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**COVID-19
Ministry
of Tourism
Health
and Safety
Protocols**

Protocols for the Jamaican
Tourism Sector
2020



Disclaimer

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Phase 1 Approach

We recognise that re-opening the tourism sector in a safe and controlled manner requires a phased approach. During Phase 1, for the time period of June 15 – June 30, 2020, a Covid-19 Resilient Corridor has been introduced which includes the coastline from Negril to Port Antonio. Only businesses within the Corridor who have been trained, assessed and cleared for opening by TPDCo are allowed to open to tourists during Phase 1. All ground transportation for tourists must be arranged by a business that has been cleared to open, no unlicensed transportation is allowed.

These protocols will be amended at the end of Phase 1.

Message



Honourable Edmund Bartlett, C.D., M.P.
Minister of Tourism
Government of Jamaica

The Caribbean is perhaps the most tourism-dependent region in the world, with over 30 small island states relying heavily on tourism to sustain their economies. In some instances, tourism accounts for over half the workforce within these islands.

The Caribbean is also extremely vulnerable to global disruptions occasioned by natural and man-made events. In the last 20 years, the region of Latin American and the Caribbean has experienced 548 floods, 330 storms, 75 earthquakes, 74 droughts and 38 volcanic events, and these are just some of the natural disasters.

The region has, however, shown great resilience and each time it has recovered and experienced exponential growth. This global pandemic, Covid-19, and our management of it so far has shown that we must get back to creating a space where we can protect our citizens and our visitors. These protocols provide that framework for creating such a space.

These tourism protocols detail the actions to be taken for the protection of our workers, citizens and visitors. They also detail the support available to ensure that the actions can be taken; and critically, the document outlines the ability to bounce back in the event that the unforeseen happens. In other words, with these protocols, we are building layers of control as we monitor and manage the risks caused by the virus ahead of the availability of a vaccine.

It is important for all of us to follow the protocols. Whilst the government can create policies and regulations to provide guidance, it is up to us, the workers in this vital sector to ensure the operationalization of the protocols as a means of protecting our lives and our livelihoods. It is only then that we can seek to protect the visitors to our destination. It is only then that we can say we are becoming truly resilient.

The resilience of a destination is an important reference point for consumers looking to make a decision about their travel plans. We are therefore using these protocols to create a management system that gives assurance to the visitor that Jamaica is safe, secure and seamless.

Message



Mr. Donovan White
Director of Tourism
Jamaica Tourist Board

Much like the rest of the world, Jamaica has been severely impacted by the global pandemic – Covid-19. The last several months have severely restricted the ability to travel, something that is critical for Jamaica’s tourism sector. Together as a nation, we took strong and decisive actions to contain the spread of the virus including the closing of our national borders. During this time of assessment and planning, we have collaborated extensively with our tourism partners and other stakeholders to develop an even more resilient approach to tourism.

To reopen in a responsible manner, we have put in place measures to increase destination assurance, and as you will see from the pages of these protocols we have left nothing to chance or to the imagination. These protocols have been developed in collaboration with the Ministries of Tourism, Health and Wellness, National Security and Foreign Affairs and Foreign Trade and in consultation with a number of international tourism bodies. The aim is to provide a clear and unambiguous set of operational protocols for Jamaica’s Tourism entities, enabling them to function effectively while keeping our tourism workers and visitors safe as we transition from the pandemic to living with Covid-19.

The protocols are designed to support and maintain consistent standards across all sectors of the industry. In the eight chapters of this document, all sub-sectors are extensively explained with basic commonalities dealing with the health and safety elements.

Infused in all of these protocols is the warmth and culture of Jamaica. Use them as our guide to life with COVID 19, they will serve to protect all of us, particularly now, as we prepare to once again open our hearts to the world.



Dr. Andrew Spencer
Executive Director
Tourism Product Development Co. Ltd. (TPDCo)

The resilience of the tourism industry in Jamaica and the world has surely been tested. However, Jamaica remains competitive amongst the top tourism destinations of the world because of the integrity of our product, which is safe, secure and seamless. The remarkable engagement of our team on the ground has accounted for this success, and we recognise that this engagement must be intensified during this time. The TPDCo Ambassadors stand ready to play our part in the implementation of the protocols.

The Covid-19 Ministry of Tourism Health and Safety Protocols have been developed by the Ministry of Tourism for the sector. The protocols cover several areas of documentation, sanitation and best practices which will shape operations within the industry. It is therefore the duty of our agents at the TPDCo to enforce these critical elements of our future. We will review plans of each entity in the sector and conduct on-site assessments in partnership with the Ministry of Health and Wellness to enable entities to reopen.

Upon satisfactory inspection a certificate endorsed by the World Travel and Tourism Council will be issued by the TPDCo to demonstrate Covid-19 resilience. We look forward to leading the way in this brand defining programme.



R E S I L I E N C E

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Abbreviations

Acronym	Definition
ATV	All-Terrain Vehicle
BOH	Back of the House
BSJ	Bureau of Standards Jamaica
CDC	Centers for Disease Control and Prevention
Covid-19	Coronavirus Disease
FDA	U.S. Food and Drug Administration
FOH	Front of the House
GoJ	Government of Jamaica
HACCP	Hazard Analysis Critical Control Point
JHTA	Jamaica Hotel & Tourist Association
JTB	Jamaica Tourist Board
JUTA	Jamaica Union of Travellers Association
MoHW	Ministry of Health & Wellness
MoT	Ministry of Tourism
POS	Point of Sale
PPE	Personal Protective Equipment
SARS-COV-2	Sudden Acute Respiratory Syndrome Coronavirus 2
SPP	Safety Point Person
SUV	Sport Utility Vehicle
TPDCo	Tourism Production Development Company Limited
WHO	World Health Organisation
WTTC	World Travel & Tourism Council

Protocols Change Log

CHANGE LOG

Introduction

Given the evolving nature of the Covid-19 pandemic and further medical advances, it is expected these Covid-19 Tourism Health and Safety protocols will be changed and refined over time. This Change Log is to be utilised to update and track any changes and to allow users to know what has been modified in each of the subsequent versions.

It is the responsibility of the Ministry of Tourism in conjunction with the Jamaica Tourist Board and the Tourism Production Development Company Limited to update, track and distribute changes to these protocols accordingly.

Tracking

The Change Log below is intended to be used upon each modification. Changes are to be documented if they are major or minor. Major changes will cause a change in version e.g. going from version 2.0 to version 3.0 while minor changes will cause a change in the decimal place e.g. going from version 2.1 to 2.2.

Version No.	Effective Date	Authorised Approver	Changes
			•
			•
			•

Purpose and Introduction

COVID-19 HEALTH & SAFETY PROTOCOLS



Purpose

This document outlines the operational protocols which must be adhered to as part of the Jamaican Tourism Industry's commitment to keep employees, local communities and tourists safe from risks related to Covid-19 caused by the virus Sudden Acute Respiratory Syndrome Coronavirus 2 (SARS-COV-2). As medical research advances or the risk profile related to Covid-19 changes, protocols will be revised.

These protocols are designed to support consistent standards across the industry and represent the joint requirements of the Ministry of Tourism (MoT), Ministry of Health & Wellness (MoHW), the Jamaica Tourist Board (JTB) and the Tourism Product Development Company Limited (TPDCo) in collaboration with the Jamaica Hotel & Tourist Association (JHTA) and with support from PricewaterhouseCoopers Tax & Advisory Services (PwC). Owners and operators in the tourism sector may, at their discretion, include additional protocols so long as the requirements laid out in this document are met.

TPDCo will monitor the tourism industry organisations for ongoing adherence to the established protocols.

Introduction

Safe and resilient tourism has consistently been a foundational element of Jamaica's tourism industry. Tourists and Jamaicans alike have high expectations for Jamaica as a top Caribbean tourist destination. These protocols reflect the ongoing commitment to meeting these expectations. Specifically, they take into account the health, safety and well-being of tourists, employees and communities, seeking to reduce the risk of exposure to SARS-COV-2 while promoting an enjoyable and relaxing experience.

We recognise that re-opening the tourism sector in a safe and controlled manner requires a phased approach. During Phase 1, for the time period of June 15 – June 30, 2020, a Covid-19 Resilient Corridor has been introduced which includes the coastline from Negril to Port Antonio. Only businesses within the Corridor who have been trained, assessed and cleared for opening by TPDCo are allowed to open to tourists during Phase 1. All ground transportation for tourists must be arranged by a business that has been cleared to open, no unlicensed transportation is allowed.

Goals and Objectives

The goal of the Ministry of Tourism's Covid-19 Health and Safety Protocols is to strengthen Jamaica's resilience to Covid-19 and safeguard all stakeholders within the tourism ecosystem including workers, communities and tourists.

The specific objectives include the following:

- Provide guidance to enable consistent recovery protocols.
- Support health and economic risk management across the tourism industry.
- Provide a framework to drive quality assurance of implemented protocols and regular monitoring.
- Maximise effective recovery by facilitating and improving the flow of information and coordination.
- Enhance and coordinate recovery intelligence gathering and information sharing capabilities.

Documentation

Pursuant to this document, each operator in the tourism sector is required to adhere to the Ministry of Health & Wellness Guidelines¹ put forth to assist employer's in managing their workforce.

Furthermore, operators are required to submit three plans to TPDCo for approval. All of these plans should be developed in collaboration with TPDCo and the Ministry of Health & Wellness. These plans include the following:

1. Emergency Plan
2. Physical Distancing Plan
3. Communication and Reporting Plan

¹ Adherence to Ministry of Health & Wellness Guidelines, "Interim Guide for Covid-19 Recommendations for Infection Prevention and Control for Employers" is mandatory.

Fundamental Tourism Resilience Protocols

Here are the 8 key Health & Safety elements of the Jamaican Tourism Sector.



1

Sanitization Stations

Sanitization for workers, visitors and surroundings across all locations.



2

Face Masks and/or Personal Protective Equipment

Face masks and/or personal protective equipment for workers, visitors and surroundings.



3

Physical Distancing

Physical distancing guidelines for workers and visitors who have not travelled together.



4

Clear, Frequent and Consistent Communication

Clear, frequent and consistent messaging for awareness across Jamaican communities, workers and tourists.



5

Technology Enablement

Reduced cash transactions, expedited check-in/out and encouragement of online menus and ticketing.



6

Real-Time Monitoring and Reporting

Temperature checks, health monitoring and escalation of risks on a real-time basis.



7

Rapid and Clear Response

Clear protocols when care is necessary for any worker, visitor or community member.



8

Training

Training for the entire tourism industry to help ensure workers are equipped to manage protocols based on their role.



Heart and Soul of Jamaica

The warmth and joy of Jamaican culture must continue to shine as it sets us apart from all other destination options.



Hotels

RESILIENCE



Hotels



Scope

The scope of this document entails protocols as it relates to hotels which have guest rooms in excess of 100. For those with less than 100 rooms, please see **Section 2 – Small Hotels**.

Responsibilities

Covid-19 Safety Point Person (SPP) - A minimum of one employee at any time during the opening hours of the venue must be a specifically trained and designated Covid-19 Safety Point Person. The SPP should conduct regular spot checks throughout the property and observe protocols being enacted. The SPP should also serve as a point of contact for employee and guest complaints and is required to document, investigate and triage complaints.

Depending on the size of the location, the Covid-19 SPP can be a full-time position or the duties may be allocated to an existing employee such as a director, manager or supervisor.

Health and Safety Risk Committee (for hotels in excess of 100 guest rooms) - A committee with a minimum of five members (and an additional member for every 100 rooms over the threshold) should be organised to oversee the various protocol areas in the large hotel property. Each member will be tasked with overseeing a protocol area (e.g. room management, bars and dining, entertainment etc.) and will gather information from employees to present to the committee for review and discussion. In addition, this committee should:

- Establish mechanisms to gather the information for data-driven decision making, in consultation with the relevant authorities.
- Carry out an evaluation of those measures and draw conclusions.
- Design the necessary protection measures, included in a contingency plan.
- Ensure that workers receive adequate information and training for the implementation of the contingency plan.
- Implement the contingency plan if required, based on the size and complexity of the business and supervise its compliance, assessing its effectiveness.
- Modify the contingency plan if necessary, based on the demonstrated effectiveness.

Supplies

1. No contact hand-held thermometers (minimum of four - two per entrance and two for staff) and/or full body thermal scan - one per entrance
2. Face Masks (enough for each staff member for each shift to have at least one)
3. Alcohol-based hand sanitizer (62% alcohol or above)
4. Medical grade Personal Protective Equipment (PPE) (N95 face masks, face shields)
5. Spray disinfectant/wipes
6. Single use paper napkins or towels
7. Soap dispensers and/or hand sanitizing stations
8. Cleaning agents (including those with 62% alcohol or above)
9. Hands-free garbage cans with covers
10. Measuring device (tape measure, yardstick, 6 ft. pole etc.)
11. Indicators (flags, markers, stakes, cones etc.)
12. Back of the house (BOH) and front of the house (FOH) signage for protocols, awareness regarding symptoms and MoHW contact information
13. Tape/stickers

Note: Supplies are to be provided by the organisation. Employees should be provided with the necessary protective equipment to safely conduct their duties. If an employee is not provided with equipment per these protocols, violations can be reported to TPDCo.

General Protocols

This section contains protocols which are general and to be abided by at all times across all dimensions of the hotel.

General Protocols Include:

Employee Well-being²

- Provide transportation for employees from central points in the community to the worksite and back where feasible.
- Communicate with employees that reopening will likely be gradual with staggered starting times for employees to allow for a smoother rollout and management of training and worker care.
- Ensure all employees are healthy upon their return to work through a health questionnaire similar to the questionnaire administered to potential tourists or other mechanisms as appropriate.
- Check in formally on the health of employees on a regular basis, every 4-6 weeks, and if they are showing symptoms or have other risk factors, testing may be appropriate. Those who test positive are required to be reported to the Ministry of Health & Wellness for quarantine and contact tracing.
- Take the temperature of each employee upon arrival for their shift. Those with an elevated temperature and/or visible symptoms should be documented and screened by the onsite or on-call medical professional for additional symptoms that may indicate a risk of Covid-19. Depending on the assessment, the medical professional will instruct the employee to return home or will assist the employee in contacting the Health Department for further guidance (See [Appendix 2](#)).
- Brief employees at start of their shift to remind them to disclose if: 1) they have knowingly been exposed to anyone with Covid-19, 2) they have symptoms of Covid-19 and 3) they had an above normal temperature at check-in.
- Recommend that all employees change clothes, to a fresh set or a work-provided uniform, upon arrival to work once they have signed in. Launder clothing for employees if possible.
- Encourage employees not to share desks, office supplies, computers, chairs, phones etc. When there is a shift change, the employee is responsible for wiping down their workstation, if appropriate, using alcohol-based sanitizing spray (62% alcohol or above).
- Require employees to wear face masks throughout their work shift and in interaction with patrons. Require employees to sanitize or wash their hands regularly throughout their shift (minimum of once an hour) and after the following interactions occur:
 - Handling/exchange of cash
 - Processing a credit card from a patron
 - Handling items from a patron
 - Touching common areas
 - Upon serving food and drinks

Cleaning Activities

- Require all cleaners to wear appropriate PPE while conducting their cleaning duties.
- Provide specific guidance on PPE for workers to wear for the following activities:
 - Cleaning: Face Mask, face shield, disposable apron
 - Disinfecting: Face Mask, face shield
 - Sanitizing: Face Mask
- Wash all laundry and reusable items in water at 60 °C or above.
- Wash all food service items (plates, cutlery, cups, glassware, serving trays etc.) in water at 80°C or above.
- Sanitize all public touchpoints on a rotating basis throughout the operating hours with each surface being cleaned at a minimum every two hours. This includes door handles, railings, desks, flat surfaces, elevator buttons, etc.
- Handle waste using tongs and bag waste properly. Empty garbage cans regularly to prevent overflow.
- Perform routine maintenance of air conditioning vents or filters to promote indoor air quality and limit exposure.
- Ensure safe removal and disposal of PPE using the safety disposal guidelines of the World Health Organisation (WHO).³

² For a full list of requirements, please see the Ministry of Health & Wellness Workplace Guidelines and the WHO Workplace Guidelines.

³ WHO - https://www.who.int/docs/default-source/searo/bangladesh/2019-ncov/2-steps-to-take-off-ppe-and-gown-en.pdf?sfvrsn=cf0c30c4_2

Entrances/Common Areas

- Utilise automatic doors, keep doors open (if possible) or have doors manned by one person to mitigate excessive contact of one surface by multiple individuals.
- Mark the ground with 6 ft. of physical distance line spacing for queues and enforce physical distancing both inside and outside of an establishment.
- Erect hands-free sanitizing dispensers and/or hand wash stations at the entrance to the establishment (preference for contactless). If not hands-free, sanitize the dispenser continually throughout the day.
- Include signage in clear and visible areas throughout the property.

Reporting

- Report suspected cases or contact with Covid-19 positive persons in real-time to the local Ministry of Health & Wellness representative including the date and time, signs and symptoms observed, age and gender of the person(s) showing symptoms and the activities they engaged in. It is a requirement to report illness to the Ministry of Health & Wellness per the Public Health Act – Section 5 – Medical and First Aid Facilities⁴. Reporting must occur within 2-3 hours of identifying a suspected case. Reporting should be made first to the local, parish public health facility and then to the national level. The full listing of all parish public health facilities and contact information see [Appendix 2](#).
- Compile a full report at the property at a minimum on a weekly basis to review suspected contact and actions taken by the management team. Report information to the Ministry of Health & Wellness.
- Ensure all employees are familiar and know to report suspected cases or contact with Covid-19 positive persons to the following:
 - Parish Public Health Facilities (See [Appendix 2](#))
 - <https://jamcovid19.moh.gov.jm/>
 - 1-888-ONE-LOVE (1-888-633-5683)

Communications

- Provide Jamaica Tourist Journey Map and Tourist Do's and Don'ts documents to guests once they confirm a reservation. Provide a digital or hard copy of the documents upon arrival to reinforce key messages.
- Erect signs at the entry points and key locations around the property detailing the procedures which are in place and what customers can expect and how they can comply. Include penalties for non-compliance e.g. removal.
- Erect signage indicating instructions for guests who do not feel well. Include the location of the medical facility or isolation room as well as the information for the onsite medical professional or Covid-19 SPP. Verbally reinforce this message at check-in.

Guest Activities and Interactions

- Remind employees to greet guests with warmth and friendliness. Remember that guests are visiting to relax and enjoy the beauty and culture of Jamaica which includes the interaction with people.
- Instruct employees on how to remind guests of protocols with a smile in a polite and respectful manner if they make a request that is unallowable given the new protocols. Remember that everyone is learning together, and the rules are intended to protect all parties.
- Plan and configure activities (where possible) to be outdoors to allow for ventilation (games, fitness class, bars, dining etc.). Ensure maximum ventilation for indoor activities and venues.
- Encourage guests to bring and use their own reusable water bottles and consider selling them on property.
- Remind employees they can accept tips as offered if allowable by policy. Sanitize or wash hands after receiving.

⁴ Public Health Act – Section 5 – Medical and First Aid Facilities – “Where there is suspicion or confirmation of any communicable disease or food-borne illness at a tourist establishment a report shall be made within 24-hours to the Medical Officer (Health)...”

Specific Protocols – Arrival at Resort

Disembarking

- Designate space for guests to disembark from the bus/shuttle and wait in their family/friend groups with a 6 ft. physical distance between groups waiting for hotel intake.
- Mark the ground/floor with physical distance marks for waiting for hotel intake.
- Take the temperature of each guest upon arrival. Properties can use either handheld thermometers or full-body thermal scanning machines. The selection of equipment should be dependent on the size of the property and the volume of guests. Those with an elevated temperature and/or visible symptoms should be documented and moved into the designated isolation room on the property for screening by the SPP. The Ministry of Health & Wellness should be contacted immediately to begin the intake process if determined necessary by the SPP.

Welcome

- Mark the ground with physical distance line spacing for queues and enforce physical distancing both inside and outside of an establishment.
- Supply the front desk, concierge station, luggage service and other lobby services with hand sanitizer.

Check-in

- Allow for contact-less, digital check-in where possible.
- Brief employees at start of their shift to remind them to disclose if: 1) they have knowingly been exposed to anyone with Covid-19, 2) they have symptoms of Covid-19 and 3) they had an above normal temperature at check-in.
- Inform guests of the Covid-19 safety protocols and how to get more information should they require it. Enforce the wearing of face masks in public/common areas.
- Provide guests with a printed or electronic copy of the safety protocols which the hotel is employing. Information should contain at a minimum the following:
 - Steps taken to safeguard employees and guests
 - Expectations of guests while on property
 - Contact details for questions or concerns while on property
 - Reporting procedures for suspected Covid-19 cases or exposure
- Sanitize hands and the check-in area (desk, table, counter, pen etc.) after each customer engagement.

Keys

- Utilise digital key cards or disposal key cards when possible. If traditional keys are used, central drop boxes will be utilised awaiting disinfecting between uses.
- Discontinue holding of keys at the front desk on behalf of guests to limit the number of times the key is exchanged.

Luggage

- Do not enter the guest room when dropping off luggage. Leave the luggage outside and have the guest bring it into the room.
- Restrict access to luggage storage rooms to employees only.
- Sanitize luggage carts after each use with an alcohol-based sanitizer (62% alcohol or above).

Escort to Rooms

- Walk guests to rooms if requested, maintaining a 6 ft. physical distance. Show guests their rooms, but do not enter the room. Inform guests if they have any questions on how to access an amenity or how to operate an item in the room to call the hotel operator or the front desk to be routed to the appropriate department.
- Transport guests to rooms using golf carts (where applicable). Do not allow for co-mingling of guest groups in a single transport.
- Sanitize golf carts after each guest party with an alcohol-based sanitizer (62% alcohol or above) with particular attention to the seats, handholds and armrests.
- Sanitize each golf cart at the end of each shift.



What to do if?

Question:

We have a lovely large resort, and I hope the guests will enjoy it. I greet my guests at the entrance and am responsible for escorting them to their rooms via property golf cart. My golf cart can carry five people. There are two groups of two (four people) waiting to be taken to their rooms and they happen to be in the same building. Can I take everyone in one golf cart?

Answer:

No. These two groups will have to be taken to their room on either two trips or two separate golf carts. The cart does not allow for enough room for appropriate physical distancing between the two guest parties. Ensure to sanitize the cart between trips and guest parties.

Specific Protocols – Common Areas

Lobbies/Sitting Areas

- Determine the new capacity of the restaurant based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Arrange floor plan to allow for 6 ft. physical distancing with the tables, chairs, benches etc.
- Remove shared or self-service refreshments (e.g. water, coffee, tea etc.) from reception areas. Remove shared reception area material including magazines and books.
- Install or make available hand sanitizer and wipes (where possible) in the lobby/common areas. Encourage guests to sanitize their hands continually throughout their stay. Allow guests the freedom to use wipes at their leisure to wipe down furniture before they sit on it if they so choose.
- Disinfect common area furniture continually throughout the day with tables, armrests, benches etc. disinfected once every 60-90 minutes.

Concierge/Information, Tour Desks & Kiosks

- Discontinue the use of shared brochures and magazines. Once a brochure or magazine is shared with a guest it is theirs to keep or dispose of as they like.
- Store all brochures and pamphlets behind the desk/counter and only share when a guest asks, to avoid touching and leaving of brochures. To compensate, ensure there is bright and attractive signage advertising excursions or information in lieu of a table of brochures.
- Place hand sanitizer on the table/counter of each information/concierge/sales stand.
- Place both a hands-free garbage can with a cover and a foot pedal lid and a recycling bin for brochures and magazines to be discarded after use and touch by guests.
- Sanitize or wash hands after each guest interaction and continuously throughout the workday.
- Disinfect the desk or table continuously throughout operating hours. Disinfect the stand/desk/table area upon an employee shift change including chair, computer, keyboard, desk etc.

Stairs/Railings

- Sanitize all stairways, door handles, handrails etc. continuously throughout the day. Areas should be sanitized at a minimum of once every 60-90 minutes.
- Require staff conducting these activities to wear a disposal face mask.

Elevators

- Post signs and limit the number of guests who are from separate parties who can share an elevator. New elevator maximum capacity limits for groups not traveling together should be half the existing carrying

capacity e.g. capacity is 10 new capacity is five for strangers and can be up to 10 if a group (family/friends) already traveling together.

- Encourage and direct guests to the stairs where possible to allow for a faster journey to their room should there be a waiting line for the elevator.
- Demarcate 6 ft. physical distance spaces on the floor for those guests who might be waiting to use the elevators where queues may form given the lower capacity/carrying of elevators.
- Install hand sanitizer on each floor outside of the elevators to allow guests to sanitize after taking the elevator.
- Consider installing a holder for disposable napkins or cotton swabs for guests to use in lieu of touching the buttons in the elevators.
- Sanitize all elevator buttons and handrails continuously throughout the day. Elevators should be sanitized at a minimum of once every 60-90 minutes.

Protocols in Action



What to do if?

Question:

Based on the new maximum capacity of elevators, guests might have to wait longer for a ride to their floor? They might get upset. What can I do?

Answer:

This is understandable. In the new Covid-19 reality it is expected there will be longer wait times or delays as a trade-off for guest safety. At check-in, you may want to communicate with guests regarding the elevators and ask if they prefer a lower floor that they easily access by stairs. Ensure there is signage outside of the elevators asking for guests to be patient and apologising for the inconvenience. Direct guests to use the stairs where possible for faster journey to their room.

Bathrooms

- Erect hand sanitizer stations at the entrance to the bathrooms.
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn off the water source for water fountain and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Sanitize bathrooms regularly (at a minimum every two hours).

Automatic Teller Machines (ATM) (if applicable)

- Place wipes and/or hand sanitizer nearby ATMs to allow guests to sanitize before or after usage of the machine.
- Consider installing a holder for disposable napkins or cotton swabs for guests to use in lieu of touching the buttons on the machine.
- Sanitize ATM keys throughout the day, every 60-90 minutes.

Specific Protocols – Rooms

Room Amenities

- Suspend mini-bar service and in-room sale of items until further notice. Clean and disinfect the in-room fridge (if applicable).
- Discontinue the delivery of newspapers. Consider enabling access to online newspapers for guests.
- Remove moveable decorations or room amenities to limit guest touching.
- Remove extra pillows, blankets, linens etc. in the room to limit exposure. Provide extra items upon request. Deliver requested items in an individual single use sanitary bag/wrapping.
- Add hand sanitizer and cleaning wipes in the rooms (where possible).

Housekeeping

- Disinfect in-room touch screens.
- Offer guests the option for a relaxed housekeeping schedule where cleaning only occurs less frequently as opposed to each day as determined by between the property and the guest.
- Require wearing of single-use face masks, aprons and close-toed shoes when servicing each room.
- Line all trash cans with a disposal liner to make it easier to collect and dispose of waste.
- Discontinue nightly or evening turndown service to facilitate minimal contact and entry into the guest room.
- Remove all soiled linens and towels and place in a bin with a cover for transport to the laundry.

Specific Protocols – Restaurants

Note: Whenever possible restaurants should be naturally ventilated.

Entry

- Determine the new capacity of restaurants based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Place markers on the floor to mark required physical distancing space while in the waiting/reception area and outside of the restaurant if it is full.
- Arrange furniture in the waiting/reception area to allow for physical distancing.
- Remove shared, self-service refreshments e.g. water, coffee, tea etc. from reception areas. Remove shared reception area material including magazines and books.
- Remove shared, self-service items such as toothpicks, mints, matches or any other guest amenity to take.
- Remove shared condiments such as ketchup, mustard, hot sauce and salt/pepper shakers.
- Install or make available hand sanitizer in the entrance area. Require patrons to sanitize or wash their hands upon entrance to the restaurant.
- Wear face masks at all times inside the restaurant for employees. Patrons may remove face masks once they are seated.
- Encourage large groups (6 and above) to make reservations beforehand and establish a maximum amount of reservations that can be made for any day. Maximum group size should be no more than 10 individuals.
- Monitor seating capacity frequently and engage with patrons should wait time be extended.
- Disinfect the hostess stand/desk/table and reception area continuously throughout operating hours. Disinfect the hostess stand/desk/table area upon an employee shift change including chair, computer, keyboard, desk etc.



What to do if?

Question:

A group of 8 potential customers arrived and they did not make reservations. The restaurant only has capacity for 4 people at present. Do I have to turn the customers away?

Answer:

No. Advise the customers of two options. Option a). Seat and begin service on the 4 customers b). Wait until the restaurant can accommodate all 8 customers. Kindly advise the customers of the wait time for option b and enforce physical distancing while the customers make their decision. If they choose option b, ensure the party is practicing physical distancing with other patrons both in the waiting areas inside and outside of the restaurant.

