

## INTRODUCTION

This document has been created for the food and beverage service industry (restaurants, cafes, dining areas, bars) to provide current information on the COVID-19 disease and guidelines that assist in limiting its spread within the population. The advice is built on present global scientific data and expertise opinions. This material is subject to change as active global research is ongoing and The Government of The Virgin Islands is committed to providing up-to-date information on the new coronavirus (SARS-CoV-2 virus) and the disease it causes, COVID-19.

## GENERAL

1. The British Virgin Islands' COVID-19 hotline is 1 (284) 852-7650.
2. Be informed and stay updated about the COVID-19 disease and its impact locally, regionally and globally.
3. Work with local health authorities in combating the spread of the disease. Source up-to-date, credible information via the Government of The Virgin Islands website (<https://gov.vg/covid-19>), Caribbean Public Health Agency (CARPHA) website ([www.CARPHA.org](http://www.CARPHA.org)), Center of Disease Control (CDC) website (<https://bit.ly/3iAdQVY> or World Health Organization (W.H.O) website (<https://bit.ly/3d3S4Zy>)
4. Encourage employees to stay at home or return home if they are sick and experiencing signs or symptoms of COVID-19 to avoid the chance of infecting other people on the property:
  - Clinically extremely vulnerable individuals should be strongly advised not to work outside the home.
  - Clinically vulnerable individuals, who are at higher risk of severe illness, should take extra care in observing social distancing and should be given the necessary assistance to work from home, either in their current role or in an alternative role.
  - If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to stay 6 feet away from others. If they must spend time within

## GENERAL (CONT'D)

6 feet of others, carefully assess whether this involves an acceptable level of risk. As for any workplace risk, consider specific duties to those with protected characteristics, such as, expectant mothers. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.

**5.** Inform the manager if there is a sick family member at home with COVID-19. When necessary, employees must self-isolate for the required amount of time from the onset of symptoms to be symptom-free for a minimum of three days without medication.

**6.** All staff shall report promptly to the manager or local health authority of any suspected COVID-19 cases on property.

**7.** Provide educational material to staff relating to the virus and the COVID-19 disease to assist with:

- recognising associated signs and symptoms
- how the disease is transmitted
- safe handling of any potential exposure to the disease
- the difference between cleaning and disinfecting
- the types of surfaces and length of time the disease can survive on surfaces et cetera.

**8.** All employees shall be trained in the relevant COVID-19 safety protocols

**9.** Employees shall adhere to all new procedures related to COVID-19 such as:

- Cleaning and disinfecting of high-touch surfaces
- Reporting guests or staff with symptoms and exposure history compatible with COVID-19 and social distancing measures.

**10.** Employees shall be informed about and trained in the necessary steps of reporting guests or other staff who may have symptoms and exposure history compatible with COVID-19 to the

## VISITORS PROTOCOL: WHAT OUR VISITORS COMMIT TO BEFORE ARRIVAL IN BVI

## GENERAL GUIDANCE ON HYGIENE, PPE, SANITATION AND SOCIAL DISTANCING:

relevant health authorities.

11. Staff must always have access to the necessary personal protective equipment (PPE) for use.

### Legal

1. Public Health Licence to operate must be conspicuously displayed on the property.
2. COVID-19 Compliance Certificate must be prominently displayed by all persons/entities required to have one.
3. The property should be in good repair with floors, walls, ceiling and roofs intact. The building should be bat and insect proof.
4. Ventilation should be adequate throughout the property whether natural, mechanical or air conditioning is used. Windows used for ventilations should be able to open and equipped with fine mesh screens. Air conditioning systems should be well maintained and in working order and cleaned/disinfected at the prescribed intervals.
5. Approved Environmental Health Department disinfectants, sanitisers and PPE should be used.

## CLEANING

Designated Covid-19 Health & Safety Staff:

Each operating business and/or premises should designate a COVID-19 Health and Safety Officer (COVID-19 Officer).

The COVID-19 Officer is responsible for implementation of COVID-19 protocols, and any issues related thereto.

