning and upkeep undertaken.

## ✓ Cleaning Measures

There are three (3) levels of cleaning, i.e. Cleaning, Sanitizing and Disinfecting. Each is important to ensure the health safety of staff, guests, patrons and visitors. Cleaning of high touch surfaces as often as possible (at least daily and, if possible, more frequently, i.e. after use, hourly or at least once every two hours) is required.

### Example of Key High Touch Point and Surfaces

- |                        |                             |                               |
|------------------------|-----------------------------|-------------------------------|
| • Doors                | • Bar/Counter tops          | • Light and AC Control Panels |
| • Door Handles & Knobs | • Check-in/Payment Counters | • Remote Controls             |
| • Windows & Coverings  | • Point-of-Sale Terminals   | • Elevator Buttons            |
| • Seats and Chairs     | • Dining Surfaces           | • Touch Screens & Tablets     |
| • Seat Belt Buckles    | • Food Preparation Surfaces | • Staff PCs                   |
| • Arm Rests            | • Sinks, Faucets & Taps     | • Telephones                  |
| • Hand Rails           | • Keys and Locks            | • Pool/Water Safety Equipment |
| • Grab Handles         | • Steering Wheels           | • Gym Equipment               |
| • Table-tops           | • Driver/Vessel Controls    | • Vending & ATM Machines      |

<sup>7</sup> Major health organizations, including the CDC and WHO, have urged people to only use medical grade face masks if they are ill, so as not to spread the virus to others, or if they are a Health Care Provider

<sup>8</sup> <https://www.who.int/westernpacific/emergencies/covid-19/information/high-risk-groups>

## As a general rule, staff should:

- Prior to disinfecting, clean with detergent or soap and water if the surface is visibly dirty.
  - Wear gloves<sup>9</sup> and a mask and other protective equipment as required by the product instructions during cleaning and disinfecting.
  - Perform good hand hygiene before and after cleaning.
  - Always follow the instructions on the cleaning agents for how to dilute and apply to different surfaces.
  - Perform the procedure of cleaning and sanitizing after the end of the service provided, e.g. at check-out (for rooms); after drop-off (for ground transportation and water tours).
  - Be trained on manufacturer's directions and the Occupation, Safety and Health Administration (OSHA) requirements for safe use of cleaning chemicals.
  - Trained in the treatment of cleaning equipment, waste management and laundry. For laundry services, in addition to washing items in accordance with the manufacturer's instructions, staff should be aware of the CDC<sup>10</sup> guidelines and the circumstances for use of cold or hot water.
  - Be made aware of personal hygiene required following cleaning.
- 
- **Chemicals:** When choosing cleaning chemicals, products approved for use against COVID-19 should be considered. Eco-friendly or other disinfectants labeled to be effective against emerging viral pathogens should be used. Bleach alternatives should be applied as far as possible. If used, diluted household bleach solutions (5 tablespoons per gallon of water according to the manufacturer's instructions). Alcohol solutions with at least 70% alcohol that are appropriate for the surface should also be utilized accordingly.
  - **NB:** For personal use Alcohol-Based Hand Sanitizers with 60% alcohol or above may apply. Eco-Friendly Cleaners, Sanitizers and Disinfecting Chemicals, and Recycled Products should be used, as far as possible, for continued support to climate change mitigation and to maintaining the pristine environment of the region.

## 3. SCREENING AND TEMPERATURE CHECKS FOR SYMPTOMS OF COVID-19

### ✓ COVID-19 Symptoms <sup>11</sup> (WHO)

The most common symptoms of COVID-19 are fever, dry cough or cough associated with difficulty breathing/ shortness of breath, chest pain/pressure, and tiredness. Other symptoms that are less common include aches and pains, nasal congestion, headache, conjunctivitis, sore throat, diarrhea, loss of taste or smell or a rash on skin or discoloration of fingers or toes. These symptoms are usually mild and begin gradually.

**Screening Questions:** Suggested screening questions for COVID-19 symptoms for staff, guests, patrons and visitors are:

- Have you been in close contact in the past 14 days with a confirmed case of COVID-19?
- Have you been diagnosed with COVID-19?
- Have you been told by a health care provider or public health official to self-quarantine?
- Are you experiencing a cough, shortness of breath/difficulty breathing, chills, muscle pain, new loss of taste or smell, or sore throat?
- Have you had a fever in the last 48 hours?
- Have you had vomiting or diarrhea in the last 24 hours?
- Have you had a fever in the last 48 hours?
- Have you had vomiting or diarrhea in the last 24 hours?

<sup>9</sup> CDC recommends wearing gloves when you are cleaning (or caring for someone who is sick).

<sup>10</sup> <https://www.cdc.gov/infectioncontrol/guidelines/environmental/background/laundry.html>

<sup>11</sup> <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub/q-a-detail/q-a-coronaviruses>

#### ✓ Temperature Checks

Fever, remains among the key symptoms displayed and, due to this, screening by temperature checks for employees, guests, patrons and visitors is an essential measure. An elevated temperature of over 100.4 degrees Fahrenheit (F) or 38 degrees Celsius (C) is cause for concern.

**General Rule:** Employees, guests, patrons and visitors must be screened with the use of a no-touch thermometer to ensure that temperatures are not elevated over 100.4 degrees Fahrenheit (F) or 38 degrees Celsius (C).

#### Staff:

- Employees should undergo daily temperature screening at the start of their shift/work day. Online monitoring forms should be considered for recording temperature checks
- Staff with elevated temperatures, i.e. over 100.4 F or 38 C, should not be allowed to work but should be sent for further screening at a designated health facility - on site if one is available or at the designated public or other facility off site
- Staff should stay at home if they are unwell and/or if they, or a household member, exhibit COVID-19 symptoms
- Staff with elevated temperatures or exhibiting COVID-19 symptoms should be tested

#### Guests, Patrons and Visitors:

- At accommodation facilities, temperature screening for guests, should be done on a regular basis during their stay
- Temperatures of patrons and visitors should be taken prior to commencing a tourism activity or tour, e.g. transportation, restaurant services, and at sites and attractions.
- Persons displaying elevated temperatures should not participate in planned activities, but local health authorities should be advised to facilitate screening and possible testing.

### 4. REAL-TIME MONITORING, RAPID RESPONSE AND REPORTING/CONTACT TRACING

#### ✓ Monitoring & Rapid Response Reporting

Tourism service providers must rapidly respond and report any changes, on a real-time basis, that may escalate risk to contagion to local authorities for immediate action. Due to this, it is best if systems are in place for real-time monitoring of the health of staff, guests and patrons, where appropriate. Where possible, applications should be utilized, such as CARPHA'S THiS, for confidential early warning, response and real-time monitoring of illnesses.

**✓ Contact Tracing:** Contact details of employees, guests, patrons and visitors must be available in case they are needed for contact tracing. In the absence of formal contact tracing apps, guests and visitors should, at the minimum, be encouraged to keep their smart phone location sensor on for the duration of their stay to facilitate contact tracing around the destination.

Contact tracing measures must be strictly limited for the purpose of dealing with COVID-19 outbreak and established according to rules, which ensure the highest level of privacy and data protection.

## GUIDELINES

### SYMPTOMATIC VISITOR MANAGEMENT REPORTING PROCESS

The following CDC-approved five-step process must be implemented if staff, guests, visitors or patrons exhibit elevated temperatures and COVID-19 “Influenza-Like” symptoms. This is intended to assist the person and to protect everyone from potential COVID-19 transmission as quickly as possible.



### 5. SUPPLIES <sup>12</sup>

#### ✓ Checklist of General Supplies/Eco-Friendly Products

Tourism service providers must rapidly respond and report any changes, on a real-time basis, that may escalate risk to contagion to local authorities for immediate action. Due to this, it is best if systems are in place for real-time monitoring of the health of staff, guests and patrons, where appropriate. Where possible, applications should be utilized, such as CARPHA'S THIS, for confidential early warning, response and real-time monitoring of illnesses.

While supplies will vary depending on the service and activity, general and basic supplies will include where applicable:

- Thermometers: Infrared No-Contact Hand-Held Thermometers (minimum of four - two per entrance and two for staff) and/or Full Body Thermal Scan - one per entrance
- ISO Masks (PAPRs, CAPRs, N95s), enough for each staff for each shift to have at least one
- Face Shields and Protective Eyewear
- Bag (disposable for possibly contaminated items. Bags should be made from recycled or eco-friendly material as far as possible)
- Disposable Gloves<sup>13</sup> (mainly for cleaning and made of recycled or eco-friendly material)
- Disposable Aprons
- Alcohol-Based Hand Sanitizer (60% alcohol or above for personal use by employees/guests/patrons)
- Spray Disinfectant/Wipes
- Cleaning Disinfectant
- Cleaning Sanitizers (70% alcohol base or above)
- Single Use Paper Napkins or Towels
- Contactless Soap Dispensers
- Hands-Free Garbage Bins with Covers
- Contactless Automatic Dryers for Drying Hands
- Measuring Device (tape measure, yardstick, 6 ft. pole etc.)
- Indicators (flags, markers, stakes, cones, tapes, stickers etc.)
- Signage for Protocols, Awareness regarding Symptoms & Contact Information

<sup>12</sup> In consideration of elements of WHO COVID-19 Essential Supplies Forecasting Tools of April 29, 2020 <https://www.who.int/who-documents-detail/covid-19-essential-supplies-forecasting-tool>

<sup>13</sup> CDC recommends wearing gloves when you are cleaning or caring for someone who is sick. Otherwise, washing hands for 20 seconds with running water and wearing face masks along with other preventative measures such as physical distancing and using hand sanitizers are seen as most appropriate for general daily activities.

### ✓ Delivery of Supplies

Attention must also be paid to the procedures involved in receiving the delivery of all supplies (including food) to ensure consistency of health safety across all service points in order.

#### **Delivery personnel should:**

- not be allowed to drop-off supplies without the use of a mask or face covering
- undergo temperature checks on entry to the delivery/drop-off point on the property/site/office
- practice hand hygiene and cough etiquette
- be denied entry if their temperature is elevated; and
- with elevated temperatures, be documented

#### **Reporting**

- Instances where entry is denied due to elevated temperature or visible symptoms must be reported to the relevant health authority on a real-time basis
- Receiving Supplies
- Delivery receiving areas must be kept clean and disinfected after each delivery
- Products must be removed from external containers or packaging before storage. Where this is not possible or practical, clean and sanitize packages and containers as appropriate prior to storage.

#### **Receiving Supplies**

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- Products must be removed from external containers or packaging before storage. Where this is not possible or practical, clean and sanitize packages and containers as appropriate prior to storage.

## OTHER NECESSARY GUIDELINES

Guidelines in this category fall under the following **six (6) broad headings:**

### **1. MANAGEMENT OPERATION**

Management, which covers the owner or operator of tourism services, must set the direction to successfully achieve the priority areas and health safety objectives by implementing the following Measures and Protocols:

#### ✓ Local Regulatory Compliance

All tourism enterprises and services must comply with National Legislative and Regulatory requirement related to the tourism service and/or business activity in which they are involved.

#### ✓ Preparedness & Action Plan Development

An official COVID-19 Preparedness & Action Plan is necessary. This must allow for assessment of the visitor experience and staff assurance at all facilities and service points and the outline of Special Policies and Standard Operating Procedures (SOPs) adjusted for heightened health safety.

Specific actions to be taken in case of infection should be outlined within an established Quarantine Procedure. The role and responsibilities of staff should be detailed, presented to each staff and made available at all times.

### ✓ COVID-19 Health Safety Management Team and/or Point Person

This protocol allows for an assigned COVID-19 Manager or Person to continually support, assess and ensure that protocols are being enacted. Large companies and those with multiple locations for operations should consider designating a team.

### ✓ Local Coordination Arrangements & Partnerships

Communication and constant coordination are required at the local level between Ministries/Departments of Health; Tourism Ministries/Departments/Boards and Hotel and Tourism Associations and Tourism Service Providers. This is to ensure that the latest rules and regulations in any given geographical area are shared, applied and their implementation monitored.

Partnerships for additional support such as capacity development and human resources training must also be facilitated. This will further enable a wider participation in decision making and in ownership and uptake of the decisions made.

## 2. HUMAN RESOURCES & TRAINING

Human resource remains a central factor in the delivery of the tourism service. Managing staff and ensuring health safety and quality service standards must now take on different approaches and heightened levels as these too must adapt to requirements brought on by COVID-19.

### ✓ Management of Staff

Measures that decrease the physical presence of staff at the workplace should be considered. Staff such as those performing duties that may be compatible with teleworking, could be encouraged to work from home. As a temporary measure, staff with serious underlying conditions, may need to be placed in other functional areas based on the level of physical interaction required.

### ✓ Comprehensive Training & Capacity Development Plan

A COVID-19 Compliant Comprehensive Training Plan is necessary. A collaborative approach should be taken in the implementation of the training plan. This collaboration and partnership with Ministries of Tourism and Health as well as with National Tourism Sector Associations and similar Regional Tourism Agencies, such as the CTO and CHTA should be undertaken. These agencies are also involved in COVID-19 tourism training and capacity development. The Plan can, therefore, leverage the training of these agencies allowing resources to be utilized more effectively.

The Training and Capacity Development Plan should also consider the emotional impact of this COVID-19 crisis and its related “Paradigm Shift” on all persons in the tourism sector, which, in the case of employees, must be continually monitored and assessed.

Allowances for Counseling and Coaching must, therefore, be included as part of the capacity development and training program of tourism services providers. This likewise, should be done in collaboration with national and/or regional health and other relevant agencies.

## ✓ Training and Capacity Development Focus Areas

Capacity development to deliver quality COVID-19 compliant service must now be at the forefront of awareness building and training.

Staff involved in providing a tourism service must be aware of “All Things COVID-19”, with additional considerations made to mitigate emotional consequences due to COVID-19 that may impact negatively on the workplace and in the delivery of the tourism service.

Training and capacity development should include:

- COVID-19 Causes and Symptoms
- Physical Distancing Measures for the Workplace
- Infection Prevention and Control (IPC) Measures & Personal Protection, including use of face covering and other personal protective equipment (PPE)
- New cleaning, sanitizing, and disinfecting practices, along with manufacturers' instructions for the use of products for these purposes
- Monitoring and Reporting
- Rapid Response Actions (required if staff or guests/visitors present symptoms)
- Implementing Quarantine Protocols
- Interacting with visitors/guests and other staff
- Customer Service in the COVID-19 Era
- Sales and Selling Skills in a COVID-19 Era
- First Aid in a COVID-19 Environment
- Post COVID-19 Staff Counseling and Coaching Techniques

## 3. COMMUNICATION & INFORMATION

Information must be continually communicated to employees and visitors. Communication must also flow effectively among partners and stakeholder authorities national and regionally.

### ✓ Information for Staff

Staff must inform and be informed regularly on all matters related to health and safety procedure, policies, operations, and expectations. Likewise, the information must be reliable, consistent and easily accessible and must be reinforced verbally and by other digital means.

### ✓ Information for Visitors

For visitors, communications on protocols and measures in place and their role and responsibility, must begin before their arrival at the destination. The information must also include current national guidelines of the government and local health authority. The information must be reliable and consistent. This information can be reinforced and further detailed or expanded at touch points on site as they utilize the tourism service.

## ✓ Communication Modes/Signage

Information must be easily accessible including through digital means – online/via Short Message Service (SMS) on phones. Staff and Visitors/Guests should also be informed through specific signage (information infographics, including adaptations for those who are visually impaired) at entrances of tourism facilities; recreational and entertainment areas including sites and attractions. Signage must also be located in “back-of-house” or staff-only areas for information and directional purposes of employees and other individuals in those locations.

Leaflets with information could also be provided upon request. Information on leaflets and signage in different languages, including Spanish and French should also be considered. General leaflets could include information, on:

- (i) the signs and symptoms of COVID-19;
- (ii) what to do in case they develop symptoms and signage on where to go, e.g. “Check Health Station” or “Check Resort Nurse” during their stay; and
- (iii) what to do if they develop symptoms within 14 days following departure.

## ✓ External Communication

Mechanisms must be in place to ensure constant communication between local/national public health/tourism authorities and sector associations. Communication with external travel trade, and sales and business partners must also be factored. They must also be kept fully apprised of what is happening locally and onsite for them to perform their function and support accordingly.

## ✓ Building Trust & Assurance

Certification and Recognition Programs can play an even greater role as part of Public Relations (PR) and promotional communication activities. All tourism service providers are encouraged to seek certification or recognition, where possible, including CARPHA's regional stamp of approval (Caribbean Travel Health Assurance Stamp - CTHAS).

## 4. TECHNOLOGY & DIGITIZATION

Physical distancing and the measures required to mitigate the spread of COVID-19 have necessitated an increased use of technology for communication and the digitization of information and processes. This must now be maximized to the highest extent possible as touchless travel will become the norm.

Evaluation of areas that could be easily digitized must be undertaken. Areas for consideration include:

- contactless payments to reduce the physical handling of cash and credit cards
- contactless/mobile phone check-ins and check-outs
- digital keys
- e-tickets purchases and e-booking for visits and entertainment
- automatic faucets
- automatic dispensers for soaps, hand sanitizers and hand towels
- automatic/contactless hand dryers; and
- contactless garbage bins

### 5. LIABILITY OF POTENTIAL EXPOSURE

Tourism enterprises and operations should review all areas of potential liability and incorporate waiver and disclaimer language into contracts, reservations, bookings, sales agreements, activity waiver documents etc. The new era of COVID-19 presents a possibility for increased liability claims by employees, guests, and other customers who may claim negligence as a cause for contracting the virus.