Seating Arrangements

- Reduce seating capacity to 70%, ensure there is at least 6 ft. of space between tables/seating or if furniture is immovable ensure guests/groups of guests are seated 6 ft. apart from other groups.
- Remove the ability for patrons to seat themselves and guide patrons to seats to ensure distance between tables is maintained. If this is not possible given the staff compliment, clearly indicate which seats can be used through the use of markings and signs.
- Discontinue the use of communal tables/seating for multiple parties unless 6 ft. physical distancing can be achieved.
- Wipe down tables and chairs between use with alcohol-based cleaner (62% alcohol or above).

Guest Table Amenities

- Sanitize highchairs, booster seats etc. after each guest usage using an alcohol-based sanitizer/cleanser (62% alcohol or above).
- Store guest table amenities (highchairs, booster seats etc.) outside of common areas in back rooms/storage rooms to limit exposure and unnecessary touching by employees or guests.
- Remove all condiments and self-serve items such as napkins, toothpicks and straws. These items should be provided upon request and containers should be sanitized between use if not in single use containers.
- Eliminate the use of any table pre-sets including cutlery, glassware, mugs and table decoration including candles, vases or flowers.

Food Service - Table Service

- Utilise existing hotel digital interface or social media pages where possible to display menus and encourage patrons to use their personal phones to browse food options in lieu of receiving a physical menu. Information for link should be placed at the entrance and/or wall(s) in the restaurant. Allow complimentary WiFi for patrons, if possible, if it is required to access the menu.
- Discourage the use of multiple-use menus (food, beverages, specials) if digital operations are not available. Use either signage or disposable printed menus. Printed paper menus must be discarded after use. If choosing to continue to use reusable menus, ensure they are laminated and sanitized after each use.
- Cover food until it is delivered to the table. Wipe down food covers between use.
- Sanitize hands upon each completed pick-up and delivery of food to each table party.
- Utilise single-use table clothes or change linens after each guest party. Deposit into a bin or bag with a cover or which can be sealed/closed e.g. drawstring bag until transported to laundry. Sanitize hands after handling.
- Ensure all service and standards are in accordance with Hazard Analysis and Critical Control Point (HACCP)⁵ and/or ServSafe⁶.

⁵ HACCP - <https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements/hazard-analysis-critical-control-point-haccp>

⁶ ServSafe- <https://www.servsafe.com/ss/regulatory/default.aspx>

Food Service - Buffets

- Eliminate guest self-service on all buffet and bar operations. Require that all stations be manned by a dedicated staff member handling utensils, serving food etc.
- Install glass/plastic/plexiglass shield between food and patrons if possible.
- Remove common condiments and food laying out in large quantities not behind a glass/plastic/plexiglass shield includes salt, pepper, oil, butter, sugar cubes etc.
- Ensure all service and standards are in accordance with HACCP and/or ServSafe.
- If a patron touches food, sneezes near food or similar, discard contaminated food. Ensure food supply is consistent and does not create a back-up in the line.

Food Service - Takeaway

- Allow patrons to order food over the phone or online and carry-out/takeaway orders to be consumed in their guest rooms or at an offsite location (if allowable by hotel policy).
- Designate a location within or outside of the restaurant which services carry-out/takeaway orders only. Maintain physical distancing through the order and pick-up process.
- Ensure food is packed in disposable bags that comply with government regulation.
- Ensure workers sanitize or wash hands after each customer interaction.
- Arrange for curb-side delivery where possible/feasible given location and space. Encourage the use of curb side pickup for food where possible, offer discounts and update physical media platforms accordingly.

Food Service - Room Service

- Allow for touchless ordering of room service items over the phone or via a digital app.
- Deliver room service items outside of the door of the room. Do not enter the room.
- Cover all room service items while being transported to the room.
- Wrap cutlery fully in a linen or paper napkin while being transported to the room.

Protocols in Action



What to do if?

Question:

I have a robust eight-page restaurant menu. If I have to print disposable copies for each patron it will be too costly, and I will be increasing my environmental footprint. What can I do?

Answer:

This is a difficult situation, and it is hard for all restaurateurs at this time. This is an opportunity to consider posting your menu digitally – on your website, Facebook page, Instagram or digital app. Alternatively, it is recommended to write your menu on multiple signs or have a digital sign and ask patrons to read the sign or offer fewer menu items in the interim to cut down on the number of pages to print for your menu. Remember to also print double-sided.

Kitchen/Back of House

- Wear face masks and hairnets during food preparation.
- Separate zones within the kitchen for employees to work by placing markers/stickers on the floor.
- Separate workstations (where possible) so staff are not facing each other when working. Stagger workers on counters, tables and cooktops for food preparation.
- Restrict access of the kitchen and storage areas to kitchen and wait staff only. Deny patron access and discontinue (where applicable) an in-kitchen “chef’s table.”
- Test dishwashing machines to ensure they are functioning properly.
- Cover all raw materials such as vegetables, fruits, ice, meats etc. and store in closed containers which are only to be opened when needed.

- Maintain smaller than normal inventories in the event of possible contamination and the need to destroy stored items.
- Adhere to HACCP and/or ServSafe system protocols updated in the context of Covid-19.

Payment

- Install glass/plastic/plexiglass shield around certain areas of the cashier stations, if possible, to create a barrier between patrons and cashiers.
- Encourage use of digital Point of Sale (POS) systems where possible to reduce cash transactions. Notify patrons of preference for cashless payments prior to entering so they may plan accordingly. Sanitize POS machine after each use.
- Enforce physical distancing with distance markers on the floors or the use of stanchions to guide patrons and the distance they must maintain from each other.
- Encourage physical distancing of cash registers by spacing stations 6 feet apart, where possible, when there are multiple cash register stations.
- Sanitize or wash hands after interaction with customer credit cards, card machines and cash. Sanitize or wash hands after the acceptance of tips.
- Sanitize the cheque presentation folders with an alcohol-based sanitizer (62% alcohol or above) after each guest handling and use.
- Wipe stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Social/Cultural Activities

- Limit social/cultural activities to those which can be accomplished from a safe, physical distance of 6 ft. e.g. musical performances, dance shows etc.
- Ensure 6 ft. of space between patron and performers on stage or the designated stage area.
- Sanitize microphones prior to each use for musical and karaoke activities.
- Limit the number of games/contests which are held within the restaurant/bar space which break physical distancing rules.

Protocols in Action



What to do if?

Question:

Tuesdays at my restaurant are usually singing competition nights. Do I have to discontinue this contest?

Answer:

No. This contest and entertainment can continue. Ensure the following are met when you are holding the contest a). Microphones are sanitized after each use b). Participants are spaced 6 ft. apart onstage c). Participants are 6 ft. from the audience.

Bathrooms

- Erect hand sanitizer stations at the entrance to the bathrooms.
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn off the water source for water fountains and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Sanitize bathrooms regularly (at a minimum every two hours).

Inventory Delivery

- Take the temperature of each delivery person. Those with elevated temperature should be documented and denied entry. If appropriate, contact the SPP for an initial screening of the delivery person. Report instances

of denial of entry due to elevated temperature or visible symptoms to the Ministry of Health & Wellness on a daily, real-time basis.

- Mandate and enforce the use of wearing face masks of delivery personnel.
- Disinfect receiving areas after each delivery.
- Encourage distributors to wipe down the reused carry bins after each delivery.

Employee Spaces

- Stagger shift start times to ensure there is no overcrowding in the locker/employee rest areas.
- Provide hand sanitizer and wipes (where possible) in locker/employee rest area. Encourage employees to wipe down their lockers before use.
- Maintain all personal belongings in a contained bag which can be tied or sealed.

Cleaning

- Sterilise and wash all used plates, cups, forks etc. in hot water at 80°C.
- Wear a face mask when clearing and cleaning tables or removing finished plates/cups during the serving of the patron.
- Wipe and sterilise chairs, tables, placemats, cruets and replace linen on tables after usage by a patron. Be sure to replace all cutlery and glasses on the table regardless of whether it appears used.
- Wipe surfaces throughout the course of opening hours and conduct a thorough sanitization of the kitchen after close of business.
- Clean all reusable kitchen and serving equipment according to HACCP and/or ServSafe standards.
- Clean all reusable bar and serving equipment according to HACCP and/or ServSafe standards.

Specific Protocols – Bars

Entry

- Determine the new capacity of bars based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Place markers on the floor to delineate required physical distancing space while in the waiting/reception area and outside of the restaurant if it is full.
- Arrange furniture in the waiting/reception area to allow for physical distancing.
- Remove shared, self-service items such as toothpicks, mints, matches or any other guest amenity to take.
- Install or make available hand sanitizer in the entrance area. Require patrons to sanitize or wash their hands upon entrance to the bar.
- Patrons must wear face masks until seated at which point, they can be removed.

Seating Arrangements

- Reduce seating capacity to 70%, ensure there is at least 6 ft. of space between tables/seating or if furniture is immovable ensure guests/groups of guests are seated 6 ft. apart from other groups.
- Restrict seating at the physical bar to be limited to a space between each seat. Do not allow for congregation at the bar. Wipe down chairs between use with alcohol-based cleaner (62% alcohol or above).
- Wipe down the bar with a clean, disposable towel and an alcohol-based solution (62% alcohol or above) at regular intervals and when patrons leave. Dispose of used towel in a hands-free garbage can with a cover.
- Remove all condiments and self-serve items such as napkins, toothpicks and straws. These items should be provided upon request and containers should be sanitized between use if not in single use containers.
- Remove all shared items from the bar area including toothpicks, matches, ashtrays etc. Make these items available on request and sanitize between use if reusable.

Drink Service

- Designate areas behind the bar exclusively for drink preparation. If possible, install glass/plastic/plexiglass shield around certain areas of the bar where drinks are being prepared to create a barrier between patrons and bartenders.
- Sanitize or wash hands between making an order of drinks.
- Sanitize or wash hands between drink runs and delivery. Specifically, the wait staff should sanitize/wash hands after picking up a drink from the bar and delivering it to a customer's table.

- Discourage the use of multiple-use menus (food, beverages, specials). If digital operations are not available, use either signage or disposable printed menus. Printed paper menus must be discarded after use. If choosing to continue to use reusable menus, ensure they are laminated and sanitized after each use.

Social/Cultural Activities

- Limit social/cultural activities to those which can be accomplished from a safe, physical distance of 6 ft. e.g. musical performances, dance shows etc.
- Ensure 6 ft. of space between patron and performers on stage or the designated stage area.
- Sanitize microphones prior to each use for musical and karaoke activities.
- Limit the number of games/contests which are held within the restaurant/bar space which break physical distancing rules.

Protocols in Action



What to do if?

Question:

Thursday nights are dance competition nights. Volunteers are solicited from the crowd to showcase their best dancehall/whining skills. Male and female participants are selected and paired up at random. Do I have to stop this competition?

Answer:

No. This contest and entertainment can continue. Ensure the following are met when you are holding the contest a). Physical distance is maintained between the announcer and the participants b). Participants are spaced 6 ft. a part on stage c). Participants are 6 ft. from the audience. In this instance, it is recommended to change the competition to ask for couples who are already in a group to compete as opposed to random pairings.

Payment

- Install glass/plastic/plexiglass shield around certain areas of the cashier stations, if possible, to create a barrier between patrons and cashiers.
- Encourage use of digital POS systems where possible to reduce cash transactions. Notify patrons of preference for cashless payments prior to entering so they may plan accordingly. Sanitize POS machine after each use.
- Enforce physical distancing with distance markers on the floors or the use of stanchions to guide patrons and the distance they must maintain from each other.
- Encourage physical distancing of cash registers by spacing stations 6 feet apart, where possible, when there are multiple cash register stations.
- Sanitize or wash hands after interaction with customer credit cards, card machines and cash. Sanitize or wash hands after the acceptance of tips.
- Sanitize the cheque presentation folders with an alcohol-based sanitizer (62% alcohol or above) after each guest handling and use.
- Wipe stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Bathrooms

- Erect hand sanitizer stations at the entrance to the bathrooms.
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn-off the water source for water fountains and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.

- Cease providing shared hygiene or sanitary products e.g. comb, brush, mints, hair spray, lotion, cologne etc.
- Sanitize bathrooms regularly (at a minimum every two hours).

Cleaning

- Sterilise and wash all used plates, cups, forks etc. in hot water at 80°C.
- Wear a face mask when clearing and cleaning tables or removing finished plates/cups during the serving of the patron. Wipe and sterilise chairs, tables, placemats, cruets and replace linen on tables after usage by a patron. Be sure to replace all cutlery and glasses on the table regardless of whether it appears used.
- Wipe surfaces throughout the course of opening hours and conduct a thorough sanitization of the bar after close of business.
- Clean and sterilise bar tops every 30 minutes minimum, bar tops should be wiped on a continuous basis.
- Sanitize all soda taps, bar equipment and nozzles daily.
- Clean all reusable bar and serving equipment according to HACCP and/or ServSafe standards.
- Clean all reusable kitchen and serving equipment according to HACCP and/or ServSafe standards.

Employee Spaces

- Stagger shift start times to ensure there is no overcrowding in the locker/employee rest areas.
- Provide hand sanitizer and wipes (where possible) in locker/employee rest area. Encourage employees to wipe down their lockers before use.
- Maintain all personal belongings in a contained bag which can be tied or sealed.

Inventory Delivery

- Take the temperature of each delivery person. Those with elevated temperature should be documented and denied entry. If appropriate, contact the SPP for an initial screening of the delivery person. Report instances of denial of entry due to elevated temperature or visible symptoms to the Ministry of Health & Wellness on a daily, real-time basis.
- Mandate and enforce the use of wearing face masks of delivery personnel.
- Disinfect receiving areas after each delivery.
- Encourage distributors to wipe down the reused carry bins after each delivery.

Specific Protocols – Beach

Note: The wearing of face masks should be discouraged for all water activities due to the possibility of face masks posing a drowning hazard.

Beach Entrance

- Determine the adjusted physical distanced maximum capacity of the beach area or beach park. Calculate the new capacity based on the square footage of the property divided by the physical distancing occupancy figure - approximately 113 sq. ft. per person/group per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Place tape or markers at the entrance where patrons are expected to stand in line for entry processing.
- Indicate to guests that face masks are optional for adults on the beach and discouraged for children. Post signage indicating the same.

Beach Chairs/Umbrellas/Huts

- Configure pool umbrellas/chairs/huts to be at least 6 ft. from each other for physical distancing guidelines and in accordance with the newly calculated maximum occupancy (113 sq. ft. per person/group per person/group per occupiable space or 70% capacity). Post signs listing the new maximum capacity.
- Provide chairs/umbrellas/huts only under the supervision of an attendant. The attendant will direct the patrons to the space within the approved and appropriate 6 ft. distance. Guests who move the equipment or refuse to cooperate should be asked to leave (only applies if not already demarcated).
- Sanitize the chair/umbrella/hut after each guest/guest party use.
- Allow parties of up to ten beach goers to be in a single group. If above 10 beach goers in a single group, the group is required to split to sub-groups that achieves the 10-person limit.
- Provide hand sanitizer and wipes (where possible) in strategic locations to allow for patrons to further sanitize. Include hands-free garbage can with a cover for disposal.

Water Sports/Boating

- Place tape or markers at the entrance where patrons are expected to stand when they are waiting to purchase tickets, engage in an activity or board vessel.
- Sanitize water equipment after each use (life jackets, snorkel, kayaks, pedal boats, banana boats, oars etc.). Manage this process through an inventory and numbering system. All equipment is to be numbered and logged when it is checked-out, returned and cleaned. This will provide a record of sanitation.
- Wipe down the water sports ticket counter regularly after each customer interaction and throughout the day with shift changes.
- Do not share reusable pricing sheets or menus with guests. Post the information on signage boards or digital media (e.g. Instagram, app). Alternatively, disposable pricing sheets can be shared but cannot be reused. Sanitize pens used for completing water sport waivers after each usage.
- Limit the number of passengers per water sport vessel to 70% capacity to allow for physical distancing.
- Enforce 6 ft. physical distancing between patrons (individuals or groups) if practical and safe.
- Require patrons to sanitize or wash their hands before boarding or engaging in a water sport activity.
- Offer patrons disposable gloves if required for purchased activities.
- Ensure handrails are available for boarding vessels to limit the exposure of crew to helping individuals onto the vessel.
- Discontinue the service of buffet on excursion vessels and require food and drinks to be served by staff. Eliminate shared water/refreshment stations.
- Sanitize vessels after each excursion with alcohol-based cleaner (62% alcohol or above).

Protocols in Action

What to do if?



Question:

A party of 10 would like to secure tickets for a sunset cruise and my remaining capacity is 8. Do I need to decline the entire party?

Answer:

Not necessarily. If you have a large vessel, you can accommodate the party if you can allow for proper physical distancing protocols between the party and other patrons. If you have a small vessel and this is your only party on the boat, you can accommodate them provided the total party is within your total boat capacity since they are all in one group

Swimming

- Enforce physical distancing in the water through the use of beach attendants and lifeguards.
- Allow groups of family and friends who arrived together to congregate in the water.
- Discourage the use of face masks in the water for small children as they can pose a drowning hazard if going underwater with a face mask on. Adults over the age of 15 can choose to wear face masks in the water if they prefer though not mandatory.
- Consider removing reusable water toys (e.g. floating devices, hammocks, games, water trampolines) or ensure sanitization procedures are in place throughout the day.

Waterslides

- Enforce physical distancing on the water slide by beach attendants and lifeguards.
- Place markers on the ground or in the waiting area to denote where to stand while waiting to enjoy the waterslide.
- Ensure guests are not wearing a face mask when they go down the waterslide and enter the water.
- Sanitize any commonly touched handles or launching points after each guest usage (where feasible if the water slide has a dedicated attendant).

- Sanitize the railing leading up to the waterslide at a minimum of once every 60 minutes.
- Sanitize reusable waterslide equipment after each guest use such as tubes, boards, mats etc.

Beach Vendors

- Enforce physical distancing of beach vendors (food, excursion, craft) from each other and from tourists. Enforcement should be done by lifeguards, beach attendants and/or Physical Distancing Officer (for public, non-fee entrance beaches).
- Do not share excursion menus with tourists. Require the vendor to hold the menu and read or show to the interested tourist, but do not exchange the menu.
- Require beach vendors to wear a face mask and carry their own alcohol-based hand sanitizer (62% alcohol or above) and utilise it after interaction with each customer including the exchange of currency.

Bathrooms/Changing Rooms

- Erect hand sanitizer stations at the entrance to the bathrooms.
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn off the water source for water fountains and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Sanitize bathrooms regularly (at a minimum every two hours).

Lifeguards

- Encourage lifeguards to wear facebuffs instead of face masks and note that it is only optional.
- Train lifeguards on recommended CPR guidelines including the change in performing 30 chest compressions instead of mouth-to-mouth resuscitation⁷.
- Sanitize the lifeguard stand/shack/chair(s) after each shift change.

Towels

- Discontinue the use of towel cards and instead document identifying information of the person renting/utilising the towels and number e.g. last name, room number etc.
- Designate a no-touch towel return bin which patrons can deposit towels without employees handling them.
- Remove all unreturned or unused towels periodically throughout the day and at the end of the day wearing a face mask and using tongs.

Beach Bars/Restaurants

See Protocols for Bars and Restaurants

Specific Protocols – Pools and Hot Tubs

Note: According to the U.S. Centers for Disease Control (CDC) there is no current evidence that Covid-19 can be spread to humans using pools and hot tubs. Continuous review of operations, maintenance and sanitation procedures should be employed in keeping with the Ministry of Health & Wellness and U.S. CDC guidelines to prevent the spread of Covid-19. The following guidelines should be followed:

- Encourage all patrons to rinse off/shower before entering the pool.
- Require customers to sanitize their hands before entering the pool area using hand sanitizer stations installed around the pool deck(s).
- Adjust capacity for pools and hot tubs to 70% of full capacity provided this capacity allows for physical distancing requirements.

Note: The wearing of face masks should be discouraged for all water activities due to the possibility of face masks posing a drowning hazard.

⁷ According to the American Heart Association Hands-only Guidelines - <https://eccguidelines.heart.org/circulation/cpr-ecc-guidelines/>

Chairs/Umbrellas/Huts

- Configure pool umbrellas/chairs/huts to be at least 6 ft. from each other for physical distancing guidelines and in accordance with the newly calculated maximum occupancy (113 sq. ft. per person/group per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity).
- Provide chairs/umbrellas/huts only under the supervision of an attendant. The attendant will direct the patrons to the space within the approved and appropriate 6 ft. distance. Guests who move the equipment or refuse to cooperate should be asked to leave (only applies if not already demarcated).
- Sanitize the chair/umbrella/hut after each guest/guest party use.
- Allow parties of up to ten pool goers to be in a single group. If above 10 pool goers in a single group, the group is required to split to sub-groups that achieves the 10-person limit.
- Provide hand sanitizer and wipes (where possible) around the pool deck in strategic locations to allow for patrons to further sanitize. Include hands-free garbage can with a cover for disposal.

Swimming

- Enforce physical distancing in the water through the use of beach attendants and lifeguards.
- Allow groups of family and friends who arrived together to congregate in the water.
- Discourage the use of face masks in the water for small children as they can pose a drowning hazard if going underwater with a facemask on. Adults over the age of 15 can choose to wear face masks in the water if they prefer though not mandatory.
- Consider removing reusable water toys (e.g. floating devices, hammocks, games, water trampolines) or ensure sanitization procedures are in place throughout the day.

Waterslides

- Enforce physical distancing on the water slide by beach attendants and lifeguards.
- Place markers on the ground or in the waiting area to denote where to stand while waiting to enjoy the waterslide.
- Ensure guests are not wearing a face mask when they go down the waterslide and enter the water.
- Sanitize any commonly touched handles or launching points after each guest usage (where feasible if the water slide has a dedicated attendant).
- Sanitize the railing leading up to the waterslide at a minimum of once every 60 minutes.
- Sanitize reusable waterslide equipment after each guest such as tubes, boards, mats etc.

Towels

- Discontinue the use of towel cards and instead document identifying information of the person renting/utilising the towels and number e.g. last name, room number etc.
- Designate a no-touch towel return bin which patrons can deposit towels without employees handling them.
- Remove all unreturned or unused towels periodically throughout the day and at the end of the day wearing a face mask and using tongs.

Bathrooms

- Erect hand sanitizer stations at the entrance to the bathrooms.
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn off the water source for water fountains and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Sanitize bathrooms regularly (at a minimum every two hours).

Lifeguards

- Encourage lifeguards to wear facebuffs instead of face masks and note that it is only optional.
- Train lifeguards on recommended CPR guidelines including the change in performing mouth-to-mouth resuscitation and the focus on 30 chest compressions instead.⁸
- Sanitize the lifeguard stand/shack/chair(s) after each shift change.

⁸ According to the American Heart Association Hands-only Guidelines - <https://eccguidelines.heart.org/circulation/cpr-ecc-guidelines/>

Cleaning

- Practice strict adherence to the guidelines under the 'Jamaican Standard Specifications for Spa Entities' established by the Bureau of Standards Jamaica.
- Maintain the water quality of the pool by using test stripes and conducting regular pH and chlorine tests and adjust according to the Ministry of Health & Wellness Standards.
- Require all cleaning staff to wear disposable PPE when conducting pool testing and cleaning activities as well as sanitizing the pool deck and pool furniture (umbrellas, chairs, tables etc.).

Pool Bars/Swim-up Bar

[See Protocols for Bars](#)

Pool Games/Entertainment

- Discontinue shared pool games throughout the day e.g. Ping-Pong, volleyball, connect four, Jenga etc.
- Allow dancing entertainment pending there is sufficient room on the pool deck for physical distancing between participants and the entertainment leader.

Kiddie Pools/Water Parks/Splash Pads

- Do not allow children to wear face masks in the kiddie pool/water park/splash pad area.
- Enforce physical distancing in the water among children by lifeguards and pool attendants.

Specific Protocols – Casino

Entrance

- Calculate the new capacity based on the square footage of the property divided by the physical distancing occupancy figure – approximately 113 sq. ft. per person/group per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Request patrons to briefly lower their face mask to verify age and confirm identification, this is to be done at the entrance of the casino by an attendant/guard.
- Require guests to sanitize or wash hands upon entry and wear a face mask.

Signs

- Display proper signage for self sanitization and hygiene reminders at entrance, in game area(s), hallway(s) and bathroom(s).
- Utilise signs near game tables and machines to encourage physical distancing while waiting to use machines.
- Display signs requiring physical distancing between machines. There should always be at least one space/machine/seat between guests using machines. If guests wish to use the machine next to someone they will be required to wait.

Sanitization Stations

- Create sanitization stations in several locations in the casino which include disposable wipes and/or disinfecting sprays with disposable towels for patrons to use to clean machines and chairs before and after use.

Game Tables

- Discourage congregation of patrons near seated individuals, provide adequate waiting areas/ physical distancing lines for patrons waiting to use a machine.
- Wipe cards, dice, chips, surfaces and equipment frequently during opening hours and sanitize all surfaces and equipment and play items twice daily.

Cage Area

- Utilise floor markers for cashier line for six (6) feet apart physical distancing.

Drinks and/or Food Service

[See Protocols for Bars and Restaurants](#)

Specific Protocols – Entertainment and Events

Entertainment

- Determine the new capacity of the entertainment space based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Limit entertainment activities to those which can be accomplished from a safe, physical distance of 6 ft., e.g. musical performances, dance shows etc.
- Ensure 6 ft. of space between patron and performers on stage or the designated stage area.
- Sanitize microphones prior to each use for musical and karaoke activities.
- Limit the number of games/contests which are held within the space which break physical distancing rules.
- Sanitize all audio-visual equipment used by the performers after the event.
- Space guests to be seated in every other seat in theatres or seating areas and enforce the use of face masks until seated. Block seats, use signs or use staff to assist with seating and enforcing rules among guests. Exceptions apply to those persons who are in a group and arrived together. They can sit next to each other.
- Sanitize all tables and chairs after the event.

Private Events (Wedding/Parties/Holidays)

- Develop a detailed event safety plan to be approved by TPDCo and the Ministry of Health & Wellness prior to finalising and agreeing to host any private events.
- Determine the new capacity of the event space based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity. Install hand sanitizer stations and hands-free garbage can with a cover at entrances and in strategic locations throughout the event.
- Take the temperature of each guest upon arrival. Those with an elevated temperature and/or visible symptoms should be documented and moved into the designated isolation room on the property for screening by the SPP. The Ministry of Health & Wellness should be contacted immediately to begin the intake process if determined necessary by the SPP.
- Sanitize all tables and chairs after the event.
- Follow guidelines outlined in [Protocols for Restaurants and Bars](#).

Conferences

- Develop a detailed conference safety plan to be approved by TPDCo and the Ministry of Health & Wellness prior to finalising and agreeing to host any meetings, incentives, conferences or events.
- Utilise automatic doors, keep doors open (if possible) or have doors manned by one person to mitigate excessive contact of one surface by multiple individuals.
- Determine the new capacity of the event space based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Install hand sanitizer stations and a hands-free garbage can with a cover at entrances and in strategic locations throughout the event and enforce the use of face masks for patrons and employees.
- Take the temperature of each guest upon arrival. Those with an elevated temperature and/or visible symptoms should be documented and moved into the designated isolation room on the property for screening by the SPP. The Ministry of Health & Wellness should be contacted immediately to begin the intake process if determined necessary by the SPP.
- Sanitize all tables and chairs after the event.
- Follow guidelines outlined in [Protocols for Restaurants and Bars](#).

Specific Protocols – Shops

Store/Shop Entry

- Determine maximum number of patrons in the store (based on a limit of 113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.) and monitor the door to ensure the limit is not exceeded.
- Install hand sanitizer dispensers at the entrance of the store/shop/craft market or allow for the person at the entrance who is opening the door to provide sanitizer to the entering patrons.

- Ensure all patrons sanitize or wash their hands upon entry to the store/shopping/craft market area (shopper's own sanitizer may be used in lieu of store own if sensitive skin).
- Enforce face mask usage within stores by patrons and deny entry to non-compliant individuals.
- Place tape or markers at the entrance where patrons are expected to stand in-line for entry if the store limit is at capacity.

Protocols in Action



What to do if?

Question:

The capacity for the store is 7 people. If a group of 10 individuals from a bus approaches the store and seeks to enter to shop together, can they all go in?

Answer:

No. Enforce the maximum capacity limit and ensure persons maintain a physical distance in the line outside of the store.

Changing Rooms

- Close changing rooms entirely or implement a sanitization plan for clothes which are tried on. If changing rooms are not closed, include a process to steam clean clothing before restocking.
- Place a bin in the changing room/changing area for customers to deposit clothing which they have tried on but decided not to buy (if applicable).
- Empty the try-on rejects bin on a regular basis, at a minimum every four hours depending on store/shop traffic for steaming.
- Sanitize changing door handles/contact points frequently - at a minimum every two hours.

Showroom Floor/Merchandise

Apparel:

- Display a single size run (XS, S, M, L, XL) of top selling apparel to reduce unnecessary contact and touching of merchandise by patrons. Provide a new item depending on the size to the customer if available.
- Return apparel to the showroom floor after steam cleaning if a patron has visibly handled it/ tried it on.

