

## INTRODUCTION

This document has been created for all land activities including land/water activities like going to beaches, 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

## GENERAL (CONT'D)

6 feet away from others. If they must spend time within 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 that include frequent guest contact such as, but not limited to:

**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.

**GENERAL**  
(CONT'D)

- 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 relevant health authorities.
  
- 11.** If a suspected COVID-19 case is identified, follow the safety protocols established for safe quarantine. Basic cleaning and disinfecting agents will suffice in killing the virus and other pathogenic microorganisms.
  
- 12.** Staff must always have access to the necessary personal protective equipment (PPE) for use.
  
- 13.** Maintain records that will assist in tracing who has been in contact with any confirmed COVID-19 case on your property. Review and implement record keeping processes of guests and staff movements. Keep these records for a minimum of 90 days. Records such as guest registration, staff work assignments, document key control procedures such as security camera closed circuit tapes or electronic lock records.

**DESIGNATED  
COVID-19  
HEALTH &  
SAFETY STAFF**

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

In a small business the owner or manager will take on the role of overseeing COVID-19 protocols, while in medium businesses it will be an additional formal role taken on by a manager, and large businesses should consider appointing a dedicated officer.

In medium and large businesses, the choice could be made to appoint multiple COVID-19 team leaders so that one is designated in each large department or business unit.

## COVID-19 OFFICER & TEAM RESPONSIBILITIES

This cross- functional team will report to the COVID-19 Officer on 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) per area/facility/vehicle category etc.
  - 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 GVPCs
  - i.** Procedures for staff with symptoms, and /or suspected COVID-19
  - j.** Procedures for GVPCs with symptoms, and /or suspected COVID-19
- 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

## COVID-19 OFFICER & TEAM RESPONSIBILITIES (CONT'D)

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.

## OVERSIGHT

### 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.

## UNDERSTANDING BUSINESS RISKS AND RISK MANAGEMENT

Tourism Businesses must seek to reduce risk to the lowest reasonably practicable level by taking preventative measures.

Employers:

1. Have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures; and
2. Must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected.
3. Must pay attention to employees who are at risk / vulnerable to COVID-19.
4. Must establish procedure for daily temperature screening of staff.

## UNDERSTANDING BUSINESS RISKS AND RISK MANAGEMENT (CONT'D)

5. Must submit daily report to the Epidemiology Unit on health status and staff.
6. Should complete a COVID-19 risk management plan before requesting an inspection to approve their operation; This plan must be submitted to the BVI Tourist Board for review and appraisal prior to opening. The plan must include detailed measures to be implemented in order to address all areas of operation thereby mitigating the spread of COVID-19 among guests and staff, taking into consideration but not limited to the following:
  - a. The risk management plan must establish details for social distancing and use of PPEs for all appropriate areas including but not limited to grounds, office areas, reception, concierge, kitchen and restaurants, dining areas, bars, housekeeping, use of pool and pool decks, water sports, gyms, etc. as well as transportation of staff to and from work.
  - b. The risk management plan must be adaptable.
  - c. The risk management plan must continuously be integrated into staff orientation and briefing.
  - d. The risk management plan should limit face to face interactions between guest and staff as much as possible by encouraging the use of various technologies.
  - e. The risk management plan must take into consideration guests from areas which are considered high risk for COVID-19 and a system for checking on guest welfare.
  - f. The risk management plan should outline procedures for handling the management of potentially contaminated linen and clothing items.
  - g. The risk management plan should outline procedures for solid waste management including biomedical waste.
  - h. The risk management plan must make provisions for more frequent cleaning and sanitizing of equipment used in the handling and dispensing of foods.

## LAND ACTIVITIES PROTOCOLS

Exploring BVILOVE through land activities and excursions should be done with same care and consideration for health and safety for yourself and others to avoid the spread of the Corona Virus. Fortunately, the diversity in BVILOVE product offerings are ideal for

maintaining social distances while indulging in paradise.

There is no question that this is a fluid and evolving situation. The experiences of other countries have shown that more stringent measures may be employed by the government to restrict the use of public spaces and private facilities.

## PUBLIC INFORMATION AND EDUCATION

### Public Information and Education

Effective public communications about physical distancing and other guidance or regulations are critical responsibilities. This applies to internal and external communications to the public and staff.

- Signage in common public use areas is suggested.
- If play or other equipment is closed for public use, effective signage should be in place and inspected regularly to ensure effective communication.
- It should also be noted that all members of the public may not be able to read signs, so redundant forms of communicating intent should be in place. Reinforcing all messaging online, through social media and on websites is also recommended.
- For example:



## RECOMMENDATIONS FOR SCHEDULING AND COORDINATING GROUPS.

- Scheduled excursions and activities. Groups should be limited to guests traveling or booking together. Suggest 6-10 guests to every one instructor or guide depending on activity and adequate spacing for social distancing.
- Notify guests of your Covid health safety protocols when booking. Confirm guests have received and are familiar with safety requirements.
- Make regular announcements and reminders at the start, during and end of the activity. Be vigilant on observing protocols for the duration of activities.