This underscores the importance of having in place protocols, training commitments, communications materials and operational practices aimed at minimizing contagion. Tourism Services Providers should include, as part of the reservation or registration process, a Disclaimer which outlines guest responsibilities and limitations of liability.

### 6. EVALUATION AND ADJUSTMENTS

Health safety measures should be regularly monitored, re-evaluated and adjusted. As new and more efficient solutions become available, less efficient or more burdensome measures should be discontinued.

Tourism service providers should undertake scheduled drills and tabletop exercises to further develop and refine COVID-19 measures and protocols. Evaluation should also consider any new information and approaches needed, to remain current with public health needs.

# CHECKLIST OF GUIDELINES FOR ALL TOURISM SERVICES

This checklist is a summary of the recommended Guidelines.  
It allows a self-check to evaluate consistency with and coverage of core areas.

## REQUIRED PRIORITY GUIDELINES FOR ALL TOURISM SERVICES

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable				
<b>SPECIFIC COVID-19 HEALTH SAFETY MEASURES</b>				
<b>(1) PHYSICAL DISTANCING</b>				
<input type="checkbox"/>	Physical Distancing in place for Communal Areas	<input type="checkbox"/>	Distancing, of 5 – 6 feet/1.5 - 2 meters, is applied to communal areas	
		<input type="checkbox"/>	Maximum numbers established for each common facility	
		<input type="checkbox"/>	Allocated slots for use of service is in place	
<input type="checkbox"/>	Alternate Measures are applied where Physical Distancing cannot be fully observed	<input type="checkbox"/>	Sneeze Guards or Impermeable barriers are used	
		<input type="checkbox"/>	Masks are required and worn over nose, mouth and chin	
		<input type="checkbox"/>	Consideration has gone into temporarily closing some services	
<b>(2) INFECTION PREVENTION AND CONTROL (IPC) MEASURES</b>				
<b>Personal Protective Measures</b>				
<input type="checkbox"/>	Specific Personal Protective Measures	<input type="checkbox"/>	Respiratory Etiquette	<input type="checkbox"/> Coughing or sneezing methods are communicated and practised
				<input type="checkbox"/> Contactless paper tissue dispensers with contactless bins are available for use
		<input type="checkbox"/>	Hand Hygiene	<input type="checkbox"/> Infographics communicate hand hygiene (washing for 20 seconds)
				<input type="checkbox"/> There is easy access to contactless hand washing facilities and/or hand sanitizers 60% alcohol base and above (for personal use)
		<input type="checkbox"/>	Face Covering	<input type="checkbox"/> Use of face covering by all is required
				<input type="checkbox"/> Appropriate type and use of face covering are communicated
<b>Ventilation and Cleaning</b>				
<input type="checkbox"/>	Ventilation and Cleaning Protocols are Communicated and in place	<input type="checkbox"/>	Ventilation	<input type="checkbox"/> Number of air exchanges per hour in enclosed areas are increased and as much outdoor air is supplied as possible
				<input type="checkbox"/> Cleaning of HVAC Systems has been increased and air filters replaced more frequently in indoor spaces
				<input type="checkbox"/> Rooms ventilated for at least 1 hour after guest check out
		<input type="checkbox"/>	Cleaning, Sanitizing & Disinfection	<input type="checkbox"/> Heightened cleaning procedure after visitor use of facility/service and after check-out is performed
				<input type="checkbox"/> Staff informed of the treatment of cleaning equipment, waste management, laundry, & personal hygiene following cleaning
				<input type="checkbox"/> Frequently touched surfaces are cleaned very often

# CHECKLIST OF GUIDELINES FOR ALL TOURISM SERVICES

## OTHER NECESSARY GUIDELINES FOR ALL TOURISM SERVICES

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable					
<b>The following high touch surfaces in high use/Communal areas are cleaned daily, but preferably every 2 hours, or hourly or after use. Eco-safe and recycled products are used for cleaning where relevant and as far as possible:</b>					
<input type="checkbox"/>	Doors	<input type="checkbox"/>	Bar/Counter tops	<input type="checkbox"/>	Light and AC Control Panels
<input type="checkbox"/>	Door Handles & Knobs	<input type="checkbox"/>	Check-in/Payment Counters	<input type="checkbox"/>	Remote Controls
<input type="checkbox"/>	Windows & Coverings	<input type="checkbox"/>	Point-of-Sale Terminals	<input type="checkbox"/>	Elevator Buttons
<input type="checkbox"/>	Seats and Chairs	<input type="checkbox"/>	Dining Surfaces	<input type="checkbox"/>	Touch Screens & Tablets
<input type="checkbox"/>	Seat Belt Buckles	<input type="checkbox"/>	Food Preparation Surfaces	<input type="checkbox"/>	Staff Personal Computers (PCs)
<input type="checkbox"/>	Arm Rests	<input type="checkbox"/>	Sinks, Faucets & Water Taps	<input type="checkbox"/>	Telephones
<input type="checkbox"/>	Hand Rails	<input type="checkbox"/>	Keys (room) and Locks	<input type="checkbox"/>	Pool/Water Safety Equipment
<input type="checkbox"/>	Grab Handles	<input type="checkbox"/>	Steering Wheels	<input type="checkbox"/>	Gym Equipment
<input type="checkbox"/>	Table-tops	<input type="checkbox"/>	Driver/Vessel Controls	<input type="checkbox"/>	Vending & ATM Machines
<b>(3) TEMPERATURE CHECK SCREENING</b>					
<b>For Staff</b>			<b>For Guests, Patrons, Visitors</b>		
<input type="checkbox"/>	Staff undergo daily temperature screening		<input type="checkbox"/>	Temperature screening of guests is done on a regular basis during their accommodation/stay	
<input type="checkbox"/>	Staff with temperature over 100.4 F/38 C is sent home and/or for further screening		<input type="checkbox"/>	Temperatures of patrons are taken prior to commencing a tourism activity or tour by the activity/tour providers	
<input type="checkbox"/>	Staff exhibiting other COVID-19 symptoms are sent for further screening and testing, if necessary at designated public facility		<input type="checkbox"/>	Patrons with elevated temperature and or exhibiting COVID-19 symptoms are referred to the health authority for further screening and, if required must also be tested	
<input type="checkbox"/>	Staff stay home if they or household member are unwell		<input type="checkbox"/>	Persons displaying elevated temperatures cannot participate in planned activities	
<b>(4) REAL-TIME MONITORING, RAPID RESPONSE &amp; REPORTING/CONTACT TRACING</b>					
<b>Monitoring &amp; Rapid Response Reporting</b>					
<input type="checkbox"/>	The WHO Symptomatic Reporting Process is in place and known by staff, i.e. Inform, Isolate, Trace, Clean and Report		<input type="checkbox"/>	CARPHA THiS Daily/Regular Monitoring and Real-Time Reporting System is in place and used accordingly	
<b>Contact Tracing</b>					
<input type="checkbox"/>	Contact details for tracing is facilitated		<input type="checkbox"/>	Real-time Reporting is facilitated	
<b>(5) SUPPLIES &amp; ECO-FRIENDLY PURCHASES</b>					
<b>Supplies Checklist</b>					
<input type="checkbox"/>	Supplies Checklist is in place for key areas along the points of service		<input type="checkbox"/>	On the supplies list, contactless and automatic products are purchased, as far as possible	
<input type="checkbox"/>	Eco safe and recycled products are purchased, as far as possible		<input type="checkbox"/>	Staff are supplied with relevant PPE for use at work	
<b>Receiving Delivery of Supplies</b>					
<input type="checkbox"/>	Suppliers are aware that all delivery personnel cannot deliver supplies unless they are properly attired with the necessary mask/PPE		<input type="checkbox"/>	If delivery personnel are denied entry due to elevated temperatures, it is documented and rapidly reported to the relevant health authority	
<input type="checkbox"/>	Delivery personnel undergo temperature checks at site/property entrances		<input type="checkbox"/>	Delivery receiving areas must be kept clean and disinfected after each delivery	
<input type="checkbox"/>	Delivery personnel is denied entry if their temperature is elevated				
<input type="checkbox"/>	Products are removed from external containers or packaging before storage. Where this is not possible or practical, packages and containers are cleaned and sanitized as appropriate prior to storage				

# CHECKLIST OF GUIDELINES FOR ALL TOURISM SERVICES

## OTHER NECESSARY GUIDELINES FOR ALL TOURISM SERVICES

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable			
<b>OTHER MANAGEMENT, OPERATIONAL AND NECESSARY MEASURES</b>			
<b>1. MANAGEMENT OPERATION</b>			
<b>Local Regulatory Compliance</b>			
<input type="checkbox"/>	Business Compliant with Government Legislative and Regulatory Requirements		
<input type="checkbox"/>	Required Business/Operational or Reopening License in Place (where required)		
<b>Preparedness and Action Plans</b>			
<input type="checkbox"/>	Preparedness & Action Plan in Place	<input type="checkbox"/>	Includes actions required to deal with Infection
		<input type="checkbox"/>	Presented to each staff and available at all times
<input type="checkbox"/>	SOPs for Contagion in Place	<input type="checkbox"/>	SOPs Adjusted to include heightened Health Safety Measures
		<input type="checkbox"/>	Quarantine SOP in place
		<input type="checkbox"/>	Presented to each staff and available at all times
<b>COVID-19 Health Safety Management Team and/or Point Person</b>			
<input type="checkbox"/>	COVID-19 Compliance Team in place	<input type="checkbox"/>	Point Person designated to continually check and ensure compliance
<b>Local Coordination Arrangements and Partnerships</b>			
<input type="checkbox"/>	Arrangements in Place	<input type="checkbox"/>	With National Public Health Agency
		<input type="checkbox"/>	With Tourism Ministry
		<input type="checkbox"/>	With National Tourism/Hospitality Association (NHTA)
<b>2. HUMAN RESOURCES AND TRAINING</b>			
<b>Managing Staff</b>			
<input type="checkbox"/>	Measures in place to decrease physical contacts and time of physical contacts	<input type="checkbox"/>	Measures decreasing physical presence of staff at work
		<input type="checkbox"/>	Staff compatible with teleworking are encouraged to work from home
		<input type="checkbox"/>	Shifts in Work and in Meal Times are introduced
		<input type="checkbox"/>	Increased use of electronic means of communication
<b>Comprehensive Training &amp; Capacity Development Plan</b>			
<input type="checkbox"/>	Comprehensive Plan Developed	<input type="checkbox"/>	Collaborative Approach to Training taken
<b>Training &amp; Capacity Development Focus Areas</b>			
<input type="checkbox"/>	COVID-19 Causes & Symptoms	<input type="checkbox"/>	Implementing Quarantine Protocols
<input type="checkbox"/>	Physical Distancing Measures	<input type="checkbox"/>	Rapid Response Actions (required if staff or guests/visitors present symptoms)
<input type="checkbox"/>	IPC Measures & Personal Protection, including use of face covering and other PPE	<input type="checkbox"/>	Monitoring and Reporting
<input type="checkbox"/>	Interacting with visitors/guests and other staff	<input type="checkbox"/>	First Aid in a COVID-19 Environment
<input type="checkbox"/>	New Cleaning, Sanitizing, and Disinfecting Requirements and Practices	<input type="checkbox"/>	Customer Service in the COVID-19 Era
		<input type="checkbox"/>	Sales and Selling Skills in a COVID-19 Era
<input type="checkbox"/>	Manufacturer's instructions for use of cleaning, sanitizing & disinfecting product	<input type="checkbox"/>	Post COVID-19 Staff Counselling & Coaching

# CHECKLIST OF GUIDELINES FOR ALL TOURISM SERVICES

## OTHER NECESSARY GUIDELINES FOR ALL TOURISM SERVICES

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable			
<b>3. COMMUNICATION AND INFORMATION</b>			
<b>Information on Health Safety Measures</b>			
<input type="checkbox"/>	Visitor Information	<input type="checkbox"/>	Measures at the destination is given
		<input type="checkbox"/>	Measures at the Facility/Service Provided
		<input type="checkbox"/>	Information provided prior to arrival
		<input type="checkbox"/>	Information is given in two or more languages
<input type="checkbox"/>	Staff Information	<input type="checkbox"/>	Staff Informed of Health Safety Procedure, Policies, Operations and Expectation
<input type="checkbox"/>	External Communication	<input type="checkbox"/>	Travel Trade and External Partners kept informed and updated
<b>Building Trust and Confidence</b>			
<input type="checkbox"/>	National Assurance Certification or Recognition Planned	<input type="checkbox"/>	CARPHA regional CTHAS Certification Planned
<input type="checkbox"/>	International Assurance Certification or Recognition Planned e.g. WTTC Safe Travel Stamp		
<b>Communication by Signage</b>			
<input type="checkbox"/>	Signage used at entrances to facility/site/service and at other key points	<input type="checkbox"/>	Signage used to provide information on symptoms of COVID-19
<input type="checkbox"/>	Signage used to facilitate Physical Distancing requirements	<input type="checkbox"/>	Signage provides information in two or more languages
<b>4. TECHNOLOGY AND DIGITIZATION</b>			
<input type="checkbox"/>	Evaluation done of Digitization Possible	<input type="checkbox"/>	Contactless Technology is used as far as possible, e.g. soap dispensers, faucets, hand dryers, paper towel dispensers, bins, for bill payments, e-ticketing etc.
<input type="checkbox"/>	Technology Needs Identified		
<b>5. LIABILITY OF POTENTIAL EXPOSURE</b>			
<input type="checkbox"/>	Review done of all areas of Potential Liability	<input type="checkbox"/>	Waiver & Disclaimer Language is Included in Contracts and information platforms
<b>6. EVALUATION AND ADJUSTMENTS</b>			
<input type="checkbox"/>	Policy in place to regularly re-evaluate and adjust measures to protect health of guest and workers		



# REOPENING OF CARIBBEAN TOURISM & TRAVEL

## GUIDELINES AND CHECKLIST FOR TOURISM GROUND TRANSPORTATION



CARIBBEAN  
HOTEL & TOURISM  
ASSOCIATION



**CARPHA-CTO-CHTA-OECS-GTRCMC COVID-19 Task Force**

**June 22, 2020**

## OVERVIEW

Tourism Ground Transportation is the main means by which to carry passengers to the site where tourism services are performed when they are in the destination. Most importantly, ground transportation is pivotal to the transfer of tourists to their place of stay or places of interest when they arrive at the ports of entry. Ground transport providers are, therefore, among the first to have personal contact with tourists and visitors.

While there are a range of ground transportation vehicles with different seating capacities, all ground transportation generally operates in a high-risk environment due to the confined space in which the service is provided. This is compounded by the variety of surfaces to touch – door handles; seats, armrests and chairbacks etc. In addition, there is no access control to potentially identify sick persons.

COVID-19 health safety guidelines require that increased focus must be placed, not only on the vehicle, but more importantly, on the driver of the vehicle and also on the critical points of the tourism experience related to the trip. These include waiting areas, the pick-up and drop-off processes and the trip, regardless of its duration. In fact, it is important that health safety compliance is achieved, at the same level, in all areas of the ground travel process to maintain consistency throughout the service experience. This means that protocols must be effectively applied from the waiting area and pick-up to drop-off point.

## TARGET GROUP

These guidelines provide a point of reference for all ground transport operators that facilitate the movement of tourists and visitors while at the destination. It is also a point of reference for transportation of employees. It specifically targets drivers whether they are an independent owner of the ground transport vehicle or an assigned driver of a company owned vehicle.

## FOCUS

Passenger reassurance through the implementation of health safety measures during the ground transportation experience.

## KEY POINTS IN THE GROUND TRANSPORTATION EXPERIENCE



# GUIDELINES FOR TOURISM GROUND TRANSPORTATION

## PRIORITY

- ✓ Protecting Jobs and Livelihoods
- ✓ Safeguarding the Health of the Driver
- ✓ Assuring Passenger Health Safety
- ✓ Ensuring Quality Customer Service
- ✓ Education and Training
- ✓ Clear Communication and Messaging
- ✓ Collaboration and Partnerships

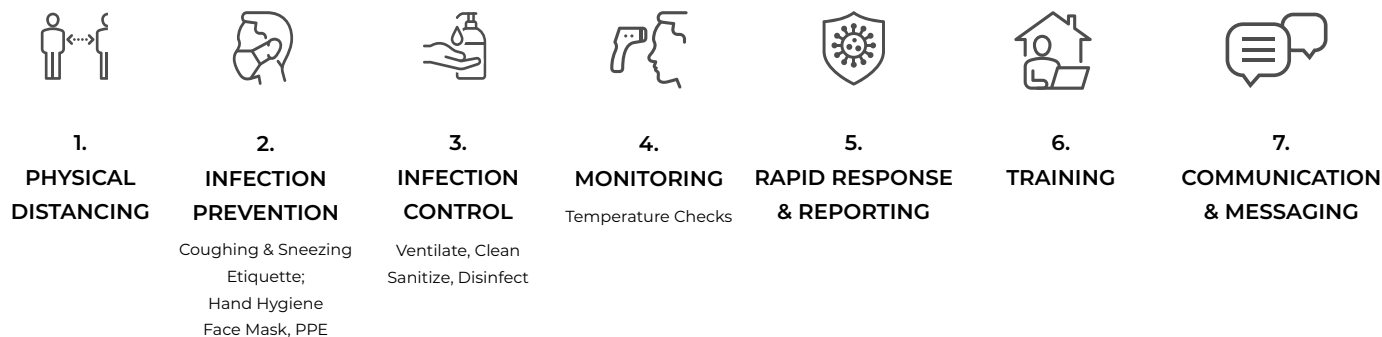
## CAPACITY

It is recommended that capacity in all vehicles be reduced to 70% for groups of strangers, e.g. 29 seaters to carry 20, 15 seaters to carry 10, 5 seaters to carry 3. Tourism transport providers must, however, ensure that the capacity limit utilized adheres to that set nationally by the relevant authority.