Shoes:

- Sanitize shoes after they have been tried on by a customer with a spray sanitizer.

Jewellery and Accessories:

- Determine which items can be safely cleaned with alcohol-based sanitizer (62% alcohol or above) and those which cannot be.
- Ensure the jewellery counters have hand sanitizer and wipes (where possible) nearby. For those items which cannot be safely sanitized require patrons and employees to sanitize or wash hands before touching/handling the item.
- Wipe jewellery items after each contact with a patron using alcohol-based sanitizer (62% alcohol or above).
- Designate items as a "display"/ "try me"/ "tester" item to reduce unnecessary contact with multiple of the same item.

Cashier Station

- Install glass/plastic/plexiglass shield around certain areas of the cashier stations, if possible, to create a barrier between patrons and cashiers.
- Encourage use of digital POS systems where possible to reduce cash transactions. Notify patrons of preference for cashless payments prior to entering so they may plan accordingly. Sanitize POS machine after each use.

- Enforce physical distancing with distance markers on the floors or the use of stanchions to guide patrons and the distance they must maintain from each other.
- Encourage physical distancing of cash registers by spacing stations 6 feet apart, where possible, when there are multiple cash register stations.
- Wipe stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Bathrooms (If Applicable)

- Erect hand sanitizer stations at the entrance to the bathrooms.
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn off the water source for water fountains and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Sanitize bathrooms regularly (at a minimum every two hours).

Common Areas (Benches/Hallways)

- Disinfect benches, chairs, handles, railings continuously throughout the day (a minimum of three times per day).
- Place physical distancing markers in the common areas and post Ministry of Health & Wellness approved messages in the common areas.
- Install hand sanitizer stations throughout the common areas and a hands-free garbage can with a cover.

Inventory Delivery

- Take the temperature of each delivery person. Those with elevated temperature should be documented and denied entry. If appropriate, contact the SPP for an initial screening of the delivery person. Report instances of denial of entry due to elevated temperature or visible symptoms to the Ministry of Health & Wellness on a daily, real-time basis.
- Mandate and enforce the use of wearing face masks of delivery personnel.
- Encourage distributors to wipe down the reused carry bins after each delivery.

Protocols in Action

What to do if?



Question:

A previous customer tried on the last size 'XS' t-shirt and the 24-hour holding period is not up, however a current customer wants to purchase the t-shirt in size 'XS' and the only one left is the one that was previously tried on. Do I have to pass on the sale and lose out on the revenue?

Answer:

No. You may sell the shirt to the customer to the size they desire. When you sell the shirt, guide the customer to wait 24 hours before wearing it. Sanitize or wash your hands after handling the t-shirt.

Specific Protocols – Gyms/Fitness Centres

Gym/Fitness Centre Entrance

- Determine the new capacity of the gym based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Staff the gym/fitness centre if not already regularly staffed to maintain physical distancing during peak hours.

- Place markers on the floor to delineate required physical distancing space while in the waiting/reception area.
- Install or make available hand sanitizer in the entrance area. Require patrons to sanitize or wash their hands upon entrance to the gym/fitness centre.
- Remove shared, self-service refreshments e.g. cucumber water, coffee, tea etc. from reception areas. Remove shared reception area material including magazines and books. Remove self-service shared fruits.
- Provide towels to patrons on request. Remove all self-service towels stands.
- Provide sanitizing spray and single use cloths for guest use to wipe gym equipment before and after each use. Place a bin with a no-touch foot pedal for patrons to dispose of cloths.
- Disinfect the reception desk/table and reception area continuously throughout operating hours. Disinfect the reception desk area upon an employee shift change including chair, computer, keyboard, desk etc.

Bathrooms/Changing Rooms

- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms. Remove shared hygiene goods from changing areas e.g. cotton swabs, cotton balls, hair dryers, bobbi pins, lotion etc. These items can be available upon request from the reception desk.
- Discontinue the use of changing room showers. Patrons are encouraged to shower and refresh on their own premise.
- Place a bin with a no-touch foot pedal for patrons to dispose of used towels. Check the status of the bin at a minimum every two hours (based upon gym/fitness centre traffic) to ensure it is not overloaded. Empty bin according to cleaning/laundry protocols while wearing appropriate protective apparel (e.g. face mask).
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Sanitize bathrooms regularly (at a minimum every two hours).
- Erect hand sanitizer stations 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.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn-off the water source for water fountains and include signage marking them as closed until further notice.

Fitness Equipment and Floor Space

- Erect hand sanitizer stands, and sanitizing wipe stands in strategic locations in the gym. A minimum of one each is required.
- Include hands-free garbage cans with covers strategically around the gym floor to allow patrons to dispose of used sanitation materials.
- Include foot pedal bins or other types of baskets for the disposal of used gym towels.
- Adjust the spacing and lay-out of gym equipment to allow for spacing and physical distancing on machines, open floor space and free weight areas.

Group Fitness Classes

- Consider discontinuing cardio fitness classes.
- Adjust the maximum number of students per class based on physical distancing requirements. Post signs noting the new maximum.
- Mark the floors with the position and spacing requirement for students for classes.
- Erect hand sanitizer stands and sanitizing wipe stands in the classroom in the gym. A minimum of one each is required per fitness classroom.
- Include hands-free garbage cans with covers in the fitness classroom for disposal of sanitizing wipes. Include a bin for the disposal of used towels.
- Require patrons to sanitize their mats prior to use and after they are finished for mat-based classes such as pilates, yoga, ab blast etc. Encourage patrons to bring their own mats if possible.
- Space out the timing of fitness or alternate the use of rooms to allow for sufficient cleaning and disinfecting after the fitness class.

Cleaning

- Erect signs which direct patrons to the cleaning stations and note that it is required to sanitize machines and equipment after usage.

- Sanitize all equipment regularly and continuously throughout the day with machines and weights being wiped down every 60 minutes at a minimum.
- Wear a face mask while cleaning, changing and sanitizing treatment rooms.
- Place all reusable items for washing in a single bag/bin with a lid and transport to a storage area until items are collected and taken to the laundry. Take care not to cross contaminate clean linen with used linen.
- Follow all other hotel cleaning protocols.

Laundry

- Transport laundry produced at the gym/fitness centre to the laundry facilities using a closed bag. Sanitize hands after transport.
- Wash all laundry including towels in a water temperature above 60°C.
- Batch uniforms of employees and wash together to ensure all uniforms are sanitized.

Specific Protocols – Health and Wellness Spas

Spa Entrance/Reception

- Place markers on the floor to delineate required physical distancing space while in the waiting/reception area.
- Add questions to the spa health/medical history form which ask about potential exposure to Covid-19 and take the temperature of all patrons prior to commencing a treatment. Treatment is to be denied if an elevated temperature is observed.
- Allow patrons to complete the health/medical history form digitally on their own device (where possible) to limit the passing of stationery items including clipboards, pens/pencils, paper and the touching of the reception desk/table.
- Install or make available hand sanitizer in the reception area. Require patrons to sanitize or wash their hands upon entrance to the spa area and before commencing their treatment.
- Remove shared, self-service refreshments e.g. cucumber water, coffee, tea etc. from reception areas.
- Remove shared reception area material including magazines and books.
- Disinfect the reception desk/table and reception area continuously throughout operating hours. Disinfect the reception desk area upon an employee shift change including chair, computer, keyboard, desk etc.

Bathrooms/Changing Rooms

- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms. Remove shared hygiene goods from changing areas e.g. cotton swabs, cotton balls, hair dryers, bobbi pins, lotion etc. These items can be available upon request from the reception desk.
- Discontinue the use of changing room showers. Patrons are encouraged to shower and refresh on their own premise.
- Place a bin with a no-touch foot pedal for patrons to dispose of used towels. Check the status of the bin at a minimum every two hours (based upon gym/fitness centre traffic) to ensure it is not overloaded. Empty bin according to cleaning/laundry protocols while wearing appropriate protective apparel (e.g. face mask).
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Sanitize bathrooms regularly (at a minimum every two hours).
- Erect hand sanitizer stations 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.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn-off the water source for water fountains and include signage marking them as closed until further notice.

Treatments

- Require all treatment providers/employees to wash their hands prior to beginning a treatment.
- Determine which treatments can be done safely for the patron and for the employee. Limit the number of treatments which are provided on the menu.
- Discontinue spa treatments in the menu which include touching of the face, nose and mouth e.g. facials, lip scrubs etc.

Sauna

- Discontinue the use of saunas until further notice.

Cleaning

- Wear a face mask while cleaning, changing and sanitizing treatment rooms.
- Sanitize each treatment room/massage table after use. This includes:
 - Removing of used linens and replacing with fresh
 - Removing used pillows and replacing with fresh
 - Removing used robes
 - Wiping and sanitizing the treatment/massage table with alcohol-based sanitizer (62% alcohol or above)
 - Removing any used towels
- Place all reusable items for washing in a single bag/bin with a lid and transport to a storage area until items are collected and taken to the laundry. Take care not to cross contaminate clean linen with used linen.
- Follow all other hotel cleaning protocols.

Laundry

- Transport laundry produced at the spa to the laundry facilities using a closed bag.
- Wash all laundry including linens, towels, robes, pillows, uniforms etc. in a water temperature above 60°C.
- Batch uniforms of employees and wash together to ensure all uniforms are sanitized.

Specific Protocols – Business Centres

Note: Consider closing business centres until further notice unless deemed necessary based on customer demand. Direct patrons to the front desk to access business centre services. If business centres are determined necessary, follow these protocols.

Business Centres

- Utilise automatic doors, keep doors open (if possible) or have doors manned by one person to mitigate excessive contact of one surface by multiple individuals.
- Determine the new capacity of the business centre based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Install or make available hand sanitizer in the entrance area. Require patrons to sanitize or wash their hands upon entrance to the lounge and wear face masks.
- Place hand sanitizer and/or wipes (where possible) at convenient locations to allow patrons to sanitize games and other touch points as needed.
- Arrange floor plan to allow for 6 ft. physical distancing with the tables, chairs, benches etc.
- Ensure an employee is supervising business centre use at all times.
- Sanitize used business centre items (e.g. computer, printer, stapler, pens) and sanitizing stations, if not hands-free, after each use.

Specific Protocols – Teen Lounge/Teen Centres/Video Game Lounge

Teen Lounge/Teen Centres/Video Game Lounge

- Utilise automatic doors, keep doors open (if possible) or have doors manned by one person to mitigate excessive contact of one surface by multiple individuals.
- Determine the new capacity of the lounge based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Install or make available hand sanitizer in the entrance area. Require patrons to sanitize or wash their hands upon entrance to the lounge and wear a face mask.
- Place hand sanitizer and/or wipes (where possible) at convenient locations to allow patrons to sanitize games and other touch points as needed.
- Arrange floor plan to allow for 6 ft. physical distancing with the tables, chairs, benches etc.

- Ensure an employee is supervising lounge use at all times.
- Sanitize games and game controllers and hand sanitizing stations, if not hands-free, after each use.

Specific Protocols – Day-Care

Day-Care

- Determine the new capacity of the day care based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Take the temperature of each child upon arrival. Those with an elevated temperature and/or visible symptoms should be documented and in consultation with the parent or caregiver, moved into the designated isolation room on the property for screening by the SPP. The Ministry of Health & Wellness should be contacted immediately to begin the intake process if determined necessary by the SPP.
- Sanitize or wash the hands of each child upon entry to the facility.
- Sanitize or wash hands throughout the day and after engagement with each child. Employees and adult guests are to wear face masks at all times. Sanitize or wash hands at the end of each shift.
- Place cribs at a space that allows for babies/children to be 6 ft. physical distance from each other.
- Disinfect the playroom and nursery continuously throughout the operating hours including toys, furniture, highchairs, cribs, tv, remotes, doorknobs, phones, light switches etc.

Specific Protocols – Medical Services

Note: Hotels over 100 rooms must have an onsite medical station. All hotels or guesthouses regardless of size must have either a medical station with an onsite medical professional (e.g. licensed nurse) or an established relationship with healthcare professionals for on-call, on-demand care e.g. (Hospiten or any other private provider). Medical professionals must conduct their screening and assessment prior to contacting the Health Department. For all hotels it is mandatory that each hotel has at least one room to isolate any worker or guest who has a temperature or symptoms that may be related to Covid-19. An initial on-site Covid-19 screening must not carry a charge.

Medical Station

- Stock the medical station with the following, at a minimum:
 - Bed
 - Desk and chair
 - No touch thermometer
 - Wash station
 - Disinfectant and hand sanitizers
 - Hands-free garbage can with a cover
 - First aid kit
 - Telephone
 - Ministry of Health & Wellness emergency contact numbers
 - Medical Grade PPE (N95 face masks, face shields, disposable aprons, gowns)
 - Contact number for a medical personnel/hospital to be on call in case of an emergency
- Require guests to sanitize or wash their hands upon entry to the medical station.
- Require the medical professional on duty to immediately report cases of suspected Covid-19 to the Ministry of Health & Wellness to begin the intake process.
- Disinfect the medical station after each guest. Treat each guest while wearing a disposable face mask and observe all other standard medical protocols.

Isolation Rooms

- Designate a minimum of one isolation room on the property to take workers or guests if they show symptoms or have an elevated temperature. Either the onsite or on call medical professional should perform an initial assessment to determine the appropriate on-site treatment procedures. If Covid-19 is suspected after examination procedures, the medical professional should contact the Health Department (See [Appendix 2](#)).
- Equip the isolation room with medical grade PPE (N95 face masks, face shields, disposable aprons, gowns) for the worker.

- Isolate the guest in the room while awaiting a test from the Ministry of Health & Wellness. Follow instructions provided by the Ministry.
- Sanitize isolation rooms upon exit of the guest.

Protocols in Action



What to do if?

Question:

One guest in a party of four shows symptoms of Covid-19 and has an elevated fever on day three of the trip. We isolated the person and contacted the Ministry of Health & Wellness to begin the intake process. They test positive for Covid-19. What do I do about the other three family members?

Answer:

The other three family members have most likely been in close contact with the Covid-19 positive individual. These family members will also need to be isolated and placed in quarantine as directed by the Ministry of Health & Wellness. The guest is required to bear the cost.

Specific Protocols – Departure

Check-out

- Utilise contactless check-out where possible. Consider designing and implementing an express check out option where a guest can simply sign to authorise an invoice slipped under their door, to allow for billing of the credit card on file.
- Sanitize or wash hands after each guest check-out interaction and wipe down the desk/table/counter after each guest interaction. Sanitize pens before and after use.
- Sanitize keys after guest check-out when keys are reusable (if applicable).

Payment

- Install glass/plastic/plexiglass shield around certain areas of the cashier stations, if possible, to create a barrier between patrons and cashiers.
- Encourage use of digital POS systems where possible to reduce cash transactions. Notify patrons of preference for cashless payments prior to entering so they may plan accordingly. Sanitize POS machine after each use.
- Enforce physical distancing with distance markers on the floors or the use of stanchions to guide patrons and the distance they must maintain from each other.
- Encourage physical distancing of registers by spacing stations 6 ft. apart, where possible, when there are multiple cash register stations.
- Sanitize or wash hands after interaction with customer credit cards, card machines and cash. Sanitize or wash hands after the acceptance of tips.
- Wipe stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Cleaning of Guest Rooms

- Ventilate the room/property for at least 20 minutes before cleaning. If possible, leave all windows open during the entire cleaning process.
- Require wearing of single-use face masks and close-toed shoes when cleaning each room after guest departure.
- Remove and dispose of excess used amenities in the room e.g. partial toilet paper rolls, facial tissue, soap etc. Limit the number of spare items placed in the room to assist with controlling inventory and waste.
- Use an alcohol based cleaner (62% alcohol or above) and an approved cleaning and sanitization chemical for all cleaning and disinfecting activities.
- Clean and disinfect all of the room's hard surfaces including door handles, desk, table, chairs and lamps, dresser drawer handle, light switches and thermostats, drapery pull handles, fridges, menu and room

collaterals (folders, brochures), telephone and keypad, remote control, alarm clock, television, peephole, garbage can, iron handle, hangers, luggage rack, faucet and toilet handles.

- Remove all linens and towels including those which appear not to be used. Strip all beds after each guest stay.
- Remove and dispose of any food, beverages or sundry items left by the guest.
- Place a cleaning and disinfection certification card in each room either on the bed or the desk after each cleaning service which includes the date and time of the service and the signature of the housekeeping staff member.
- Wash hands with soap and water or sanitize or wash hands with hand sanitizer after each room cleaning.
- Dispose of used single-use protective apparel (e.g. face mask) in a hands-free garbage can with a cover.
- Do not permit entry into guest rooms after they have been cleaned and sanitized. Place a marker on the door to alert others and guests this room has been cleaned and sanitized and cannot be entered.
- Follow Ministry of Health & Wellness Guidelines on enhanced room cleaning if the room was occupied by a confirmed Covid-19 positive guest. This protocol must be activated for confirmed guests staying or that have stayed in the property within 72 hours of becoming aware. Where possible allow for 72 hours before allowing another guest to book and stay in the room.

Laundry

- Transport clean and used laundry separately to the laundry facilities using a closed bag.
- Dedicate one area of the laundry for washing exposed or suspected exposed items. Ensure these items are stored in a separate area with a cover and are not able to be accidentally co-mingled with non-exposed or clean laundry.
- Label bins for laundry the following:
 - CLEAN
 - DIRTY
 - HIGH RISK FOR COVID-19 CONTAMINATION
- Clean and disinfect the front loading of the machines regularly throughout the day. At a minimum every two hours and at the end of each shift.
- Determine work zones for laundry staff e.g. staff engaging with dirty laundry versus those with clean laundry to limit the potential for contamination (where possible)
- Distance within the laundry room between employees where possible e.g. fold on the table/counter 6 ft. apart or staggered on either side of the table/counter.
- Wear a face mask when handling dirty laundry and remove and discard after use. Sanitize or wash hands after handling dirty laundry and before beginning activities with clean laundry.
- Wash all laundry including linens, towels, robes, pillows, uniforms etc. in a water temperature above 60°C.

Small Hotels, Guesthouses/Inns, Hostels and Airbnb/Short-term Rentals

RESILIENCE



Small Hotels, Guesthouses, Hostels, Airbnb/Short-term Rentals & Homestays



Scope

The scope of this document entails protocols as it relates to Small Hotels, Guesthouses/Inns, Hostels, Airbnb/Short-Term Rentals and Homestays. Small hotels are defined as hotels with 100 rooms or less.

Responsibilities

This section outlines the recommended roles and responsibilities for managing these protocols at the location.

Small Hotels, Guesthouses/Inns and Hostels

Covid-19 Safety Point Person (SPP)- A minimum of one employee at any time during the opening hours of the venue must be a specifically trained and designated Covid-19 Safety Point Person. The SPP should conduct regular spot checks throughout the property and observe protocols being enacted. The SPP should also serve as a point of contact for employee and guest complaints and is required to document, investigate and triage complaints.

Depending on the size of the location, the Covid-19 SPP can be a full-time position or the duties may be allocated to an existing employee such as a director, manager or supervisor.

Airbnb/Short-term Rentals

Property Manager/Owner - The property manager/owner is responsible for ensuring the protocols are met and that the guests are made aware of information on Covid-19 safety protocols through the use of direct communication or signage and documents left inside of the rental property.

Supplies

This section includes a listing of the supplies which are required to be procured by the destination and are needed to meet the protocol requirements.

Small Hotels, Guesthouses/Inns and Hostel supplies include:

1. No contact hand-held thermometer (minimum of two - one per entrance and one for staff)
2. Face Masks (enough for each staff member for each shift to have at least one)
3. Alcohol-based hand sanitizer (62% alcohol or above)
4. Medical grade PPE (N95 face masks - 50 count, face shield – 1, gowns, aprons)
5. Spray disinfectant/wipes
6. Single use paper napkins or towels
7. Soap dispensers and/or hand sanitizing stations
8. Cleaning agents (including those with 62% alcohol or above)
9. Hands-free garbage cans with covers
10. Measuring device (tape measure, yardstick, 6 ft. pole etc.)
11. Indicators (flags, markers, stakes, cones etc.)
12. BOH and FOH signage for protocols, awareness regarding symptoms and MoHW contact information
13. Tape/stickers

Airbnb/Short-term Rental supplies include:

1. Alcohol-based hand sanitizer (62% alcohol or above)
2. Spray disinfectant/wipes
3. Single use paper napkins or towels
4. Soap dispensers and/or hand sanitizing stations
5. Cleaning agents (including those with 62% alcohol or above)
6. Hands-free garbage cans with covers

7. First aid kit
8. Signage with the Ministry of Health & Wellness Reporting number

Note: Supplies are to be provided by the organisation. Employees should be provided with the necessary protective equipment to safely conduct their duties. If an employee is not provided with equipment per these protocols, violations can be reported to TPDCo.

General Protocols

This section contains protocols which are general and to be abided by at all times across all dimensions of the property.

General Protocols Include:

Employee Well-being⁹

- Provide transportation for employees from central points in the community to the worksite and back where feasible.
- Communicate with employees that reopening will likely be gradual with staggered starting times for employees to allow for a smoother rollout and management of training and worker care.
- Ensure all employees are healthy upon their return to work through a health questionnaire similar to the questionnaire administered to potential tourists or other mechanisms as appropriate.
- Check in formally on the health of employees on a regular basis, every 4-6 weeks, and if they are showing symptoms or have other risk factors, testing may be appropriate. Those who test positive are required to be reported to the Ministry of Health & Wellness for quarantine and contact tracing.
- Take the temperature of each employee upon arrival for their shift. Those with an elevated temperature and/or visible symptoms should be documented and screened by the onsite or on-call medical professional for additional symptoms that may indicate a risk of Covid-19. Depending on the assessment, the medical professional will instruct the employee to return home or will assist the employee in contacting the Health Department for further guidance (See [Appendix 2](#)).
- Brief employees at start of their shift to remind them to disclose if: 1) they have knowingly been exposed to anyone with Covid-19, 2) they have symptoms of Covid-19 and 3) they had an above normal temperature at check-in.
- Recommend that all employees change clothes, to a fresh set or a work-provided uniform, upon arrival to work once they have signed in. Launder clothing for employees if possible.
- Encourage employees not to share desks, office supplies, computers, chairs, phones etc. When there is a shift change, the employee is responsible for wiping down their workstation, if appropriate, using alcohol-based sanitizing spray (62% alcohol or above).
- Require employees to wear face masks throughout their work shift and in interaction with patrons. Require employees to sanitize or wash their hands regularly throughout their shift (minimum of once an hour) and after the following interactions occur:
 - Handling/exchange of cash
 - Processing a credit card from a patron
 - Handling items from a patron
 - Touching common areas
 - Upon serving food and drinks

Cleaning Activities

- Require all cleaners to wear appropriate PPE while conducting their cleaning duties.
- Provide specific guidance on PPE for workers to wear for the following activities:
 - Cleaning: Face Mask, face shield, disposable apron
 - Disinfecting: Face Mask, face shield
 - Sanitizing: Face Mask
- Wash all laundry and reusable items in water at 60 °C or above.
- Wash all food service items (plates, cutlery, cups, glassware, serving trays etc.) in water at 80°C or above.
- Sanitize all public touchpoints on a rotating basis throughout the operating hours with each surface being cleaned at a minimum every two hours. This includes door handles, railings, desks, flat surfaces, elevator buttons, etc.

⁹ For a full list of requirements, please see the Ministry of Health & Wellness Workplace Guidelines and the WHO Workplace Guidelines.

- Handle waste using tongs and bag waste properly. Empty garbage cans regularly to prevent overflow.
- Perform routine maintenance of air conditioning vents or filters to promote indoor air quality and limit exposure.
- Ensure safe removal and disposal of PPE using the safety disposal guidelines of the World Health Organisation (WHO).¹⁰

Entrances/Common Areas

- Utilise automatic doors, keep doors open (if possible) or have doors manned by one person to mitigate excessive contact of one surface by multiple individuals.
- Mark the ground with 6 ft. of physical distance line spacing for queues and enforce physical distancing both inside and outside of an establishment.
- Erect hands-free sanitizing dispensers and/or hand wash stations at the entrance to the establishment (preference for contactless). If not hands-free, sanitize the dispenser continually throughout the day.
- Include signage in clear and visible areas throughout the property.

Reporting

- Report suspected cases or contact with Covid-19 positive persons in real-time to the local Ministry of Health & Wellness representative including the date and time, signs and symptoms observed, age and gender of the person(s) showing symptoms and the activities they engaged in. It is a requirement to report illness to the Ministry of Health & Wellness per the Public Health Act – Section 5 – Medical and First Aid Facilities¹¹. Reporting must occur within 2-3 hours of identifying a suspected case. Reporting should be made first to the local, parish public health facility and then to the national level. The full listing of all parish public health facilities and contact information see [Appendix 2](#).
- Compile a full report at the property at a minimum on a weekly basis to review suspected contact and actions taken by the management team. Report information to the Ministry of Health & Wellness.
- Ensure all employees are familiar and know to report suspected cases or contact with Covid-19 positive persons to the following:
 - Parish Public Health Facilities (See [Appendix 2](#))
 - <https://jamcovid19.moh.gov.jm/>
 - 1-888-ONE-LOVE (1-888-633-5683)

Communications

- Provide Jamaica Tourist Journey Map and Tourist Do's and Don'ts documents to guests once they confirm a reservation. Provide a digital or hard copy of the documents upon arrival to reinforce key messages.
- Erect signs at the entry points and key locations around the property detailing the procedures which are in place and what customers can expect and how they can comply. Include penalties for non-compliance e.g. removal.
- Erect signage indicating instructions for guests who do not feel well. Include the location of the medical facility or isolation room as well as the information for the onsite medical professional or Covid-19 SPP. Verbally reinforce this message at check-in.

Guest Activities and Interactions

- Remind employees to greet guests with warmth and friendliness. Remember that guests are visiting to relax and enjoy the beauty and culture of Jamaica which includes the interaction with people.
- Instruct employees on how to remind guests of protocols with a smile in a polite and respectful manner if they make a request that is unallowable given the new protocols. Remember that everyone is learning together, and the rules are intended to protect all parties.
- Plan and configure activities (where possible) to be outdoors to allow for ventilation (games, fitness class, bars, dining etc.). Ensure maximum ventilation for indoor activities and venues.
- Encourage guests to bring and use their own reusable water bottles and consider selling them on property.
- Remind employees they can accept tips as offered if allowable by policy. Sanitize or wash hands after receiving.

¹⁰ WHO - https://www.who.int/docs/default-source/searo/bangladesh/2019-ncov/2-steps-to-take-off-ppe-and-gown-en.pdf?sfvrsn=cf0c30c4_2

¹¹ Public Health Act – Section 5 – Medical and First Aid Facilities – “Where there is suspicion or confirmation of any communicable disease or food-borne illness at a tourist establishment a report shall be made within 24-hours to the Medical Officer (Health)...”

Specific Protocols – Arrival

Entry

- Mark the ground with physical distance line spacing for queues and enforce physical distancing both inside and outside of an establishment.
- Erect hand sanitizing dispensers at the entrance to the establishment (preference for contactless).
- Supply the front desk, concierge station, luggage service and other lobby services with hand sanitizer.
- Take the temperature of each guest upon arrival. Those with an elevated temperature and/or visible symptoms should be documented and moved into the designated isolation room on the property for screening by the SPP. The Ministry of Health & Wellness should be contacted immediately to begin the intake process if determined necessary by the SPP.

Check-in

- Allow for contact-less, digital check-in where possible.
- Brief employees at start of their shift to remind them to disclose if: 1) they have knowingly been exposed to anyone with Covid-19, 2) they have symptoms of Covid-19 and 3) they had an above normal temperature at check-in.
- Inform guests of the Covid-19 safety protocols and how to get more information should they require it. Enforce the wearing of face masks in public/common areas.
- Provide guests with a printed or electronic copy of the safety protocols which the operation is employing. Information should contain at a minimum the following:
 - The steps taken to safeguard employees and guests
 - Expectations of guests while on property
 - Who to contact for questions or concerns in regard to the property
 - How to report suspected Covid-19 cases or exposure and how to contact the Ministry of Health & Wellness
- Sanitize hands and the check-in area (desk, table, counter, pen etc.) after each customer engagement.

Keys

- Utilise digital key cards or disposable key cards when possible. If traditional keys are used, central drop boxes will be utilised awaiting disinfecting between uses.
- Discontinue holding of keys at the front desk on behalf of guests to limit the number of times the key is exchanged.

Luggage

- Do not enter the guest room when dropping off luggage leave the luggage outside and have the guest bring it into the room.
- Restrict access to luggage storage rooms to employees only.
- Sanitize luggage carts after each use with an alcohol-based sanitizer (62% alcohol or above).