### Recommendations for Trail Users on Observing Physical Distancing Minimums

Specific recommendations for advising the public to keep safe physical distancing when in parks or on trails.

- Follow personal hygiene best practices prior to heading to trails — wash hands, carry hand sanitizer, do not use trails if you have symptoms, cover your mouth and nose when coughing or sneezing, etc.
- Always observe minimum recommended physical distancing of six feet from other people. Practice it and know what it looks like. Keep it as you walk, bike or hike.
- Warn other trail users of your presence and as you pass, allow proper distance and step off trails to allow others to pass, keeping minimum recommended distances at all times. Signal your presence with your voice, bell or horn.
- Note that trail and park users may find public restrooms closed — be prepared before you leave and time outings so that you are not dependent on public restrooms.
- Bring water or drinks — public drinking fountains may be disabled and should not be used, even if operable.
- Bring a suitable trash bag. Leave no trash, take everything out to protect sanitation workers.
- Adequate Supplies
  - > Support everyday protective measures by providing adequate supplies, including soap and water, paper towels, tissues, dispensers, no-touch (preferably covered) trash cans, masks (as feasible), and hand sanitizer containing at least 60% alcohol.

**RECOMMENDATIONS  
FOR SCHEDULING  
AND COORDINATING  
GROUPS.**  
*(CONT'D)*

• Signs and Messages

- > Post signs, in highly visible locations (such as parking lots and restrooms), to promote everyday protective measures and describe how to slow the spread of the virus (such as by staying home, maintaining social distancing, and properly wearing a mask).
- > Broadcast regular announcements on slowing the spread of the virus on PA systems or by megaphone.
- > Include messages (for example, videos) about behaviors that prevent the spread of virus when communicating with beach visitors (such as on websites, in emails, and on social media).
- > Find free CDC print and digital resources in a variety of languages in CDC's communications resources hub.

**Maintaining Healthy Environments**

Recreation managers may consider the following strategies to maintain healthy environments.

• Cleaning and Disinfection

- > Clean and disinfect frequently touched surfaces (such as handrails, water slides, door handles, and bathroom faucets) at least daily and shared objects (such as lounge chairs, umbrellas, life jackets, oars, kayaks, wake boards, surf boards, paddle boards, and swim fins) between users. Use disinfectants from EPA's List N: Disinfectants for Use Against SARS-CoV-2 [external icon](#). Consult with the manufacturers to decide which EPA-approved disinfectants are best for equipment.
- > Set up a system so that shared objects (such as lounge chairs, umbrellas, life jackets, oars, kayaks, wake boards, surf boards, paddle boards, and swim fins) that need to be cleaned and disinfected are kept separate from already cleaned and disinfected objects.
- > Label containers for used equipment (such as life jackets and wetsuits) that has not yet been cleaned and disinfected and containers for cleaned and disinfected equipment.
- > Launder towels and clothing according to the manufacturer's instructions. Use the warmest appropriate water temperature and dry items completely.
- > Ensure safe and correct use and storage of cleaning and

**RECOMMENDATIONS  
FOR SCHEDULING  
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GROUPS.  
(CONT'D)**

disinfection products, including storing them securely away from children.

• Shared Objects

> Discourage staff and beach visitors from sharing items that are difficult to clean, sanitize, or disinfect or that are meant to come in contact with the face (such as goggles, nose clips, and snorkels).

> Discourage staff and beach visitors from sharing items such as food, equipment, toys, and supplies with those they do not live with.

> Ensure adequate equipment for beach visitors (such as life jackets) to minimize sharing or limit use of equipment to one group of users at a time and clean and disinfect between users.

• Physical Barriers and Guides

> Provide physical cues or guides (such as lounge chairs, umbrellas, or highly-visible stakes in the sand) and visual cues (such as signs or tape on floors or sidewalks) to encourage staff and beach visitors to stay at least 6 feet away, in and out of the water, from people they do not live with.

• Communal Spaces

> Stagger use of communal spaces (such as limiting the number of people in the water and breakroom) and clean and disinfect frequently touched surfaces at least daily and shared objects between users.

**LIFEGUARDS  
AND WATER  
SAFETY**

Ensure that lifeguards who are actively lifeguarding are not also expected to monitor handwashing, use of masks, or social distancing of others.



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## REGULATORY AWARENESS

Operate and manage the beach in accordance with health protocols and regulatory laws.

Observing gathering requirements or recommendations to determine if events, such as open-water swim and other sports competitions, swim lessons, and beach parties can be held.

### Gatherings

Limit gatherings (both in and out of the water) if social distancing cannot be maintained.

Stagger arrival and departure times to help maintain social distancing, if planned gatherings must be conducted.

### Staggered or Rotated Shifts

Stagger or rotate shifts to limit the number of staff present in the swim area at the same time but be sure to meet health and safety standards.