## FOCUS

Passenger reassurance through the implementation of health safety measures during the ground transportation experience.

## SEVEN (7) COMMON HEALTH SAFETY ELEMENTS



## GUIDELINES

Guidelines are provided in Checklist Format in **Section 4.1** and covers the following five (5) core areas:

### (1) MANAGEMENT OPERATIONS

Ground transportation must be operationally ready to resume services and ensure excellence in all areas. This means that applicable reopening licenses as required by government along with COVID-19 actions and readiness plans, policies and protocols must be in place.

### (2) TRAINING & CAPACITY BUILDING

COVID-19 actions and readiness plans, policies and protocols should be executed by all drivers, who should be fully aware of and well-trained to do so. They must also be trained in customer service and contactless greeting in the new COVID-19 environment to ensure that quality but safe and friendly service continues.

### (3) HEALTH SAFETY & HYGIENE MEASURES FOR A SAFE EXPERIENCE

These measures ensure physical distancing; the application of Infection Prevention and Control (IPC) requirements such as hand washing/sanitizing; use of PPE; ventilation; and cleaning, sanitizing and disinfecting.

Focus is placed on:

- ✓ Waiting & Pick-Up/Drop-Off Zones
- ✓ Drivers
- ✓ Passengers
- ✓ Vehicles

#### **(4) COMMUNICATION AND OTHER SPECIAL CONSIDERATIONS**

Ground transportation services must also be involved in communicating information on safety guidelines to passengers. These and other areas for consideration are noted.

**NB:** Along with these Guidelines, reference should be made to **Section 3: “Guidelines for All Sub-Sectors of Tourism”**.

# CHECKLIST OF GUIDELINES FOR TOURISM GROUND TRANSPORTATION

**This checklist is a summary of the recommended Guidelines.  
It allows a self-check to evaluate consistency with and coverage of core areas.**

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable	
<b>1. MANAGEMENT OPERATION</b>	
License & Regulatory Requirements	<input type="checkbox"/> Driver's License is current
	<input type="checkbox"/> All legislative and regulatory requirements for the operation of the vehicle and the delivery of the transport service are met
COVID-19 Preparedness Action Plan	<input type="checkbox"/> Preparedness Plan is developed and known
<b>Standard Operating Procedures (SOPs)</b>	
<input type="checkbox"/> Crowd management policy at pick-up and drop-off points is adopted	<input type="checkbox"/> Electronic booking and payment options are available
<input type="checkbox"/> Procedures for passengers lining up and entering the taxi conforms with physical distancing requirements	<input type="checkbox"/> The exchange of cash is limited
<input type="checkbox"/> Physical distancing for passengers in the vehicle has been evaluated and protocols established	<input type="checkbox"/> How cash exchange is handled is controlled
<input type="checkbox"/> Contact tracing to identify taxi drivers who may be at risk is in place (Drivers are registered with an Authority)	<input type="checkbox"/> The driver has access to a cashless payment machine, i.e. credit card machines are available
<b>2. MONITORING STAFF HEALTH</b>	
<input type="checkbox"/> Temperature screening for staff is done on arrival at work/start of a shift.	<input type="checkbox"/> Staff sanitize or wash hands regularly throughout their shift (minimum once per 30 minutes)
<input type="checkbox"/> Staff with temperatures over 100.4 F/38 C are not allowed to work	<input type="checkbox"/> The use of other PPEs by staff, e.g. aprons, face shield, cleaning gloves, is used where and when necessary
<input type="checkbox"/> Staff are required to stay at home if they, or a household member, are not feeling well or exhibiting WHO-defined symptoms associated with COVID-19. They are required to consult and follow the health authority guidelines	<input type="checkbox"/> Staff sanitize or wash hands after handling cash or credit card exchanges, touching common areas and upon serving food and drinks
<input type="checkbox"/> If a staff member is sick at work, they are sent home. Their workspace surfaces are cleaned and disinfected. Other staff with close contact (i.e., within 6 ft (2 m) of the employee during this time are considered exposed	<input type="checkbox"/> Staff are required to regularly self-monitor for symptoms of COVID-19 and are informed of and required to follow the health authority requirements
<input type="checkbox"/> Staff who are well but know they have been exposed to COVID-19, are required to notify their supervisor and follow precautions set by the health authority.	
<b>3. STAFF PERSONAL PROTECTIVE EQUIPMENT (PPE)</b>	
<input type="checkbox"/> PPEs are provided for staff use at work and include face coverings	<input type="checkbox"/> Providing disinfecting mats/foot baths at the entrance to the establishment is considered
<input type="checkbox"/> Staff are organised in smaller teams and in such a manner to minimise staff interactions during work and shift change	

# CHECKLIST OF GUIDELINES FOR TOURISM GROUND TRANSPORTATION

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable			
<b>4. STAFF HYGIENE AND OPERATION</b>			
<input type="checkbox"/>	Employees are trained on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content. They are given clear instruction to avoid touching hands to face	<input type="checkbox"/>	Communication boards or digital messaging is used to convey pre-shift meeting information particularly where there are large staff numbers
<input type="checkbox"/>	Staff are aware that they must cough or sneeze with a tissue, then throw the tissue in the covered garbage bin trash and wash hands	<input type="checkbox"/>	Contact between wait-staff and patrons are limited. Wait-staff is required to wear face coverings if they have direct contact with guests
<input type="checkbox"/>	The number of employees allowed simultaneously in break rooms has been limited	<input type="checkbox"/>	Staff, because they have been adequately sensitised to the signs and symptoms of COVID-19, are able to identify both patrons and staff exhibiting symptoms.
<input type="checkbox"/>	Employee gatherings are discouraged		
<b>5. TRAINING</b>			
<input type="checkbox"/>	Drivers coordinate with health/tourism authority and their sector association for relevant training on COVID-19	<input type="checkbox"/>	Drivers are trained in COVID-19 Customer Service and Visitor Interaction
<input type="checkbox"/>	Drivers are trained in new COVID-19 protocol to ensure their safety and the safety of their passengers	<input type="checkbox"/>	Drivers are trained in Defensive Driving & First Aid
<b>6. SPECIFIC HEALTH SAFETY &amp; HYGIENE MEASURES</b>			
<b>For Waiting/Loading Zones and Pick-Up and Drop-Offs</b>			
<input type="checkbox"/>	Signage is in place with ground marks indicating areas for passengers to wait that adhere to health safety guidelines	<input type="checkbox"/>	Hand sanitizer available for passengers in the loading and disembarkation zones.
<input type="checkbox"/>	Lanes to direct different passenger flows are available at pick-up points	<input type="checkbox"/>	Traveling groups are not mixed and are transported separately if the vehicle is not large enough to maintain 2 meters (6 feet) between groups
<input type="checkbox"/>	Number of passengers in waiting zone is limited		
<b>For Passengers</b>			
<input type="checkbox"/>	Number of passengers per vehicle is limited to enable adequate seat spacing	<input type="checkbox"/>	Passengers are required to wear face masks or other coverings for the entire duration of the trip
<input type="checkbox"/>	Passengers must sit in the back, i.e. no passenger is allowed to sit next to the Driver	<input type="checkbox"/>	Persons within the same party or family traveling together should wear a mask if they are in the vulnerable and high-risk bracket
<input type="checkbox"/>	All passengers must sanitize before entering vehicles		
<input type="checkbox"/>	All passengers must be seated	<input type="checkbox"/>	Passengers must adhere to safety protocols
<b>NB:</b> Drivers must be made aware of their right and ability to refuse service to passengers that do not comply with safety guidelines and who may put them and other passengers at risks			
<b>For Drivers &amp; Luggage Management</b>			
<input type="checkbox"/>	Drivers have routine daily temperature checks	<input type="checkbox"/>	Removal and disposal of PPE are done safely (based on WHO Safety Disposal Guidelines)
<input type="checkbox"/>	Handshakes are avoided. (Passengers are welcomed with warmth and friendliness but no touching).	<input type="checkbox"/>	Drivers handle waste using gloves or tongs and bag waste properly. Hands are sanitized or washed after
<input type="checkbox"/>	Passengers are reminded of protocols with a smile in a polite and respectful manner	<input type="checkbox"/>	Garbage bins are emptied regularly to prevent overflow
<input type="checkbox"/>	Drivers sanitize before and after trips	<input type="checkbox"/>	Hands are sanitized or washed after handling luggage
<input type="checkbox"/>	Drivers wear face masks or other face coverings for the duration of the trip	<input type="checkbox"/>	At drop off points at the accommodation, the driver unloads the luggage at a safe distance from the passengers
<input type="checkbox"/>	Drivers are equipped with and make use of proper PPE	<input type="checkbox"/>	If receiving tips and unavoidable cash payments, sanitize or wash hands after receiving

# CHECKLIST OF GUIDELINES FOR TOURISM GROUND TRANSPORTATION

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable			
<b>For Vehicles</b>			
<input type="checkbox"/>	Valid Driver ID is displayed in vehicle	<input type="checkbox"/>	Hand sanitizer is available for passengers in vehicles
<input type="checkbox"/>	Alternative boarding options such as rear door boarding is available (if applicable)	<input type="checkbox"/>	Additional alterations of vehicle interiors (where feasible) to further maintain a level of limited contact is done
<input type="checkbox"/>	Contactless entrances where possible, i.e. automatic doors, are utilised	<input type="checkbox"/>	Accommodations made for better ventilation, prioritizing natural air where possible
<input type="checkbox"/>	Number of passengers per vehicle is limited to enable adequate seat spacing	<input type="checkbox"/>	Sticker/signage informing that COVID-19 Assurance Program is in place displayed in vehicle
<input type="checkbox"/>	Plexiglass (where feasible) installed between driver and passenger to limit contact	<input type="checkbox"/>	Stickers are on the floor and seats to guide physical distancing reinforcement messaging
<b>Cleaning and Sanitizing</b>			
A rigid and regular sanitization scheme for the vehicle is fully implemented as follow:			
<input type="checkbox"/>	Maintenance routine/health safety hygiene cleaning for between trips is done		
<input type="checkbox"/>	The interior of the vehicle is sanitized after the patrons exit the vehicle and before another group of patrons enter		
<input type="checkbox"/>	Cleaning gloves are used for sanitizing and safely disposed after each use in an onboard bin with a lid or a nearby bin		
<input type="checkbox"/>	Face covering is also worn during cleaning		
<input type="checkbox"/>	A cleaning log of the day and time of sanitization is kept for the vehicle		
<input type="checkbox"/>	Routine maintenance of air conditioning vents or filters done to promote in-cab air quality and limit exposure		
<input type="checkbox"/>	Sanitization of all passenger touchpoints is done on a rotation basis throughout the operating hours		
<b>Key Touch Points cleaned include:</b>			
<input type="checkbox"/>	Seats and Arm Rests	<input type="checkbox"/>	Seat Belt Buckles
<input type="checkbox"/>	Touch Screens	<input type="checkbox"/>	Air Controls
<input type="checkbox"/>	Arm Rests	<input type="checkbox"/>	Steering Wheel
<input type="checkbox"/>	Handheld Credit Card Machine	<input type="checkbox"/>	Doors and Windows
<input type="checkbox"/>	Door Handles	<input type="checkbox"/>	Driver Controls
<input type="checkbox"/>	Light Controls	<input type="checkbox"/>	Grab Handles
<b>7. COMMUNICATION &amp; SPECIAL CONSIDERATION</b>			
<input type="checkbox"/>	Information outlining safety guidelines and importance to passengers are accessible and clearly displayed in loading zones and vehicles for continued awareness	<input type="checkbox"/>	Accommodations for disabled, elderly and passengers who are most at risk are prioritized, with adequate ventilation and further reduction in contact provided
<input type="checkbox"/>	Drivers ensure that information on protocols are readily accessible to passengers	<input type="checkbox"/>	Passengers showing signs of COVID-19 during or after the trip should adhere to guidelines of isolating;
<input type="checkbox"/>	Continued monitoring of these systems is done by all drivers in the best interest of both passengers and operators	<input type="checkbox"/>	Contact tracing should be used to identify drivers and other passengers who may be at risk (then following the protocol of isolation as well)



# REOPENING OF CARIBBEAN TOURISM & TRAVEL

## GUIDELINES AND CHECKLIST FOR CARIBBEAN ACCOMMODATIONS



CARIBBEAN  
HOTEL & TOURISM  
ASSOCIATION



**CARPHA-CTO-CHTA-OECS-GTRCMC COVID-19 Task Force**

**June 22, 2020**

### OVERVIEW

Regardless of the size and type of accommodation, they are all places where guests stay temporarily in close cohabitation and where there is always a degree of interaction among staff or host and guests. This interaction may be conducive to the spread of COVID-19.

Therefore, all accommodation regardless of the type, size, and range of facilities and services offered, must adapt to co-exist in the COVID-19 environment, minimize the risk of contagion for staff and guests and assure travelers of their health safety commitment.

### TARGET GROUP

The collective range of tourist accommodation in the Caribbean.

### KEY MEASURES FOR CARIBBEAN ACCOMMODATIONS

To reduce introduction and spread of COVID-19 and build travelers' confidence to travel to the Caribbean, the following CARPHA-CTO-CHTA proactive COVID-19 Health Measures for Travel must be adopted by the accommodation sector:

- ✓ Implement COVID-19 specific Hospitality Operational Guidelines in accordance with WHO recommendations
- ✓ Adhere to Hospitality Health, Hygiene, Food Safety and Environmental Sanitation Standards i.e. standards required through National/Regional Health and Standards Agencies
- ✓ Advanced Certification for the adoption of Health, Hygiene and Food Safety Measures e.g. ServSafe Food and Alcohol Safety Certification for Food Service Staff and HACCP
- ✓ Join the Caribbean Travel Health Assurance Stamp for Healthier Safer Facility Program
- ✓ Ensure Real-Time Monitoring of illnesses via the confidential Early Warning and Response Web-Based System, Tourism Health Information System (THiS)<sup>14</sup>
- ✓ Encourage Voluntary Self-Reporting of Illness via THiS or a COVID-19 App
- ✓ Effectively handle and response to COVID-19 cases in hotels and tourism accommodation establishments
- ✓ Undertake Training and Capacity Building (especially of frontline staff)
- ✓ Engage relevant communities and stakeholders and collaborate on public health messaging

### FOCUS

Implementing Health Safety Measures at key points of the guest experience at the hotels and tourist accommodations.

### PRIORITY

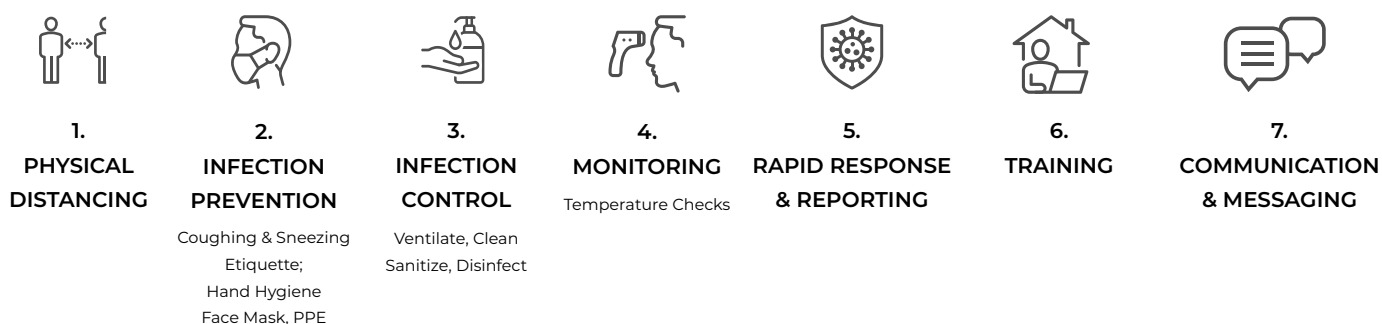
- ✓ Health Safety and Quality Service
- ✓ Health Safety Assurance
- ✓ Education and Training
- ✓ Clear Communication and Messaging
- ✓ Collaboration and Partnerships

<sup>14</sup> Regional Travelers' Health Program (THP) <http://carpha.org/What-We-Do/Tourism-and-Health-Programme> or [this.carpha.org](http://this.carpha.org)

## KEY POINTS IN THE GUEST EXPERIENCE AT ACCOMMODATIONS



## SEVEN (7) COMMON HEALTH SAFETY ELEMENTS



## GUIDELINES

Guidelines are provided in Checklist Format in **Section 5.1** and covers the following five (5) core areas:

**(1) MANAGEMENT OPERATIONS & PROCEDURES**

Operation excellence is a key factor in the reopening of F&B operations. F&B operations must not only adhere to the health, hygiene and food safety and environmental sanitation standards but should consider enhancing all areas to address the specific requirements of COVID-19. Readiness Plans and Policies and SOP must also be addressed under management operations.

**(2) HUMAN RESOURCES AND TRAINING**

Staff readiness is critical to the execution of COVID-19 actions and readiness plans, policies and protocols. Staff must be fully aware of and well-trained – measures are provided accordingly.

**(3) HEALTH SAFETY & HYGIENE MEASURES FOR A SAFE EXPERIENCE**

These measures ensure physical distancing; the application of Infection Prevention and Control (IPC) requirements such as hand washing/sanitizing; use of PPE; ventilation; and cleaning, sanitizing and disinfecting. Focus is placed on core measures for:

- |  |                      |
|--|----------------------|
| ✓ Staff, Guest, Suppliers/Contractors                | ✓ Rooms/Housekeeping |
| ✓ Arrival/Check-in/Out/Front Desk                    | ✓ Food and Beverage  |
| ✓ Key Areas of Facilities, Amenities, and Recreation |                      |

**(4) HEALTH SAFETY & HYGIENE MEASURES FOR A SAFE EXPERIENCE**

Clear, consistent, and enhanced communication measures are encouraged with staff, guests and stakeholders. Relevant measures are provided for use as appropriate.