Specific Protocols – Common Areas

Sitting Areas/Lobby

- Arrange furniture in the waiting/reception area to allow for physical distancing.
- Remove shared, self-service refreshments e.g. water, coffee, tea etc. from reception areas. Remove shared reception area material including magazines and books.
- Install hand sanitizer stations throughout the common areas and hands-free garbage cans with covers.
- Disinfect benches, chairs, handles, railings continuously throughout the day (a minimum of three times per day).

Public/Common Bathrooms

- Sanitize bathrooms regularly (at a minimum every two hours).
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms. Supply bathrooms with hand soap and single-use paper napkins or towels to dry hands. Remove any reusable hand towels and prevent the use of air dryers.

- Clean and disinfect towel dispenser handle, sink faucets, door handles, soap dispenser push plates, garbage cans and toilet handles at a minimum of every two hours.
- Turn-off the water source for water fountains and include signage marking them as closed until further notice.
- Monitor bathrooms frequently to ensure they do not require attention.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Ensure that the health and safety poster promoting handwashing and disinfection is clearly visible.

Specific Protocols – Rooms

Room Amenities

- Suspend mini-bar service and in-room sale of items until further notice. Clean and disinfect the in-room fridge (if applicable).
- Discontinue the delivery of newspapers. Consider enabling access to online newspapers for guests.
- Remove moveable decorations or room amenities to limit guest touching.
- Remove extra pillows, blankets, linens etc. in the room to limit exposure.
- Add hand sanitizer and cleaning wipes in the rooms (where possible).

Daily Housekeeping

- Offer guests the option for a relaxed housekeeping schedule where cleaning only occurs less frequently as opposed to each day as determined by between the property and the guest.
- Require wearing of single-use face masks, aprons and close-toed shoes when servicing each room.
- Line all trash cans with a disposal liner to make it easier to collect and dispose of waste.
- Sanitize all surfaces of tables, dressers, nightstands, sinks and countertops. Remove all soiled linens and towels and place in a bin with a cover for transport to the laundry.
- Discontinue nightly or evening turndown service to facilitate minimal contact and entry into the guest room.

Specific Protocols – Restaurants

Note: Whenever possible restaurants should be naturally ventilated.

Entry

- Determine the new capacity of restaurants based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Place markers on the floor to mark required physical distancing space while in the waiting/reception area and outside of the restaurant if it is full.
- Arrange furniture in the waiting/reception area to allow for physical distancing.
- Remove shared, self-service refreshments e.g. water, coffee, tea etc. from reception areas. Remove shared reception area material including magazines and books.
- Remove shared, self-service items such as toothpicks, mints, matches or any other guest amenity to take.
- Remove shared condiments such as ketchup, mustard, hot sauce and salt/pepper shakers.
- Install or make available hand sanitizer in the entrance area. Require patrons to sanitize or wash their hands upon entrance to the restaurant.
- Wear face masks at all times inside the restaurant for employees. Patrons may remove face masks once they are seated.
- Encourage large groups (6 and above) to make reservations beforehand and establish a maximum amount of reservations that can be made for any day. Maximum group size should be no more than 10 individuals.
- Monitor seating capacity frequently and engage with patrons should wait time be extended.
- Disinfect the hostess stand/desk/table and reception area continuously throughout operating hours. Disinfect the hostess stand/desk/table area upon an employee shift change including chair, computer, keyboard, desk etc.

Seating Arrangements

- Reduce seating capacity to 70%, ensure there is at least 6 ft. of space between tables/seating or if furniture is immovable ensure guests/groups of guests are seated 6 ft. apart from other groups.

- Remove the ability for patrons to seat themselves and guide patrons to seats to ensure distance between tables is maintained. If this is not possible given the staff compliment, clearly indicate which seats can be used through the use of markings and signs.
- Discontinue the use of communal tables/seating for multiple parties unless 6 ft. physical distancing can be achieved.
- Wipe down tables and chairs between use with alcohol-based cleaner (62% alcohol or above).

Guest Table Amenities

- Sanitize highchairs, booster seats etc. after each guest usage using an alcohol-based cleanser (62% alcohol or above).
- Store guest table amenities (highchairs, booster seats etc.) outside of common areas in back rooms/storage rooms to limit exposure and unnecessary touching by employees or guests.
- Remove all condiments and self-serve items such as napkins, toothpicks and straws. These items should be provided upon request and containers should be sanitized between use if not in single use containers.
- Eliminate the use of any table pre-sets including cutlery, glassware, mugs and table decoration including candles, vases or flowers.

Food Service - Table Service

- Utilise existing hotel digital interface or social media pages where possible to display menus and encourage patrons to use their personal phones to browse food options in lieu of receiving a physical menu. Information for link should be placed at the entrance and/or wall(s) in the restaurant. Allow complimentary WiFi for patrons, if possible, if it is required to access the menu.
- Discourage the use of multiple-use menus (food, beverages, specials) if digital operations are not available. Use either signage or disposable printed menus. Printed paper menus must be discarded after use. If choosing to continue to use reusable menus, ensure they are laminated and sanitized after each use.
- Cover food until it is delivered to the table. Wipe down food covers between use.
- Sanitize hands upon each completed pick-up and delivery of food to each table party.
- Utilise single-use table clothes or change linens after each guest party. Deposit into a bin or bag with a cover or which can be sealed/closed e.g. drawstring bag until transported to laundry.
- Ensure all service and standards are in accordance with Hazard Analysis and Critical Control Point (HACCP)¹² and/or ServSafe¹³.

Food Service - Buffets

- Eliminate guest self-service on all buffet and bar operations. Require that all stations be manned by a dedicated staff member handling utensils, serving food etc.
- Install glass/plastic/plexiglass shield between food and patrons if possible.
- Remove common condiments and food laying out in large quantities not behind a glass/plastic/plexiglass shield includes salt, pepper, oil, butter, sugar cubes etc.
- Ensure all service and standards are in accordance with HACCP and/or ServSafe.
- If a patron touches food, sneezes near food or similar, discard contaminated food. Ensure food supply is consistent and does not create a back-up in the line.

Food Service - Takeaway

- Allow patrons to order food over the phone or online and carry-out/takeaway orders to be consumed in their guest rooms or at an offsite location (if allowable by hotel policy).
- Designate a location within or outside of the restaurant which services carry-out/takeaway orders only. Maintain physical distancing through the order and pick-up process.
- Ensure food is packed in disposable bags that comply with government regulation.
- Ensure workers sanitize or wash hands after each customer interaction.
- Arrange for curb-side delivery where possible/feasible given location and space. Encourage the use of curb side pickup for food where possible, offer discounts and update physical media platforms accordingly.

Food Service - Room Service

- Allow for touchless ordering of room service items over the phone or via a digital app.

¹² HACCP - <https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements/hazard-analysis-critical-control-point-haccp>

¹³ ServSafe - <https://www.servsafe.com/ss/regulatory/default.aspx>

- Deliver room service items outside of the door of the room. Do not enter the room.
- Cover all room service items while being transported to the room.
- Wrap cutlery fully in a linen or paper napkin while being transported to the room.

Protocols in Action



What to do if?

Question:

I have a robust eight-page restaurant menu. If I have to print disposal copies for each patron it will be too costly, and I will be increasing my environmental footprint. What can I do?

Answer:

This is a difficult situation, and it is hard for all restaurateurs at this time. This is an opportunity to consider posting your menu digitally – on your website, Facebook page, Instagram or digital app. Alternatively, it is recommended to write your menu on multiple signs or have a digital sign and ask patrons to read the sign or offer fewer menu items in the interim to cut down on the number of pages to print for your menu. Remember to also print double-sided.

Kitchen/Back of House

- Wear face masks and hairnets during food preparation.
- Separate zones within the kitchen for employees to work by placing markers/stickers on the floor.
- Separate workstations (where possible) so staff are not facing each other when working. Stagger workers on counters, tables and cooktops for food preparation.
- Restrict access of the kitchen and storage areas to kitchen and wait staff only. Deny patron access and discontinue (where applicable) an in-kitchen “chef’s table.”
- Test dishwashing machines to ensure they are functioning properly.
- Cover all raw materials such as vegetables, fruits, ice, meats etc. and store in closed containers which are only to be opened when needed.
- Maintain smaller than normal inventories in the event of possible contamination and the need to destroy stored items.
- Adhere to HACCP and/or ServSafe system protocols updated in the context of Covid-19.

Payment

- Install glass/plastic/plexiglass shield around certain areas of the cashier stations, if possible, to create a barrier between patrons and cashiers.
- Encourage use of digital POS systems where possible to reduce cash transactions. Notify patrons of preference for cashless payments prior to entering so they may plan accordingly. Sanitize POS machine after each use.
- Enforce physical distancing with distance markers on the floors or the use of stanchions to guide patrons and the distance they must maintain from each other.
- Encourage physical distancing of cash registers by spacing stations 6 feet apart, where possible, when there are multiple cash register stations.
- Sanitize or wash hands after interaction with customer credit cards, card machines and cash. Sanitize or wash hands after the acceptance of tips.
- Sanitize the cheque presentation folders with an alcohol-based sanitizer (62% alcohol or above) after each guest handling and use.
- Wipe stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Social/Cultural Activities

- Limit social/cultural activities to those which can be accomplished from a safe, physical distance of 6 ft. e.g. musical performances, dance shows etc.
- Ensure 6 ft. of space between patron and performers on stage or the designated stage area.

- Sanitize microphones prior to each use for musical and karaoke activities.
- Limit the number of games/contests which are held within the restaurant/bar space which break physical distancing rules.

Bathrooms

- Erect hand sanitizer stations at the entrance to the bathrooms.
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn off the water source for water fountains and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Sanitize bathrooms regularly (at a minimum every two hours).

Inventory Delivery

- Take the temperature of each delivery person. Those with elevated temperature should be documented and denied entry. If appropriate, contact the SPP for an initial screening of the delivery person. Report instances of denial of entry due to elevated temperature or visible symptoms to the Ministry of Health & Wellness on a daily, real-time basis.
- Mandate and enforce the use of wearing face masks of delivery personnel.
- Disinfect receiving areas after each delivery.
- Encourage distributors to wipe down the reused carry bins after each delivery.

Employee Spaces

- Stagger shift start times to ensure there is no overcrowding in the locker/employee rest areas.
- Provide hand sanitizer and wipes (where possible) in locker/employee rest area. Encourage employees to wipe down their lockers before use.
- Maintain all personal belongings in a contained bag which can be tied or sealed.

Specific Protocols – Bars

Entry

- Determine the new capacity of the bar based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Place markers on the floor to delineate required physical distancing space while in the waiting/reception area and outside of the restaurant if it is full.
- Arrange furniture in the waiting/reception area to allow for physical distancing.
- Remove shared, self-service items such as toothpicks, mints, matches or any other guest amenity to take.
- Install or make available hand sanitizer in the entrance area. Require patrons to sanitize or wash their hands upon entrance to the bar.
- Patrons must wear face masks until seated at which point, they can be removed.

Seating Arrangements

- Reduce seating capacity to 70%, ensure there is at least 6 ft. of space between tables/seating or if furniture is immovable ensure guests/groups of guests are seated 6 ft. apart from other groups.
- Restrict seating at the physical bar to be limited to a space between each seat. Do not allow for congregation at the bar. Wipe down chairs between use with alcohol-based cleaner (62% alcohol or above).
- Wipe down the bar with a clean, disposal towel and an alcohol-based solution (62% alcohol or above) at regular intervals and when patrons leave. Dispose of used towel in a hands-free garbage can with a cover.
- Remove all condiments and self-serve items such as napkins, toothpicks and straws. These items should be provided upon request and containers should be sanitized between use if not in single use containers.
- Remove all shared items from the bar area including toothpicks, matches, ashtrays etc. Make these items available on request and sanitize between use if reusable.

Drink Service

- Designate areas behind the bar exclusively for drink preparation. If possible, install glass/plastic/plexiglass shield around certain areas of the bar where drinks are being prepared to create a barrier between patrons and bartenders.
- Sanitize or wash hands between making an order of drinks.
- Sanitize or wash hands between drink runs and delivery. Specifically, the wait staff should sanitize/wash hands after picking up a drink from the bar and delivering it to a customer's table.
- Discourage the use of multiple-use menus (food, beverages, specials). If digital operations are not available, use either signage or disposable printed menus. Printed paper menus must be discarded after use. If choosing to continue to use reusable menus, ensure they are laminated and sanitized after each use.

Social/Cultural Activities

- Limit social/cultural activities to those which can be accomplished from a safe, physical distance of 6 ft. e.g. musical performances, dance shows etc.
- Ensure 6 ft. of space between patron and performers on stage or the designated stage area.
- Sanitize microphones prior to each use for musical and karaoke activities.
- Limit the number of games/contests which are held within the restaurant/bar space which break physical distancing rules.

Protocols in Action



What to do if?

Question:

Thursday nights are dance competition nights. Volunteers are solicited from the crowd to showcase their best dancehall/whining skills. Male and female participants are selected and paired up at random. Do I have to stop this competition?

Answer:

No. This contest and entertainment can continue. Ensure the following are met when you are holding the contest a). Physical distance is maintained between the announcer and the participants b). Participants are spaced 6 ft. a part on stage c). Participants are 6 ft. from the audience. In this instance, it is recommended to change the competition to ask for couples who are already in a group to compete as opposed to random pairings.

Payment

- Install glass/plastic/plexiglass shield around certain areas of the cashier stations, if possible, to create a barrier between patrons and cashiers.
- Encourage use of digital POS systems where possible to reduce cash transactions. Notify patrons of preference for cashless payments prior to entering so they may plan accordingly. Sanitize POS machine after each use.
- Enforce physical distancing with distance markers on the floors or the use of stanchions to guide patrons and the distance they must maintain from each other.
- Encourage physical distancing of cash registers by spacing stations 6 feet apart, where possible, when there are multiple cash register stations.
- Sanitize or washes hands after interaction with customer credit cards, card machines and cash.
- Sanitize the cheque presentation folders with an alcohol-based sanitizer (62% alcohol or above) after each guest handling and use.
- Wipe stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Bathrooms

- Erect hand sanitizer stations at the entrance to the bathrooms.
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn-off the water source for water fountains and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Cease providing shared hygiene or sanitary products e.g. comb, brush, mints, hair spray, lotion, cologne etc.
- Sanitize bathrooms regularly (at a minimum every two hours).

Cleaning

- Sterilise and wash all used plates, cups, forks etc. in hot water at 80°C.
- Wear a face mask when clearing and cleaning tables or removing finished plates/cups during the serving of the patron. Wipe and sterilise chairs, tables, placemats, cruets and replace linen on tables after usage by a patron. Be sure to replace all cutlery and glasses on the table regardless of whether it appears used.
- Wipe surfaces throughout the course of opening hours and conduct a thorough sanitization of the bar after close of business.
- Clean and sterilise bar tops every 30 minutes minimum, bar tops should be wiped on a continuous basis.
- Sanitize all soda taps, bar equipment and nozzles daily.
- Clean all reusable bar and serving equipment according to HACCP and/or ServSafe standards.
- Clean all reusable kitchen and serving equipment according to HACCP and/or ServSafe standards.

Employee Spaces

- Stagger shift start times to ensure there is no overcrowding in the locker/employee rest areas.
- Provide hand sanitizer and wipes (where possible) in locker/employee rest area. Encourage employees to wipe down their lockers before use.
- Maintain all personal belongings in a contained bag which can be tied or sealed.

Inventory Delivery

- Take the temperature of each delivery person. Those with elevated temperature should be documented and denied entry. If appropriate, contact the SPP for an initial screening of the delivery person. Report instances of denial of entry due to elevated temperature or visible symptoms to the Ministry of Health & Wellness on a daily, real-time basis.
- Mandate and enforce the use of wearing face masks of delivery personnel.
- Disinfect receiving areas after each delivery.
- Encourage distributors to wipe down the reused carry bins after each delivery.

Specific Protocols – Beach

Note: The wearing of face masks should be discouraged for all water activities due to the possibility of face masks posing a drowning hazard.

Beach Entrance

- Determine the adjusted physical distanced maximum capacity of the beach area or beach park. Calculate the new capacity based on the square footage of the property divided by the physical distancing occupancy figure - approximately 113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Place tape or markers at the entrance where patrons are expected to stand in line for entry processing.
- Indicate to guests that face masks are optional for adults on the beach and discouraged for children. Post signage indicating the same.

Beach Chairs/Umbrellas/Huts

- Configure pool umbrellas/chairs/huts to be at least 6 ft. from each other for physical distancing guidelines and in accordance with the newly calculated maximum occupancy (113 sq. ft. per person/group per occupiable space or 70% capacity). Post signs listing the new maximum capacity).

- Provide chairs/umbrellas/huts only under the supervision of an attendant. The attendant will direct the patrons to the space within the approved and appropriate 6 ft. distance. Guests who move the equipment or refuse to cooperate should be asked to leave (only applies if not already demarcated).
- Sanitize the chair/umbrella/hut after each guest/guest party use.
- Allow parties of up to ten beach goers to be in a single group. If above 10 beach goers in a single group, the group is required to split to sub-groups that achieves the 10-person limit.
- Provide hand sanitizer in strategic locations to allow for patrons to further sanitize. Include hands-free garbage cans with covers for disposal.

Water Sports/Boating

- Place tape or markers at the entrance where patrons are expected to stand when they are waiting to purchase tickets, engage in an activity or board vessel.
- Sanitize water equipment after each use (life jackets, snorkel, kayaks, pedal boats, banana boats, oars etc.). Manage this process through an inventory and numbering system. All equipment is to be numbered and logged when it is checked-out, returned and cleaned. This will provide a record of sanitation.
- Wipe down the water sports ticket counter regularly after each customer interaction and throughout the day with shift changes.
- Do not share reusable pricing sheets or menus with guests. Post the information on signage boards or digital media (e.g. Instagram, app). Alternatively, disposable pricing sheets can be shared but cannot be reused. Sanitize pens used for completing water sport waivers after each usage.
- Limit the number of passengers per water sport vessel to 70% capacity to allow for physical distancing.
- Enforce 6 ft. physical distancing between patrons (individuals or groups) if practical and safe.
- Require patrons to sanitize or wash their hands before boarding or engaging in a water sport activity.
- Offer patrons disposable gloves if required for purchased activities.
- Ensure handrails are available for boarding vessels to limit the exposure of crew to helping individuals onto the vessel.
- Discontinue the service of buffet on excursion vessels and require food and drinks to be served by staff. Eliminate shared water/refreshment stations.
- Sanitize vessels after each excursion with alcohol-based cleaner (62% alcohol or above).

Swimming

- Enforce physical distancing in the water through the use of beach attendants and lifeguards.
- Allow groups of family and friends who arrived together to congregate in the water.
- Discourage the use of face masks in the water for small children as they can pose a drowning hazard if going underwater with a face mask on. Adults over the age of 15 can choose to wear face masks in the water if they prefer though not mandatory.
- Consider removing reusable water toys (e.g. floating devices, hammocks, games, water trampolines) or ensure sanitization procedures are in place throughout the day.

Waterslides

- Enforce physical distancing on the water slide by beach attendants and lifeguards.
- Place markers on the ground or in the waiting area to denote where to stand while waiting to enjoy the waterslide.
- Ensure guests are not wearing a face mask when they go down the waterslide and enter the water.
- Sanitize any commonly touched handles or launching points after each guest usage (where feasible if the water slide has a dedicated attendant).
- Sanitize the railing leading up to the waterslide at a minimum of once every 60 minutes.
- Sanitize reusable waterslide equipment after each guest such as tubes, boards, mats etc.

Beach Vendors

- Enforce physical distancing of beach vendors (food, excursion, craft) from each other and from tourists. Enforcement should be done by lifeguards, beach attendants and/or Physical Distancing Officer (for public, non-fee entrance beaches).
- Do not share excursion menus with tourists. Require the vendor to hold the menu and read or show to the interested tourist, but do not exchange the menu.
- Require beach vendors to wear a face mask and carry their own alcohol-based hand sanitizer (62% alcohol or above) and utilize it after interaction with each customer including the exchange of currency.

Bathrooms/Changing Rooms

- Erect hand sanitizer stations at the entrance to the bathrooms.
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn off the water source for water fountains and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Sanitize bathrooms regularly (at a minimum every two hours).

Lifeguards

- Encourage lifeguards to wear facebuffs instead of face masks and note that it is only optional.
- Train lifeguards on recommended CPR guidelines including the change in performing 30 chest compressions instead of mouth-to-mouth resuscitation¹⁴.
- Sanitize the lifeguard stand/shack/chair(s) after each shift change.

Towels

- Discontinue the use of towel cards and instead document identifying information of the person renting/utilising the towels and number e.g. last name, room number etc.
- Designate a no-touch towel return bin which patrons can deposit towels without employees handling them.
- Remove all unreturned or unused towels periodically throughout the day and at the end of the day wearing a face mask and using tongs.

Beach Bars/Restaurants

See Protocols for Bars and Restaurants

Specific Protocols – Pools and Hot Tubs

Note: According to the U.S. Centers for Disease Control (CDC) there is no current evidence that Covid-19 can be spread to humans using pools and hot tubs. Continuous review of operations, maintenance and sanitation procedures should be employed in keeping with the Ministry of Health & Wellness and U.S. CDC guidelines to prevent the spread of Covid-19. The following guidelines should be followed:

- Encourage all patrons to rinse off/shower before entering the pool.
- Require customers to sanitize or wash their hands before entering the pool area using hand sanitizer stations installed around the pool deck(s).
- Adjust capacity for pools and hot tubs to 70% of full capacity provided this capacity allows for physical distancing requirements.

Note: The wearing of face masks should be discouraged for all water activities due to the possibility of face masks posing a drowning hazard.

Chairs/Umbrellas/Huts

- Configure pool umbrellas/chairs/huts to be at least 6 ft. from each other for physical distancing guidelines and in accordance with the newly calculated maximum occupancy (113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity).
- Provide chairs/umbrellas/huts only under the supervision of an attendant. The attendant will direct the patrons to the space within the approved and appropriate 6 ft. distance. Guests who move the equipment or refuse to cooperate should be asked to leave (only applies if not already demarcated).
- Sanitize the chair/umbrella/hut after each guest/guest party use.
- Allow parties of up to ten pool goers to be in a single group. If above 10 pool goers in a single group, the group is required to split to sub-groups that achieves the 10-person limit.
- Provide hand sanitizer and wipes (where possible) around the pool deck in strategic locations to allow for patrons to further sanitize. Include a hands-free garbage can with a cover.

¹⁴ According to the American Heart Association Hands-only Guidelines - <https://eccguidelines.heart.org/circulation/cpr-ecc-guidelines/>

Swimming

- Enforce physical distancing in the water through the use of pool attendants and lifeguards.
- Allow groups of family and friends who arrived together to congregate in the water.
- Discourage the use of face masks in the water for small children as they can pose a drowning hazard if going underwater with a face mask on. Adults over the age of 15 can choose to wear face masks in the water if they prefer.
- Consider removing reusable water toys (e.g. floating devices, hammocks, games, water trampolines) or ensure sanitization procedures are in place throughout the day.

Waterslides

- Enforce physical distancing on the water slide by beach attendants and lifeguards.
- Place markers on the ground or in the waiting area to denote where to stand while waiting to enjoy the waterslide.
- Ensure guests are not wearing a face mask when they go down the waterslide and enter the water.
- Sanitize any commonly touched handles or launching points after each guest usage (where feasible if the water slide has a dedicated attendant).
- Sanitize the railing leading up to the waterslide at a minimum of once every 60 minutes.
- Sanitize reusable waterslide equipment after each guest such as tubes, boards, mats etc.

Towels

- Discontinue the use of towel cards and instead document identifying information of the person renting/utilising the towels and number e.g. last name, room number etc.
- Designate a no-touch towel return bin which patrons can deposit towels without employees handling them.
- Remove all unreturned or unused towels periodically throughout the day and at the end of the day wearing a face mask and using tongs.

Bathrooms

- Erect hand sanitizer stations at the entrance to the bathrooms.
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn off the water source for water fountains and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Sanitize bathrooms regularly (at a minimum every two hours).

Lifeguards

- Encourage lifeguards to wear facebuffs instead of face masks and note that it is only optional.
- Train lifeguards on recommended CPR guidelines including the change in performing mouth-to-mouth resuscitation and the focus on 30 chest compressions instead.¹⁵
- Sanitize the lifeguard stand/shack/chair(s) after each shift change.

Cleaning

- Practice strict adherence to the guidelines under the 'Jamaican Standard Specifications for Spa Entities' established by the Bureau of Standards Jamaica.
- Maintain the water quality of the pool by using test stripes and conducting regular pH and chlorine tests and adjust according to the Ministry of Health & Wellness Standards.
- Require all cleaning staff to wear disposal PPE when conducting pool testing and cleaning activities as well as sanitizing the pool deck and pool furniture (umbrellas, chairs, tables etc.).

Pool Bars/Swim-up Bar

See Protocols for Bars

Pool Games/Entertainment

¹⁵ According to the American Heart Association Hands-only Guidelines - <https://eccguidelines.heart.org/circulation/cpr-ecc-guidelines/>

- Discontinue shared pool games throughout the day e.g. Ping-Pong, volleyball, connect four, Jenga etc.
- Allow dancing entertainment pending there is sufficient room on the pool deck for physical distancing between participants and the entertainment leader.

Kiddie Pools/Water Parks/Splash Pads

- Do not allow children to wear face masks in the kiddie pool/water park/splash pad area.
- Enforce physical distancing in the water among children by lifeguards and pool attendants.

Specific Protocols – Medical Services

Note: Hotels over 100 rooms must have an onsite medical station. All hotels or guesthouses regardless of size must have either a medical station with an onsite medical professional (e.g. licensed nurse) or an established relationship with healthcare professionals for on-call, on-demand care (e.g. Hospiten or any other private provider). Medical professionals must conduct their screening and assessment prior to contacting the Ministry of Health and Wellness. For all hotels it is mandatory that each hotel has at least one room to isolate any worker or guest who has a temperature or symptoms that may be related to Covid-19. An initial on-site screening must not carry a charge.

Medical Station

- Stock the medical station with the following, at a minimum:
 - Bed
 - Desk and chair
 - No touch thermometer
 - Wash station
 - Disinfectant and hand sanitizers
 - Hands-free garbage can with a cover
 - First aid kit
 - Telephone
 - Ministry of Health & Wellness emergency contact numbers
 - Medical Grade PPE (N95 face masks, face shields, disposable aprons, gowns)
 - Contact number for a medical personnel/hospital to be on call in case of an emergency
- Require guests to sanitize or wash their hands upon entry to the medical station.
- Require the medical professional on duty to immediately report cases of suspected Covid-19 to the Ministry of Health & Wellness to begin the intake process.
- Disinfect the medical station after each guest. Treat each guest while wearing a disposable face mask and observe all other standard medical protocols.

Isolation Rooms

- Designate a minimum of one isolation room on the property to take workers or guests if they show symptoms or have an elevated temperature. Either the onsite or on call medical professional should perform an initial assessment to determine the appropriate on-site treatment procedures. If Covid-19 is suspected after examination procedures, the medical professional should contact the Health Department (See [Appendix 2](#)).
- Equip the isolation room with medical grade PPE (N95 face masks, face shields, disposable aprons, gowns) for the worker.
- Isolate the guest in the room while awaiting a test from the Ministry of Health & Wellness. Follow instructions provided by the Ministry.
- Sanitize isolation rooms upon exit of the guest.



What to do if?

Question:

While on my property, a guest begins to develop symptoms of Covid-19. What do I do?

Answer:

The guest should be offered assistance and an onsite medical professional or the SPP should perform an initial assessment and immediately contact the Ministry of Health & Wellness at 888-ONE-LOVE (663-5683) if it is appropriate. The guest should be taken to the designated isolation room on the property to await instructions from the Ministry of Health & Wellness.

Specific Protocols – Departure

Check-out

- Utilise contactless check-out where possible. Consider designing and implementing an express check out option where a guest can simply sign to authorise an invoice slipped under their door, to allow for billing of the credit card on file.
- Sanitize or wash hands after each guest check-out interaction and wipe down the desk/table/counter after each guest interaction. Sanitize pens before and after use.
- Stagger room booking to allow for a full 24 hours after the room has been cleaned before the next guest can check-in.
- Sanitize keys after guest check-out when keys are reusable (if applicable).