- 1. Develop, maintain and implement:**
  - a.** Standard hygiene and sanitising procedures (including schedules / logbooks as needed)
  - b.** Special area cleaning procedures – as required
  - c.** Capacity limits and controls
  - d.** Physical distancing plans
  - e.** Guest/visitor/passenger/client (GVPCs) procedures
  - f.** Staff procedures
  - g.** PPE standards for staff
  - h.** PPE standards for guests and clients
  - i.** Procedures for staff with symptoms, and /or suspected COVID-19
  - j.** Procedures for Guests and clients with symptoms, and /or suspected COVID-19
  - k.** Monitoring the implementation of the protocols and the effectiveness of the measures undertaken
- 2.** Monitoring overall compliance, identifying and correcting gaps, and adapting the plan to practical experience
- 3.** Monitoring compliance with correct PPE usage – observing, CCTV, spot checks etc.
- 4.** Maintain staff and guest/client/visitor/passenger health records
- 5.** Maintain and checks logs of cleaning activities
- 6.** Maintain and manage stock and use of PPE
- 7.** Oversight of all staff and guest training and information provision
- 8.** Independent Third-Party Hygiene Audits – as required

## 9. Independent Third-Party decontamination cleans – as required

### OVERSIGHT

The COVID-19 Officer must keep in touch with the Ministry of Health, the Environmental Health Department and BVI Tourist Board in order to keep abreast of any latest developments with respect to recommendations and guidelines for travel, tourism and hospitality operations during the COVID-19 pandemic.

#### **A. Scheduled Regulation**

The BVI Tourist Board will schedule inspections to ensure adherence to the current protocols. Electronic notice will be sent to the email address provided by the Travel or Tourism Business giving at least three working days before the scheduled inspection. Rescheduling of inspections will be at the discretion of the Director of Tourism or his/her designate.

#### **B. Unscheduled Regulation**

Unscheduled spot inspections will be conducted by the Government of the Virgin Islands Social Distancing Taskforce in accordance with the relevant Statutory Instruments governing its existence.

#### **C. Ramifications of Non-Compliance**

Non-Compliance with Protocols will result in the business being fined in accordance with the ...

**Will be shared upon Cabinet Approval**

**VISITORS  
PROTOCOL:**  
WHAT OUR  
VISITORS COMMIT  
TO BEFORE  
ARRIVAL IN BVI

## GENERAL GUIDANCE ON HYGIENE, PPE, SANITATION AND SOCIAL DISTANCING

### EXAMPLES OF HIGH-TOUCH SURFACES IN PUBLIC SPACES

1. No-touch garbage containers must be available throughout the public areas of the lodging facility (front office, pool area, halls, etc.)
2. High-touch surfaces, tools and equipment must be disinfected at least three times per day

Front desk check-in counters	Credit card machines
Elevators and their button panels	All seating areas
Door handles	Tables and Booths
Public restrooms (guests and employees)	Shared tools and equipment
Hand sanitiser with the pump	Public sink faucets

3. Ensure that adequate signage is placed in public spaces, rooms, suites, villas to inform about protocols and give reminders and guidelines on required behaviour, general etiquette and activity for the safety of all.
4. Handwashing with soap and water is the preferable method of hand hygiene. Alcohol-based hand sanitizer should be provided when handwashing facilities are inconvenient. Either should be available throughout the accommodation's public areas (halls, elevators, etc.)
5. Hand wash stations and restroom sinks must always be equipped with the necessary sanitary supplies such as:
  - Running water.
  - Liquid (or foam) soap. Touch-less automatic soap dispenser,

## GENERAL GUIDANCE ON HYGIENE, PPE, SANITATION AND SOCIAL DISTANCING (CONT'D)

where possible. Antibacterial soap is not required.

- Disposable paper towel.
- An appropriate waste receptacle.

**6.** Provide a clear, step by step signage for hand washing at hand wash stations as well as in guests and employee restrooms. The signage should indicate the following:

- Wet your hands with clean, running water (warm or cold), turn off the tap and apply soap.
- Lather your hands by rubbing them together vigorously with the soap. Lather the back of the hands, between the fingers, thumbs, up to the wrists and under your nails.
- Scrub your hands for at least 20 seconds. The “Happy Birthday” song from beginning to end twice can assist with timing.
- Rinse your hands well under clean, running water.
- Completely dry your hands using a clean paper towel or touchless air-dryer. Turn off the faucet and open the restroom door, where applicable, with the used paper towel and safely dispose in an appropriate waste receptacle.

**7.** Ensure sanitary supplies are easily accessible to staff and always stocked.

**8.** Hand Sanitiser Guidelines:

- Use a liberal amount of hand sanitiser with at least 60% alcohol content and rub vigorously all over the hands. As with the hand-washing procedure, focus on the back of the hands, between the fingers, thumbs, up to the wrists and under your nails.
- Touchless hand sanitiser dispensers are recommended, where possible.
- Ensure that hands are washed with soap and water as soon as possible.

**9.** Refrain from hand to face contact.

- Avoid touching the eyes, nose or mouth with uncleaned hands.
- Hands shall be cleaned before eating, drinking, touching the face, an employee shift and whenever deemed necessary.