**NB:** Along with these Guidelines, reference should be made to **Section 3: “Guidelines for All Sub-Sectors of Tourism”**.

## CHECKLIST OF GUIDELINES FOR CARIBBEAN ACCOMMODATIONS

This checklist is a summary of the recommended Guidelines and its Key Elements. It allows a self-check for comparison and to evaluate consistency with and coverage of core areas given size and nature of operation.

### COMMON REQUIRED COVID-19 HEALTH SAFETY MEASURES

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable							
<b>GENERAL COVID-19 HEALTH SAFETY MEASURES: COMMON FOR ALL AREAS OF OPERATION</b>							
<b>Physical Distancing</b>	<input type="checkbox"/>	Physical Distancing in place for Communal Areas	<input type="checkbox"/> Distancing, of 5 – 6 feet/1.5 - 2 meters, is applied to communal areas				
			<input type="checkbox"/> Maximum capacity numbers are established for each common facility				
			<input type="checkbox"/> Allocated slots for use of services are in place				
	<input type="checkbox"/>	Alternate Measures are applied where Physical Distancing cannot be fully observed	<input type="checkbox"/> Glass or plastic barriers are used <input type="checkbox"/> Face coverings are required				
<b>Infection Prevention (IPC) Measures:</b>  Specific Personal Protective Measures and Cleaning Protocols are Communicated and in place	<input type="checkbox"/>	Respiratory Etiquette	<input type="checkbox"/> Coughing or sneezing methods are communicated				
			<input type="checkbox"/> Contactless hand dryers and paper tissue dispensers with contactless bins are available for use				
	<input type="checkbox"/>	Hand Hygiene	<input type="checkbox"/> Infographics are used to communicate hand hygiene				
			<input type="checkbox"/> There is easy access to contactless hand washing facilities and/or hand sanitizers 60% alcohol base and above				
	<input type="checkbox"/>	Face Covering	<input type="checkbox"/> Use of face covering by all is required				
			<input type="checkbox"/> Appropriate type and use of face covering are communicated				
	<input type="checkbox"/>	Ventilation	<input type="checkbox"/> Number of air exchanges per hour in enclosed areas are increased and outdoor air is supplied as far as possible				
			<input type="checkbox"/> Cleaning of HVAC Systems has been increased and air filters replaced more frequently in indoor spaces				
			<input type="checkbox"/> Rooms ventilated for at least 1 hour after guest check out, and ideally 24 hours between check-out/in				
	<input type="checkbox"/>	Cleaning & Disinfection	<input type="checkbox"/> Heightened cleaning procedure after guest use of facility/service and after check-out is performed				
<input type="checkbox"/> Staff informed of the treatment of cleaning equipment, waste management, laundry, & personal hygiene following cleaning							
<b>The following Frequently Touched Surfaces in high-use, communal areas are cleaned very often, i.e. daily, but preferably every 2 hours, or hourly, or after use:</b>							
<input type="checkbox"/>	Doors	<input type="checkbox"/>	Bar/Counter/Table tops	<input type="checkbox"/>	Elevator Buttons	<input type="checkbox"/>	AC Control Panels
<input type="checkbox"/>	Door Handles & Knobs	<input type="checkbox"/>	Check-in/Payment Counters	<input type="checkbox"/>	Room Keys and Locks	<input type="checkbox"/>	Telephones
<input type="checkbox"/>	Windows & Coverings	<input type="checkbox"/>	Point-of-Sale Terminals	<input type="checkbox"/>	Touch Screens & Tablets	<input type="checkbox"/>	Pool/Water Safety Equipment
<input type="checkbox"/>	Seats and Chairs	<input type="checkbox"/>	Dining Surfaces	<input type="checkbox"/>	Staff Personal Computers	<input type="checkbox"/>	Gym Equipment
<input type="checkbox"/>	Arm Rests	<input type="checkbox"/>	Food Preparation Surfaces	<input type="checkbox"/>	Light Switches	<input type="checkbox"/>	Credit Card Machines
<input type="checkbox"/>	Hand Rails	<input type="checkbox"/>	Sinks, Faucets & Water Taps	<input type="checkbox"/>	Remote Controls	<input type="checkbox"/>	Vending Machines
<b>Monitoring, Rapid Response &amp; Reporting</b>	<input type="checkbox"/> Screening/Temperature Checks for employees & guests done			<input type="checkbox"/> CARPHA THIS Daily Monitoring System for staff and guests is used			
	<input type="checkbox"/> Contact Details for Tracing is facilitated			<input type="checkbox"/> Real-time Reporting Health Authority is facilitated			
<b>Available Supplies</b>	<input type="checkbox"/> Supplies Checklist is in place for key service areas			<input type="checkbox"/> Staff and Visitors are supplied with relevant PPE			

# CHECKLIST OF GUIDELINES FOR CARIBBEAN ACCOMMODATIONS

## OTHER OPERATIONAL GUIDELINES

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable				
<b>MANAGEMENT</b>				
<b>1. MANAGEMENT OPERATIONS</b>				
<b>Legal Operation</b>	<input type="checkbox"/>	All Legislative & Regulatory Requirements are met	<input type="checkbox"/> Operating/Reopening License is current	
	<input type="checkbox"/>	Contracts are revised to include allowances for potential liability exposure		
<b>Preparedness &amp; Action Plans</b>	<input type="checkbox"/>	COVID-19 Response & Preparedness Plan in Place	<input type="checkbox"/> HR & Staff COVID-19 Training Plan in place	
	<input type="checkbox"/>	Revised PR & Promotional Action Plan done	<input type="checkbox"/> Hurricane & Other Plans are updated	
<b>Policies</b>				
<input type="checkbox"/>	Facilities & Services Phased Reopening Policy in place	<input type="checkbox"/>	Daily Health Screening Policy in place for Staff and Guests	
<input type="checkbox"/>	COVID-19 Flexible Cancellation Policy in Place			
<input type="checkbox"/>	COVID-19 Extension Rates Available			
<input type="checkbox"/>	Digitization and Contactless Policy in Place			
<b>Standard Operating Procedures (SOPs) &amp; Protocols</b>				
<input type="checkbox"/>	General COVID-19 SOPs are in Place	<input type="checkbox"/>	Specific Protocols are in place for:	<input type="checkbox"/> Screening & Monitoring
<input type="checkbox"/>	Health & Safety Management Team in Place <b>OR</b> Specific Individual for Health & Safety Identified (to audit SOPs and regularly inspect to ensure compliance)			<input type="checkbox"/> Quarantine: Containment & Housing/Isolation Room
<input type="checkbox"/>	SOP for handling staff or guests that show symptoms and test positive in place			<input type="checkbox"/> New Cleaning & Hygiene Routines
<input type="checkbox"/>	SOP for reporting/registering COVID-19 cases with local Health Authority & CARPHA			<input type="checkbox"/> Receiving Delivered Supplies
<b>COVID-19 Health Safety Management Team and/or Point Person</b>				
<input type="checkbox"/>	COVID-19 Compliance Team in place	<input type="checkbox"/>	Point Person designated to continually check and ensure compliance	
<b>First Aid Measures</b>				
<input type="checkbox"/>	First Aid protocols have been updated to address how to manage guests or employees with COVID-19 symptoms	<input type="checkbox"/>	For subcontracted First Aid services, the subcontracting organisation must provide the appropriate PPE for their employees	
<input type="checkbox"/>	First Aid kits have been updated to include COVID-19 supplies, i.e. face masks, shields, extra gloves, etc.	<input type="checkbox"/>	An isolation/quarantine area has been established for individuals and their immediate party to wait while first aid and any COVID-19 assessments are completed	
<input type="checkbox"/> Appropriate Personal Protective Equipment (PPE) is provided for internal staff responsible for First Aid				
<b>2. HR MANAGEMENT &amp; TRAINING</b>				
<input type="checkbox"/> Employee Handbooks	<input type="checkbox"/>	All employee and HR handbooks are COVID-19 updated		
	<input type="checkbox"/>	Employee sick leave policies have been reviewed and updated		
<input type="checkbox"/> Shared Equipment	<input type="checkbox"/>	Reducing the use of shared equipment (computers, phones, radios, etc.) by staff has been considered.		
	<input type="checkbox"/>	Where equipment must be shared, employees wash/sanitize their hands before and after using that equipment. The high-touch surfaces on the equipment are also sanitized frequently.		
<input type="checkbox"/> Customer Service Heightened	<input type="checkbox"/>	Customer Service has a COVID-19 script and staff are trained accordingly		
	<input type="checkbox"/>	Staff are trained to greet guests with warmth and friendliness and not by contact		
<input type="checkbox"/> Measures in place to decrease physical contacts and time of physical contacts	<input type="checkbox"/>	Staff numbers are controlled		
	<input type="checkbox"/>	Measures decreasing physical presence of staff at work introduced		
	<input type="checkbox"/>	Shifts in Work and in Meal Times are available		
	<input type="checkbox"/>	Online platforms are used where possible (increased use of electronic communications)		

# CHECKLIST OF GUIDELINES FOR CARIBBEAN ACCOMMODATIONS

## OTHER OPERATIONAL GUIDELINES

		✓☑ = Yes:	X☒ = No	☐ = Not Applicable
<input type="checkbox"/>	Training Delivery	<input type="checkbox"/>	Training is conducted utilizing strict physical distancing and hygiene protocols	
		<input type="checkbox"/>	Online training modules are used as far as possible	
		<input type="checkbox"/>	Collaborative Training Approach taken (with Tourism/Health Authority, Association etc.)	
<input type="checkbox"/>	All staff trained in new COVID-19 SOPs and Protocols (general and for their specific area of operation) including:	<input type="checkbox"/>	COVID-19 Organizational Plans Policies and Procedures	
		<input type="checkbox"/>	COVID-19 Causes and Symptoms	
		<input type="checkbox"/>	Physical Distancing Measures & Interacting with staff and guests	
		<input type="checkbox"/>	Respiratory Etiquette & Personal Hygiene (IPC)	
		<input type="checkbox"/>	New Cleaning and Disinfecting Protocols for their area of work (IPC)	
		<input type="checkbox"/>	Handling suspected COVID-19 Guests/Actions required in case Guests present symptoms	
		<input type="checkbox"/>	Code of Conduct: List of expected Behaviour for Staff and Operations	
		<input type="checkbox"/>	First Aid in a COVID-19 Environment	
		<input type="checkbox"/>	Selling skills in the new reality of social distancing (for brand staff)	
		<input type="checkbox"/>	Post COVID-19 Staff Counselling & Coaching	
<b>SPECIFIC HEALTH SAFETY &amp; QUARANTINE MEASURES</b>				
<b>1. MEDICAL FACILITY &amp; TEMPORARY QUARANTINE HOLDING AREA</b>				
<input type="checkbox"/>	Where possible, a medical station is part of the on-property facilities	<input type="checkbox"/>	Formal 24-hour service access arrangements with a medical practitioner in close proximity is in place	
<input type="checkbox"/>	There is easy access to COVID-19 testing	<input type="checkbox"/>	There is a Temporary Quarantine or Isolation Room/Area where guests that display symptoms will remain while further screening is done (staff/guest are sent to public quarantine facility if confirmed positive)	
<b>NB:</b> <ul style="list-style-type: none"> <li>In the case of affected/ill guests, continued stay in the establishment is not recommended</li> <li>The person can be isolated in a room on a temporary basis until the intervention of local health authorities, and provided the room is not shared with other guests</li> <li>No visitors should be permitted to enter the room occupied by the affected guest</li> <li>Depending on the availability of rooms, accompanying persons, if any, should be moved to a different room</li> </ul>				
<b>2. MANAGING EMPLOYEE HEALTH &amp; SAFETY</b>				
<input type="checkbox"/>	Staff must have proof of medical clearance from a doctor within 7 – 10 days prior to returning to work that permits the staff to work (particularly if the staff has underlying conditions but must work)	<input type="checkbox"/>	Staff temperature is checked daily by the hotel even when they are not displaying COVID-19 symptoms (Staff with temperatures over 100.4 F/38 C are not allowed to work.)	
<input type="checkbox"/>	Staff with underlying conditions is limited during initial reopening or recalled at a later date (The prevailing Labour laws of the destination must be considered)	<input type="checkbox"/>	Staff are required to stay at home if they, or a household member, are not feeling well or exhibiting WHO-defined symptoms associated with COVID-19. They are required to consult and follow the health authority guidelines	
<input type="checkbox"/>	If staff with underlying conditions must work, they are placed, where possible, in positions that minimize risk, i.e. areas which are not in direct contact with guest and less contact with other staff	<input type="checkbox"/>	Staff who appears sick at work is sent home. Their workspace surfaces are cleaned and disinfected. Other staff with close contact (i.e., within 6 ft (2 m) of the employee during this time are considered exposed	
<input type="checkbox"/>	Staff who are well but know they have been exposed to COVID-19, are required to notify their supervisor and follow precautions set by the health authority.	<input type="checkbox"/>	If staff tests positive, an immediate notification process is in place to the Health Authority for contact tracing	

# CHECKLIST OF GUIDELINES FOR CARIBBEAN ACCOMMODATIONS

## OTHER OPERATIONAL GUIDELINES

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable	
<b>Operational Guidelines for Staff</b>	
<input type="checkbox"/> Staff adheres to the daily temperature screening protocol done on arrival at work/start of a shift	<input type="checkbox"/> Staff sanitize or wash hands regularly throughout their shift (minimum once per 30 minutes)
<input type="checkbox"/> Upon arrival/start of a shift and after temperature screening clearance, staff change into a fresh set of work-required uniform	<input type="checkbox"/> Staff sanitize or wash hands after handling cash or credit card exchanges, handling items from a guest, touching common areas and upon serving food and drinks
<input type="checkbox"/> Staff are not encouraged to wear uniforms outside of the work setting	<input type="checkbox"/> Staff operations include defined sanitization areas and foot pressed bins at strategic points
<input type="checkbox"/> Staff is required to wear a face covering	<input type="checkbox"/> Staff has implemented enhanced cleaning and disinfection processes that also requires frequent hand washing at easily accessible stations across the property
<input type="checkbox"/> The use of other PPEs by staff, e.g. aprons, face shield, cleaning gloves, is used where and when necessary	<input type="checkbox"/> COVID-19 processes have been implemented for housekeeping and maintenance persons who access guest rooms to clean or repair
<input type="checkbox"/> A process for sanitising linen, towels etc. has been established and is followed by staff	<input type="checkbox"/> Staff sanitize or wash hands regularly throughout their shift (minimum once per hour)
<input type="checkbox"/> Approved disinfecting products that are effective against viruses are used in a safe and controlled manner	
<b>3. GUEST HEALTH SAFETY</b>	
<input type="checkbox"/> Guest temperature is checked daily or as determined by the property	<input type="checkbox"/> Guests are encouraged to wear face coverings in areas with close physical contact
<input type="checkbox"/> Guests must inform the hotel of any serious (or any) underlying conditions for which special attention may be required	<input type="checkbox"/> The CDC "Management Process for Symptomatic Visitors" is in place, i.e.: (1) <b>Inform:</b> Health Authority (2) <b>Isolate:</b> within a designated quarantine or isolation space (3) <b>Trace:</b> in collaboration with health authority (4) <b>Clean:</b> Thoroughly sanitize spaces used/visited by the person; and (5) <b>Report:</b> Share all information gathered with relevant authority
<input type="checkbox"/> Guest are encouraged to have travel health insurance in the event they become symptomatic and subsequently tests positive	
<input type="checkbox"/> If guests test positive during their stay at the hotel, they must remain at the destination, at their expense, until they test negative, as they would not be allowed to fly/leave the destination	
<b>4. OPERATIONAL GUIDELINES FOR SUPPLIERS AND CONTRACTORS</b>	
<input type="checkbox"/> The use of face coverings by suppliers, contractors and delivery personnel when on property is mandated and enforced	<input type="checkbox"/> An area is established where Food & Vegetables are washed & sanitized
<input type="checkbox"/> A suppliers' delivery schedule is in place to avoid delivery congregation	<input type="checkbox"/> Farmers are advised and encouraged to deliver washed produce
<input type="checkbox"/> Protocols for receiving food are in place and applied	<input type="checkbox"/> Receiving areas are disinfected after each delivery
<input type="checkbox"/> Individuals delivering food and supplies and, as far as possible, anyone else coming on to the property undergo temperature checks	<input type="checkbox"/> Transportation Suppliers have committed to ensuring: (1) frequent sanitization, particularly between trips (2) that employees observe social distancing, and (3) that employees wear a mask (4) compliance with all standards provided by local authorities regarding maximum capacities on buses