Payment

- Install glass/plastic/plexiglass shield around certain areas of the cashier stations, if possible, to create a barrier between patrons and cashiers.
- Encourage use of digital POS systems where possible to reduce cash transactions. Notify patrons of preference for cashless payments prior to entering so they may plan accordingly. Sanitize POS machine after each use.
- Enforce physical distancing with distance markers on the floors or the use of stanchions to guide patrons and the distance they must maintain from each other.
- Encourage physical distancing of registers by spacing stations 6 ft. apart, where possible, when there are multiple cash register stations.
- Sanitize or wash hands after interaction with customer credit cards, card machines and cash.
- Wipe stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Cleaning of Guest Rooms

- Ventilate the room/property for at least 20 minutes before cleaning. If possible, leave all windows open during the entire cleaning process.
- Require wearing of single-use face masks, and close-toed shoes when cleaning each room after guest departure.
- Dispose of excess used amenities in the room e.g. partial toilet paper rolls, facial tissue, soap etc. Limit the number of spare items placed in the room to assist with controlling inventory and waste.
- Use an alcohol based cleaner (62% alcohol or above) and approved cleaning and sanitization chemical cleaner for all cleaning and disinfecting activities.
- Clean and disinfect all of the room's hard surfaces including door handles, desk, table, chairs and lamps, dresser drawer handle, light switches and thermostats, drapery pull handles, fridges, menu and room collaterals (folders, brochures), telephone and keypad, remote control, alarm clock, television, peephole, garbage can, iron handle, hangers, luggage rack, faucet and toilet handles.

- Remove all linens and towels including those which appear not to be used. Strip all beds after each guest stay.
- Remove and dispose of any food, beverages or sundry items left by the guest.
- Place a cleaning and disinfection certification card in each room either on the bed or the desk after each cleaning service which includes the date and time of the service and the signature of the housekeeping staff member.
- Wash hands with soap and water or sanitize or wash hands with hand sanitizer after each room cleaning.
- Dispose of used single-use protective apparel (e.g. face mask) in a hands-free garbage can with a cover.
- Do not permit entry into guest rooms after they have been cleaned and sanitized. Place a marker on the door to alert others and guests this room has been cleaned and sanitized and cannot be entered.
- Follow Ministry of Health & Wellness Guidelines on enhanced room cleaning if the room was occupied by a confirmed Covid-19 positive guest. This protocol must be activated for confirmed guests staying or that have stayed in the property within 72 hours of becoming aware. Where possible allow for 72 hours before allowing another guest to book and stay in the room.

Laundry

- Transport clean and dirty laundry separately from the property to the laundry facilities using a closed bag.
- Dedicate one area of the laundry for washing exposed or suspected exposed items. Ensure these items are stored in a separate area with a cover and are not able to be accidentally co-mingled with non-exposed or clean laundry.
- Label bins for laundry the following:
 - CLEAN
 - DIRTY
 - HIGH RISK FOR COVID-19 CONTAMINATION
- Clean and disinfect the front loading of the machines regularly throughout the day. At a minimum every two hours and at the end of each shift.
- Determine work zones for laundry staff e.g. staff engaging with dirty laundry versus those with clean laundry to limit the potential for contamination (where possible)
- Distance within the laundry room between employees where possible e.g. fold on the table/counter 6 ft. apart or staggered on either side of the table/counter.
- Wear a face mask when handling dirty laundry and remove and discard after use. Sanitize or wash hands after handling dirty laundry and before beginning activities with clean laundry.
- Wash all laundry including linens, towels, robes, pillows, uniforms etc. in a water temperature above 60°C.

Specific Protocols – Airbnb/Short-term Rentals

Arrival/Check-in

- Implement contactless check-in either via door code, gate code, lockbox etc. If not feasible ensure the property manager/owner arrives to greet the guest wearing a face mask and maintains a physical distance of 6 ft.
- Inform guests of the Covid-19 safety protocols and how to get more information should they require it. Enforce the wearing of face masks in public/common areas.
- Provide guests with a printed or electronic copy of the safety protocols which the operation is employing. Consider sharing this information via the app for booking site (e.g. Airbnb, VRBO) in advance of arrival. Information should contain at a minimum the following:
 - The steps taken to safeguard employees and guests
 - Expectations of guests while on property
 - Who to contact for questions or concerns in regard to the property
 - How to report suspected Covid-19 cases or exposure and how to contact the Ministry of Health & Wellness

On Property Supplies

- Stock hand sanitizer and alcohol based cleaner (62% alcohol or above) on the property.
- Include at least 2 tent cards noting the Ministry of Health & Wellness contact numbers. One tent card must be placed in the common area and one tent card is placed in the bedroom. For multiple bedrooms, a tent card must be in each one. Dispose of the tent cards after guests depart.

On Property Amenities

- Remove moveable decorations or property amenities to limit guest touching.
- Remove extra pillows, blankets, linens etc. on the property to limit exposure.
- Provide single-use items such as soap and dispose of any leftover after each rental party.
- Line all trash cans with a disposal liner to make it easier to collect and dispose of waste.

Transportation

- See **Transportation** for more information on rented vehicles and private carriages.

Check-out

- Require the use of digital payment methods and pre-payment for Airbnbs and Short-term Rentals.
- Utilise contactless check-out where possible.
- Sanitize or wash hands after each guest check-out interaction. Sanitize pens before and after use.
- Stagger property booking to allow for 24 hours after the room has been cleaned before the next guest can check-in.
- Sanitize keys after guest check-out when keys are reusable (if applicable).

Cleaning

- Ventilate the room/property for at least 20 minutes before cleaning. If possible, leave all windows open during the entire cleaning process.
- Require wearing of single-use face masks, aprons and close-toed shoes when cleaning each room/property after guest departure.
- Dispose of excess used amenities in the room e.g. partial toilet paper rolls, facial tissue, soap etc. Limit the number of spare items placed in the room to assist with controlling inventory and waste.
- Use an alcohol based cleaner (62% alcohol or above) and approved cleaning and sanitization chemical cleaner for all cleaning and disinfecting activities.
- Clean and disinfect all of the room's hard surfaces including door handles, desk, table, chairs and lamps, dresser drawer handle, light switches and thermostats, drapery pull handles, fridges, menu and room collaterals (folders, brochures), telephone and keypad, remote control, alarm clock, television, peephole, garbage can, iron handle, hangers, luggage rack, faucet and toilet handles.
- Remove and dispose of any food, beverages or sundry items left by the guest.
- Sanitize all amenities including bikes, kayaks, paddleboards, pool toys, beach toys, beach chairs etc.
- Remove all linens and towels including those which appear not to be used. Strip all beds after each guest stay.
- Place a cleaning and disinfection certification card in each room either on the bed or the desk after each cleaning service which includes the date and time of the service and the signature of the housekeeping staff member.
- Wash hands with soap and water or sanitize or wash hands with hand sanitizer after each room cleaning.
- Dispose of used single-use PPE (e.g. face mask) in a hands-free garbage can with a cover.
- Follow the Ministry of Health & Wellness Guidelines on enhanced room/property cleaning if the room/property was occupied by a confirmed Covid-19 positive guest. This protocol must be activated for confirmed guests staying or that have stayed in the property within 72 hours of becoming aware. Where possible allow for 72 hours before allowing another guest to book and stay in the room.

Laundry

- Transport laundry produced on the property to the laundry facilities using a closed bag.
- Wash all laundry including linens, towels, robes, pillows, uniforms etc. in a water temperature above 60°C.

Wait Period

- Implement a 24-hour waiting period between rentals before allowing the next guest to check-in and enter the property.

Specific Protocols – Homestays

Note: Community-based tourism is increasing in prevalence in Jamaica. It is critical to employ a public education campaign to provide guidelines to those who cater for homestays as part of community-based tourism. Key guidelines include:

- Request that each guest sign a Declaration Form ([Appendix 1](#)) to confirm they have not been exposed to Covid-19.
- Ensure the space where a tourist would stay is sufficiently large to allow for 6 ft. physical distancing from the host/s. Offer not to clean the room for the duration of the guests stay to minimise the risk of physical contact.
- Ensure all surfaces (e.g. counters, tables, dressers, nightstands, sinks) are sanitized before arrival and throughout the stay.
- Provide hand sanitizer or soap and encourage frequent hand washing.
- Require face masks in the house at all times (both family and guest).
- Ensure all food is cooked in a sterile environment and dishes are washed with soap before and after use.



Attractions and Attraction Parks



RESILIENCE

Attractions and Attraction Parks



Scope

This protocol document details the requirements for attraction and attraction parks including those which are part of a private hotel, privately owned/leased or within the public domain.

Responsibilities

This section outlines the recommended roles and responsibilities for managing these protocols at the location.

Covid-19 Safety Point Person (SPP) - A minimum of one employee at any time during the opening hours of the venue must be a specifically trained and designated Covid-19 Safety Point Person. The SPP should conduct regular spot checks throughout the property and observe protocols being enacted. The SPP should also serve as a point of contact for employee and guest complaints and is required to document, investigate and triage complaints.

Depending on the size of the location, the Covid-19 SPP can be a full-time position or the duties may be allocated to an existing employee such as a director, manager or supervisor.

Supplies

This section includes a listing of the supplies which are required to be procured by the destination and are needed to meet the protocol requirements.

Supplies include:

1. No contact hand-held thermometers (minimum of three - two per entrance and one for staff, scaled to size of attraction and flow of visitors) and/or full body thermal scan - one per entrance
2. Face Masks (enough for each staff member for each shift to have at least one)
3. Alcohol-based hand sanitizer (62% alcohol or above)
4. Spray disinfectant/wipes
5. Soap dispensers and/or hand sanitizing stations
6. Cleaning agents (including those with 62% alcohol or above)
7. Hands-free garbage cans with covers
8. Measuring device (tape measure, yardstick, 6 ft. pole etc.)
9. Indicators (flags, markers, stakes, cones etc.)
10. Signage for protocols, awareness regarding symptoms and MoHW contact information
11. Tape/stickers

Note: Supplies are to be provided by the organisation. Employees should be provided with the necessary protective equipment to safely conduct their duties. If an employee is not provided with equipment per these protocols, violations can be reported to TPDCo.

General Protocols

This section contains protocols which are always general and to be abided by across all dimensions of attraction of attraction park.

General Protocols Include:

Employee Well-being¹⁶

- Provide transportation for employees from central points in the community to the worksite and back where feasible.
- Communicate with employees that reopening will likely be gradual with staggered starting times for employees to allow for a smoother rollout and management of training and worker care.
- Ensure all employees are healthy upon their return to work through a health questionnaire similar to the questionnaire administered to potential tourists or other mechanisms as appropriate.

¹⁶ For a full list of requirements, please see the Ministry of Health & Wellness Workplace Guidelines and the WHO Workplace Guidelines.

- Check in formally on the health of employees on a regular basis, every 4-6 weeks, and if they are showing symptoms or have other risk factors, testing may be appropriate. Those who test positive are required to be reported to the Ministry of Health & Wellness for quarantine and contact tracing.
- Take the temperature of each employee upon arrival for their shift. Those with an elevated temperature and/or visible symptoms should be documented and screened by an onsite or on-call medical professional for additional symptoms that may indicate a risk of Covid-19. Depending on the assessment, the medical professional will instruct the employee to return home or will assist the employee in contacting the Health Department for further guidance (See [Appendix 2](#)).
- Brief employees at start of their shift to remind them to disclose if: 1) they have knowingly been exposed to anyone with Covid-19, 2) they have symptoms of Covid-19 and 3) they had an above normal temperature at check-in.
- Recommend that all employees change clothes, to a fresh set or a work-provided uniform, upon arrival to work once they have signed in. Launder clothing for employees if possible.
- Encourage employees not to share desks, office supplies, computers, chairs, phones etc. When there is a shift change, the employee is responsible for wiping down their workstation, if appropriate, using alcohol-based sanitizing spray (62% alcohol or above).
- Require employees to wear face masks throughout their work shift and in interaction with patrons. Require employees to sanitize or wash their hands regularly throughout their shift (minimum of once an hour) and after the following interactions occur:
 - Handling/exchange of cash
 - Processing a credit card from a patron
 - Handling items from a patron
 - Touching common areas
 - Upon serving food and drinks

Cleaning Activities

- Require all cleaners to wear appropriate PPE while conducting their cleaning duties.
- Provide specific guidance on PPE for workers to wear for the following activities:
 - Cleaning: Face Mask, face shield, disposable apron
 - Disinfecting: Face Mask, face shield
 - Sanitizing: Face Mask
- Wash all laundry and reusable items in water at 60 °C or above.
- Wash all food service items (plates, cutlery, cups, glassware, serving trays etc.) in water at 80°C or above.
- Sanitize all public touchpoints on a rotating basis throughout the operating hours with each surface being cleaned at a minimum every two hours. This includes door handles, railings, desks, flat surfaces, elevator buttons, etc.
- Handle waste using tongs and bag waste properly. Empty garbage cans regularly to prevent overflow.
- Perform routine maintenance of air conditioning vents or filters to promote indoor air quality and limit exposure.
- Ensure safe removal and disposal of PPE using the safety disposal guidelines of the World Health Organisation (WHO).¹⁷

Entrances/Common Areas

- Utilise automatic doors, keep doors open (if possible) or have doors manned by one person to mitigate excessive contact of one surface by multiple individuals.
- Mark the ground with 6 ft. of physical distance line spacing for queues and enforce physical distancing both inside and outside of an establishment.
- Erect hands-free sanitizing dispensers and/or hand wash stations at the entrance to the establishment (preference for contactless). If not hands-free, sanitize the dispenser continually throughout the day.
- Include signage in clear and visible areas throughout the property.

Reporting

- Report suspected cases or contact with Covid-19 positive persons in real-time to the local Ministry of Health & Wellness representative including the date and time, signs and symptoms observed, age and gender of the person(s) showing symptoms and the activities they engaged in. It is a requirement to report illness to

¹⁷ WHO - https://www.who.int/docs/default-source/searo/bangladesh/2019-ncov/2-steps-to-take-off-ppe-and-gown-en.pdf?sfvrsn=cf0c30c4_2

the Ministry of Health & Wellness per the Public Health Act – Section 5 – Medical and First Aid Facilities¹⁸. Reporting must occur within 2-3 hours of identifying a suspected case. Reporting should be made first to the local, parish public health facility and then to the national level. The full listing of all parish public health facilities and contact information see **Appendix 2**.

- Compile a full report at the property at a minimum on a weekly basis to review suspected contact and actions taken by the management team. Report information to the Ministry of Health & Wellness.
- Ensure all employees are familiar and know to report suspected cases or contact with Covid-19 positive persons to the following:
 - Parish Public Health Facilities (See **Appendix 2**)
 - <https://jamcovid19.moh.gov.jm/>
 - **1-888-ONE-LOVE (1-888-633-5683)**

Communications

- Erect signs at the entry points and key locations around the property detailing the procedures which are in place and what customers can expect and how they can comply. Include penalties for non-compliance e.g. removal.
- Erect signage indicating instructions for guests who do not feel well. Include the location of the medical facility or isolation room as well as the information for the onsite medical professional or Covid-19 SPP.

Guest Activities and Interactions

- Remind employees to greet guests with warmth and friendliness, while being mindful of the requirements to wear a mask and maintain physical distance. Remember that guests are visiting to relax and enjoy the beauty and culture of Jamaica which includes the interaction with people.
- Instruct employees on how to remind guests of protocols with a smile in a polite and respectful manner if they make a request that is unallowable given the new protocols. Remember that everyone is learning together, and the rules are intended to protect all parties.
- Plan and configure activities (where possible) to be outdoors to allow for ventilation (games, fitness class, bars, dining etc.). Ensure maximum ventilation for indoor activities and venues.
- Encourage guests to bring and use their own reusable water bottles and consider selling them on property.
- Remind employees they can accept tips as offered if allowable by policy. Sanitize or wash hands after receiving.

Specific Protocols – Attractions

Attraction/Attraction Park Entrance

- Determine the adjusted physical distanced maximum capacity of the attraction or attraction park. Calculate the new capacity based on the square footage of the property divided by the physical distancing occupancy figure - approximately 113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Place tape or markers at the entrance where patrons are expected to stand in line for entry processing.
- Take the temperature of each patron upon arrival. Those with an elevated temperature and/or visible symptoms should be documented and moved into the designated isolation room on the property for screening by the SPP. The Ministry of Health & Wellness should be contacted immediately to begin the intake process if determined necessary by the SPP.
- Remove the use of turnstile entry gates as they are prone to frequent touching.
- Post signs that indicate by entering the facility patrons are consenting to health checks (temperature) and may be asked questions on their travel history and health history. The location reserves the right to refuse entry based on the responses to these questions.

Bus Arrivals (10+ persons at a single time)

- Identify a separate an efficient approach for processing large group arrivals including the mandatory temperature checks.
- Enforce physical distancing for bus arrivals and queues while their temperature is being checked.

¹⁸ Public Health Act – Section 5 – Medical and First Aid Facilities – “Where there is suspicion or confirmation of any communicable disease or food-borne illness at a tourist establishment a report shall be made within 24-hours to the Medical Officer (Health)...”



What to do if?

Question:

If a group of 10 family and friends approaches the entrance and seeks to enter, one person has a fever during the temperature check, is everyone denied entry?

Answer:

No, this party does not have to be denied entry on account of one person having an elevated temperature, however those other members should only be allowed to enter if they were transported in a separate vehicle from the affected person. The attendant should ask questions to understand how they arrived at the location. Provide each patron who is denied entry with a card outlining why they were denied entry and the next steps they need to take in contacting the Ministry of Health & Wellness. Report instances of denial of entry due to elevated temperature or visible symptoms to the Ministry of Health & Wellness on a daily, real-time basis.

If all persons arrived in a shared vehicle, then they should be denied entry.

Lockers/Storage Facilities

- Sanitize surfaces of lockers and storage facilities after each tour group if in batches, or every hour if ad hoc.
- Install a hand sanitizer near the lockers or storage facilities for guests to use before and after storing personal belongings.
- Use automated lockers or combination locks when possible to prevent the need for key locks. Install a used key bin for key drop-off and sanitize keys after each use if keys are required.

Tours/Tour Guides

- Enforce physical distancing of tour guides from each other and from tourists, unless required for the tour or activity (e.g. zipline). Adherence should be monitored by the SPP.
- Do not share reusable pricing sheets or menus with guests. Post the information on signage boards or digital media (e.g. Instagram, digital app). Alternatively, disposable pricing sheets can be shared but cannot be reused. Sanitize pens after each usage.
- Discourage guides from taking photos using guest cameras or phones.
- Require tour guides to wear a face mask as appropriate, based on the activity (land based vs. water based may vary) and carry their own alcohol-based hand sanitizer (62% alcohol or above) and utilise it after interaction with each customer including the exchange of currency.
- Monitor for proper physical distancing, ideally 6 ft. between individuals or groups unless impractical (e.g. climbing waterfalls) or unsafe. Individuals in the same party (family and friends) do not need to adhere to strict physical distancing requirements.

Photographers/Videographers

- Enforce physical distancing of photographers and videographers from each other and from tourists. Adherence should be monitored by the SPP.
- Do not share reusable pricing sheets or menus with guests. Post the information on signage boards or digital media (e.g. Instagram, app). Alternatively, disposable pricing sheets can be shared but cannot be reused. Sanitize pens after each usage.
- Sanitize equipment at regular intervals throughout the day, at least every two hours.
- Distribute photographs and/or videos digitally (e.g. through email) if possible, to prevent physical exchange.
- Require photographers and videographers to carry their own alcohol-based (62% alcohol or above) hand sanitizer and utilise it after interaction with each customer including the exchange of currency.

Adventure Sports/Rides

- Place tape or markers at the entrance where patrons are expected to stand when they are waiting to purchase tickets, engage in an activity or board vehicle/ride.
- Wipe down the ticket counter regularly after each customer interaction and throughout the day with shift changes.
- Do not share reusable pricing sheets or menus with guests. Post the information on signage boards or digital media (e.g. Instagram, app). Alternatively, disposable pricing sheets can be shared but cannot be reused. Sanitize pens after each use.
- Require patrons to sanitize or wash their hands before boarding or engaging in adventure sport activities or rides.
- Enforce 6 ft. physical distancing between patrons (individuals or groups) if practical and safe.
- Sanitize ride seats after patrons disembark with alcohol-based cleaner (62% alcohol or above).
- Sanitize equipment after each use (helmets, gloves, all-terrain vehicles (ATVs), bicycles etc.). Manage this process through an inventory and numbering system. All equipment is to be numbered and logged when it is checked-out, returned and cleaned. This will provide a record of sanitization.

Water Sports/Boating

Note: The wearing of face masks should be discouraged for all water activities due to the possibility of face masks posing a drowning hazard.

- Place tape or markers at the entrance where patrons are expected to stand when they are waiting to purchase tickets, engage in an activity or board vessel.
- Sanitize water equipment after each use (life jackets, snorkel, kayaks, pedal boats, banana boats, oars etc.). Manage this process through an inventory and numbering system. All equipment is to be numbered and logged when it is checked-out, returned and cleaned. This will provide a record of sanitation.
- Wipe down the water sports ticket counter regularly after each customer interaction and throughout the day with shift changes.
- Do not share reusable pricing sheets or menus with guests. Post the information on signage boards or digital media (e.g. Instagram, app). Alternatively, disposable pricing sheets can be shared but cannot be reused. Sanitize pens used for completing water sport waivers after each usage.
- Limit the number of passengers per water sport vessel to 70% capacity to allow for physical distancing.
- Enforce 6 ft. physical distancing between patrons (individuals or groups) if practical and safe.
- Require patrons to sanitize or wash their hands before boarding or engaging in a water sport activity.
- Offer patrons disposable gloves if required for purchased activities.
- Ensure handrails are available for boarding vessels to limit the exposure of crew to helping individuals onto the vessel.
- Discontinue the service of buffet on excursion vessels and require food and drinks to be served by staff. Eliminate shared water/refreshment stations.
- Sanitize vessels after each excursion with alcohol-based cleaner (62% alcohol or above).

Protocols in Action

What to do if?



Question:

A party of 10 would like to secure tickets for a sunset cruise and my remaining capacity is 8. Do I need to decline the sale?

Answer:

Yes, if the party is comprised of mixed of patrons not travelling together and you have reached the allowable capacity needed to maintain physical distancing. No, if it is a single family or group travelling together as they are not requiring physical distancing from each other.

Pools and Hot Tubs

Note: According to the U.S. CDC there is no current evidence that SARS-COV-2 can be spread to humans using pools or hot tubs. Continuous review of operations, maintenance and sanitation procedures should be employed in keeping with the Ministry of Health & Wellness and U.S. CDC guidelines to prevent the spread of infectious disease. The following guidelines should be followed:

- Encourage all patrons to rinse off/shower before entering the pool.
- Require customers to sanitize or wash their hands before entering the pool area using hand sanitizer stations installed around the pool deck(s).
- Adjust capacity for pools and hot tubs to 70% of full capacity provided this capacity allows for physical distancing requirements.

Note: The wearing of face masks should be discouraged for all water activities due to the possibility of face masks posing a drowning hazard.

Chairs/Umbrellas/Huts

- Rent chairs/umbrellas/huts only under the supervision of an attendant. The attendant will place the rental equipment within the approved and appropriate 6 ft distance. Guests who move the equipment or refuse to cooperate should be asked to leave (only applies if not already demarcated).
- Sanitize the chair/umbrella/hut after each guest/guest party use.
- Allow parties of up to ten pool goers to be in a single group. If above 10 pool goers in a single group, the group is required to split to sub-groups that achieves the 10-person limit.
- Provide hand sanitizer and wipes (where possible) around the pool deck in strategic locations to allow for patrons to further sanitize. Include hands-free garbage can with a cover for disposal.

Swimming

- Enforce physical distancing in the water through the use of beach attendants and lifeguards.
- Allow groups of family and friends who arrived together to congregate in the water.
- Discourage the use of face masks in the water for small children as they can pose a drowning hazard if going underwater with a face mask on. Adults over the age of 15 can choose to wear face masks in the water if they prefer though not mandatory.
- Consider removing reusable water toys (e.g. floating devices, hammocks, games, water trampolines) or ensure sanitization procedures are in place throughout the day.

Waterslides

- Enforce physical distancing on the water slide by beach attendants and lifeguards.
- Place markers on the ground or in the waiting area to denote where to stand while waiting to enjoy the waterslide.
- Ensure guests are not wearing a face mask when they go down the waterslide and enter the water.
- Sanitize any commonly touched handles or launching points after each guest usage (where feasible if the water slide has a dedicated attendant).
- Sanitize the railing leading up to the waterslide at a minimum of once every 60 minutes.
- Sanitize reusable waterslide equipment after each guest such as tubes, boards, mats etc.

Bathrooms/Changing rooms

- Erect hand sanitizer stations at the entrance to the bathrooms.
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn off the water source for water fountains and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Sanitize bathrooms regularly (at a minimum every two hours).

Lifeguards

- Require lifeguards to wear face buffs instead of face masks note this is optional.

- Train lifeguards on recommended CPR guidelines including the change in performing 30 chest compressions instead of mouth-to-mouth resuscitation. ¹⁹
- Sanitize the lifeguard stand/shack/chair(s) after each shift change.

Towels

- Discontinue the use of towel cards and instead document identifying information of the person renting/utilising the towels and number e.g. last name, room number etc.
- Designate a no-touch towel return bin which patrons can deposit towels without employees handling them.
- Remove all unreturned or unused towels periodically throughout the day and at the end of the day wearing a face mask and using tongs.

Beach Entertainment

Note: Each Attraction Operator is to submit operating plans to the TPDCo and the MoHW for their beach or beach park playgrounds and use of shared water toys (e.g. trampolines, floating obstacle courses, floaties etc.). Approval of the operating plans is required for the resumption and continuity of these activities.

Bars/Restaurants/Food Courts

See Protocols for Restaurants and Bars

Shopping/Craft Markets

See Protocols for Shops

Attraction/Attraction Park Departure

- Suggest guests sanitize or wash their hands prior to departure.
- Gather any unreturned towels or left items from guests. Sanitize hands.
- Wash all laundry and reusable items in water at 60 °C or above.

¹⁹ According to the American Heart Association Hands-only Guidelines - <https://eccguidelines.heart.org/circulation/cpr-ecc-guidelines/>



Beaches and Beach Parks

RESILIENCE



Beaches and Beach Parks



Scope

This protocol document details the requirements for beaches and beach parks including those which are part of a private hotel, privately owned/leased or within the public domain.

Responsibilities

This section outlines the recommended roles and responsibilities for managing these protocols at the location.

Covid-19 Safety Point Person (SPP) - A minimum of one employee at any time during the opening hours of the venue must be a specifically trained and designated Covid-19 Safety Point Person. The SPP should conduct regular spot checks throughout the property and observe protocols being enacted. The SPP should also serve as a point of contact for employee and guest complaints and is required to document, investigate and triage complaints. Depending on the size of the location, the Covid-19 SPP can be a full-time position or the duties may be allocated to an existing employee such as a director, manager or supervisor.

Physical Distancing Officer - A minimum of one officer per kilometre of beach is to be appointed to patrol the public beaches where entrance can be granted through multiple locations and there is not a fee for entrance to the beach of a single point of entry e.g. public beaches. This Officer is to ensure physical distancing is being adhered to in the common domain of the beach and that the general public and tourists who are not renting chairs/huts/umbrellas from existing establishments are following physical distancing protocols. The Officer is also to enforce physical distancing and protocols among freelance beach vendors including food, crafts and excursions.

Note: A physical distancing officer is only required if the beach is within the public domain without an entrance fee and with multiple points of access e.g. Negril Beach (7-mile beach).

Supplies

This section includes a listing of the supplies which are required to be procured by the destination and are needed to meet the protocol requirements.

Supplies include:

1. No contact hand-held thermometer (minimum of three - two per entrance and one for staff)
2. Face masks (enough for each staff member for each shift to have at least one)
3. Alcohol-based hand sanitizer (62% alcohol or above)
4. Spray disinfectant/wipes
5. Soap dispensers and/or hand sanitizing stations
6. Cleaning agents (including those with 62% alcohol or above)
7. Hands-free garbage cans with covers
8. Measuring device (tape measure, yardstick, 6 ft. pole etc.)
9. Indicators (flags, markers, stakes, cones etc.)
10. Signage for protocols, awareness regarding symptoms and MoHW contact information
11. Tape/stickers

Note: Supplies are to be provided by the organisation. Employees should be provided with the necessary protective equipment to safely conduct their duties. If an employee is not provided with equipment per these protocols, violations can be reported to TPDCo.

General Protocols

This section contains protocols which are always general and to be abided by across all dimensions of the beach or beach park.

