

INTRODUCTION

This document has been created for Retail and Rental Businesses and General Office 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), 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:
 - a.** Clinically extremely vulnerable individuals should be strongly advised not to work outside the home.
 - b.** 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.
 - c.** 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 6 feet

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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:
 - a.** recognising associated signs and symptoms
 - b.** how the disease is transmitted
 - c.** safe handling of any potential exposure to the disease
 - d.** the difference between cleaning and disinfecting
 - e.** the types of surfaces and length of time the disease can survive on surfaces etc.
- 8.** All 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.
- 9.** Employees shall adhere to all new procedures related to COVID-19 such as:
- 10.** Staff must always have access to the necessary personal protective equipment (PPE) for use.

LEGAL

1. Public Health License 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.

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

**DESIGNATED
COVID-19
HEALTH &
SAFETY STAFF**
(CONT'D)

- 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

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.

OVERSIGHT (CONT'D)

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.

General Guidance on Hygiene, PPE, Sanitation and Social Distancing:

1. No-touch garbage containers must be available throughout the public areas of the facility
2. High-touch surfaces, tools and equipment must be disinfected at least three times per day

Examples of high-touch surfaces in public spaces:

Front desk check-in counters	All seating areas and side and coffee tables
Elevators and their button panels	Merchandise and displays
Door handles	Shared tools and equipment
Public restrooms (guests and employees) Ice/Vending machines	Credit card machines
Hand sanitiser with the pump	

3. Ensure that adequate signage is placed in the facility to inform about protocols and give reminders and guidelines on required behaviour, general etiquette and activity for the safety of all.
4. Entry and Exit points should have either handwashing or sanitising facilities.
5. Handwashing with soap and water is the preferable method of hand hygiene. Alcohol-based hand sanitizer should be provided when handwashing facilities are inconvenient.

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

6. Hand wash stations and restroom sinks must always be equipped with the necessary sanitary supplies such as:

- a. Running water.
- b. Liquid (or foam) soap. Touch-less automatic soap dispenser, where possible. Antibacterial soap is not required.
- c. Disposable paper towel.
- d. An appropriate waste receptacle.

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

- a. Wet your hands with clean, running water (warm or cold), turn off the tap and apply soap.
- b. 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.
- c. Scrub your hands for at least 20 seconds. The “Happy Birthday” song from beginning to end twice can assist with timing.
- d. Rinse your hands well under clean, running water.
- e. Completely dry your hands using a clean paper towel or touch-less 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.

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

9. Hand Sanitiser Guidelines:

- a. 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.
- b. Touchless hand sanitiser dispensers are recommended, where possible.

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

- c. Ensure that hands are washed with soap and water as soon as possible.
- 10.** Refrain from hand to face contact.
- a. Avoid touching the eyes, nose or mouth with uncleaned hands.
 - b. Hands shall be cleaned before eating, drinking, touching the face, an employee shift and whenever deemed necessary.
 - c. 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.
 - d. Gloves shall be used for additional protection and sanitation efforts, where necessary.
- 11.** All staff must be trained in the safe handling (wearing and removing) of PPE.
- 12.** 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.
- 13.** Proper hand hygiene must be encouraged prior to and after use of gloves.
- 14.** Hands shall be washed thoroughly after PPE removal, following the necessary guidelines on handwashing, afterwards.
- 15.** 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.
- 16.** Employees and guests should cough or sneeze into the elbow crease or cover the mouth with a disposable paper towel. Immediately dispose of the soiled paper towel into an appropriate trash receptacle and wash hands properly.

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

17. 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.
18. Staff uniforms, linens and all other materials must be laundered with detergent and hot water of at least (58 C)
19. Cloths, mops and all other equipment should not be reused before being properly cleaned and sanitised.
20. Use disposable cleaning materials as much as possible.