# CHECKLIST OF GUIDELINES FOR CARIBBEAN ACCOMMODATIONS

## OTHER OPERATIONAL GUIDELINES

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable			
KEY POINTS OF THE GUEST EXPERIENCE			
1. FRONT DESK SERVICES: ARRIVAL EXPERIENCE, CHECK-IN/OUT			
Arrival/Departure			
<input type="checkbox"/>	Space is designated for guest drop off and pick-up	<input type="checkbox"/>	Front doors are placed open to limit touch or manned to mitigate excessive surface contact by multiple individuals
<input type="checkbox"/>	Queuing system with physical distancing space marking is in place for guest drop-off/pick-up	<input type="checkbox"/>	Touch-less hand sanitizer dispensers with 60% alcohol-base (or above) are placed near entrances and exits and at regular intervals throughout the arrival and front desk/lobby areas
<input type="checkbox"/>	Guest temperature is checked upon arrival	<input type="checkbox"/>	
<input type="checkbox"/>	Automatic doors are utilised where possible	<input type="checkbox"/>	
Valet Parking			
<input type="checkbox"/>	Self-parking is encouraged as far as possible	<input type="checkbox"/>	Attendants wear face coverings
<input type="checkbox"/>	Where valet parking is necessary, a queuing experience that allows for proper physical distancing has been created	<input type="checkbox"/>	Attendants disinfect vehicle door, keys, steering wheel, and gear shift upon returning the vehicle to the owner
<input type="checkbox"/>	Valet stands are disinfected hourly and include appropriate marking for physical distancing	<input type="checkbox"/>	Payment options to allow for a contactless experience, where practical, is implemented
Check-In/Out/Front Desk			
<input type="checkbox"/>	Check-in/out is contactless and digitalized	<input type="checkbox"/>	Guests are given a printed or electronic copy of health safety protocols on property
<input type="checkbox"/>	For in-person check-in/out a guest queuing experience is in place with physical distancing	<input type="checkbox"/>	Where possible, offering complimentary WIFI, is considered to encourage use of digital check-in/out and other services
<input type="checkbox"/>	At check-in/out counters, physical barriers are used, where possible	<input type="checkbox"/>	WIFI texting features are encouraged as a primary form of communication in an effort to minimize the use of guest room phones
<input type="checkbox"/>	Guests must complete a travel declaration and contact tracing form if not done electronically	<input type="checkbox"/>	Staff sanitize their hands before and after each guest transaction
<input type="checkbox"/>	Waiver & Disclaimer Language is Included in Contracts signed by guest		
Keys			
<input type="checkbox"/>	Digital key cards or disposable key cards utilized when possible	<input type="checkbox"/>	Room keys are disinfected prior to providing to guest
<input type="checkbox"/>	For traditional keys central drop boxes are utilized with a disinfecting schedule	<input type="checkbox"/>	Room cards are sanitized and delivered by staff to guests by basket drop-offs
<input type="checkbox"/>	Keys are no longer held at the front desk on behalf of guests to limit the number of times the key is exchanged		
Luggage		Concierge/Information	
<input type="checkbox"/>	Bellman sanitize or wash hands after handling luggage	<input type="checkbox"/>	Touch contact is minimized, where possible, by digitizing guest services such as digital maps, e-menus, virtual personal shopping, roving concierge
<input type="checkbox"/>	If disposable gloves <sup>1</sup> are required to handling certain luggage, they are disposed after each use in a hands-free garbage bin with a cover	<input type="checkbox"/>	Shared brochures and magazines have been discontinued and replaced with digital content

<sup>1</sup> CDC recommends wearing gloves when you are cleaning or caring for someone who is sick. Otherwise, washing hands for 20 seconds with running water and wearing face masks along with other preventative measures such as physical distancing and using hand sanitizers are seen as most appropriate for daily activities.

# CHECKLIST OF GUIDELINES FOR CARIBBEAN ACCOMMODATIONS

## OTHER OPERATIONAL GUIDELINES

✓☑ = Yes:      X☒ = No      ☐ = Not Applicable	
<input type="checkbox"/> Bellman do not enter the guest room when dropping off luggage. It is left outside for the guest to take into the room	<input type="checkbox"/> Some brochures and pamphlets are retained behind the desk/counter for distribution and are provided based only on guest requests
<input type="checkbox"/> Luggage carts are sanitized after each use	<input type="checkbox"/> Hand sanitizer and hands-free garbage bins with covers are available for use in the concierge area
<input type="checkbox"/> Only staff are allowed to access luggage storage rooms	<input type="checkbox"/> Stands, desks, chairs, computer, keyboard etc. are continually disinfected
<b>Lobby, Elevators, Stairs</b>	
<input type="checkbox"/> Lobby furniture are repositioned to allow physical distancing	<input type="checkbox"/> Elevator capacity is reduced – signage indicates new capacity is in place and clearly visible to elevator users
<input type="checkbox"/> High-touch areas including elevator button panels and stair handrails are cleaned regularly	<input type="checkbox"/> A Hand Sanitizer station is placed near the entrance to the elevator and, where possible, near entrances to stairways
<b>Restrooms</b>	
<input type="checkbox"/> Restrooms are regularly clean and sanitized (at a minimum every two hours)	<input type="checkbox"/> Touchless paper towel dispensers and Hands-free garbage bins with covers are utilized for no touch waste disposal
<input type="checkbox"/> Contactless faucets and soap dispensers are provided	<input type="checkbox"/> Covered foot pressed bins are available for use
<input type="checkbox"/> Signage is in place to require that toilet covers are closed when flushing especially for those cleaning the bathrooms (particles can be sent airborne several feet high in the air if not closed)	
<b>2. ROOMS/HOUSEKEEPING/ROOM DELIVERY</b>	
<input type="checkbox"/> Moveable decorations or room amenities are removed to limit guest touching	<input type="checkbox"/> All trash bins are lined to make it easier to collect and dispose of waste
<input type="checkbox"/> All in room guest delivery & minibars are temporarily suspended	<input type="checkbox"/> Nightly or evening turndown service is discontinued to facilitate minimal contact and entry into the guest room
<input type="checkbox"/> Extra pillows, blankets, linens etc. in the room are removed to limit exposure	<input type="checkbox"/> Guests are offered the option for a relaxed housekeeping schedule where cleaning occurs less frequently as opposed to each day
<input type="checkbox"/> Staff are required to wear face coverings, aprons and close-toed shoes when servicing each room	<input type="checkbox"/> Requested room items are delivered in an individual single use wrapping
<input type="checkbox"/> Cleaning carts and all tools are disinfected before and after each shift	<input type="checkbox"/> A contactless procedure is in place for delivering guest requested items (left outside the room door with a knock to alert guest before departure)
<input type="checkbox"/> All soiled linens and towels are removed and placed in a bin with a cover for transport to the back-of-house/laundry	<input type="checkbox"/> If a current guest is sick, their room (after check out) is immediately removed from inventory until the entire room has undergone an extensive deep clean process
<b>3. FOOD &amp; BEVERAGE: RESTAURANTS &amp; BARS (An expanded F&amp;B Checklist is available in Food &amp; Beverage Operations Guidelines)</b>	
<input type="checkbox"/> Restaurants and bars are reconfigured to accommodate physical distancing with reduced seating capacity	<input type="checkbox"/> Cutlery is not laid out but wrapped and placed on tables
<input type="checkbox"/> Initially, a temporary capacity reduction to 50% with rotational or extended dining times are considered	<input type="checkbox"/> Food preparation, handling and service staff wear face covering, and hairnets/hats and wash hands regularly or at least every 30 minutes
<input type="checkbox"/> Tables are spaced at least 6 ft (2 m) from each other in compliance with social distancing protocols	<input type="checkbox"/> Staff maintain protocol for physical distancing and delivery of service with the enhanced food safety handling measures
<input type="checkbox"/> The re-seating floor plan that reflects physical distancing protocols is posted at the entrance for viewing of guests/patrons	<input type="checkbox"/> Procedures and equipment are in place to ensure that cutlery and wares are properly cleaned and sanitized. Pre-setting tables are avoided as far as possible

# CHECKLIST OF GUIDELINES FOR CARIBBEAN ACCOMMODATIONS

## OTHER OPERATIONAL GUIDELINES

		✓☑ = Yes:	X☒ = No	☐ = Not Applicable
<input type="checkbox"/>	A reservations system for the restaurant to ensure better control of seating and number of persons is implemented and reservation is encouraged		<input type="checkbox"/>	Frequency of cleaning, disinfecting and sanitizing food and high-touch surfaces including menus, if used, are increased. If reusable menus must be used, they are cleaned and sanitized regularly. Paper menus are discarded after each customer use
<input type="checkbox"/>	Open buffet is eliminated if the use of protective panels and an attendant are not possible		<input type="checkbox"/>	Eco-friendly products approved as effective disinfectants against COVID-19 are utilised
<input type="checkbox"/>	Single-use, individually sealed food items are used where practical (e.g., condiments, individual bottled water in lieu of water carafes or stations)		<input type="checkbox"/>	Digital Point of Sale (POS) systems are used where possible to reduce cash transactions
<input type="checkbox"/>	All shared items at the bar are removed, e.g. napkins, toothpicks, ashtrays and available on request		<input type="checkbox"/>	Patrons are notified of preference for cashless payments prior to entering so they may plan accordingly
<input type="checkbox"/>	Areas behind the bar are designated exclusively for drink preparation		<input type="checkbox"/>	Glass/plexiglass shields around certain areas of the cashier stations, if possible, are installed to create a barrier between patrons and cashiers
<input type="checkbox"/>	Bartenders wash hands between making an order of drinks		<input type="checkbox"/>	Food and beverage contact surfaces, dishware, utensils, food preparation surfaces, and beverage equipment are cleaned and sanitized after use
<input type="checkbox"/>	Dishwashing protocols are heightened			
<input type="checkbox"/>	Bar area is cleaned at regular intervals		<input type="checkbox"/>	The recommendation that Bar and Restaurant staff are ServSafe Certified is considered
<input type="checkbox"/>	Smaller than normal inventories are maintained in the event of possible contamination and the need to destroy stored items		<input type="checkbox"/>	HACCP process is in place/Standards are met
<b>4. FACILITIES, AMENITIES &amp; ENTERTAINMENT</b>				
<b>Facility Upgrade &amp; Maintenance</b>				
<input type="checkbox"/>	Where national protocols have been required, plant and associated fixtures and fittings have been inspected and gaps for upgrade/modification according to health protocols identified		<input type="checkbox"/>	Extensive cleaning & sanitizing of all furniture and equipment is undertaken and maintained
<input type="checkbox"/>	Hand washing and/or hand sanitizing stations as well as foot pressed bins are installed at key points and in all facilities across the property		<input type="checkbox"/>	Cleaning of HVAC systems are increased and air filters replaced more frequently throughout the property
<input type="checkbox"/>	Services that cannot support physical distancing and health & safety requirements are suspended, e.g. playgrounds, drinking fountains		<input type="checkbox"/>	Additional staff members are added in high-traffic areas, which include restrooms, lobbies and other public areas
<input type="checkbox"/>	Items that have been previously lent to guests are suspended including umbrellas and pushchairs		<input type="checkbox"/>	First Aid kits have been updated to include face masks, shields, extra gloves etc.
<b>Entertainment &amp; Recreation</b>				
<input type="checkbox"/>	Social/cultural activities are limited to those that can be accomplished from a safe, physical distance of 6 ft. (2 m) e.g. musical performances, dance shows etc.		<input type="checkbox"/>	High risk activities and services and off-property activities and entertainment are guided by the National/Local Health & Tourism Authorities
<input type="checkbox"/>	6 ft (2 m) of space between patron and performers on stage or the designated stage area is adhered to		<input type="checkbox"/>	Mainly on-property recreational activities and entertainment are encouraged during initial reopening phase (known by staff and guests)
<input type="checkbox"/>	Microphones are sanitized prior to each use for musical and karaoke activities		<input type="checkbox"/>	Outdoor Physical Distancing Protocol and reduced capacity is required for pools; decks and other open-air activity areas
<b>Pools</b>				
<input type="checkbox"/>	Special attention is paid to extensive cleaning and maintenance of pools		<input type="checkbox"/>	Designate no-touch towel return bins are available for guests to deposit towels without staff handling them

# CHECKLIST OF GUIDELINES FOR CARIBBEAN ACCOMMODATIONS

## OTHER OPERATIONAL GUIDELINES

<input checked="" type="checkbox"/> = Yes:		<input checked="" type="checkbox"/> = No	<input type="checkbox"/> = Not Applicable
<input type="checkbox"/>	Water in pools are automatically and continuously disinfected through existing equipment and processes	<input type="checkbox"/>	All pool furniture and common areas are cleaned frequently per an established COVID-19 cleaning schedule
<input type="checkbox"/>	When practical, all movable pool furniture is spaced to encourage social distancing.	<input type="checkbox"/>	Dancing entertainment on the pool deck is allowed pending sufficient room on the pool deck for physical distancing between participants and the entertainment leader
<input type="checkbox"/>	Patrons are not allowed to take towels; they are handed by an employee wearing gloves	<input type="checkbox"/>	Shared pool games throughout the day e.g. Ping-Pong, volleyball, connect four, Jenga etc. are temporarily discontinued
<b>Gym/Fitness Centre</b>			
<input type="checkbox"/>	The capacity of the gym has been revised to facilitate physical distancing based on a recommendation of approximately 113 sq. ft. (34 sq. m) per person/group	<input type="checkbox"/>	Provide towels to patrons on request. Self-service towel stands have been removed and towels are given upon the request of patrons
<input type="checkbox"/>	The spacing and lay-out of gym equipment has been adjusted for physical distancing	<input type="checkbox"/>	Garbage bins with a no-touch foot pedal are strategically located in the gym
<input type="checkbox"/>	Signage including floor markers are utilized throughout to inform and provide direction	<input type="checkbox"/>	Sanitizing spray and single-use cloths to wipe gym equipment before and after each use are provided.
<input type="checkbox"/>	As part of the facilities upgrade, hand sanitizers are installed at the entrance areas and patrons are required to use as they enter	<input type="checkbox"/>	A regular sanitizing regime has been established for all areas, furniture and equipment within the gym
<input type="checkbox"/>	Guests are encouraged to shower and refresh in their rooms	<input type="checkbox"/>	Class size for fitness activities have been reduced based on physical distancing requirements
<input type="checkbox"/>	Gym laundry is transported in closed bags	<input type="checkbox"/>	Considerations have gone into discontinuing cardio fitness classes
<b>Spa and Wellness Facility</b>			
<input type="checkbox"/>	Signage including floor markers are utilized at the entrance and throughout to inform and guide patrons	<input type="checkbox"/>	Changing room showers are discontinued for the time being. Patrons are encouraged to shower and refresh on their own premise
<input type="checkbox"/>	Temperature of all patrons are taken prior to commencing a treatment and denied if it is elevated (over 100.4 Fahrenheit or 38 Celsius)	<input type="checkbox"/>	Garbage bins with a no-touch foot pedal are strategically located throughout the facility
<input type="checkbox"/>	Questions are added to the Spa Health/Medical forms that ask about potential exposure to COVID-19	<input type="checkbox"/>	Treatment providers are trained in IPC measures and adhere to the hygiene and PPE requirements
<input type="checkbox"/>	All shared items are removed, e.g. self-service refreshments, reusable towels, book, and hygiene goods. These are packaged and provided individually	<input type="checkbox"/>	Spa treatments in the menu which include touching of the face, nose and mouth e.g. facials, lip scrubs etc. are discontinued
<input type="checkbox"/>	Hand sanitizer stations are at the entrance to the bathrooms and/or inside and include wipes (where possible) to allow patrons to wipe down lockers before and after use	<input type="checkbox"/>	Sauna is discontinued until further notice
<input type="checkbox"/>	The reception and all other areas are cleaned, sanitized and disinfected based on a developed plan	<input type="checkbox"/>	Spa laundry is transported in closed bags adhering to hygiene and PPE measures

# CHECKLIST OF GUIDELINES FOR CARIBBEAN ACCOMMODATIONS

## OTHER OPERATIONAL GUIDELINES

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable			
COMMUNICATION			
<b>1. COMMUNICATION &amp; AWARENESS BUILDING</b>			
<input type="checkbox"/> <b>A communication/awareness building plan is in place and executed by the hotel that:</b>			
<input type="checkbox"/>	Was developed in partnership with the Ministry of Health/Tourism and other industry stakeholders	<input type="checkbox"/>	Assures visitors and guests that operations are in a manner that minimizes their health risk and that of residents at the destination
<input type="checkbox"/>	Ensures that staff and guests fully understand the adjustments to the travel and work experience in the new COVID-19 environment	<input type="checkbox"/>	Reinforces messaging on arrival with signage and the use of hotel in-house TV informational channels, flyers and in-room reading material
<input type="checkbox"/>	Ensures that the experience that will be orchestrated by the hotel is conveyed in advance of arriving visitor		
<b>2. FACILITY SIGNAGE PROGRAM</b>			
<input type="checkbox"/>	A signage program is in place to reinforce the guest experience for quality and safety during their stay	<input type="checkbox"/>	A signage program has been implemented for guests that specifically encourages proper hygiene
<input type="checkbox"/>	Signage displays that may result in customer gatherings are avoided	<input type="checkbox"/>	Signage has been placed throughout back-of-house areas reminding employees to practice physical distancing
<input type="checkbox"/>	Signage is in place to encourage staff and guests to report if they have symptom of illness	<input type="checkbox"/>	Signage is specifically posted in the employee break room and cafeteria, and other areas employees frequently enter or exit
<input type="checkbox"/>	Health and hygiene reminders are placed at high-traffic areas on property, including the front lobby and other front-of-house areas	<input type="checkbox"/>	Signage continue to reinforce and remind employees of the proper way to wear, handle and dispose masks, when and how to wash hands, when gloves should be used, proper sneezing etiquette and to avoid touching their faces



# REOPENING OF CARIBBEAN TOURISM & TRAVEL

## GUIDELINES AND CHECKLIST FOR FOOD & BEVERAGE OPERATIONS



CARIBBEAN  
HOTEL & TOURISM  
ASSOCIATION



**CARPHA-CTO-CHTA-OECS-GTRCMC COVID-19 Task Force**

**June 22, 2020**

### OVERVIEW

These guidelines provide a framework for reopening and operation for facilities offering food and beverages amidst the atmosphere of COVID-19. Due to the range of Food and Beverage (F&B) facilities, not every establishment is able to implement health safety protocols in the exact same manner. However, all facilities that offer food and beverage to visitors and residents should have the common priority objective of ensuring that health safety measures are in place at each and across all relevant and critical points of the food and beverage service experience.