General Protocols Include:

Employee Well-being²⁰

- Provide transportation for employees from central points in the community to the worksite and back where feasible.
- Communicate with employees that reopening will likely be gradual with staggered starting times for employees to allow for a smoother rollout and management of training and worker care.
- Ensure all employees are healthy upon their return to work through a health questionnaire similar to the questionnaire administered to potential tourists or other mechanisms as appropriate.
- Check in formally on the health of employees on a regular basis, every 4-6 weeks, and if they are showing symptoms or have other risk factors, testing may be appropriate. Those who test positive are required to be reported to the Ministry of Health & Wellness for quarantine and contact tracing.
- Take the temperature of each employee upon arrival for their shift. Those with an elevated temperature and/or visible symptoms should be documented and screened by an onsite or on-call medical professional for additional symptoms that may indicate a risk of Covid-19. Depending on the assessment, the medical professional will instruct the employee to return home or will assist the employee in contacting the Health Department for further guidance (See [Appendix 2](#)).
- Brief employees at start of their shift to remind them to disclose if: 1) they have knowingly been exposed to anyone with Covid-19, 2) they have symptoms of Covid-19 and 3) they had an above normal temperature at check-in.
- Recommend that all employees change clothes, to a fresh set or a work-provided uniform, upon arrival to work once they have signed in. Launder clothing for employees if possible.
- Encourage employees not to share desks, office supplies, computers, chairs, phones etc. When there is a shift change, the employee is responsible for wiping down their workstation, if appropriate, using alcohol-based sanitizing spray (62% alcohol or above).
- Require employees to wear face masks throughout their work shift and in interaction with patrons. Require employees to sanitize or wash their hands regularly throughout their shift (minimum of once an hour) and after the following interactions occur:
 - Handling/exchange of cash
 - Processing a credit card from a patron
 - Handling items from a patron
 - Touching common areas
 - Upon serving food and drinks

Cleaning Activities

- Require all cleaners to wear appropriate PPE while conducting their cleaning duties.
- Provide specific guidance on PPE for workers to wear for the following activities:
 - Cleaning: Face Mask, face shield, disposable apron
 - Disinfecting: Face Mask, face shield
 - Sanitizing: Face Mask
- Wash all laundry and reusable items in water at 60 °C or above.
- Wash all food service items (plates, cutlery, cups, glassware, serving trays etc.) in water at 80°C or above.
- Sanitize all public touchpoints on a rotating basis throughout the operating hours with each surface being cleaned at a minimum every two hours. This includes door handles, railings, desks, flat surfaces, elevator buttons, etc.
- Handle waste using tongs and bag waste properly. Empty garbage cans regularly to prevent overflow.
- Perform routine maintenance of air conditioning vents or filters to promote indoor air quality and limit exposure.
- Ensure safe removal and disposal of PPE using the safety disposal guidelines of the World Health Organisation (WHO).²¹

Entrances/Common Areas

- Utilise automatic doors, keep doors open (if possible) or have doors manned by one person to mitigate excessive contact of one surface by multiple individuals.

²⁰ For a full list of requirements, please see the Ministry of Health & Wellness Workplace Guidelines and the WHO Workplace Guidelines.

²¹ WHO - https://www.who.int/docs/default-source/searo/bangladesh/2019-ncov/2-steps-to-take-off-ppe-and-gown-en.pdf?sfvrsn=cf0c30c4_2

- Mark the ground with 6 ft. of physical distance line spacing for queues and enforce physical distancing both inside and outside of an establishment.
- Erect hands-free sanitizing dispensers and/or hand wash stations at the entrance to the establishment (preference for contactless). If not hands-free, sanitize the dispenser continually throughout the day.
- Include signage in clear and visible areas throughout the property.

Reporting

- Report suspected cases or contact with Covid-19 positive persons in real-time to the local Ministry of Health & Wellness representative including the date and time, signs and symptoms observed, age and gender of the person(s) showing symptoms and the activities they engaged in. It is a requirement to report illness to the Ministry of Health & Wellness per the Public Health Act – Section 5 – Medical and First Aid Facilities²². Reporting must occur within 2-3 hours of identifying a suspected case. Reporting should be made first to the local, parish public health facility and then to the national level. The full listing of all parish public health facilities and contact information see [Appendix 2](#).
- Compile a full report at the property at a minimum on a weekly basis to review suspected contact and actions taken by the management team. Report information to the Ministry of Health & Wellness.
- Ensure all employees are familiar and know to report suspected cases or contact with Covid-19 positive persons to the following:
 - Parish Public Health Facilities (See [Appendix 2](#))
 - <https://jamcovid19.moh.gov.jm/>
 - 1-888-ONE-LOVE (1-888-633-5683)

Communications

- Make Jamaica Covid-19 safety protocols pamphlets available in hard copy or digital format to those who would like to see what is being done for health and safety. Share them in advance of arrival where possible.
- Erect signs at the entry points and key locations around the property detailing the procedures which are in place and what customers can expect and how they can comply. Include penalties for non-compliance e.g. removal.
- Erect signage indicating instructions for guests who do not feel well. Include the location of the medical facility or isolation room as well as the information for the onsite medical professional or Covid-19 SPP.

Guest Activities and Interactions

- Remind employees to greet guests with warmth and friendliness. Remember that guests are visiting to relax and enjoy the beauty and culture of Jamaica which includes the interaction with people.
- Instruct employees on how to remind guests of protocols with a smile in a polite and respectful manner if they make a request that is unallowable given the new protocols. Remember that everyone is learning together, and the rules are intended to protect all parties.
- Plan and configure activities (where possible) to be outdoors to allow for ventilation (games, fitness class, bars, dining etc.). Ensure maximum ventilation for indoor activities and venues.
- Encourage guests to bring and use their own reusable water bottles and consider selling them on property.
- Remind employees they can accept tips as offered if allowable by policy. Sanitize or wash hands after receiving.

Specific Protocols – Beaches

Note: The wearing of face masks should be discouraged for all water activities due to the possibility of face masks posing a drowning hazard.

Beach Entrance

- Determine the adjusted physical distanced maximum capacity of the beach area or beach park. Calculate the new capacity based on the square footage of the property divided by the physical distancing occupancy figure - approximately 113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Place tape or markers at the entrance where patrons are expected to stand in line for entry processing.
- Take the temperature of each patron upon arrival. Those with an elevated temperature and/or visible symptoms should be documented and moved into the designated isolation room on the property for

²² Public Health Act – Section 5 – Medical and First Aid Facilities – “Where there is suspicion or confirmation of any communicable disease or food-borne illness at a tourist establishment a report shall be made within 24-hours to the Medical Officer (Health)...”

screening by the SPP. The Ministry of Health & Wellness should be contacted immediately to begin the intake process if determined necessary by the SPP.

- Remove the use of turnstile entry gates as they are prone to frequent touching.
- Post signs that indicate by entering the facility patrons are consenting to health checks (temperature) and may be asked questions on their travel history and health history. The location reserves the right to refuse entry based on the responses to these questions.

Bus Arrivals (10+ persons at a single time)

- Identify a separate an efficient approach for processing large group arrivals including the mandatory temperature checks.
- Enforce physical distancing for bus arrivals and queues while their temperature is being checked.

Protocols in Action



What to do if?

Question:

If a group of 10 family and friends approaches the entrance and seeks to enter, one person has a fever during the temperature check, is everyone denied entry?

Answer:

No, this party does not have to be denied entry on account of one person having an elevated temperature, however those other members should only be allowed to enter if they were transported in a separate vehicle from the affected person. The attendant should ask questions to understand how they arrived at the location. Provide each patron who is denied entry with a card outlining why they were denied entry and the next steps they need to take in contacting the Ministry of Health & Wellness. Report instances of denial of entry due to elevated temperature or visible symptoms to the Ministry of Health & Wellness on a daily, real-time basis.

If all persons arrived in a shared vehicle, then they should be denied entry.

Beach Chairs/Umbrellas/Huts

- Configure beach umbrellas/chairs/huts to be at least 6 ft from each other for physical distancing guidelines and in accordance with the newly calculated maximum occupancy (113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity).
- Rent chairs/umbrellas/huts only under the supervision of an attendant. The attendant will place the rental equipment within the approved and appropriate 6 ft distance. Guests who move the equipment or refuse to cooperate should be asked to leave (only applies if not already demarcated).
- Sanitize the chair/umbrella/hut after each guest/guest party use.
- Allow parties of up to ten beach goers to be in a single group. If above 10 beach goers in a single group, the group is required to split to sub-groups that achieves the 10-person limit.
- Provide hand sanitizer and wipes (where possible) in strategic locations to allow for patrons to further sanitize. Include hands-free garbage can with a cover for disposal.

Water sports/Boating

- Place tape or markers at the entrance where patrons are expected to stand when they are waiting to purchase tickets, engage in an activity or board vessel.
- Sanitize water equipment after each use (life jackets, snorkel, kayaks, pedal boats, banana boats, oars etc.). Manage this process through an inventory and numbering system. All equipment is to be numbered and logged when it is checked-out, returned and cleaned. This will provide a record of sanitation.
- Wipe down the water sports ticket counter regularly after each customer interaction and throughout the day with shift changes.

- Discontinue the use of laminated menus with costs and descriptions which are handed out to customers. Post the information on signage boards. Sanitize pens used for completing water sport waivers after each usage.
- Limit the number of passengers per water sport vessel to 70% capacity to allow for physical distancing.
- Require patrons to sanitize or wash their hands before boarding or engaging in a water sport activity.
- Ensure handrails are available for boarding vessels to limit the exposure of crew to helping individuals onto the vessel.
- Discontinue the service of buffet on excursion vessels and require food and drinks to be served by staff. Eliminate shared water/refreshment stations.
- Sanitize vessels after each excursion with an alcohol based cleaner (62% alcohol or above).

Protocols in Action



What to do if?

Question:

If I operate a banana boat and the capacity is normally 5 persons, how many am I allowed now?

Answer:

The new physical distancing maximum capacity is now 3 per banana boat with spacing in between each patron.

Swimming

- Enforce physical distancing in the water through the use of beach attendants and lifeguards.
- Allow groups of family and friends who arrived together to congregate in the water.
- Discourage the use of face masks in the water for small children as they can pose a drowning hazard if going underwater with a face mask on. Adults over the age of 15 can choose to wear face masks in the water if they prefer though not mandatory.
- Consider removing reusable water toys (e.g. floating devices, hammocks, games, water trampolines) or ensure sanitization procedures are in place throughout the day.

Waterslides

- Enforce physical distancing on the water slide by beach attendants and lifeguards.
- Place markers on the ground or in the waiting area to denote where to stand while waiting to enjoy the waterslide.
- Ensure guests are not wearing a face mask when they go down the waterslide and enter the water.
- Sanitize any commonly touched handles or launching points after each guest usage (where feasible if the water slide has a dedicated attendant).
- Sanitize the railing leading up to the waterslide at a minimum of once every 60 minutes.
- Sanitize reusable waterslide equipment after each guest such as tubes, boards, mats etc.

Beach Vendors

- Enforce physical distancing of beach vendors (food, excursion, craft) from each other and from tourists. Enforcement should be done by lifeguards, beach attendants and/or Physical Distancing Officer (for public, non-fee entrance beaches).
- Do not allow any touching by vendors of patrons. Enforce this requirement by the beach attendants and lifeguards.
- Do not share excursion menus with tourists. Require the vendor to hold the menu and read or show to the interested tourist, but do not exchange the menu.
- Require beach vendors to wear a face mask and carry their own alcohol-based hand sanitizer (62% alcohol or above) and utilise it after interaction with each customer including the exchange of currency.

Bathrooms/Changing rooms

- Erect hand sanitizer stations at the entrance to the bathrooms.
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn off the water source for water fountains and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Sanitize bathrooms regularly (at a minimum every two hours).

Lifeguards

- Require lifeguards to wear face buffs instead of face masks note this is optional.
- Train lifeguards on recommended CPR guidelines including the change in performing 30 chest compressions instead of mouth-to-mouth resuscitation. ²³
- Sanitize the lifeguard stand/shack/chair(s) after each shift change.

Towels

- Discontinue the use of towel cards and instead document identifying information of the person renting/utilising the towels and number e.g. last name, room number etc.
- Designate a no-touch towel return bin which patrons can deposit towels without employees handling them.
- Remove all unreturned or unused towels periodically throughout the day and at the end of the day wearing a face mask and using tongs.

Beach Entertainment

Note: Each Attraction Operator is to submit operating plans to the TPDCo and the MoHW for their beach or beach park playgrounds and use of shared water toys (e.g. trampolines, floating obstacle courses, floaties etc.). Approval of the operating plans is required for the resumption and continuity of these activities.

Beach Bars/Restaurants

See Protocols for Restaurants and Bars

Beach Departure

- Gather any unreturned towels or left items from patrons. Sanitize hands.
- Wash all laundry and reusable items in water at 60 °C or above.

²³ According to the American Heart Association Hands-only Guidelines - <https://eccguidelines.heart.org/circulation/cpr-ecc-guidelines/>



Social Activities



R E S I L I E N C E

Social Activities



Scope

This protocol document contains information on the requirements for restaurants and bars. This includes those which are part of a private hotel or are privately owned/leased. This also includes those restaurants and bars that are located near or within beaches and beach parks, shopping centres/craft markets or within attractions.

Responsibilities

This section outlines the recommended responsibility structure for managing these protocols at the location.

Covid-19 Safety Point Person (SPP) - A minimum of one employee at any time during the opening hours of the venue must be a specifically trained and designated Covid-19 Safety Point Person. The SPP should conduct regular spot checks throughout the property and observe protocols being enacted. The SPP should also serve as a point of contact for employee and guest complaints and is required to document, investigate and triage complaints.

Depending on the size of the location, the Covid-19 SPP can be a full-time position or the duties may be allocated to an existing employee such as a director, manager or supervisor.

Supplies

This section includes a listing of the supplies which are required to be procured by the destination and are needed to meet the protocol requirements.

Supplies include:

1. No contact hand-held thermometer (restaurants with 10+ staff need a minimum of three- two per entrance and one for staff, and one for restaurants with less than 9 staff).
2. Face masks (enough for each staff member for each shift to have at least one)
3. Alcohol-based hand sanitizer (62% alcohol or above)
4. Spray disinfectant/wipes
5. Soap dispensers and/or hand sanitizing stations
6. Cleaning agents (including those with 62% alcohol or above)
7. Hands-free garbage cans with covers
8. Measuring device (tape measure, yardstick, 6 ft. pole etc.)
9. Indicators (flags, markers, stakes, cones etc.)
10. Signage for protocols, awareness regarding symptoms and MoHW contact information
11. Tape/stickers

Note: Supplies are to be provided by the organisation. Employees should be provided with the necessary protective equipment to safely conduct their duties. If an employee is not provided with equipment per these protocols, violations can be reported to TPDCo.

General Protocols

This section contains protocols which are general and to be abided by at all times across the property.

General Protocols Include:

Employee Well-being²⁴

- Provide transportation for employees from central points in the community to the worksite and back where feasible.
- Communicate with employees that reopening will likely be gradual with staggered starting times for employees to allow for a smoother rollout and management of training and worker care.
- Ensure all employees are healthy upon their return to work through a health questionnaire similar to the questionnaire administered to potential tourists or other mechanisms as appropriate.

²⁴ For a full list of requirements, please see the Ministry of Health & Wellness Workplace Guidelines and the WHO Workplace Guidelines.

- Check in formally on the health of employees on a regular basis, every 4-6 weeks, and if they are showing symptoms or have other risk factors, testing may be appropriate. Those who test positive are required to be reported to the Ministry of Health & Wellness for quarantine and contact tracing.
- Take the temperature of each employee upon arrival for their shift. Those with an elevated temperature and/or visible symptoms should be documented and screened by an onsite or on-call medical professional for additional symptoms that may indicate a risk of Covid-19. Depending on the assessment, the medical professional will instruct the employee to return home or will assist the employee in contacting the Health Department for further guidance (See [Appendix 2](#)).
- Brief employees at start of their shift to remind them to disclose if: 1) they have knowingly been exposed to anyone with Covid-19, 2) they have symptoms of Covid-19 and 3) they had an above normal temperature at check-in.
- Recommend that all employees change clothes, to a fresh set or a work-provided uniform, upon arrival to work once they have signed in. Launder clothing for employees if possible.
- Encourage employees not to share desks, office supplies, computers, chairs, phones etc. When there is a shift change, the employee is responsible for wiping down their workstation, if appropriate, using alcohol-based sanitizing spray (62% alcohol or above).
- Require employees to wear face masks throughout their work shift and in interaction with patrons. Require employees to sanitize or wash their hands regularly throughout their shift (minimum of once an hour) and after the following interactions occur:
 - Handling/exchange of cash
 - Processing a credit card from a patron
 - Handling items from a patron
 - Touching common areas
 - Upon serving food and drinks

Cleaning Activities

- Require all cleaners to wear appropriate PPE while conducting their cleaning duties.
- Provide specific guidance on PPE for workers to wear for the following activities:
 - Cleaning: Face Mask, face shield, disposable apron
 - Disinfecting: Face Mask, face shield
 - Sanitizing: Face Mask
- Wash all laundry and reusable items in water at 60 °C or above.
- Wash all food service items (plates, cutlery, cups, glassware, serving trays etc.) in water at 80°C or above.
- Sanitize all public touchpoints on a rotating basis throughout the operating hours with each surface being cleaned at a minimum every two hours. This includes door handles, railings, desks, flat surfaces, elevator buttons, etc.
- Handle waste using tongs and bag waste properly. Empty garbage cans regularly to prevent overflow.
- Perform routine maintenance of air conditioning vents or filters to promote indoor air quality and limit exposure.
- Ensure safe removal and disposal of PPE using the safety disposal guidelines of the World Health Organisation (WHO).²⁵

Entrances/Common Areas

- Utilise automatic doors, keep doors open (if possible) or have doors manned by one person to mitigate excessive contact of one surface by multiple individuals.
- Mark the ground with 6 ft. of physical distance line spacing for queues and enforce physical distancing both inside and outside of an establishment.
- Erect hands-free sanitizing dispensers and/or hand wash stations at the entrance to the establishment (preference for contactless). If not hands-free, sanitize the dispenser continually throughout the day.
- Include signage in clear and visible areas throughout the property.

Reporting

- Report suspected cases or contact with Covid-19 positive persons in real-time to the local Ministry of Health & Wellness representative including the date and time, signs and symptoms observed, age and gender of the person(s) showing symptoms and the activities they engaged in. It is a requirement to report illness to

²⁵ WHO - https://www.who.int/docs/default-source/searo/bangladesh/2019-ncov/2-steps-to-take-off-ppe-and-gown-en.pdf?sfvrsn=cf0c30c4_2

the Ministry of Health & Wellness per the Public Health Act – Section 5 – Medical and First Aid Facilities²⁶. Reporting must occur within 2-3 hours of identifying a suspected case. Reporting should be made first to the local, parish public health facility and then to the national level. The full listing of all parish public health facilities and contact information see **Appendix 2**.

- Compile a full report at the property at a minimum on a weekly basis to review suspected contact and actions taken by the management team. Report information to the Ministry of Health & Wellness.
- Ensure all employees are familiar and know to report suspected cases or contact with Covid-19 positive persons to the following:
 - Parish Public Health Facilities (See **Appendix 2**)
 - <https://jamcovid19.moh.gov.jm/>
 - **1-888-ONE-LOVE (1-888-633-5683)**

Communications

- Make Jamaica Covid-19 safety protocols pamphlets available in hard copy or digital format to those who would like to see what is being done for health and safety. Share them in advance of arrival where possible.
- Erect signs at the entry points and key locations around the property detailing the procedures which are in place and what customers can expect and how they can comply. Include penalties for non-compliance e.g. removal.
- Erect signage indicating instructions for guests who do not feel well. Include the location of the medical facility or isolation room as well as the information for the onsite medical professional or Covid-19 SPP.

Guest Activities and Interactions

- Remind employees to greet guests with warmth and friendliness. Remember that guests are visiting to relax and enjoy the beauty and culture of Jamaica which includes the interaction with people.
- Instruct employees on how to remind guests of protocols with a smile in a polite and respectful manner if they make a request that is unallowable given the new protocols. Remember that everyone is learning together, and the rules are intended to protect all parties.
- Plan and configure activities (where possible) to be outdoors to allow for ventilation (games, fitness class, bars, dining etc.). Ensure maximum ventilation for indoor activities and venues.
- Encourage guests to bring and use their own reusable water bottles and consider selling them on property.
- Remind employees they can accept tips as offered if allowable by policy. Sanitize or wash hands after receiving.

Specific Protocols – Restaurants

Note: Whenever possible restaurants should be naturally ventilated.

Entry

- Determine the new capacity of restaurants based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Place markers on the floor to mark required physical distancing space while in the waiting/reception area and outside of the restaurant if it is full.
- Arrange furniture in the waiting/reception area to allow for physical distancing.
- Remove shared, self-service refreshments e.g. water, coffee, tea etc. from reception areas. Remove shared reception area material including magazines and books.
- Remove shared, self-service items such as toothpicks, mints, matches or any other guest amenity to take.
- Remove shared condiments such as ketchup, mustard, hot sauce and salt/pepper shakers.
- Install or make available hand sanitizer in the entrance area. Require patrons to sanitize or wash their hands upon entrance to the restaurant.
- Wear face masks at all times inside the restaurant for employees. Patrons may remove face masks once they are seated.
- Encourage large groups (6 and above) to make reservations beforehand and establish a maximum amount of reservations that can be made for any day. Maximum group size should be no more than 10 individuals.
- Monitor seating capacity frequently and engage with patrons should wait time be extended.

²⁶ Public Health Act – Section 5 – Medical and First Aid Facilities – “Where there is suspicion or confirmation of any communicable disease or food-borne illness at a tourist establishment a report shall be made within 24-hours to the Medical Officer (Health).”

- Disinfect the hostess stand/desk/table and reception area continuously throughout operating hours. Disinfect the hostess stand/desk/table area upon an employee shift change including chair, computer, keyboard, desk etc.

Seating Arrangements

- Reduce seating capacity to 70%, ensure there is at least 6 ft. of space between tables/seating or if furniture is immovable ensure guests/groups of guests are seated 6 ft. apart from other groups.
- Remove the ability for patrons to seat themselves and guide patrons to seats to ensure distance between tables is maintained. If this is not possible given the staff compliment, clearly indicate which seats can be used through the use of markings and signs.
- Discontinue the use of communal tables/seating for multiple parties unless 6 ft. physical distancing can be achieved.
- Wipe down tables and chairs between use with alcohol-based cleaner (62% alcohol or above).

Guest Table Amenities

- Sanitize highchairs, booster seats etc. after each guest usage using an alcohol-based cleanser (62% alcohol or above).
- Store guest table amenities (highchairs, booster seats etc.) outside of common areas in back rooms/storage rooms to limit exposure and unnecessary touching by employees or guests.
- Remove all condiments and self-serve items such as napkins, toothpicks and straws. These items should be provided upon request and containers should be sanitized between use if not in single use containers.
- Eliminate the use of any table pre-sets including cutlery, glassware, mugs and table decoration including candles, vases or flowers.

Food Service - Table Service

- Utilise existing hotel digital interface or social media pages where possible to display menus and encourage patrons to use their personal phones to browse food options in lieu of receiving a physical menu. Information for link should be placed at the entrance and/or wall(s) in the restaurant. Allow complimentary WiFi for patrons, if possible, if it is required to access the menu.
- Discourage the use of multiple-use menus (food, beverages, specials) if digital operations are not available. Use either signage or disposable printed menus. Printed paper menus must be discarded after use. If choosing to continue to use reusable menus, ensure they are laminated and sanitized after each use.
- Cover food until it is delivered to the table. Wipe down food covers between use.
- Disinfect hands upon each completed pick-up and delivery of food to each table party.
- Utilise single-use table clothes or change linens after each guest party. Deposit into a bin or bag with a cover or which can be sealed/closed e.g. drawstring bag until transported to laundry.
- Ensure all service and standards are in accordance with Hazard Analysis and Critical Control Point (HACCP)²⁷ and/or ServSafe²⁸

Food Service - Buffets

- Eliminate guest self-service on all buffet and bar operations. Require that all stations be manned by a dedicated staff member handling utensils, serving food etc.
- Install glass/plastic/plexiglass shield between food and patrons if possible.
- Remove common condiments and food laying out in large quantities not behind a glass/plastic/plexiglass shield includes salt, pepper, oil, butter, sugar cubes etc.
- Ensure all service and standards are in accordance with HACCP and/or ServSafe.
- If a patron touches food, sneezes near food or similar, discard contaminated food. Ensure food supply is consistent and does not create a back-up in the line.

Food Service - Takeaway

- Allow patrons to order food over the phone or online and carry-out/takeaway orders to be consumed at an offsite location.
- Designate a location within or outside of the restaurant which services carry-out/takeaway orders only. Maintain physical distancing through the order and pick-up process.

²⁷ HACCP - <https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements/hazard-analysis-critical-control-point-haccp>

²⁸ ServSafe - <https://www.servsafe.com/ss/regulatory/default.aspx>

- Ensure food is packed in disposable bags that comply with government regulation.
- Ensure workers sanitize or wash hands after each customer interaction.
- Arrange for curbside delivery where possible/feasible given location and space. Encourage the use of curbside pickup for food where possible, offer discounts and update physical media platforms accordingly.

Food Service - Delivery

- Deny entry of delivery staff to the kitchen and dining room areas.
- Deposit food orders to be delivered in a bag and seal the bag before handing it to the delivery person. If the bag is a reusable delivery bag/box etc. this must be wiped down with a cloth using an alcohol-based solution (62% alcohol or above) at the end of each delivery at and at the end of the shift.
- Deliver food orders wearing a face mask. Use hand sanitizer before and after each delivery. Delivery persons are required to carry hand sanitizer in their delivery vehicles/on their person at all times.
- Instruct delivery persons not to enter the domicile of those who they are providing the delivery to.
- Do not share elevators while delivering food to a location and limit contact (where possible) with common areas/commonly touched items.
- Practice physical distancing at the delivery destination at all times.

Protocols in Action



What to do if?

Question:

I have a robust eight-page restaurant menu. If I have to print disposal copies for each patron it will be too costly, and I will be increasing my environmental footprint. What can I do?

Answer:

This is a difficult situation, and it is hard for all restaurateurs at this time. It is recommended to write your menu on multiple signs or have a digital sign and ask patrons to read the sign or offer fewer menu items in the interim to cut down on the number of pages to print for your menu. You can also put your menu on social media and have a link to it posted in the restaurant for patrons to go to!

Kitchen/Back of House

- Wear face masks and hairnets during food preparation.
- Separate zones within the kitchen for employees to work by placing markers/stickers on the floor.
- Separate workstations (where possible) so staff are not facing each other when working. Stagger workers on counters, tables and cooktops for food preparation.
- Restrict access of the kitchen and storage areas to kitchen and wait staff only. Deny patron access and discontinue (where applicable) an in-kitchen “chef’s table.”
- Test dishwashing machines to ensure they are functioning properly.
- Cover all raw materials such as vegetables, fruits, ice, meats etc. and store in closed containers which are only to be opened when needed.
- Maintain smaller than normal inventories in the event of possible contamination and the need to destroy stored items.
- Adhere to HACCP and/or ServSafe system protocols updated in the context of Covid-19.

Payment

- Install glass/plastic/plexiglass shield around certain areas of the cashier stations, if possible, to create a barrier between patrons and cashiers.
- Encourage use of digital POS systems where possible to reduce cash transactions. Notify patrons of preference for cashless payments prior to entering so they may plan accordingly. Sanitize POS machine after each use.
- Enforce physical distancing with distance markers on the floors or the use of stanchions to guide patrons and the distance they must maintain from each other.

- Encourage physical distancing of cash registers by spacing stations 6 feet apart, where possible, when there are multiple cash register stations.
- Sanitize or wash hands after interaction with customer credit cards, card machines and cash.
- Sanitize the cheque presentation folders with an alcohol-based sanitizer (62% alcohol or above) after each guest handling and use.
- Wipe stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Social/Cultural Activities

- Limit social/cultural activities to those which can be accomplished from a safe, physical distance of 6 ft. e.g. musical performances, dance shows etc.
- Ensure 6 ft. of space between patron and performers on stage or the designated stage area.
- Sanitize microphones prior to each use for musical and karaoke activities.
- Limit the number of games/contests which are held within the restaurant/bar space which break physical distancing rules.

Bathrooms

- Erect hand sanitizer stations at the entrance to the bathrooms.
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn off the water source for water fountains and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Sanitize bathrooms regularly (at a minimum every two hours).

Inventory Delivery

- Take the temperature of each delivery person. Those with elevated temperature should be documented and denied entry. If appropriate, contact the SPP for an initial screening of the delivery person. Report instances of denial of entry due to elevated temperature or visible symptoms to the Ministry of Health & Wellness on a daily, real-time basis.
- Mandate and enforce the use of wearing face masks of delivery personnel.
- Disinfect receiving areas after each delivery.
- Encourage distributors to wipe down the reused carry bins after each delivery.

Employee Spaces

- Stagger shift start times to ensure there is no overcrowding in the locker/employee rest areas.
- Provide hand sanitizer and wipes (where possible) in locker/employee rest area. Encourage employees to wipe down their lockers before use.
- Maintain all personal belongings in a contained bag which can be tied or sealed.

Specific Protocols – Cookshops/ Food Stalls

Entry

- Limit the number of patrons inside the shop to allow for 6 ft. between patrons/groups.
- Enforce physical distancing outside of the shop as well as patrons are waiting to enter.

Food Service

- Discontinue the use of reusable menus and opt for signage posting the day's offerings or digital postings (e.g. social media).
- Utilise single use containers, drinkware and cutlery (while adhering to the GoJ's plastic ban).