## GENERAL GUIDANCE ON HYGIENE, PPE, SANITATION AND SOCIAL DISTANCING (CONT'D)

- Hands shall be cleaned after using the restroom, sneezing or coughing into the hands, cleaning, touching the face, eating, drinking, smoking, accepting items from guest (such as cash, credit card, keys/key cards, I.D), taking a break, and through an employee shift and whenever deemed necessary.
- Gloves shall be used for additional protection and sanitation efforts, where necessary.

**10.** All staff must be trained in the safe handling (wearing and removing) of PPE.

**11.** Employees must be trained in the proper handling and removal of gloves to avoid cross-contamination and limit spreading the virus to themselves, other people or other surfaces.

**12.** Proper hand hygiene must be encouraged prior to and after use of gloves.

**13.** Employees must wear a disposable facemask, gown, and gloves when they touch or have contact with an infected person's bodily fluids (blood) and/or secretions (sweat, saliva, sputum, nasal mucus, vomit, urine, or diarrhea).

**14.** Safely dispose of used PPE by bagging into a 'biohazard' bag or a non-absorbent, leak resistant bag into the appropriate waste receptacle. The bag must be clearly labelled.

**15.** Hands shall be washed thoroughly after PPE removal, following the necessary guidelines on handwashing, afterwards.

**16.** Encourage staff to implement personal hygiene activities that limit the spread of COVID-19 or other communicable diseases, such as influenza or the common cold.

**17.** Employees and guests should cough or sneeze into the elbow crease or cover the mouth with a disposable paper towel.



## GENERAL GUIDANCE ON HYGIENE, PPE, SANITATION AND SOCIAL DISTANCING (CONT'D)

Immediately dispose of the soiled paper towel into an appropriate trash receptacle and wash hands properly.

**18.** Ensure guests (single person or groups of people) are standing at least 6 feet away from other guests not traveling with them, including where guests and staff frequently interact.

- These areas must be accurately measured and distinctly marked to be in compliance with the social distancing advice.
- A one-way guest flow highlighting entrances and exits is encouraged.
- At all public seating areas, the furniture must be rearranged to encourage physical distancing.
- Public spaces include, but are not limited to, lobby, restaurants, bars, meeting and convention rooms.
- Seating rearrangements at pools and beaches shall also follow the 6 feet-distance protocol.

**19.** During this time where mask usage is recommended, reminders must be in place at highly trafficked areas. At minimum, the signage will be about the wearing of them while in high risk areas. Other helpful signs can include the proper way to wear, handle and dispose of masks.

**20.** Staff uniforms, linens and all other materials must be laundered with detergent and hot water of at least (58 C)

**21.** Cloths, mops and all other equipment should not be reused before being properly cleaned and sanitised.

**22.** Use disposable cleaning materials as much as possible.

## FRONT DESK OR MAITRE D'

This area requires effort to decrease face to face interaction and allow for enough social distancing between guests and staff including:

**1.** Hand wash station or alcohol-based hand sanitizer must be positioned at all entrances and exits of the restaurant, café, dining area, bar.

## FRONT DESK OR MAITRE D' (CONT'D)

2. Ensure that the correct physical barriers (such as plexiglass) and appropriate PPE (face shields) for any area where staff must speak to the guest face to face for extended periods
3. Use markers six (6) feet apart to show guests where to stand while queuing
4. Reception and Maitre d' staff should have the most relevant emergency numbers including the Health Department, the Hospital, Fire and Rescue/Police/Emergency, Environmental Health and the BVI Tourist Board
5. Encourage your guests to pay without cash and ensure that your staff have written procedures that they understand for all transactions.
6. High-touch surfaces, tools and equipment (desks, tables, chairs, knobs, bell carts, door handles, credit card machines, etc.) must be disinfected at least three times per day

## PUBLIC RESTROOMS

1. Consider ways to set up restroom doors so they can be opened in a way that avoids touching but preserves privacy.
2. No-touch garbage containers are available
3. Restrooms are equipped with liquid hand soap and disposable towels

## KITCHEN AND BAR AREAS

1. All kitchens and bars must have proper handwashing facilities with hot and cold water under pressure. They should also have appropriate soap and paper towel near the sink.
2. Wall mounted detergent dispensers and sanitizing dispensers should be placed at strategic locations.