These guidelines are offered to support the safe reopening and business recovery of F&B operations by focusing on the additional operational requirements to enable co-existence with COVID-19. It must, therefore, be used in tandem with the existing regulations that prevail at the destination for F&B sales.

### TARGET GROUP

These guidelines target restaurant and food and beverage operations catering to tourists and visitors to the Caribbean region.

### FOCUS

Heighten health safety assurance for staff and patron and at all relevant points of the Food and Beverage service.

### KEY MEASURES FOR FOOD & BEVERAGE OPERATIONS

Adoption of the CARPHA-CTO-CHTA COVID-19 Health Measures to reduce the introduction and spread of COVID-19 is most suited for Food and Beverage (F&B) Operation across the region. Measures that are specifically important to F&B operations and included within these guidelines, require:

- ✓ Implementation of COVID-19 specific Hospitality Operational Guidelines in accordance with WHO recommendations
- ✓ Adherence to Health, Hygiene, Food Safety and Environmental Sanitation Standards i.e. standards required through National/Regional Health and Standards Agencies
- ✓ Advancing Certification for the adoption of Health, Hygiene and Food Safety Measures e.g. ServSafe Food and Alcohol Safety Certification for Food Service Staff, HACCP
- ✓ Joining the Caribbean Travel Health Assurance Stamp for Healthier Safer Facility Program

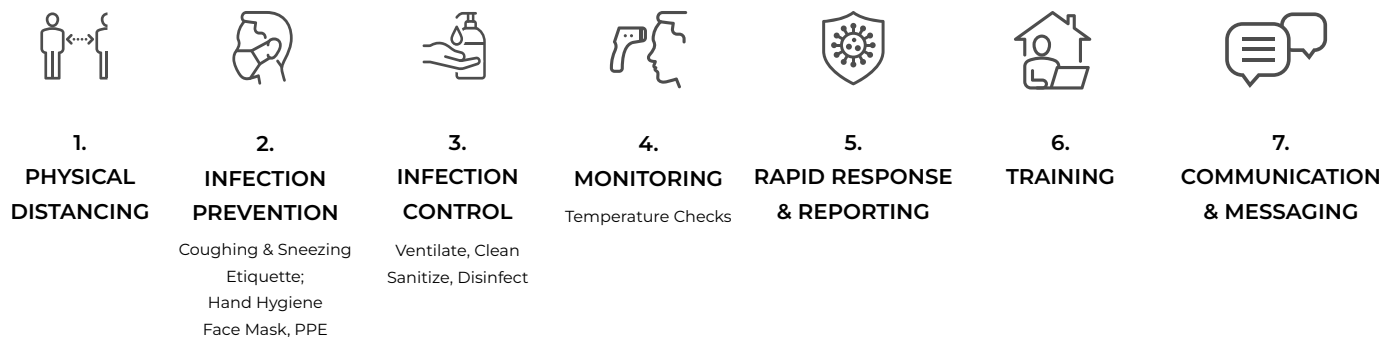
#### **NB: Available initially to hotels with food and beverage offerings**

- ✓ Undertaking Training and Capacity Building
- ✓ Engaging relevant stakeholders and collaborate on public health messaging

### PRIORITY

- ✓ Health Safety and Quality Service
- ✓ Enhanced Cleaning
- ✓ Reconfiguration of Facilities
- ✓ Adjustments of Service Delivery
- ✓ Education and Training
- ✓ Clear Communication and Messaging
- ✓ Collaboration and Partnerships

## SEVEN (7) COMMON HEALTH SAFETY ELEMENTS



## GUIDELINES

Guidelines are provided in Checklist Format in Section 6.1 and covers the following five (5) core areas:

### (1) MANAGEMENT OPERATIONS & PROCEDURES

Operation excellence is a key factor in the reopening of F&B operations. F&B operations must not only adhere to the health, hygiene and food safety and environmental sanitation standards but should consider enhancing all areas to address the specific requirements of COVID-19. Readiness Plans and Policies and SOP must also be addressed under management operations.

### (2) HUMAN RESOURCES (HR) AND TRAINING

Staff capacity must be built to meet the additional work requirements brought on by the COVID-19 crisis. Staff training is a central aspect of any reopening plan and specific measures are needed.

### (3) PHYSICAL DISTANCING (REDUCING OPERATIONS & MITIGATING TRANSMISSION RISKS)

This remains a core principle for all F&B establishments. Individual considerations must be done to establish appropriate configurations to floor plans as required. Operating at a reduced capacity to mitigate opportunity for transmission of COVID-19 must be in place until local Health Authorities clears for regular capacity.

**Utilizing New Technology:** Linked to physical distancing is the utilization of new technology to help communicate and conduct business with the reduced need for close contact, i.e. contactless payment systems, automated ordering systems, mobile ordering apps, website updates and simple texts.

**Service Type:** Considerations must also go into the type/range of service or altering the service to be offered during the short and opening term, e.g. cafeteria style service with barriers vs open buffet etc.

### (4) MANAGING EMPLOYEE HEALTH SAFETY

Pre-screening measures, the use of PPEs, and high hygiene for staff are critical management principles that must be addressed.

### (5) FOOD & BEVERAGE SAFETY

Food and beverage safety and food handling requires constant vigilance and with COVID-19 this vigilance must be heightened. Certification of key staff is necessary. ServSafe Food Manager/Handler and HACCP certification are encouraged.

### (6) ENHANCED CLEANING AND DISINFECTING

Measure focus on enhancing and increasing cleaning at each point of service and operation.

### (7) COMMUNICATION, MESSAGING & SIGNAGE

Constantly communicate with staff about shift changes, protocol updates etc. is required. It is also necessary to keep communicating with customers (operating hours; menu items; reservations) and help promote physical distancing and safety efforts; and monitor communication put out by the National Health Authority/Government.

**NB:** Along with these Guidelines, reference should be made to ***Section 3: "Guidelines for All Sub-Sectors of Tourism"***.

## CHECKLIST OF GUIDELINES FOR FOOD & BEVERAGE OPERATIONS

**This checklist is a summary of the recommended Guidelines and its Key Elements.  
It allows self-check to ensure consistency with and coverage of core areas**

✓☑ = Yes:      X☑ = No      -☑ = Not Applicable	
<b>MANAGEMENT</b>	
<b>1. MANAGEMENT OPERATIONS</b>	
<b>Legal Operation</b>	
<input type="checkbox"/>	Operational Legislative & Regulatory Requirements are met
<input type="checkbox"/>	Operating/Reopening License is current
<input type="checkbox"/>	Specific Local/National Health Authority, Hygiene, Food Safety & Environmental Sanitation Standards are adhered to
<input type="checkbox"/>	Operating/Reopening License is current
<b>COVID-19 Preparedness &amp; Action Plans</b>	
<input type="checkbox"/>	COVID-19 Preparedness & Action Plan in Place
<input type="checkbox"/>	HR & Staff Training Plan Updated for COVID-19 Needs
<input type="checkbox"/>	Plans are flexible to update as new data is available
<input type="checkbox"/>	Plans consider a phased approach to reopening
<b>Policies &amp; Standard Operating Procedures</b>	
<input type="checkbox"/>	CTHAs Health Assurance/ Certification considered Available initially to hotels with food and beverage offerings
<input type="checkbox"/>	SOPs for Food Service are enhanced for COVID-19
<input type="checkbox"/>	Digitization and Contactless Policy in Place
<input type="checkbox"/>	Temperature Screening Policy in place for Staff and Guests
<input type="checkbox"/>	COVID-19 Health & Safety Management Team in Place <b>OR</b> Specific Individual for Health Safety Identified (to audit SOPs and regularly inspect to ensure compliance)
<input type="checkbox"/>	New/Enhanced SOPs for Cleaning & Hygiene Routines
<input type="checkbox"/>	Receiving Delivered Supplies SOPs in place
<b>Critical Service Type: Buffet</b>	
<input type="checkbox"/>	Policy on Buffet Service is developed according to national government requirement during reopening
<input type="checkbox"/>	Where Buffet Service is allowed there is a serving attendant with and/or without protective glass in place
<input type="checkbox"/>	Other forms of service are considered, provided if possible and/or enhanced, e.g. take-out options, open-air dining
<b>First Aid Measures</b>	
<input type="checkbox"/>	First Aid protocols have been updated to address how to manage patrons or employees with COVID-19 symptoms
<input type="checkbox"/>	For subcontracted First Aid services, the subcontracting organisation must provide the appropriate PPE for their employees
<input type="checkbox"/>	First Aid kits have been updated to include COVID-19 supplies, i.e. face masks, shields, extra gloves, etc.
<input type="checkbox"/>	An isolation/quarantine area has been established for individuals and their immediate party to wait while first aid and any COVID-19 assessments are completed
<input type="checkbox"/>	Appropriate Personal Protective Equipment (PPE) is provided for internal staff responsible for First Aid

# CHECKLIST OF GUIDELINES FOR FOOD & BEVERAGE OPERATIONS

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable			
<b>2. HR MANAGEMENT &amp; TRAINING</b>			
<input type="checkbox"/>	Employee Handbooks	<input type="checkbox"/>	All employee and HR handbooks are COVID-19 updated
		<input type="checkbox"/>	Employee sick leave policies have been reviewed and updated
<input type="checkbox"/>	Shared Equipment	<input type="checkbox"/>	Reducing the use of shared equipment (computers, phones, radios, etc.) by staff has been considered.
		<input type="checkbox"/>	Where equipment must be shared, employees wash/sanitize their hands before and after using that equipment. The high-touch surfaces on the equipment are also sanitized frequently.
<input type="checkbox"/>	Customer Service Heightened	<input type="checkbox"/>	Customer Service has a COVID-19 script and staff are trained accordingly including how to greet patrons with warmth and friendliness and not by contact
		<input type="checkbox"/>	Staff are trained
<input type="checkbox"/>	Training Delivery	<input type="checkbox"/>	Training is conducted utilizing strict physical distancing and hygiene protocols
		<input type="checkbox"/>	Online training modules are used as far as possible
		<input type="checkbox"/>	Collaborative Training Approach taken (with Tourism/Health Authority, Association etc.)
<input type="checkbox"/>	Staff trained in new COVID-19 SOPS and Protocols	<input type="checkbox"/>	COVID-19 Operational Plans Policies and Procedures
		<input type="checkbox"/>	COVID-19 Causes and Symptoms
		<input type="checkbox"/>	Physical Distancing Measures & Interacting with staff and patrons
		<input type="checkbox"/>	Respiratory Etiquette & Personal Hygiene (IPC)
		<input type="checkbox"/>	New Cleaning and Disinfecting Protocols
		<input type="checkbox"/>	New Food Service or altered duties
		<input type="checkbox"/>	First Aid in a COVID-19 Environment
		<input type="checkbox"/>	Selling skills in the new reality of social distancing (for brand staff)
		<input type="checkbox"/>	Post COVID-19 Staff Counselling & Coaching
<b>PHYSICAL DISTANCING</b>			
<b>1. DINING IN</b>			
<input type="checkbox"/>	Evaluation done on restaurant/dining capacity	<input type="checkbox"/>	Only groups that are distancing together are seated together
<input type="checkbox"/>	A temporary capacity reduction to 50% with rotational or extended dining times are considered	<input type="checkbox"/>	A reservation or call-ahead seating is implemented to better space diners
<input type="checkbox"/>	Floor plan is updated, where allowable, and redesigned for seating arrangements to ensure at least 6 ft (2 m) of separation between table setups.	<input type="checkbox"/>	Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for staff and guests
<input type="checkbox"/>	Restaurants and bars are reconfigured to accommodate physical distancing with reduced seating capacity	<input type="checkbox"/>	Where 6 ft (2 m) of separation is not possible, consider other options (e.g., face coverings) and increase the frequency of surface cleaning and sanitizing
<input type="checkbox"/>	Where practical, especially in booth seating, physical barriers are used		

# CHECKLIST OF GUIDELINES FOR FOOD & BEVERAGE OPERATIONS

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable			
<b>2. RECEPTION &amp; PAYMENT/DEPARTURE</b>			
<input type="checkbox"/>	Contactless hand sanitizing stations are strategically placed in the reception/waiting area for the use of patrons on arrival/departure	<input type="checkbox"/>	To avoid allowing patrons to congregate in waiting areas or bar areas they are also allowed outdoor distancing and to wait in cars
<input type="checkbox"/>	The re-seating floor plan that reflects physical distancing protocols is posted at the entrance for viewing of patrons	<input type="checkbox"/>	Practical physical barriers such as partitions or Plexiglas barriers are used at pay out registers
<input type="checkbox"/>	Floor markings are placed for physical distancing to enable patrons to stay separated while waiting for seating	<input type="checkbox"/>	Spacing between customers while in line for pay-out is indicated and maintained
<input type="checkbox"/>	Displays that may result in customer gatherings are avoided	<input type="checkbox"/>	An exit separate from the entrance is utilised where possible
<b>3. HEIGHTENED USE OF TECHNOLOGY</b>			
<input type="checkbox"/>	Technology solutions are used where possible to reduce person-to-person interaction	<input type="checkbox"/>	Contactless payment options are utilized
<input type="checkbox"/>	Text is facilitated on arrival for seating	<input type="checkbox"/>	Contactless hand cleaning/sanitizing dispensers are placed at designated locations (for staff and patrons)
<b>MANAGING EMPLOYEE HEALTH AND SAFETY</b>			
<b>4. MONITORING STAFF HEALTH</b>			
<input type="checkbox"/>	Temperature screening for staff is done on arrival at work/start of a shift.	<input type="checkbox"/>	Staff sanitize or wash hands regularly throughout their shift (minimum once per 30 minutes)
<input type="checkbox"/>	Staff with temperatures over 100.4 F/38 C are not allowed to work	<input type="checkbox"/>	The use of other PPEs by staff, e.g. aprons, face shield, cleaning gloves, is used where and when necessary
<input type="checkbox"/>	Staff are required to stay at home if they or a household member are not feeling well or exhibiting WHO-defined symptoms associated with COVID-19. They are required to consult and follow the health authority guidelines	<input type="checkbox"/>	Staff sanitize or wash hands after handling cash or credit card exchanges, touching common areas and upon serving food and drinks
<input type="checkbox"/>	If a staff member is sick at work, they are sent home. Their workspace surfaces are cleaned and disinfected. Other staff with close contact (i.e., within 6 ft (2 m) of the employee during this time are considered exposed	<input type="checkbox"/>	Staff are required to regularly self-monitor for symptoms of COVID-19 and are informed of and required to follow the health authority requirements
<input type="checkbox"/>	Staff who are well but know they have been exposed to COVID-19, are required to notify their supervisor and follow precautions set by the health authority.		
<b>5. STAFF PERSONAL PROTECTIVE EQUIPMENT (PPE)</b>			
<input type="checkbox"/>	PPEs are provided for staff use at work and include hair restrains, face coverings, disposable gloves, food coats/overalls shoe covers	<input type="checkbox"/>	Where possible, food production areas are rearranged so that employees are staggered on either side of the workstation in such a manner where they are not facing each other
<input type="checkbox"/>	PPE are always used in areas where the risk for food contamination is high especially where ready to eat food items such as salads and cooked food are prepared, displayed and served.	<input type="checkbox"/>	Providing disinfecting mats/foot baths at the entrance to the food establishment is considered
<input type="checkbox"/>	The number of food handlers/ employees on the floor at any one point is limited (Bearing in that this may lead to slower processing at the establishment)	<input type="checkbox"/>	Staff are organised in smaller teams and in such a manner to minimise staff interactions during work and shift change

# CHECKLIST OF GUIDELINES FOR FOOD & BEVERAGE OPERATIONS

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable			
<b>6. STAFF HYGIENE AND OPERATION</b>			
<input type="checkbox"/>	Employees are trained on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content. They are given clear instruction to avoid touching hands to face	<input type="checkbox"/>	Communication boards or digital messaging is used to convey pre-shift meeting information particularly where there are large staff numbers
<input type="checkbox"/>	Staff are aware that they must cough or sneeze with a tissue, then throw the tissue in the covered garbage bin trash and wash hands	<input type="checkbox"/>	Contact between wait-staff and patrons are limited. Wait-staff is required to wear face coverings if they have direct contact with guests
<input type="checkbox"/>	The number of employees allowed simultaneously in break rooms has been limited	<input type="checkbox"/>	Staff, because they have been adequately sensitised to the signs and symptoms of COVID-19, are able to identify both patrons and staff exhibiting symptoms.
<input type="checkbox"/>	Employee gatherings are discouraged		
<b>7. OPERATION GUIDELINES FOR SUPPLIERS</b>			
<input type="checkbox"/>	Third party delivery drivers and all suppliers are reminded of internal distancing requirements	<input type="checkbox"/>	Farmers are advised and encouraged to bring washed produce to the restaurant
<input type="checkbox"/>	As far as possible, individuals delivering food and supplies and anyone else coming on to restaurants undergo temperature checks	<input type="checkbox"/>	An area is established where food and vegetables are washed and sanitized
<input type="checkbox"/>	Protocols for receiving food are in place and implemented	<input type="checkbox"/>	A suppliers' delivery schedule is in place to avoid delivery congregation
<b>FOOD AND BEVERAGE SAFETY</b>			
<b>Regulations and Certification</b>			
<input type="checkbox"/>	Requirements of the Health Ministry/Authority are adhered to	<input type="checkbox"/>	Staff has Food Handling Certification/Licenses
<input type="checkbox"/>	HACCP requirements are followed for F&B safety	<input type="checkbox"/>	The recommendation that staff are Certified ServSafe professional is considered
<b>Other General Measures</b>			
<input type="checkbox"/>	Before preparing food, staff wash their hands with soap and water for 20 seconds	<input type="checkbox"/>	Food and drink are kept at the appropriate temperature required for safety and use
<input type="checkbox"/>	When a "grab and go" service is provided, coolers are stocked to no more than minimum levels	<input type="checkbox"/>	Lemons and unwrapped straws from self- service drink stations are removed
<input type="checkbox"/>	Gloves are used, as needed to avoid direct bare hand contact with ready-to-eat foods	<input type="checkbox"/>	Pastry/bakery items and other similar items are pre-bagged using appropriate bags and tongs
<input type="checkbox"/>	Ensure cooked foods reach the proper internal temperatures prior to service or cooling.	<input type="checkbox"/>	Expired food and drink are discarded
<b>ENHANCED SAFETY AND CLEANING</b>			
<b>1. RESTAURANT AND BAR FACILITIES</b>			
<input type="checkbox"/>	Where national protocols have been required, plant/ and associated fixtures and fittings etc. have been inspected and gaps for upgrade/modification according to health protocols identified.	<input type="checkbox"/>	Adequate wall mounted sanitizer dispensers at strategic locations for use by both staff and patrons are available
<input type="checkbox"/>	Extensive cleaning & sanitizing of all furniture and equipment are undertaken and maintained	<input type="checkbox"/>	Hand washing stations for staff along with contactless paper towel dispensers and foot pressed bins are located at designated points for use by staff