Kitchen

- Wear face masks and hairnets during food preparation.
- Restrict access of the kitchen and storage areas to kitchen staff only.
- Cover all food ingredients such as vegetables, fruits, ice, meats etc. and store in closed containers which are only to be opened when needed.

Cleaning

- Sterilise and wash all used plates, cups, forks etc. in hot water at 80°C.
- Wear a face mask when clearing and cleaning tables or removing finished plates/cups during the serving of the patron.
- Wipe and sterilise chairs, tables, placemats, cruets and replace linen on tables after usage by a patron. Be sure to replace all cutlery and glasses on the table regardless of whether it appears used.
- Wipe surfaces throughout the course of opening hours and conduct a thorough sanitization of the kitchen after close of business.

Payment

- Designate (where possible) one staff member - preferably one not working in the kitchen and not involved in food preparation to collect and manage payments.
- Sanitize or wash hands after each customer and cash interaction.

Protocols in Action

What to do if?



Question:

I own a very popular jerk shack. Best in the whole community. My patrons are both tourists and locals alike. I know cash payments can spread Covid-19, but it is not feasible for me to accept electronic payments at this time. Do I have to close my shop?

Answer:

No. It is understood that not all businesses can switch in the immediate-term to a cashless system, and it is also understood that many local patrons and tourists alike operate in a cash-based system. When accepting cash payments sanitize your hands after each exchange or transaction with a customer. If possible, designate one employee to accept cash payments who does not work in the kitchen and have them sanitize their hands regularly.

Specific Protocols – Bars

Entry

- Determine the new capacity of the bar based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Place markers on the floor to delineate required physical distancing space while in the waiting/reception area and outside of the restaurant if it is full.
- Arrange furniture in the waiting/reception area to allow for physical distancing.
- Remove shared, self-service items such as toothpicks, mints, matches or any other guest amenity to take.
- Install or make available hand sanitizer in the entrance area. Require patrons to sanitize or wash their hands upon entrance to the bar.
- Wear face masks at all times inside the restaurant for employees. Patrons may remove face masks once they are seated.
- Take the temperature of each patron upon arrival. Those with an elevated temperature and/or visible symptoms should be documented and moved into the designated isolation room on the property for screening by the SPP. The Ministry of Health & Wellness should be contacted immediately to begin the intake process if determined necessary by the SPP.

Seating Arrangements

- Reduce seating capacity to 70%, ensure there is at least 6 ft. of space between tables/seating or if furniture is immovable ensure guests/groups of guests are seated 6 ft. apart from other groups.

- Restrict seating at the physical bar to be limited to a space between each seat. Do not allow for congregation at the bar. Wipe down chairs between use with alcohol-based cleaner (62% alcohol or above).
- Wipe down the bar with a clean, disposal towel and an alcohol-based solution (62% alcohol or above) at regular intervals and when patrons leave. Dispose of used towel in a hands-free garbage can with a cover.
- Remove all condiments and self-serve items such as napkins, toothpicks and straws. These items should be provided upon request and containers should be sanitized between use if not in single use containers.
- Remove all shared items from the bar area including toothpicks, matches, ashtrays etc. Make these items available on request and sanitize between use if reusable.

Drink Service

- Designate areas behind the bar exclusively for drink preparation. If possible, install glass/plastic/plexiglass shield around certain areas of the bar where drinks are being prepared to create a barrier between patrons and bartenders.
- Sanitize or wash hands between making an order of drinks.
- Sanitize or wash hands between drink runs and delivery. Specifically, the wait staff should sanitize/wash hands after picking up a drink from the bar and delivering it to a customer's table.
- Discourage the use of multiple-use menus (food, beverages, specials). If digital operations are not available, use either signage or disposable printed menus. Printed paper menus must be discarded after use. If choosing to continue to use reusable menus, ensure they are laminated and sanitized after each use.

Social/Cultural Activities

- Limit social/cultural activities to those which can be accomplished from a safe, physical distance of 6 ft. e.g. musical performances, dance shows etc.
- Ensure 6 ft. of space between patron and performers on stage or the designated stage area.
- Sanitize microphones prior to each use for musical and karaoke activities.
- Limited the number of games/contests which are held within the restaurant/bar space which break physical distancing rules.

Protocols in Action

What to do if?



Question:

Thursday nights are dance competition nights. Volunteers are solicited from the crowd to showcase their best dancehall/whining skills. Male and female participants are selected and paired up at random. Do I have to stop this competition?

Answer:

No. This contest and entertainment can continue. Ensure the following are met when you are holding the contest a). Physical distance is maintained between the announcer and the participants b). Participants are spaced 6 ft. a part on stage c). Participants are 6 ft. from the audience. In this instance, it is recommended to change the competition to ask for couples who are already in a group to compete as opposed to random pairings.

Payment

- Install glass/plastic/plexiglass shield around certain areas of the cashier stations, if possible, to create a barrier between patrons and cashiers.
- Encourage use of digital POS systems where possible to reduce cash transactions. Notify patrons of preference for cashless payments prior to entering so they may plan accordingly. Sanitize POS machine after each use.
- Enforce physical distancing with distance markers on the floors or the use of stanchions to guide patrons and the distance they must maintain from each other.

- Encourage physical distancing of cash registers by spacing stations 6 feet apart, where possible, when there are multiple cash register stations.
- Sanitize or wash hands after interaction with customer credit cards, card machines and cash. Sanitize or wash hands after the acceptance of tips.
- Sanitize the cheque presentation folders with an alcohol-based sanitizer (62% alcohol or above) after each guest handling and use.
- Wipe stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Bathrooms

- Erect hand sanitizer stations at the entrance to the bathrooms.
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage cans with covers no touch waste disposal.
- Turn-off the water source for water fountains and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Cease providing shared hygiene or sanitary products e.g. comb, brush, mints, hair spray, lotion, cologne etc.
- Sanitize bathrooms regularly (at a minimum every two hours).

Cleaning

- Sterilise and wash all used plates, cups, forks etc. in hot water at 80°C.
- Wear a face mask when clearing and cleaning tables or removing finished plates/cups during the serving of the patron. Wipe and sterilise chairs, tables, placemats, cruets and replace linen on tables after usage by a patron. Be sure to replace all cutlery and glasses on the table regardless of whether it appears used.
- Wipe surfaces throughout the course of opening hours and conduct a thorough sanitization of the bar after close of business.
- Clean and sterilise bar tops every 30 minutes minimum, bar tops should be wiped on a continuous basis.
- Sanitize all soda taps, bar equipment and nozzles daily.
- Clean all reusable bar and serving equipment according to HACCP and/or ServSafe standards.
- Clean all reusable kitchen and serving equipment according to HACCP and/or ServSafe standards.

Employee Spaces

- Stagger shift start times to ensure there is no overcrowding in the locker/employee rest areas.
- Provide hand sanitizer and wipes (where possible) in locker/employee rest area. Encourage employees to wipe down their lockers before use.
- Maintain all personal belongings in a contained bag which can be tied or sealed.

Inventory Delivery

- Take the temperature of each delivery person. Those with elevated temperature should be documented and denied entry. If appropriate, contact the SPP for an initial screening of the delivery person. Report instances of denial of entry due to elevated temperature or visible symptoms to the Ministry of Health & Wellness on a daily, real-time basis.
- Mandate and enforce the use of wearing face masks of delivery personnel.
- Disinfect receiving areas after each delivery.
- Encourage distributors to wipe down the reused carry bins after each delivery.

Specific Protocols – Ad Hoc Activities

Note: Given the heightened risks related to the global pandemic, it is advisable that any community member interacting with tourists employ risk mitigation strategies including the following:

- Physical distancing (ideally 6 ft.)
- No physical contact
- Face masks in public
- Frequent washing of hands or use of hand sanitizer



Shops

RESILIENCE



Shops



Scope

The scope of this document entails protocols as it relates to shops, stores, malls, boutiques and craft markets.

Responsibilities

This section outlines the recommended roles and responsibilities for managing these protocols at the location.

Covid-19 Safety Point Person (SPP) - A minimum of one employee at any time during the opening hours of the venue must be a specifically trained and designated Covid-19 Safety Point Person. The SPP should conduct regular spot checks throughout the property and observe protocols being enacted. The SPP should also serve as a point of contact for employee and guest complaints and is required to document, investigate and triage complaints.

Depending on the size of the location, the Covid-19 SPP can be a full-time position or the duties may be allocated to an existing employee such as a director, manager or supervisor.

Craft Market Supervisor - If the shopping centre is an outdoor craft market, it is expected that a Craft Market Supervisor is appointed to oversee the operations of the market. This Supervisor will also be responsible for conducting routine checks in the craft market and overseeing vendor adherence to the outlined protocols.

Supplies

This section includes a listing of the supplies which are required to be procured by the destination and are needed to meet the protocol requirements.

Supplies include:

1. No contact hand-held thermometer (minimum of three - two per entrance and one for staff)
2. Face masks (enough for each staff member for each shift to have at least one)
3. Alcohol-based hand sanitizer (62% alcohol or above)
4. Spray disinfectant/wipes
5. Soap dispensers and/or hand sanitizing stations
6. Cleaning agents (including those with 62% alcohol or above)
7. Hands-free garbage cans with covers
8. Measuring device (tape measure, yardstick, 6 ft. pole etc.)
9. Indicators (flags, markers, stakes, cones etc.)
10. Signage for protocols, awareness regarding symptoms and MoHW contact information
11. Tape/stickers
12. Health and hygiene reminder posters
13. Hampers with covers for unsanitized clothing
14. Steam cleaner (optional)

Note: Supplies are to be provided by the organisation. Employees should be provided with the necessary protective equipment to safely conduct their duties. If an employee is not provided with equipment per these protocols, violations can be reported to TPDCo.

General Protocols

This section contains protocols which are general and to be abided by at all times across all dimensions of shops, stores, mall, boutiques and craft markets.

General Protocols Include:

Employee Well-being²⁹

- Provide transportation for employees from central points in the community to the worksite and back where feasible.

²⁹ For a full list of requirements, please see the Ministry of Health & Wellness Workplace Guidelines and the WHO Workplace Guidelines.

- Communicate with employees that reopening will likely be gradual with staggered starting times for employees to allow for a smoother rollout and management of training and worker care.
- Ensure all employees are healthy upon their return to work through a health questionnaire similar to the questionnaire administered to potential tourists or other mechanisms as appropriate.
- Check in formally on the health of employees on a regular basis, every 4-6 weeks, and if they are showing symptoms or have other risk factors, testing may be appropriate. Those who test positive are required to be reported to the Ministry of Health & Wellness for quarantine and contact tracing.
- Take the temperature of each employee upon arrival for their shift. Those with an elevated temperature and/or visible symptoms should be documented and screened by an onsite or on-call medical professional for additional symptoms that may indicate a risk of Covid-19. Depending on the assessment, the medical professional will instruct the employee to return home or will assist the employee in contacting the Health Department for further guidance (See [Appendix 2](#)).
- Brief employees at start of their shift to remind them to disclose if: 1) they have knowingly been exposed to anyone with Covid-19, 2) they have symptoms of Covid-19 and 3) they had an above normal temperature at check-in.
- Recommend that all employees change clothes, to a fresh set or a work-provided uniform, upon arrival to work once they have signed in. Launder clothing for employees if possible.
- Encourage employees not to share desks, office supplies, computers, chairs, phones etc. When there is a shift change, the employee is responsible for wiping down their workstation, if appropriate, using alcohol-based sanitizing spray (62% alcohol or above).
- Require employees to wear face masks throughout their work shift and in interaction with patrons. Require employees to sanitize or wash their hands regularly throughout their shift (minimum of once an hour) and after the following interactions occur:
 - Handling/exchange of cash
 - Processing a credit card from a patron
 - Handling items from a patron
 - Touching common areas
 - Upon serving food and drinks

Cleaning Activities

- Require all cleaners to wear appropriate PPE while conducting their cleaning duties.
- Provide specific guidance on PPE for workers to wear for the following activities:
 - Cleaning: Face Mask, face shield, disposable apron
 - Disinfecting: Face Mask, face shield
 - Sanitizing: Face Mask
- Wash all laundry and reusable items in water at 60 °C or above.
- Wash all food service items (plates, cutlery, cups, glassware, serving trays etc.) in water at 80°C or above.
- Sanitize all public touchpoints on a rotating basis throughout the operating hours with each surface being cleaned at a minimum every two hours. This includes door handles, railings, desks, flat surfaces, elevator buttons, etc.
- Handle waste using tongs and bag waste properly. Empty garbage cans regularly to prevent overflow.
- Perform routine maintenance of air conditioning vents or filters to promote indoor air quality and limit exposure.
- Ensure safe removal and disposal of PPE using the safety disposal guidelines of the World Health Organisation (WHO).³⁰

Entrances/Common Areas

- Utilise automatic doors, keep doors open (if possible) or have doors manned by one person to mitigate excessive contact of one surface by multiple individuals.
- Mark the ground with 6 ft. of physical distance line spacing for queues and enforce physical distancing both inside and outside of an establishment.
- Erect hands-free sanitizing dispensers and/or hand wash stations at the entrance to the establishment (preference for contactless). If not hands-free, sanitize the dispenser continually throughout the day.
- Include signage in clear and visible areas throughout the property.

³⁰ WHO - https://www.who.int/docs/default-source/searo/bangladesh/2019-ncov/2-steps-to-take-off-ppe-and-gown-en.pdf?sfvrsn=cf0c30c4_2

Reporting

- Report suspected cases or contact with Covid-19 positive persons in real-time to the local Ministry of Health & Wellness representative including the date and time, signs and symptoms observed, age and gender of the person(s) showing symptoms and the activities they engaged in. It is a requirement to report illness to the Ministry of Health & Wellness per the Public Health Act – Section 5 – Medical and First Aid Facilities³¹. Reporting must occur within 2-3 hours of identifying a suspected case. Reporting should be made first to the local, parish public health facility and then to the national level. The full listing of all parish public health facilities and contact information see [Appendix 2](#).
- Compile a full report at the property at a minimum on a weekly basis to review suspected contact and actions taken by the management team. Report information to the Ministry of Health & Wellness.
- Ensure all employees are familiar and know to report suspected cases or contact with Covid-19 positive persons to the following:
 - Parish Public Health Facilities (See [Appendix 2](#))
 - <https://jamcovid19.moh.gov.jm/>
 - 1-888-ONE-LOVE (1-888-633-5683)

Communications

- Make Jamaica Covid-19 safety protocols pamphlets available in hard copy or digital format to those who would like to see what is being done for health and safety. Share them in advance of arrival where possible.
- Erect signs at the entry points and key locations around the property detailing the procedures which are in place and what customers can expect and how they can comply. Include penalties for non-compliance e.g. removal.
- Erect signage indicating instructions for guests who do not feel well. Include the location of the medical facility or isolation room as well as the information for the onsite medical professional or Covid-19 SPP.

Guest Activities and Interactions

- Remind employees to greet guests with warmth and friendliness. Remember that guests are visiting to relax and enjoy the beauty and culture of Jamaica which includes the interaction with people.
- Instruct employees on how to remind guests of protocols with a smile in a polite and respectful manner if they make a request that is unallowable given the new protocols. Remember that everyone is learning together, and the rules are intended to protect all parties.
- Plan and configure activities (where possible) to be outdoors to allow for ventilation (games, fitness class, bars, dining etc.). Ensure maximum ventilation for indoor activities and venues.
- Encourage guests to bring and use their own reusable water bottles and consider selling them on property.
- Remind employees they can accept tips as offered if allowable by policy. Sanitize or wash hands after receiving.

Specific Protocols – Shops

Store/Shop Entry

- Determine maximum number of patrons in the store (based on a limit of 113 sq. ft. per person/group per occupiable space or 70% capacity). Post signs listing the new maximum capacity). and monitor the door to ensure the limit is not exceeded.
- Install hand sanitizer dispensers at the entrance of the store/shop/craft market or allow for the person at the entrance who is opening the door to provide sanitizer to the entering patrons.
- Ensure all patrons sanitize their hands upon entry to the store/shopping/craft market area (shopper's own sanitizer may be used in lieu of store own if sensitive skin).
- Enforce face mask usage within stores by patrons and deny entry to non-compliant individuals.
- Place tape or markers at the entrance where patrons are expected to stand in-line for entry if the store limit is at capacity

Changing Rooms

- Close changing rooms entirely or implement a sanitization plan for clothes which are tried on. If changing rooms are not closed, include a process to steam clean clothing before restocking.

³¹ Public Health Act – Section 5 – Medical and First Aid Facilities – “Where there is suspicion or confirmation of any communicable disease or food-borne illness at a tourist establishment a report shall be made within 24-hours to the Medical Officer (Health)...”

- Place a bin in the changing room/changing area for customers to deposit clothing which they have tried on but decided not to buy (if applicable).
- Empty the try-on rejects bin on a regular basis - at a minimum every four hours depending on store/shop traffic for steaming.
- Sanitize changing door handles/contact points frequently - at a minimum every two hours.

Protocols in Action

What to do if?



Question:

The capacity for the store is 7 people. If a group of 10 individuals from a bus approaches the store and seeks to enter to shop together, can they all go in?

Answer:

No. Enforce the maximum capacity limit and ensure persons maintain a physical distance in the line outside of the store.

Showroom Floor/Merchandise

Apparel:

- Display a single size (XS, S, M, L, XL) of top selling apparel to reduce unnecessary contact and touching of merchandise by patrons. Provide a new item depending on the size to the customer if available.
- Return apparel to the showroom floor only after steam cleaning if a patron has visibly handled it/ tried it on.

Shoes:

- Sanitize shoes after they have been tried on by a customer with a spray sanitizer.

Jewellery and Accessories:

- Determine which items can be safely cleaned with alcohol-based sanitizer (62% alcohol or above) and those which must be treated differently.
- Ensure the jewellery counters have hand sanitizer and wipes (where possible) nearby. For those items which cannot be safely sanitized require patrons and employees alike to sanitize or wash hands before touching/handling the item.
- Wipe jewellery items after each contact with a patron using alcohol-based sanitizer (62% alcohol or above).
- Designate items as a "display"/ "try me"/ "tester" item to reduce unnecessary contact with multiple of the same item.

Cashier Station

- Install glass/plastic/plexiglass shield around certain areas of the cashier stations, if possible, to create a barrier between patrons and cashiers.
- Encourage use of digital POS systems where possible to reduce cash transactions. Notify patrons of preference for cashless payments prior to entering so they may plan accordingly. Sanitize POS machine after each use.
- Enforce physical distancing with distance markers on the floors or the use of stanchions to guide patrons and the distance they must maintain from each other.
- Encourage physical distancing of cash registers by spacing stations 6 feet apart, where possible, when there are multiple cash register stations.
- Wipe stations (phones, registers, tables) regularly throughout the day and after the end of each shift.



What to do if?

Question:

A previous customer tried on the last size 'XS' t-shirt and the 24-hour holding period is not up, however a current customer wants to purchase the t-shirt in size 'XS' and the only one left is the one that was previously tried on. Do I have to pass on the sale and lose out on the revenue?

Answer:

No. You may sell the shirt to the customer to the size they desire. When you sell the shirt, guide the customer to wait 24 hours before wearing the shirt. Sanitize your hands after handling the t-shirt.

Bathrooms (If Applicable)

- Erect hand sanitizer stations at the entrance to the bathrooms.
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn off the water source for water fountains and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Sanitize bathrooms regularly (at a minimum every two hours).

Common Areas (Benches/Hallways)

- Disinfect benches, chairs, handles, railings continuously throughout the day (a minimum of three times per day).
- Place physical distancing markers in the common areas and post Ministry of Health & Wellness approved messages in the common areas.
- Install hand sanitizer stations throughout the common areas and hands-free garbage cans with covers.

Inventory Delivery

- Take the temperature of each delivery person. Those with elevated temperature should be documented and denied entry. If appropriate, contact the SPP for an initial screening of the delivery person. Report instances of denial of entry due to elevated temperature or visible symptoms to the Ministry of Health & Wellness on a daily, real-time basis.
- Mandate and enforce the use of wearing face masks of delivery personnel.
- Encourage distributors to wipe down the reused carry bins after each delivery.

Craft Markets

- Erect hand wash stations, soap dispensers, and/or hand sanitizers and a hands-free garbage can with a cover at the entrance of craft markets.
- Limit maximum number of patrons that can be in the craft market at any given time (113 sq. ft per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity).
- Require patrons and craft market vendors to wear face masks. The enforcement of this requirement must be performed by the Craft Market Supervisor.
- Prevent any touching of patrons (physical touch or via merchandise) by craft market vendors. The enforcement of this requirement must be performed Craft Market Supervisor.
- Mark the ground/floor for physical distance spacing with cones/tape/stanchions.
- Encourage use of digital POS systems where possible to reduce cash transactions Consider installing a single POS system for the entire market for patrons to pay and then route the payment to the vendors at a determined interval. Sanitize POS machine after each use.

- Wipe the stall surface frequently throughout the day. Sanitize stall at the end of each business day.
- Wipe merchandise with sanitization wipes after it has been tried by a patron.
- Designate items as a “display”/ “try me”/ “tester” item to reduce unnecessary contact.
- Place hands-free garbage cans with covers in strategic locations around the craft market area.

Protocols in Action

What to do if?



Question:

A customer enters the craft market and is not wearing a face mask. Does the Craft Market Supervisor have to ask them to leave and potentially have the vendors lose out on a sale?

Answer:

No. The Craft Market Supervisor or the vendor should direct the patron to a vendor stand who is selling ‘Official - Brand Jamaica’ face masks and politely instruct the patron to purchase a face mask.



Transportation

RESILIENCE



Transportation



Scope

This protocol document contains information on the requirements for ground transportation. This includes the following type of contract carriage vehicles:

- Hotel Operated Shuttles
- Rental Vehicles
- Tour Buses/Tour Operators
- Private Contract Carriage
- JUTA Vehicles

Responsibilities

This section outlines the recommended responsibility structure for managing transportation protocols.

Hotel Shuttles, Rental Car Companies, and Tour Bus/Tour Operators

Covid-19 Safety Point Person (SPP) - A minimum of one employee at any time during the opening hours of the business must be a specifically trained and designated Covid-19 Safety Point Person. The SPP should conduct regular spot checks throughout the property and observe protocols being enacted. The SPP should also serve as a point of contact for employee and guest complaints and is required to document, investigate and triage complaints.

Depending on the number of employees and job functions, the Covid-19 SPP can be a full-time position or the duties may be allocated to an existing employee such as a director, manager or supervisor.

Private Carriage/JUTA Taxi

Covid-19 Safety Point Person (SPP)- A minimum of one employee at any time during the opening hours of the business must be a specifically trained and designated Covid-19 Safety Point Person. The SPP should conduct regular spot checks throughout the property and observe protocols being enacted. The SPP should also serve as a point of contact for employee and guest complaints and is required to document, investigate and triage complaints.

Depending on the number of employees and job functions, the Covid-19 SPP can be a full-time position or the duties may be allocated to an existing employee such as a director, manager or supervisor. If an owner rents out multiple taxi carriages to several individuals, then they would be considered the Safety Point Person.

Licensed Independent Operators

In the case of licensed independent operators, they are expected to be aware of the protocols, enforce protocols in their vehicle and carry the necessary supplies.

Supplies

This section includes a listing of the supplies which are required to be procured by the vehicle owners and are needed to meet the protocol requirements.

Supplies include:

1. Face masks (enough for each staff member for each shift to have at least one)
2. Alcohol-based hand sanitizer (62% alcohol or above)
3. Spray disinfectant/wipes
4. Soap dispensers and/or hand sanitizing stations
5. Cleaning agents (including those with 62% alcohol or above)
6. Hands-free garbage cans with covers
7. Signage (stickers, ads, hanging tags) regarding protocol requirements, awareness of symptoms and MoHW contact information
8. Monitoring Logs

Note: Supplies are to be provided by the organisation. Employees should be provided with the necessary protective equipment to safely conduct their duties. If an employee is not provided with equipment per these protocols, violations can be reported to TPDCo.

General Protocols

This section contains protocols which are general and to be abided by at all times across all dimensions of the transportation operation.

General Protocols Include:

Employee Well-being³²

- Provide transportation for employees from central points in the community to the worksite and back where feasible.
- Communicate with employees that reopening will likely be gradual with staggered starting times for employees to allow for a smoother rollout and management of training and worker care.
- Ensure all employees are healthy upon their return to work through a health questionnaire similar to the questionnaire administered to potential tourists or other mechanisms as appropriate.
- Check in formally on the health of employees on a regular basis, every 4-6 weeks, and if they are showing symptoms or have other risk factors, testing may be appropriate. Those who test positive are required to be reported to the Ministry of Health & Wellness for quarantine and contact tracing.
- Take the temperature of each employee upon arrival for their shift. Those with an elevated temperature and/or visible symptoms should be documented and screened by an onsite or on-call medical professional for additional symptoms that may indicate a risk of Covid-19. Depending on the assessment, the medical professional will instruct the employee to return home or will assist the employee in contacting the Health Department for further guidance (See [Appendix 2](#)).
- Brief employees at start of their shift to remind them to disclose if: 1) they have knowingly been exposed to anyone with Covid-19, 2) they have symptoms of Covid-19 and 3) they had an above normal temperature at check-in.
- Recommend that all employees change clothes, to a fresh set or a work-provided uniform, upon arrival to work once they have signed in. Launder clothing for employees if possible.
- Encourage employees not to share desks, office supplies, computers, chairs, phones etc. When there is a shift change, the employee is responsible for wiping down their workstation, if appropriate, using alcohol-based sanitizing spray (62% alcohol or above).
- Require employees to wear face masks throughout their work shift and in interaction with patrons. Require employees to sanitize or wash their hands regularly throughout their shift (minimum of once an hour) and after the following interactions occur:
 - Handling/exchange of cash
 - Processing a credit card from a patron
 - Handling items from a patron
 - Touching common areas
 - Upon serving food and drinks

Cleaning Activities

- Require all cleaners to wear appropriate PPE while conducting their cleaning duties.
- Provide specific guidance on PPE for workers to wear for the following activities:
 - Cleaning: Face Mask, face shield, disposable apron
 - Disinfecting: Face Mask, face shield
 - Sanitizing: Face Mask
- Wash all laundry and reusable items in water at 60 °C or above.
- Wash all food service items (plates, cutlery, cups, glassware, serving trays etc.) in water at 80°C or above.
- Sanitize all public touchpoints on a rotating basis throughout the operating hours with each surface being cleaned at a minimum every two hours. This includes door handles, railings, desks, flat surfaces, elevator buttons, etc.
- Handle waste using tongs and bag waste properly. Empty garbage cans regularly to prevent overflow.
- Perform routine maintenance of air conditioning vents or filters to promote indoor air quality and limit exposure.
- Ensure safe removal and disposal of PPE using the safety disposal guidelines of the World Health Organisation (WHO).³³

³² For a full list of requirements, please see the Ministry of Health & Wellness Workplace Guidelines and the WHO Workplace Guidelines.

³³ WHO - https://www.who.int/docs/default-source/searo/bangladesh/2019-ncov/2-steps-to-take-off-ppe-and-gown-en.pdf?sfvrsn=cf0c30c4_2

Entrances/Common Areas

- Utilise automatic doors, keep doors open (if possible) or have doors manned by one person to mitigate excessive contact of one surface by multiple individuals.
- Mark the ground with 6 ft. of physical distance line spacing for queues and enforce physical distancing both inside and outside of an establishment.
- Erect hands-free sanitizing dispensers and/or hand wash stations at the entrance to the establishment (preference for contactless). If not hands-free, sanitize the dispenser continually throughout the day.
- Include signage in clear and visible areas throughout the property.

Reporting

- Report suspected cases or contact with Covid-19 positive persons in real-time to the local Ministry of Health & Wellness representative including the date and time, signs and symptoms observed, age and gender of the person(s) showing symptoms and the activities they engaged in. It is a requirement to report illness to the Ministry of Health & Wellness per the Public Health Act – Section 5 – Medical and First Aid Facilities³⁴. Reporting must occur within 2-3 hours of identifying a suspected case. Reporting should be made first to the local, parish public health facility and then to the national level. The full listing of all parish public health facilities and contact information see [Appendix 2](#).
- Compile a full report at the property at a minimum on a weekly basis to review suspected contact and actions taken by the management team. Report information to the Ministry of Health & Wellness.
- Ensure all employees are familiar and know to report suspected cases or contact with Covid-19 positive persons to the following:
 - Parish Public Health Facilities (See [Appendix 2](#))
 - <https://jamcovid19.moh.gov.jm/>
 - 1-888-ONE-LOVE (1-888-633-5683)

Communications

- Make Jamaica Covid-19 safety protocols pamphlets available in hard copy or digital format to those who would like to see what is being done for health and safety. Share them in advance of arrival where possible.
- Erect signs at the entry points and key locations around the property detailing the procedures which are in place and what customers can expect and how they can comply. Include penalties for non-compliance e.g. removal.
- Erect signage indicating instructions for guests who do not feel well. Include the location of the medical facility or isolation room as well as the information for the onsite medical professional or Covid-19 SPP.