## KITCHEN AND BAR AREAS (CONT'D)

3. Staff working should maintain adequate social distancing.
4. Dishes and utensils must be properly washed, rinsed and sanitized. Dishwashing machines must reach sanitizing temperatures or must use appropriate chemical sanitizers that are monitored by test strip usage.
5. Signage should be placed to remind staff to use PPEs, wash their hands often, sanitise and practice social distancing
6. All Staff should wear appropriate PPE
7. When seating is available at bars, it must be placed at a minimum (six) 6 feet apart.
8. Established personal hygiene practices must be heightened in all areas and more frequent cleaning and disinfecting of frequently touched areas.
9. Disinfect room service carts after each use
10. Safe cooking and drinking water must be available in adequate supply
11. A thermometer should be placed in each refrigerator that shows temperatures of 41 F or below
12. Hands must be washed and sanitised before and while preparing meals
13. Clean utensils must be stored appropriately to avoid contamination
14. All food handlers certified through the Environmental Health Department

## RESTAURANTS, CAFES, DINING AREAS AND BARS

1. Sanitiser dispensers should be placed at strategic locations.
2. Staff should be mandated to wash their hands/sanitise frequently; after attending to each customer or handling used dishes and utensils etc.
3. Social distancing protocols must be enforced to ensure physical distancing of tables. Guests who are not staying in the same room/suite/villa or who are not in a familial group must be seated at minimum of 6 feet apart.
4. Room numbers and assigned tables of guests must be recorded along with the person who served the guest in the restaurant/dining area.
5. Food and non-food contact surfaces must be cleaned and sanitized after each use.
6. Menus should be provided on request and should be sanitised after use by each guest. Paper menus are designed for single use and are to be disposed of immediately following use.
7. The buffet areas must be protected by sneeze guards and servers must wear task specific PPEs.
8. Cutlery must not be left exposed on tables.
9. Remove all shared condiments from all table settings and use single use options.
10. Cutlery must be wrapped, placed in bin and provided to guest upon request at dining.

## RESTAURANTS, CAFES, DINING AREAS AND BARS

(CONT'D)

11. Glassware should be turned down on table or covered.
12. Stored cutlery/wares must be washed and sanitised immediately before use.
13. Guests entering restaurants must be properly attired.
14. Guest(s) exhibiting symptoms related to COVID-19 must be provided with room service. Such guests are not allowed in restaurants and dining areas. Disposable implements are encouraged for room service.

## ACTIVITIES, BANQUETS AND OTHER EVENTS

1. Conventions and large meetings (over twenty (20) persons) are not permitted at this time and should observe social distancing.
2. Staff and other in-house meetings should be held with no more than ten (10) persons at a time and adhere to social distancing.

## STAFF HYGIENE AND BACK OF HOUSE

1. Staff should attend all COVID-19 related training organized by the BVI Tourist Board/HLSCC
2. Staff must have body temperature measured and recorded at least once daily.
3. Staff must sanitise or wash hands with soap and correctly wear masks before entering the hotel/accommodation establishment, before signing on and off from shifts. Shift sign-on must use social distancing for queueing
4. Staff workstations and desks in office areas should be six (6) feet apart

## STAFF HYGIENE AND BACK OF HOUSE (CONT'D)

5. All food-handling staff must wear gloves and masks to perform assigned tasks. Reusable masks must be washed with soap before reuse.
6. Guidelines on the proper use of masks, sanitisation and personal hygiene shall be posted in staff areas and general areas.
7. Staff training must explain that high risk behaviours such as hand shaking, hugging etc), should be avoided and social etiquette should be observed if sneezing or coughing
8. All staff must have a medical certificate advising on their capacity for resuming work.
9. If staff have shown respiratory symptoms, they must remain at home until certified by a Medical Doctor to return.
10. If staff have locker room facilities or other areas where they store personal possessions, they should allow for social distancing and proper hygienic behaviour.
11. Ensure that all staff areas have adequate signage and hand sanitation facilities.
12. Wherever staff must queue or wait, social distancing and sanitisation should be adhered to.

## VENDORS AND DELIVERIES

1. During vendor deliveries, both persons bringing in supplies and receiving staff must wear PPE, sanitise and maintain social distancing. Suppliers should remain in their vehicles as far as possible.
2. Set up an area for vegetables and fruit to be washed and sanitised on receipt and before use.



## VENDORS AND DELIVERIES (CONT'D)

3. Suppliers should be issued written instructions on the procedures for delivery to the property.

4. Schedule deliveries to ensure that staff deal with one supplier at a time as far as possible.

## SOLID WASTE MANAGEMENT

1. Tightly fitted garbage bins and replaceable bags/liners should be used throughout the property.

2. Secure bins that use sensors or foot pedals to minimise hand contact.

3. A comprehensive solid waste management plan should be developed and submitted to the Environmental Health Department.