# CHECKLIST OF GUIDELINES FOR FOOD & BEVERAGE OPERATIONS

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable			
<b>2. HEIGHTENED CLEANING AND DISINFECTING</b>			
<input type="checkbox"/>	Food contact surfaces, dishware, utensils, food preparation surfaces, and beverage equipment are washed, rinsed and sanitized after use	<input type="checkbox"/>	Table condiments are individually wrapped for use by each patron at the table
<input type="checkbox"/>	Surfaces repeatedly touched by employees or patrons such as door knobs, equipment handles, check-out counters, and cart handles, etc are frequently disinfected	<input type="checkbox"/>	There are procedures and equipment to ensure that cutlery and wares are properly cleaned and sanitized are in place. Pre-setting tables are avoided as far as possible.
<input type="checkbox"/>	Seldom- touched surfaces are not-overlooked. Procedures to increase how often back-of-house surfaces are cleaned and sanitized are implemented	<input type="checkbox"/>	If reusable menus must be used, they are cleaned and sanitized regularly. Paper menus are discarded after each customer use
<input type="checkbox"/>	Ware-washing machines are operating at the required wash and rinse temperatures and with the appropriate detergents and sanitizers	<input type="checkbox"/>	Approved disinfecting products that are effective against viruses are prepared and used in a safe and controlled manner according to label instructions
<input type="checkbox"/>	Remember that hot water can be used in place of chemicals to sanitize equipment and utensils in manual ware-washing machines.	<input type="checkbox"/>	Sanitizing material guidance is followed to ensure it's at effective sanitizing strength and to protect surfaces
<b>ENVIRONMENTAL CLEANING/JANITORIAL SERVICES</b>			
<input type="checkbox"/>	Cleaning staff wear the recommended PPE including, disposable gloves and face mask for all tasks in the cleaning process and in handling trash	<input type="checkbox"/>	If surfaces are dirty, they are cleaned using a detergent or soap and water prior to disinfection
<input type="checkbox"/>	Gloves are compatible with the disinfectant products being used	<input type="checkbox"/>	Diluted household bleach solutions can be used if appropriate for the surface. The manufacturer's instructions for application and proper ventilation are followed
<input type="checkbox"/>	Gloves are removed carefully to avoid contamination of the wearer and the surrounding area (hands are cleaned after removal)	<input type="checkbox"/>	For soft (porous) surfaces such as carpeted floor, rugs, and drapes, visible contamination is removed, if present and cleaned with appropriate cleaners for use on these surfaces
<input type="checkbox"/>	Cleaning staff are required to clean their hands often	<input type="checkbox"/>	Increase frequency of routine cleaning and disinfection, is in place and emphasizes cleaning and disinfecting frequently touched objects and surfaces such as water coolers, desks, countertops, doorknobs, seating, faucet handles, phones.
<b>Restrooms</b>			
<input type="checkbox"/>	Restrooms are regularly clean and sanitized (at a minimum every two hours)	<input type="checkbox"/>	Touchless paper towel dispensers and Hands-free garbage bins with covers are utilized for no touch waste disposal
<input type="checkbox"/>	Contactless faucets and soap dispensers are provided	<input type="checkbox"/>	Covered foot pressed bins are available for use
<input type="checkbox"/>	Signage is in place to require that toilet covers are closed when flushing especially for those cleaning the bathrooms (particles can be sent airborne several feet high in the air if not closed)		
<b>COMMUNICATION AND SIGNAGE</b>			
<input type="checkbox"/>	Signage is posted to remind patrons about physical distancing		
<input type="checkbox"/>	Floor signs are placed to remind and encourage physical distancing		
<input type="checkbox"/>	A signage program has been implemented to encourage proper hygiene		
<input type="checkbox"/>	Signage is in place to encourage staff and guests to report if they have any symptom of illness		
<input type="checkbox"/>	Information is placed at designated spots at the restaurant/bar of the COVID-19 actions of the facility e.g. frequent handwashing, frequent use of hand sanitizers, cough and sneeze etiquette etc.		
<input type="checkbox"/>	Signage also indicating proper use and disposal procedures for mask		
<input type="checkbox"/>	Emergency numbers are readily available and displayed		



# REOPENING OF CARIBBEAN TOURISM & TRAVEL

## GUIDELINES AND CHECKLIST FOR RECREATION AND ENTERTAINMENT

### Sites and Attractions



CARIBBEAN  
HOTEL & TOURISM  
ASSOCIATION



**CARPHA-CTO-CHTA-OECS-GTRCMC COVID-19 Task Force**

**June 22, 2020**

## OVERVIEW

Sites and attractions are critical elements of the recreation and entertainment sub-sector of tourism. They are generally place of interests and activities at the destination that inspire visits by providing memorable leisure experiences for an admission charge or even for free. Sites and attractions in the region are typically known for their inherent or exhibited natural, heritage and cultural value or historical significance, natural or built beauty. They can also be marine or land based.

Caribbean sites and attractions are, therefore, wide ranging. On land, for example, they vary from forest reserves and national parks, waterfalls, volcanic springs, and caves to monuments, museums, art galleries, botanic gardens, and building and structures such as forts and old plantation homes. Regardless of the description or type, however, in the COVID-19 environment, the recreation and entertainment sub-sector, and specifically, sites and attractions, must facilitate the health safety of staff and patrons.

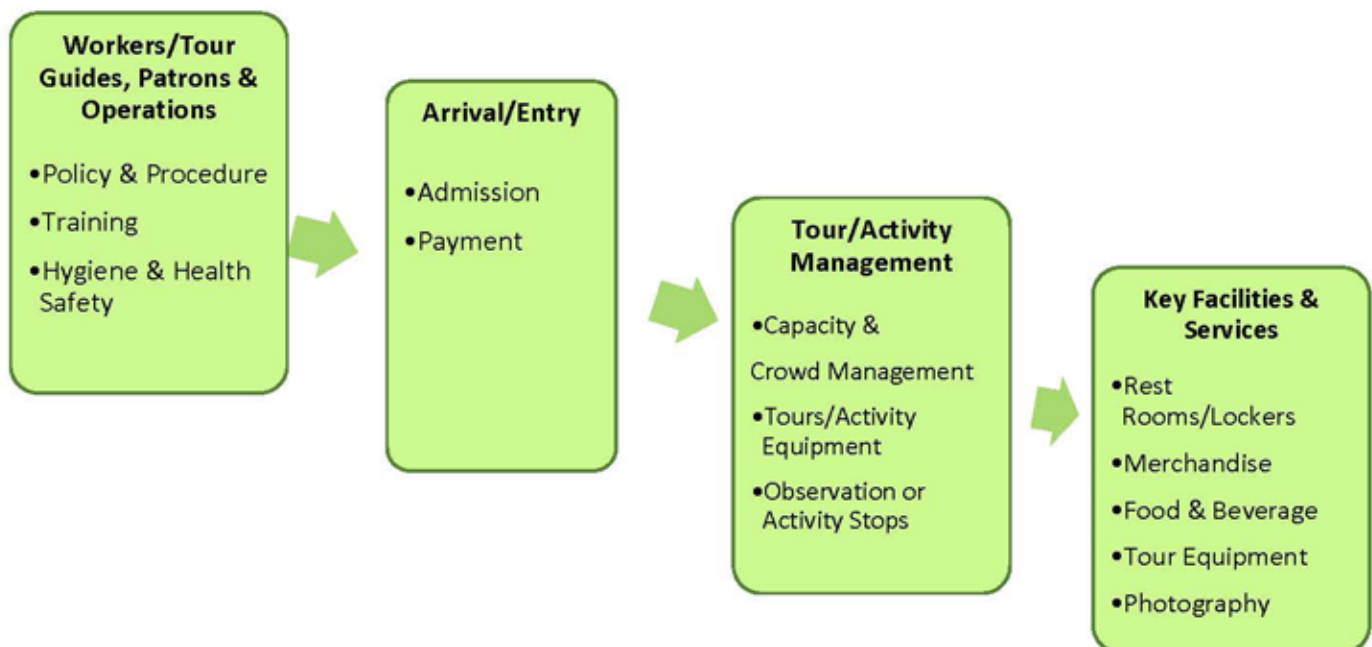
## TARGET GROUP

Ensuring safe work conditions for employees and a healthy environment for the patrons' and visitors' enjoyment at common points of the experience at sites and attractions.

## FOCUS

Ensuring safe work conditions for employees and a healthy environment for the patrons' and visitors' enjoyment at common points of the experience at sites and attractions.

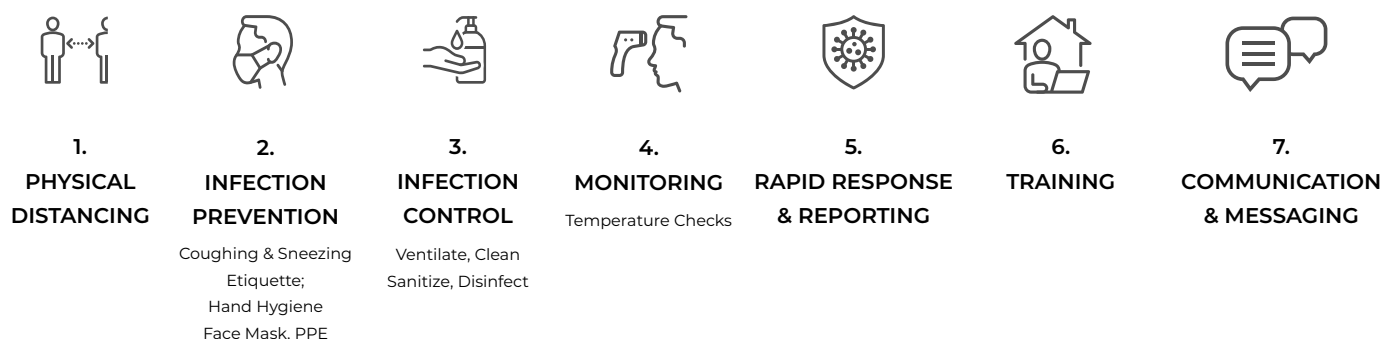
## COMMON KEY POINTS OF THE EXPERIENCE



## PRIORITY

- ✓ Capacity, Density and Crowd Management for physical distancing and patron enjoyment
- ✓ Personal Hygiene for Staff and Visitors/Patrons
- ✓ Human Resource Management and Training
- ✓ Quality Customer Service and Care
- ✓ Utilization of Touch-free/Contactless Payment Options
- ✓ Reduced Face-to-face Purchase Transactions
- ✓ Assurance, Confidence Building and Communication
- ✓ Collaboration and Partnership

## SEVEN (7) COMMON HEALTH SAFETY ELEMENTS



## GUIDELINES

Guidelines are provided in **Checklist Format** in **Section 7.1** and covers the following five (5) core areas:

### (1) MANAGEMENT OPERATIONS

Management has the opportunity to ensure the foundational plans, policies and procedures are established that will lead the reopening and recovery of business. Measures that should be considered are outlined to ensure operational and business readiness and excellence.

### (2) HUMAN RESOURCES AND TRAINING

Staff must be brought on board as soon as possible. Training and other human resources matters must, therefore, play a critical role in the reopening and continued operation of all recreation and entertainment activities.

### (3) HEALTH SAFETY MEASURES

The guidelines provide measures for consideration in key areas at sites and attractions including:

- ✓ Arrival/Admission/Entry & Payments
- ✓ Tour/Activity Management
- ✓ Restrooms, Lockers & Changing Rooms
- ✓ Photography
- ✓ Food and Beverage
- ✓ Retail and Merchandising

### (4) **COMMUNICATION, MESSAGING & SIGNAGE**

Clear, consistent and enhanced communication measures are encouraged with staff, guests and stakeholders. Relevant measures are provided for use as appropriate.

**NB:** Along with these Guidelines, reference should be made to  
***Section 3: “Guidelines for All Sub-Sectors of Tourism”.***

**This checklist is a summary of the Recommended Guidelines and its Key Elements. It allows a self-check for comparison and to ensure consistency with and coverage of core areas given size and nature of operation**

✓☑ = Yes:      X☑ = No      —☑ = Not Applicable	
MANAGEMENT	
<b>1. MANAGEMENT OPERATION</b>	
<b>Reopening Operation, COVID-19 Action Plan &amp; Management Team</b>	<input type="checkbox"/> All Legislative & Regulatory Requirements or licenses to reopen site, operate the activity or provide the service are met (whether it is land-based or marine based)
	<input type="checkbox"/> COVID-19 Preparedness Plan is in place
	<input type="checkbox"/> Health Safety Team or Point Person is in place to ensure COVID-19 compliance
<b>Policies &amp; Standard Operating Procedures (SOPs)</b>	
<input type="checkbox"/> A Phased Reopening Policy has been established	<input type="checkbox"/> Health Screening Policy in place for Staff & Patrons
<input type="checkbox"/> COVID-19 Flexible Tour Cancellation Policy is in place	<input type="checkbox"/> COVID-19 SOPs are in place, i.e. for physical distancing, Infection Prevention & Control & for contact tracing
<input type="checkbox"/> Contactless Policy is now leading operations as far as possible	<input type="checkbox"/> SOP for reporting/registering COVID cases with Ministry of Health (& CARPHA) is outlined
<b>Other Pre-Opening &amp; Management Operations</b>	
<b>Capacity Evaluation &amp; Hand Hygiene Installations</b>	
<input type="checkbox"/> An evaluation of the site/tour/attraction has been undertaken along with associated equipment, fixtures, fittings and gaps for upgrade/modification, according to health protocols identified	<input type="checkbox"/> Where physical distancing of 4-6 ft or 1.5 – 1.8 meters is challenging, the site/capacity is retrofitted to allow safe operation
<input type="checkbox"/> The site/attraction capacity is determined based on 113 sq. ft (54 sq. m) per person/group, i.e. one (1) person per 14 sq. ft (4 sq. m)	<input type="checkbox"/> Contactless hand washing and/or hand sanitizing stations are installed at key points throughout the facility, e.g. on entry, in key walkways at the attractions, in food and beverage locations, in merchandise shops, at the exits etc.
<input type="checkbox"/> Types of masks for use in different areas and for different activities are specified, e.g. N95's, particularly for sites/attractions where capacity layout is limited	<input type="checkbox"/> Foot pressed bins are installed at strategic locations
<input type="checkbox"/> The site/attraction capacity has been adjusted/reduced to allow for appropriate physical distancing of 4-6 ft or 1.5 – 1.8 meters	<input type="checkbox"/> Contactless hand washing and hand sanitizing stations are also provided behind the scenes in maintenance areas, workshops, offices, and break areas for workers
<b>First Aid Measures</b>	
<input type="checkbox"/> First Aid protocols have been updated to address how to manage individuals with COVID-19 symptoms	<input type="checkbox"/> For subcontracted First Aid services, the subcontracting organization must provide the appropriate PPE for their employees
<input type="checkbox"/> First Aid kits have been updated to include COVID-19 supplies, i.e. face masks, shields, extra gloves, etc.	<input type="checkbox"/> An isolation/quarantine area has been established for individuals and their immediate party to wait while first aid and any COVID-19 assessments are completed
<input type="checkbox"/> Appropriate Personal Protective Equipment (PPE) is provided for internal staff responsible for First Aid	