Guest Activities and Interactions

- Remind employees to greet guests with warmth and friendliness. Remember that guests are visiting to relax and enjoy the beauty and culture of Jamaica which includes the interaction with people.
- Instruct employees on how to remind guests of protocols with a smile in a polite and respectful manner if they make a request that is unallowable given the new protocols. Remember that everyone is learning together, and the rules are intended to protect all parties.
- Plan and configure activities (where possible) to be outdoors to allow for ventilation (games, fitness class, bars, dining etc.). Ensure maximum ventilation for indoor activities and venues.
- Encourage guests to bring and use their own reusable water bottles and consider selling them on property.
- Remind employees they can accept tips as offered if allowable by policy. Sanitize or wash hands after receiving.

Specific Protocols – Hotel Operated Shuttles

Capacity

- Limit capacity of hotel operated shuttles to 70% capacity for groups of strangers e.g. 15 seaters to carry 10, 29 seaters to carry 20, five seaters to carry 3. Require passengers to be seated.

Protection

- Transport all passengers in the back. Do not allow passengers to sit next to the driver in the front seat.

³⁴ Public Health Act – Section 5 – Medical and First Aid Facilities – “Where there is suspicion or confirmation of any communicable disease or food-borne illness at a tourist establishment a report shall be made within 24-hours to the Medical Officer (Health)...”

- Install plexiglass barriers with limited speaking holes between passengers and vehicle operators to allow for communication if possible.
- Wear face masks at all times inside of the vehicle including patrons and operators.
- Provide hand sanitizer to guests within the vehicle. Guests should sanitize or wash their hands upon entry into the vehicle.

Entry

- Utilise contactless entrances where possible e.g. automatic doors.
- Allow for boarding only if a passenger is wearing a face mask. Require all passengers to sit in accordance with physical distancing.

Luggage Handling

- Sanitize or wash hands upon completion of luggage handling with an alcohol-based sanitizer (62% alcohol or above).

Payment/Tipping

- Arrange for payment for transportation to be done through the hotel (where possible) to limit the exchange of cash.
- Allow for online reservation of hotel shuttle services (where possible).
- Minimise personal contact and avoid hugging and shaking hands of passengers upon entry or departure.
- Accept tips as offered. Sanitize or wash hands after receiving tips.

Sanitization

- Practice routine sanitization and disinfect the vehicle throughout the hours of operation including door handles, seats, armrests, steering wheel, gear shift, door console, air vents, seats and all hard surfaces using alcohol-based sanitizing spray or wipes (62% alcohol or above).
- Sanitization should occur at a minimum at the following times:
 - Beginning of shift
 - Change of shift
 - After carrying a group and before picking up new riders
- Wear a face mask for the cleaning and sanitization of the vehicle. Dispose of the used face mask in a covered garbage can either inside of the vehicle or outside of the vehicle in a nearby garbage can.
- Equip vehicles with garbage cans (minimum of one per vehicle).

Specific Protocols – Tour Buses/Tour Operators

Capacity

- Limit capacity of hotel operated shuttles to 70% capacity for groups of strangers e.g. 56 to carry 40, 35 to carry 25, 29 seaters to carry 20. Require passengers to be seated.

Protection

- Install plexiglass barriers with limited speaking holes between passengers and vehicle operators to allow for communication if possible.
- Use microphones to communicate with patrons as opposed to shouting by vehicle operators if possible.
- Wear face masks at all times inside of the vehicle including patrons and operators.
- Provide hand sanitizer to guests within the vehicle. Guests should sanitize or wash hands upon entry into the vehicle.

Entry

- Utilise contactless entrances where possible e.g. automatic doors.
- Allow for boarding only if a passenger is wearing a face mask. Require all passengers to sit in accordance with physical distancing.
- Take the temperature of each patron upon arrival. Those with an elevated temperature and/or visible symptoms should be documented and moved into the designated isolation room on the property for screening by the SPP. The Ministry of Health & Wellness should be contacted immediately to begin the intake process if determined necessary by the SPP.
- Allow for exit from the bus from multiple entrances where possible (front, side, rear).

Luggage Handling

- Sanitize or wash hands upon completion of luggage handling with an alcohol-based sanitizer (62% alcohol or above).

Payment/Tipping

- Arrange for payment for transportation to be done through the hotel/tour company, where possible, to limit the exchange of cash.
- Allow for online reservation of tours/shuttle services, where possible.
- Minimise personal contact and avoid hugging and shaking hands of passengers upon entry or departure.
- Accept tips as offered. Sanitize or wash hands after receiving tips.

Sanitization

- Practice routine sanitization and disinfect the vehicle throughout the hours of operation including door handles, seats, armrests, steering wheel, gear shift, door console, air vents, seats and all hard surfaces using alcohol-based sanitizing spray or wipes (62% alcohol or above).
- Sanitization should occur at a minimum at the following times:
 - Beginning of shift
 - Change of shift
 - After carrying a group and before picking up new riders
- Wear a face mask for the cleaning and sanitization of the vehicle. Dispose of the used face mask in a covered garbage can either inside of the vehicle or outside of the vehicle in a nearby garbage can.
- Equip vehicles with garbage cans (minimum of one per vehicle).

Specific Protocols – Private Contract Carriage, e.g. JUTA Vehicles

Capacity

- Limit capacity of Private Contract Carriage Vehicles to 70% capacity for groups of strangers e.g. 15 seaters to carry 10, 29 seaters to carry 20, five seaters to carry 3. Require passengers to be seated.

Protection

- Install plexiglass barriers with limited speaking holes between passengers and vehicle operators to allow for communication if possible.
- Wear face masks at all times inside of the vehicle including patrons and operators.
- Provide hand sanitizer to guests within the vehicle. Guests should sanitize or wash their hands upon entry into the vehicle.

Entry

- Utilise contactless entrances where possible e.g. automatic doors.
- Allow for boarding only if a passenger is wearing a face mask. Require all passengers to sit in accordance with physical distancing.



What to do if?

Question:

I operate a five-passenger vehicle. Four people in a family/friend group approach for a ride from the hotel to a nearby restaurant. Can I carry them?

Answer:

Yes. This group may be carried as they are in an already established family/friend group and have been near each other already.

Luggage Handling

- Use care when handling luggage of patrons. Use hand sanitizer or hand washing station once luggage has been delivered.

Payment/Tipping

- Arrange for payment for transportation to be done through the hotel (where possible) to limit the exchange of cash.
- Minimise personal contact and avoid hugging and shaking hands of passengers upon entry or departure.
- Accept tips as offered. Sanitize or wash hands after receiving tips.

Sanitization

- Practice routine sanitization and disinfect the vehicle throughout the hours of operation including door handles, seats, armrests, steering wheel, gear shift, door console, air vents, seats and all hard surfaces using alcohol-based sanitizing spray or wipes (62% alcohol or above).
- Sanitization should occur at a minimum at the following times:
 - Beginning of shift
 - Change of shift
 - After carrying a group and before picking up new riders
- Wear a face mask for the cleaning and sanitization of the vehicle. Dispose of the used face mask in a covered garbage can either inside of the vehicle or outside of the vehicle in a nearby garbage can.
- Equip vehicles with garbage cans (minimum of one per vehicle).



What to do if?

Question:

I pick-up a group of five from an Airbnb. One of the five individuals appears symptomatic, what should I do?

Answer:

Explain to the passenger they are displaying symptoms similar to that of Covid-19. Decline to take the passenger and give them the contact information for the MOH hotline.

Specific Protocols – Rental Vehicles

Entrance/Reception

- Determine the new capacity of the rental office based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Utilise touchless online pick-up and processing of rental vehicles to customers where possible to limit the exchange of clipboards, pens/pencils and paperwork. If not possible sanitize pens/pencils after use.
- Place markers on the floor to mark required physical distancing space while in the waiting/reception area and outside of the office if it is full. Admit only the person conducting the transaction into the building to maintain physical distancing.
- Arrange furniture in the waiting/reception area to allow for physical distancing.
- Install or make available hand sanitizer in the entrance area. Require patrons to sanitize or wash their hands upon entrance to the business.
- Wear face masks at all times inside the office.
- Remove shared, self-service refreshments e.g. water, coffee, tea etc. from reception areas. Remove shared reception area material including magazines and books.
- Disinfect the reception desk/table and reception area continuously throughout operating hours. Disinfect the reception desk area upon an employee shift change including chair, computer, keyboard, desk, etc.

Sanitization of Office

- Sanitize all equipment regularly and continuously throughout the day with computers, desk, chairs, furniture etc. being wiped down every two hours at a minimum.
- Wear protective apparel while cleaning and sanitizing including a face mask.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn-off the water source for water fountains and include signage marking them as closed until further notice.

Sanitization of Vehicle

- Wash the rental vehicle thoroughly and sanitize by wiping down frequently touched surfaces such as door handles, steering wheel, gear shift, door console, air vents, seats and all hard surfaces using alcohol-based sanitizing spray (62% alcohol or above) before handing over to the next customer.
- Steam clean/wash all mats and upholstery within the vehicle prior to handing over to the next customer.
- Rotate vehicles where possible to allow for space between rentals - between 24 and 72 hours (where feasible given supply and demand).
- Log and report any suspected illnesses of customers and employees to the Ministry of Health & Wellness including dates and times, signs and symptoms observed, age and gender of the person(s) showing signs and symptoms.

Protocols in Action

What to do if?



Question:

A family of five comes in to rent a five-passenger sport utility vehicle (SUV). Given the family is five persons and the vehicle has capacity for five persons, can I rent the vehicle to them even though they will not be able to physical distance?

Answer:

Yes. As a family/friend group in a private passenger vehicle is allowed to be at capacity.



Cruise Ship Ports

RESILIENCE



Cruise Ship Ports



Scope

The scope of this document entails protocols as it relates to Cruise Ship Ports.

Responsibilities

This section outlines the recommended roles and responsibilities for managing these protocols at the location.

Covid-19 Safety Point Person (SPP) - A minimum of one employee at any time during the opening hours of the venue must be a specifically trained and designated Covid-19 Safety Point Person. The SPP should conduct regular spot checks throughout the property and observe protocols being enacted. The SPP should also serve as a point of contact for employee and guest complaints and is required to document, investigate and triage complaints.

Depending on the size of the location, the Covid-19 SPP can be a full-time position or the duties may be allocated to an existing employee such as a director, manager or supervisor.

Supplies

This section includes a listing of the supplies which are required to be procured by the destination and are needed to meet the protocol requirements.

1. Full-Body Thermal Scan thermometer (minimum of two per disembarkment area)
2. Face masks (enough for each staff member for each shift to have at least one)
3. Alcohol-based hand sanitizer (62% alcohol or above)
4. Spray disinfectant/wipes
5. Single use paper napkins or towels
6. Soap dispensers and/or hand sanitizing stations
7. Cleaning agents (including those with 62% alcohol or above)
8. Hands-free garbage cans with covers
9. Measuring device (tape measure, yardstick, 6 ft. pole etc.)
10. Indicators (flags, markers, stakes, cones etc.)
11. Signage for protocols, awareness regarding symptoms and MoHW contact information
12. Tape/stickers
13. First aid kit

Note: Supplies are to be provided by the organisation. Employees should be provided with the necessary protective equipment to safely conduct their duties. If an employee is not provided with equipment per these protocols, violations can be reported to TPDCo.

General Protocols

This section contains protocols which are general and to be abided by at all times on cruise ship ports.

General Protocols Include:

Employee Well-being³⁵

- Provide transportation for employees from central points in the community to the worksite and back where feasible.
- Communicate with employees that reopening will likely be gradual with staggered starting times for employees to allow for a smoother rollout and management of training and worker care.
- Ensure all employees are healthy upon their return to work through a health questionnaire similar to the questionnaire administered to potential tourists or other mechanisms as appropriate.
- Check in formally on the health of employees on a regular basis, every 4-6 weeks, and if they are showing symptoms or have other risk factors, testing may be appropriate. Those who test positive are required to be reported to the Ministry of Health & Wellness for quarantine and contact tracing.

³⁵ For a full list of requirements, please see the Ministry of Health & Wellness Workplace Guidelines and the WHO Workplace Guidelines.

- Take the temperature of each employee upon arrival for their shift. Those with an elevated temperature and/or visible symptoms should be documented and screened by an onsite or on-call medical professional for additional symptoms that may indicate a risk of Covid-19. Depending on the assessment, the medical professional will instruct the employee to return home or will assist the employee in contacting the Health Department for further guidance (See [Appendix 2](#)).
- Brief employees at start of their shift to remind them to disclose if: 1) they have knowingly been exposed to anyone with Covid-19, 2) they have symptoms of Covid-19 and 3) they had an above normal temperature at check-in.
- Recommend that all employees change clothes, to a fresh set or a work-provided uniform, upon arrival to work once they have signed in. Launder clothing for employees if possible.
- Encourage employees not to share desks, office supplies, computers, chairs, phones etc. When there is a shift change, the employee is responsible for wiping down their workstation, if appropriate, using alcohol-based sanitizing spray (62% alcohol or above).
- Require employees to wear face masks throughout their work shift and in interaction with patrons. Require employees to sanitize or wash their hands regularly throughout their shift (minimum of once an hour) and after the following interactions occur:
 - Handling/exchange of cash
 - Processing a credit card from a patron
 - Handling items from a patron
 - Touching common areas
 - Upon serving food and drinks

Cleaning Activities

- Require all cleaners to wear appropriate PPE while conducting their cleaning duties.
- Provide specific guidance on PPE for workers to wear for the following activities:
 - Cleaning: Face Mask, face shield, disposable apron
 - Disinfecting: Face Mask, face shield
 - Sanitizing: Face Mask
- Wash all laundry and reusable items in water at 60 °C or above.
- Wash all food service items (plates, cutlery, cups, glassware, serving trays etc.) in water at 80°C or above.
- Sanitize all public touchpoints on a rotating basis throughout the operating hours with each surface being cleaned at a minimum every two hours. This includes door handles, railings, desks, flat surfaces, elevator buttons, etc.
- Handle waste using tongs and bag waste properly. Empty garbage cans regularly to prevent overflow.
- Perform routine maintenance of air conditioning vents or filters to promote indoor air quality and limit exposure.
- Ensure safe removal and disposal of PPE using the safety disposal guidelines of the World Health Organisation (WHO).³⁶

Entrances/Common Areas

- Utilise automatic doors, keep doors open (if possible) or have doors manned by one person to mitigate excessive contact of one surface by multiple individuals.
- Mark the ground with 6 ft. of physical distance line spacing for queues and enforce physical distancing both inside and outside of an establishment.
- Erect hands-free sanitizing dispensers and/or hand wash stations at the entrance to the establishment (preference for contactless). If not hands-free, sanitize the dispenser continually throughout the day.
- Include signage in clear and visible areas throughout the property.

Reporting

- Report suspected cases or contact with Covid-19 positive persons in real-time to the local Ministry of Health & Wellness representative including the date and time, signs and symptoms observed, age and gender of the person(s) showing symptoms and the activities they engaged in. It is a requirement to report illness to the Ministry of Health & Wellness per the Public Health Act – Section 5 – Medical and First Aid Facilities³⁷. Reporting must occur within 2-3 hours of identifying a suspected case. Reporting should be made first to the

³⁶ WHO - https://www.who.int/docs/default-source/searo/bangladesh/2019-ncov/2-steps-to-take-off-ppe-and-gown-en.pdf?sfvrsn=cf0c30c4_2

³⁷ Public Health Act – Section 5 – Medical and First Aid Facilities – “Where there is suspicion or confirmation of any communicable disease or food-borne illness at a tourist establishment a report shall be made within 24-hours to the Medical Officer (Health)...”

local, parish public health facility and then to the national level. The full listing of all parish public health facilities and contact information see **Appendix 2**.

- Compile a full report at the property at a minimum on a weekly basis to review suspected contact and actions taken by the management team. Report information to the Ministry of Health & Wellness.
- Ensure all employees are familiar and know to report suspected cases or contact with Covid-19 positive persons to the following:
 - Parish Public Health Facilities (See **Appendix 2**)
 - <https://jamcovid19.moh.gov.jm/>
 - **1-888-ONE-LOVE (1-888-633-5683)**

Communications

- Make Jamaica Covid-19 safety protocols pamphlets available in hard copy or digital format to those who would like to see what is being done for health and safety. Share them in advance of arrival where possible.
- Erect signs at the entry points and key locations around the property detailing the procedures which are in place and what customers can expect and how they can comply. Include penalties for non-compliance e.g. removal.
- Erect signage indicating instructions for guests who do not feel well. Include the location of the medical facility or isolation room as well as the information for the onsite medical professional or Covid-19 SPP.

Guest Activities and Interactions

- Remind employees to greet guests with warmth and friendliness. Remember that guests are visiting to relax and enjoy the beauty and culture of Jamaica which includes the interaction with people.
- Instruct employees on how to remind guests of protocols with a smile in a polite and respectful manner if they make a request that is unallowable given the new protocols. Remember that everyone is learning together, and the rules are intended to protect all parties.
- Plan and configure activities (where possible) to be outdoors to allow for ventilation (games, fitness class, bars, dining etc.). Ensure maximum ventilation for indoor activities and venues.
- Encourage guests to bring and use their own reusable water bottles and consider selling them on property.
- Remind employees they can accept tips as offered if allowable by policy. Sanitize or wash hands after receiving.

Specific Protocols – Cruise Ship Ports

Entrance

- Sanitize the terminal prior to the arrival of each vessel. Consistently sanitize high touching/high trafficked areas while the ship is docked.
- Confirm evidence that each arriving tourist has completed the health questionnaire as required by the Government of Jamaica.
- Ensure each arriving tourist passes through a thermal scanner to check his/her temperature. Do not allow anyone with a temperature to continue entry procedures and revert to reporting procedures. Log and report any suspected illnesses to the local Ministry of Health & Wellness including dates and times, signs and symptoms observed, age and gender of the person(s) showing signs and symptoms and the activities that they engaged in.
- Install floor markers in areas where guests are required to be in line to maintain physical distancing.
- Design off-loading areas which allow for physical distancing to reduce overwhelming crowds waiting a long time for their tours at one central location.

Visitor Information

- Design new kiosks to have at least two windows to cut down on crowding by each window.
- Install plexiglass with speaking holes or intercom system to avoid persons speaking into each other's faces.
- Place tablets and/or touch screens with information on various attractions and activities in cases/ wooden frames. Wipes are to be provided for each person to sanitize the screens before use or Information Officers to wipe screens after each person, local worker or visitor uses them.
- Place TV monitors at the locations displaying attractions to eliminate the constant touching of brochures.
- Consider providing WiFi on all ports free of charge to cut down on persons using the tablets/touch screens.

Bathrooms

- Erect hand sanitizer stations at the entrance to the bathrooms.
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn off the water source for water fountain and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Sanitize bathrooms regularly (at a minimum every two hours).

Signage

The following notices are to be in at least English and if possible, Spanish.

Good Hygiene/Health Practices

- Maintain a distance of at least 2 metres/6 feet from persons who are coughing or sneezing.
- Frequently perform hand hygiene by washing hands thoroughly with soap and water or using a hand sanitizer if hands are not visibly soiled.
- Cover mouths and noses with a tissue when coughing or sneezing, and then discarding it in a garbage can.
- Avoid touching our faces unnecessarily.
- Eat a wide variety of fresh foods daily.
- Take regular physical exercise.
- Hydrate well and regularly.

Shops

Please see [Protocols for Shops](#) for more information.

Specific Protocols – Airports

Note: Airport health protocols will be governed by the Ministry of Health & Wellness and airport protocols will be operationalised by the Ministry of National Security through the Passport Immigration and Control Agency.

Appendix

Appendix

Appendix 1 – Travel Declaration by Visitors

Introduction:

This form is to be completed by visitors upon arrival at the accommodation. To prevent the spread of COVID-19 in our community and reduce the risk of exposure to our staff and visitors, we are conducting a simple screening questionnaire. Your participation is required to help us take precautionary measures to protect you and everyone on this premises. Thank you for your time.

Completed declaration forms will be stored for tracking purposes in digital or hand-copy format for no more than 120 days after visitor check-out. Completed logs are to be retained and made available to the Ministry of Health & Wellness and TPDCo upon request.

Identifying Information:

Name:	
NRIC/Passport No:	Nationality:
Temperature Reading at Arrival:	

Declaration Questions

1. Have you experienced symptoms of COVID-19?
2. Have you test positive for COVID-19?
3. Have you been in close contact with someone who has tested positive for COVID-19 in the past 14 days?
4. Have you been told by a healthcare professional or public health official to self-quarantine due to potential or suspected COVID-19 exposure?

By signing this document, I hereby declare that to the best of my knowledge I answer “No” to all the questions above.

Signature:

For children under 18, authorised parent or guardian signature:

Date: _____

Appendix 2 – Key Health & Diplomatic Contacts

Contact List for Parish Medical Officers of Health			
SERHA			
Name	Parish	Email	Telephone
Heather Reid-Jones	Kingston & St. Andrew	Hreidjones.ksahd@gmail.com	876-317-8998
Debbie Carrington		Dcarrington.ksahd@gmail.com	876-317-9566
Audré McIntosh		M.audre.ksahd@gmail.com	876-317-9563
Kimberley Myers		Myerskimberley.moh@gmail.com	876-317-9707
Aleiya Virgo-Herron		Avirgoherron@gmail.com	876-997-9287
Stephan Figueroa		Sfigueroa.ksahd@gmail.com	876-549-5228
D'Oyen Smith		St. Thomas	Doyenssmith@gmail.com
Dianne Jackson	Robyjack2005@yahoo.com		876-549-3158
Francia Prosper Chen	St. Catherine	Prosper.chen@gmail.com	876-317-9439
Pauline Weir		Weir.pauline@gmail.com	876-317-8990
Katherine Gordon-Robinson		Kejg.robinson@gmail.com	876-542-3618
Kemisha Shaw Kelly		Kemishashaw@yahoo.com	876-358-7473
Carissa Burgess		Carissacb16@gmail.com	876-313-5404
Gail Evering Kerr		Gailevering@gmail.com	876-383-0186
SRHA			
Tonia Dawkins-Beharie	St. Elizabeth	Stelizabethmoh@gmail.com	876-318-0349
Kara Malcom		Karaeyap@yahoo.com	876-386-1609
Nadine Williams	Manchester	Nadine.williams@srha.gov.jm	876-318-0476
Kimberley Scarlett Campbell	Clarendon	K_scarlett@yahoo.com Kimberly.campbell@srha.gov.jm	876-318-0940
NERHA			
Tamika Henry	St. Ann	Tamika.henry@nerha.gov.jm	876-829-4056
Sharon Lewis	Portland	Sharon.lewis@nerha.gov.jm	876-318-0086
Tamara Henry	St. Mary	Tamara.henry@nerha.gov.jm	876-318-0940
WRHA			
Diahann Dale	Trelawny	Diahannd@yahoo.com	876-829-4056
Kaushal Singh	Hanover	Kaushal_health@yahoo.co.uk	876-318-1197
Marcia Graham	Westmoreland	Marcia.graham@wrha.gov.jm	876-776-3987
Marcia Johnson-Campbell	St. James	Moh.stjames@gmail.com	876-318-1208
Tanique Bailey		Tanique.bailey@yahoo.com	876-771-0758
Francine Phillips Kelly		Stjhs4work@gmail.com	876-770-8143

Other Contacts	
Government of Jamaica	
Name (click for website)	Contact
Jamaica Tourist Board	https://www.visitjamaica.com/contact-us/
Ministry of Health (General)	888-ONE-LOVE, 876-542-5998
Passport, Immigration & Citizen Services (PICA)	info@pica.gov.jm
Ministry of Foreign Affairs	https://mfaft.gov.jm/jm/contact-us/
Tourism Development Co. Ltd. (TPDCo)	https://www.tpdco.org/contact-us/
Embassies	
British High Commission	876-936-0700
High Commission of Canada	876-926-1500
Embassy of Spain	876-926-7734
United States Embassy	876-702-6000
Full Listing of Other Embassies	

References

References

Sources Consulted

Public Entities

- American Heart Association
- Antigua Barbuda Hotels and Tourism Association
- Bureau of Standards - Jamaica
- European Union
- Government of Australia
- Government of Greece
- Government of Hong Kong
- Government of Jamaica
- Government of Miami Beach
- Government of Orange County
- Government of Saint Lucia
- Government of Spain
- Hong Kong Coronavirus Response
- Institute for Spanish Tourist Quality
- Inter-American Development Bank
- Jamaica Labour Union Representatives
- Los Angeles County
- Mexico Tourism Board
- Ministry of Health and Wellness – Jamaica
- National Restaurant Association
- Puerto Rico Hotel and Tourism Association
- Puerto Rico Tourism Company
- Tourism Product Development Company Ltd
- Singapore Covid-19 Clean Campaign
- US Centers for Disease Control and Prevention
- US Fire Marshall
- US Food and Drug Administration
- World Bank Group
- World Health Organization
- UN World Tourism Organization
- World Travel & Tourism Council

Note: Several other countries were included in a benchmarking analysis.

Private Entities

- Bonvoy by Marriott
- Delta Airlines
- Equinox
- The Gap
- The Harris Poll
- Hong Kong Black Sheep Restaurant
- Kohl's
- Lonely Planet
- Macy's
- Matador Network
- McDonald's Restaurants
- Rent the Runway
- Sandals Resort International
- The Shoppes of Rose Hall
- Spartan Gym
- SoulCycle
- Uber
- Universal Studios
- Walt Disney Company
- Wynn Properties

Note: Several other private sector entities were informally consulted.

Articles

Topics	Article Title and Link
Tests	<ul style="list-style-type: none"> • It can still be hard to get a coronavirus test -- and that's not the only problem • Let's Get Real About Coronavirus Tests • Iceland set to open to tourists in June with COVID-19 tests upon arrival • Coronavirus (COVID-19) Update: FDA Authorizes First Antigen Test to Help in the Rapid Detection of the Virus that Causes COVID-19 in Patients
Travelling	<ul style="list-style-type: none"> • The nine rules for tourists, flights and hotels in Greece • Safe Travels: Global Protocols for the New Normal
Hotels	<ul style="list-style-type: none"> • Marriot International on Cleaning Protocols • Courtleigh Jamaica Outlines Enhanced Sanitation Protocols • Portugal Clean and Safe Campaign
Attractions	<ul style="list-style-type: none"> • Disneyland Health and Hygiene • Disneyland Shanghai Glimpse of the Future State • LA County Reopening Beaches
Surveys	<ul style="list-style-type: none"> • Covid-19 Caribbean Tourism Impact and Outlook Survey
Guidelines for Cleaning	<ul style="list-style-type: none"> • CDC-Disinfecting Your Facility • CDC- Cleaning and Disinfection for Community Facilities
Restaurants	<ul style="list-style-type: none"> • McDonalds Restaurant Reopening • McDonalds Franchise Reopening Dining Rooms

Guidelines

Guidelines	Link
THE PUBLIC HEALTH (TOURIST ESTABLISHMENTS) REGULATIONS, 2000	http://extwprlegs1.fao.org/docs/pdf/jam88182.pdf
The Occupational Safety and Health Act 2017	https://japarliament.gov.jm/attachments/article/339/The%20Occupational%20Safety%20and%20Health%20Act,%202017%20(2).pdf
Tourism Board Act	https://www.jtbonline.org/wp-content/uploads/The-Tourist-Board-Act.pdf
World Health Organisation (WHO)	https://www.who.int/emergencies/diseases/novel-coronavirus-2019
Ministry of Health & Wellness (MoHW) Guidelines	https://www.moh.gov.jm/covid-19-resources-and-protocols/
Ministry of Health “Interim Guide for Covid-19 Recommendations for Infection Prevention and Control for Employers”	https://www.moh.gov.jm/wp-content/uploads/2020/03/Interim-Guidance-For-Covid-19-Recommendations-For-Employers.pdf
U.S. Food and Drug Administration (FDA)	https://www.fda.gov/emergency-preparedness-and-response/counterterrorism-and-emerging-threats/coronavirus-disease-2019-covid-19
US Centers for Disease Control and Prevention (CDC)	https://www.cdc.gov/coronavirus/2019-ncov/index.html
Hazard Analysis Critical Control Point (HACCP)	https://www.fda.gov/food/hazard-analysis-critical-control-point-haccp/haccp-principles-application-guidelines
ServSafe – National Restaurant Association	https://www.servsafe.com/ss/regulatory/default.aspx
Bureau of Standards Jamaica (BSJ) -Pool Standards	https://tsapps.nist.gov/notifyus/docs/wto_country/JAM/full_text/pdf/JAM53(english).pdf
WTTC Safe Travels Global Protocols	https://wttc.org/COVID-19/Safe-Travels-Global-Protocols-Stamp

RESILIENCE