## CHECKLIST OF GUIDELINES FOR RECREATION & ENTERTAINMENT (SITES & ATTRACTIONS)

✓☑ = Yes:      X☒ = No      —☐ = Not Applicable	
<b>Procurement Management</b>	
<input type="checkbox"/> A comprehensive PPE supplies list has been completed	<input type="checkbox"/> Contractors/delivery services are asked to use electronic records, where possible, to minimize physical interaction, i.e. as an alternative to requiring signature for delivery
<input type="checkbox"/> To ensure appropriate supply of PPE and cleaning supplies, these items were ordered promptly, as some items are difficult to get in a timely manner	<input type="checkbox"/> Face-to-face purchase transactions is reduced, when possible, by increased online purchases
<b>2. HR MANAGEMENT &amp; TRAINING</b>	
<input type="checkbox"/> Employee Handbooks	<input type="checkbox"/> All employee and HR handbooks are COVID-19 updated <input type="checkbox"/> Employee sick leave policies have been reviewed and updated
<input type="checkbox"/> Shared Equipment	<input type="checkbox"/> Reducing the use of shared equipment (computers, phones, radios, etc.) by staff has been considered. <input type="checkbox"/> Where equipment must be shared, employees wash/sanitize their hands before and after using that equipment. The high-touch surfaces on the equipment are also sanitized frequently.
<input type="checkbox"/> Customer Service Heightened	<input type="checkbox"/> Customer Service has a COVID-19 script and staff are trained accordingly <input type="checkbox"/> Staff and Tour Guides are trained to greet patrons with warmth and friendliness and to provide quality service but not by close contact, e.g. handshakes or hugs
<input type="checkbox"/> Measures in place to decrease physical contact and time of physical contacts	<input type="checkbox"/> Measures decreasing physical presence of staff on site introduced (such as for online promotional and marketing staff). <input type="checkbox"/> Alternate schedules to avoid employees taking breaks at the same times in the same locations have been instituted <input type="checkbox"/> SMS and online platforms are used as far as possible (increased use of electronic means of communication)
<input type="checkbox"/> Training Delivery	<input type="checkbox"/> Training is conducted utilizing strict physical distancing and hygiene protocols <input type="checkbox"/> Online training modules are used as far as possible <input type="checkbox"/> Collaboration for Training taken with Association, Ministry of Tourism/Health etc.
<input type="checkbox"/> Training Areas for staff include:	<input type="checkbox"/> New management operating plans, policies and procedures <input type="checkbox"/> Identifying COVID-19 Symptoms <input type="checkbox"/> Respiratory Etiquette & Personal Hygiene for Infection Prevention and Control (IPC) <input type="checkbox"/> New IPC Cleaning and Disinfecting Protocols for their area of work <input type="checkbox"/> Wearing the correct PPE for the activity, i.e. Suitable PPE for cleaning, for disinfecting; for sanitizing; and for food service and ensuring safe removal and disposal of PPEs <input type="checkbox"/> Actions to be taken in case they or patrons present symptoms <input type="checkbox"/> Handling suspected COVID-19 staff and Patrons (for Certified first responders) <input type="checkbox"/> Code of Conduct or list of expected behaviours for staff and operations <input type="checkbox"/> Codes include when to stay away from the workplace, what action to take if they become unwell and what symptoms to be concerned about <input type="checkbox"/> Selling skills in the new reality of social distancing (for brand staff) <input type="checkbox"/> First Aid Application in a COVID-19 environment
<input type="checkbox"/> Other	<input type="checkbox"/> Consider cross-training employees so they can operate in more than one area

# CHECKLIST OF GUIDELINES FOR RECREATION & ENTERTAINMENT (SITES & ATTRACTIONS)

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable	
MEASURES AT KEY POINTS OF THE SITE/ATTRACTION EXPERIENCE	
1. ARRIVAL/ADMISSION/ENTRY	
Arrival/Departure	
<input type="checkbox"/>	The temperature of patrons is checked upon arrival. Patrons with elevated temperatures over 100.4 F/38 C are not allowed entry and are referred to health authorities
<input type="checkbox"/>	Where possible arrival times are staggered to minimize lines or crowds at the attraction entrance by a timed ticketing program
<input type="checkbox"/>	Space is designated for drop off and pick-up of patrons
<input type="checkbox"/>	Line Systems with physical distancing space marking are in place and enforced for all arrivals (and departures)
<input type="checkbox"/>	Signage is clear and visible and used effectively in all areas (Patrons are notified that by entering they are consenting to health checks and, if asked, to responding to questions on health and travel history)
<input type="checkbox"/>	COVID-19 Waiver & Disclaimer signage is clearly noticeable on arrival (Language is Included in any entry contracts/forms signed by patrons)
<input type="checkbox"/>	Patrons are encouraged to sanitize or wash their hands prior to entry and upon departure
<input type="checkbox"/>	Hand sanitizer dispensers with 70% alcohol content is placed near entrances (and exits) and at regular intervals throughout the arrival/departure process
<input type="checkbox"/>	Employees greet patrons with warmth and friendliness but with no touching or handshakes
Ticketing & Admission	
<input type="checkbox"/>	Advance, online ticket purchases are encouraged to reduce transactions on site and reduce congestion at the site/ attraction entrance
<input type="checkbox"/>	Patrons are encouraged to use the electronic maps, site guides, pricing sheets and menus. If requested, copies are available for the retention of each patron or units that isolate together
<input type="checkbox"/>	Guests are encouraged to reduce the number of personal items they bring on site. All items must fit into a clear plastic bag where they can be reviewed without touching
<input type="checkbox"/>	In common entrance areas, automatic doors are utilised or front doors are placed open to limit touch or manned by person to mitigate excessive surface contact by multiple individuals
<input type="checkbox"/>	Ticket counters are wiped down regularly after each customer interaction and throughout the day with shift changes
Payments	
<input type="checkbox"/>	Cash handling is avoided if possible. If cash handling is required, employees must wash or sanitize their hands frequently
<input type="checkbox"/>	Assign one person to each Point-of-Sale (POS) terminal if possible. Terminal should be sanitized between each user and after each shift
<input type="checkbox"/>	Credit card readers are arranged so patrons can insert/swipe their own cards
<input type="checkbox"/>	If multiple employees are assigned to one POS terminal, servers sanitize their hands before and after each use
<input type="checkbox"/>	Credit, cash machines are cleaned frequently (Handwashing stations or sanitizer are provided nearby)
<input type="checkbox"/>	Physical barriers e.g. plexiglass barriers, are used to separate team members from guests at cash registers, where possible
2. LOCKERS AND STORAGE FACILITIES	
<input type="checkbox"/>	Automated lockers or combination locks are used when possible to prevent the need for key locks
<input type="checkbox"/>	Where locker keys are required, they are sanitized after each use
<input type="checkbox"/>	A used key bin for key drop-off is installed
<input type="checkbox"/>	Hand sanitizers are located near the lockers or storage facilities for patrons to use before and after storing personal belongings.

## CHECKLIST OF GUIDELINES FOR RECREATION & ENTERTAINMENT (SITES & ATTRACTIONS)

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable			
<b>3. RESTROOMS/CHANGING FACILITY</b>			
<input type="checkbox"/>	Hand sanitizer stations are erected at the entrance to the bathrooms	<input type="checkbox"/>	The water source for water fountains is turned off and signage marking them as closed until further notice is in place
<input type="checkbox"/>	Floor markers or indicators are placed on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms	<input type="checkbox"/>	Reusable hand towels are removed and replaced with disposable hand towels dispensed from a contactless dispenser
<input type="checkbox"/>	Hands-free garbage bins with covers are utilized for no touch waste disposal	<input type="checkbox"/>	Bathrooms are regularly sanitized (at a minimum every two hours)
<input type="checkbox"/>	Sinks and toilets with touchless valves or flushing devices, are installed and utilized where possible	<input type="checkbox"/>	Extra attention is paid to high-touch surfaces in restrooms including door handles, garbage bins, countertops, benches, toilets, sink taps and toilet handles, soap dispenser push plates, baby changing stations, towel dispenser handles, doorknobs, light switches, and sinks
<input type="checkbox"/>	Signage is in place to require that toilet covers are closed when flushing especially for those cleaning the bathrooms (particles can be sent airborne several feet high in the air if not closed)		
<b>4. TOUR MANAGEMENT</b>			
<b>General</b>			
<input type="checkbox"/>	Temperature checks are required before accessing the tour site or participating in the tour	<input type="checkbox"/>	Proper physical distancing, ideally 6 ft. between individuals or groups is adhered to unless impractical (e.g. climbing waterfalls) or unsafe.
<input type="checkbox"/>	Guests with elevated temperatures are not allowed to participate and are referred to the health authority	<input type="checkbox"/>	Individuals in the same party (family and friends) do not need to adhere to strict physical distancing requirements
<input type="checkbox"/>	Patrons are required to sanitize or wash their hands before the start of tours and activities	<input type="checkbox"/>	Equipment distribution counters are cleaned and sanitized regularly after each customer interaction and throughout the day with shift changes
<input type="checkbox"/>	Based on the activity (land-based or water-based) tour guides wear face masks (except where submerged in water) as appropriate	<input type="checkbox"/>	Where physical contact with patrons is necessary tour guides are required to wear disposable gloves
<input type="checkbox"/>	Tape or markers are placed at the entrance where patrons are expected to stand when they wait before the tour or to engage in an activity or board a vessel	<input type="checkbox"/>	Tour guides carry their own alcohol-based hand sanitizer for personal use (60% alcohol or above but in consideration of percentage set by local authorities)
<input type="checkbox"/>	Physical distancing of tour guides from each other and from patrons, unless required for the tour or activity (e.g. zipline) is enforced	<input type="checkbox"/>	Tour material/equipment used, including pens, are sanitized after each usage
<b>Adventure Sports/Rides/Water Sports</b>			
<input type="checkbox"/>	The number of passengers per water sport vessel is limited to 60%-70% capacity to allow for physical distancing.	<input type="checkbox"/>	If a raft or other ride vehicle accommodates more than one guest, that vehicle should only carry members of the same family/household
<input type="checkbox"/>	Where physical distancing is not possible other physical barriers and face coverings are used (e.g. N95 masks)	<input type="checkbox"/>	Sanitize water equipment after each use (life vest, snorkel, kayaks, pedal boats, banana boats etc.)
<input type="checkbox"/>	Handrails are available for boarding vessels to limit the exposure of crew to helping individuals onto the vessel	<input type="checkbox"/>	Sanitize equipment after each use (helmets, gloves, all-terrain vehicles (ATVs); bicycles,
<input type="checkbox"/>	Patrons using hand rails must sanitize their hands before use and are reminded to sanitize after	<input type="checkbox"/>	Sanitize ride seats after patrons disembark
<input type="checkbox"/>	Patrons are offered disposable gloves for use if required	<input type="checkbox"/>	All high-touch surfaces, regardless of location, are sanitized between trips or after use including handrails and control panels
<input type="checkbox"/>	Encourage patrons to use their own snorkel equipment	<input type="checkbox"/>	Sanitize vessels after each excursion

## CHECKLIST OF GUIDELINES FOR RECREATION & ENTERTAINMENT (SITES & ATTRACTIONS)

<input checked="" type="checkbox"/> = Yes: <input checked="" type="checkbox"/> = No <input type="checkbox"/> = Not Applicable	
<b>Volcanic Springs/ Pools/ Hot Tubs<sup>2</sup></b>	
<input type="checkbox"/> Capacity for pools, hot tubs have been adjusted to 70% of full capacity	<input type="checkbox"/> Patrons are required to rinse off/shower before entering the spring/pool etc
<input type="checkbox"/> Customers must sanitize or wash their hands before entering the pool area using hand sanitizer stations installed around the site/pool area or deck	<input type="checkbox"/> Regular sanitization and maintenance are adhered to
<b>Walk-Through Exhibits (Museums, Aquariums, Art Galleries, etc.)</b>	
<input type="checkbox"/> Entrance and venue capacity are carefully monitored to ensure patrons can maintain physical distancing within the space	<input type="checkbox"/> High-touch surfaces and viewing windows are frequently sanitized
<input type="checkbox"/> Limiting the amount of time guests can remain in the exhibit to allow for other guests to enter is considered	<input type="checkbox"/> Hand sanitizer and/or handwashing stations are provided throughout the exhibit
<input type="checkbox"/> A one-way traffic flow through the exhibit, when feasible, is implemented	
<b>5. PHOTOGRAPHY</b>	
<input type="checkbox"/> Tour guides are discouraged from taking photos using guest cameras or phones	<input type="checkbox"/> Equipment is sanitized at regular intervals throughout the day (at least every two hours)
<input type="checkbox"/> Physical distancing of photographers from each other and from tourists is enforced	<input type="checkbox"/> Photographers use hand sanitizers after interaction with each customer including the exchange of currency
<input type="checkbox"/> Photographers are required to carry their own alcohol-based (60% alcohol or above) hand sanitizer	<input type="checkbox"/> Photographs are distributed digitally (e.g. through email) if possible, to prevent physical exchange
<b>6. FOOD &amp; BEVERAGE SERVICE</b>	
<input type="checkbox"/> Seating to support physical distancing has been reduced	<input type="checkbox"/> Condiments are provided in single serving packets
<input type="checkbox"/> Reusable menus have been replaced with single-use, disposable paper menus, or menu signs	<input type="checkbox"/> Shared water/refreshment stations are eliminated
<input type="checkbox"/> Staff are required to serve food and drinks on excursion vessels (instead of buffet service and salad bars)	<input type="checkbox"/> Dining tables, stools, and tables are sanitized after each use
<input type="checkbox"/> Only pre-packaged food is placed in self-service counters	<input type="checkbox"/> Kitchens/food pre areas are thoroughly cleaned and sanitized regularly. General kitchen cleaning is frequent and performed according to use
<b>7. RETAIL AND MERCHANDISE</b>	
<b>Facility Upgrade &amp; Maintenance</b>	
<input type="checkbox"/> Floor markings provide minimum guide distances between customers queuing for service or cashiers	<input type="checkbox"/> Merchandise pick-up/room delivery operations are evaluated to determine if they should be temporarily discontinued
<input type="checkbox"/> Plexiglass barriers to separate staff from patrons at cash registers and in merchandise pick-up locations are used where needed	<input type="checkbox"/> All sales are final until further notice
<input type="checkbox"/> Hand sanitizer (with at least 60% alcohol for personal use), masks/ face coverings appropriate for the site/attraction are sold as guest convenience items	<input type="checkbox"/> Some items are placed in paper packages to reduce handling/facilitate sale
<input type="checkbox"/> Customers are required to only touch what they intend to purchase	<input type="checkbox"/> Patrons are allowed to put their purchased items into shopping bags themselves so employees don't touch them
<input type="checkbox"/> Cash wraps, physical barriers, phones, handles, knobs, hard surfaces, handles, and frequently touched surfaces are sanitized frequently and upon shift change	

## CHECKLIST OF GUIDELINES FOR RECREATION & ENTERTAINMENT (SITES & ATTRACTIONS)

✓☑ = Yes:      X☒ = No      —☐ = Not Applicable	
<b>SPECIFIC HEALTH MEASURES</b>	
<b>1. HEALTH SAFETY CONSIDERATION FOR PATRONS</b>	
<input type="checkbox"/>	Patrons are reminded that if they or any member of their party or family is not feeling well, don't visit the site or attraction. Plan to come when everyone is well <sup>3</sup>
<b>2. STAFF HEALTH &amp; SAFETY</b>	
<input type="checkbox"/>	Staff must have proof of medical clearance from a doctor which permits the staff to work (particularly if the staff has underlying conditions but must work)
<input type="checkbox"/>	Staff who appears sick at work are documented and sent for further screening for risk of COVID-19 at the designated health facility, if further screen is not available on site
<input type="checkbox"/>	Staff with underlying conditions is limited during initial reopening or recalled at a later date
<input type="checkbox"/>	Staff is required to wear a mask throughout their work shift and in interaction with patrons (for land-based activities)
<input type="checkbox"/>	If staff with underlying conditions must work, they are placed in positions that minimize risk, i.e. areas which are not in direct contact with guest and less contact with other staff
<input type="checkbox"/>	Staff sanitize or wash hands regularly throughout their shift (minimum once per hour)
<input type="checkbox"/>	Staff temperature is tested daily upon arrival for duty (Staff with temperatures over 38 degrees Celsius or 100.4 Fahrenheit are not allowed to work).
<input type="checkbox"/>	Staff sanitize or wash hands after handling cash or credit card exchanges, handling items from patrons, touching common areas and upon serving food and drinks
<input type="checkbox"/>	Staff are required to stay at home if they or a household member are not feeling well or exhibiting WHO-defined symptoms associated with COVID-19
<input type="checkbox"/>	Staff are encouraged to change into their uniform upon arrival at work
<b>COMMUNICATION</b>	
<b>1. COMMUNICATION &amp; AWARENESS BUILDING</b>	
<input type="checkbox"/>	Communications assures patrons that operations are in a manner that minimizes their health risk
<input type="checkbox"/>	Communications are done prior to the arrivals of patrons through the attraction's website, and through social media to establish expectations and instill confidence
<input type="checkbox"/>	Awareness building is in place to ensure that patrons and staff fully understand the adjustments to the leisure travel and work experience in the new COVID-19 environment
<input type="checkbox"/>	Ensures staff is briefed daily or at the start of their shift
<input type="checkbox"/>	Marketing campaigns about the actions put in place to show the guest safety measures that are being taken are considered
<b>2. FACILITY SIGNAGE PROGRAM</b>	
<input type="checkbox"/>	A signage program is in place to reinforce the experience for quality and safety at the site/attraction
<input type="checkbox"/>	A signage program has been implemented to encourage proper hygiene
<input type="checkbox"/>	Signage is in place to encourage patrons and staff to report if they have having and symptom of illness
<input type="checkbox"/>	Everyone is reminded of the importance of frequently washing their hands with soap and water for 20 seconds
<input type="checkbox"/>	Signages with Health and Hygiene reminders are placed at high-traffic areas
<input type="checkbox"/>	Specific signages for employees are posted in employee break rooms and cafeteria, and other areas employees frequently enter or exit. These signages remind them to wear, handle and dispose masks (if applicable), wash hands, sneeze and cough the correct way, and avoid touching their faces.

<sup>3</sup> Currently, government health organizations are recommending people 65 years and older, those who live in a nursing homes or long-term care facilities, and people with underlying medical conditions (particularly if not well controlled) should either remain home or keep their distance from others. Underlying medical conditions include chronic lung disease or moderate to severe asthma, serious heart conditions, immunocompromised, severe obesity (body mass index [BMI] of 40 or higher), diabetes, chronic kidney disease undergoing dialysis, and

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