**EMPLOYEE
PROTECTIVE
MEASURES AND
TRAINING**

1. Update and implement new sanitation rules and regulations for all employees
2. Enforce 'no touching unless necessary for treatment' policy and 'treatment touching only with PPE' policy
3. Ensure staff members change masks and gloves regularly
4. Mandatory use of hand sanitizer at reception before entering
5. Staff members must always be aware and set an example of social distancing to clients
6. It is compulsory that ALL staff members sign the attendance register on entering and leaving the salon or spa for daily tracking.
7. Provide trainings on cleaning, disinfecting, sterilizing such as:
 - a. 60 seconds long hand washing practices
 - b. Correct use of PPE
 - c. Proper use of disinfectants for various surfaces, workstations, equipment in the spa
 - d. Proper use of sterilization methods of instruments/ tools
 - e. Correct procedures for waste disposal
 - f. Correct procedures for laundry
 - g. Training on tactful screening questions

PROTOCOL ON ENTERING FACILITY OR OFFICE

1. Ensure Covid-19 awareness signage is visible throughout the spa
2. Automated hand sanitizer dispenser must be provided at the entrance of the spa, in every washroom and at various points throughout the spa.
3. Temperature screening on all employees and clients upon entering the spa is advisable
4. Implement no touch greeting policy. Handshakes can be replaced with warm verbal greetings or a gesture such as a fist over the heart.
5. Disinfect door handles after each person has entered and exited facility or office if the door is closed. Frequently touched objects such as railings should be constantly disinfected.
6. 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
7. Use markers six (6) feet apart to show guests where to stand while queuing throughout the facility or office
8. Set Maximum number of people allowed in public spaces, retail floor, office space and be vigilant about enforcing this.

RECEPTION AREA

1. Installed plexiglass safety shield according to Government rules and regulations
2. Organized seating areas to meet social distancing requirements
3. Frequently clean and disinfect high touch areas: door handles, light switches, telephones, screens, keyboards, pens and guest / staff and client lockers
4. Daily cleaning and disinfecting of carpets, floors and furniture
5. Remove all unnecessary objects (i.e. shared magazines)
6. Remove brochures etc. and offer them digital or on a 'no touch' promotional display. For displays that cannot be digitized or must be touched, laminate and disinfect

RECEPTION AREA

(CONT'D)

7. Encourage appointments to be scheduled via App, telephone, email or WhatsApp.
8. Staff reception area members to wear PPE e.g. face mask, gloves, shoe protectors and face screen as appropriate
9. Staff members must always adhere to social distancing between each other and to clients
10. Contactless payment options should be implemented when available
11. No beverages to be served unless disposable cups are available which are disposed of by clients or staff members in sealed bin

RETAIL AREA

1. Shelves should be cleaned and disinfected
2. Retail products should be cleaned and disinfected
3. Testers that may cause sanitary concerns should be removed
4. Print and post sign notifying guests that testers are available upon request (if applicable)
5. Social distancing measures should be employed in retail area
6. Hand sanitisers should be placed at various points in the retail area, especially at entrance/exit

RESTROOMS

1. Clean and disinfect high touch areas such as door handles, light switches, sinks, toilet seats, toilet handles, toilet paper dispensers and hand paper dispensers
2. Consider ways to set up restroom doors so they can be opened in a way that avoids touching but preserves privacy.
3. No-touch garbage containers are available
4. Restrooms are to be equipped with liquid hand soap and disposable towels



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EMERGENCY PROCEDURES

1. If Covid-19 symptoms are suspected, have the client or employee call the hotline at 852-7650 and encourage self- isolation
2. The employee or client should not go directly to the hospital as the employee or client can risk exposing other patients to Covid-19
3. Inform the emergency hotline via telephone BEFORE arrival if someone is suspected to have been infected by the Covid-19
4. Do not travel with the potentially infected person. Complete hygiene disinfection action if this is suspected

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. Suppliers should be issued written instructions on the procedures for delivery to the property.
3. 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. Use bins that use sensors or foot pedals to minimize hand contact.



INTERNAL COMMUNICATIONS

1. Print and post new guidelines from the Government of the Virgin Islands
2. Communicate with employees about new internal employee policies or role changes
3. Communicate with employees on any new sanitation duties
4. Set up a process to gather feedback from employees and clients during a minimum of the first four weeks of reopening to identify areas that need to be adjusted or revisited.
5. Inform vulnerable employees of their rights and protection during COVID 19

EXTERNAL COMMUNICATIONS

Send welcome back emails to clients informing of the facility's or office's new protocols such as:

- a. Sanitation practices and protocols
- b. Payment changes (contactless)
- c. Visual facility differences
- d. Requirements for social distancing
- e. Re- opening date details to clients
- f. Inform clients on digital / telephone booking concept
- g. Thanking clients for loyalty during closure

STAFF HYGIENE AND BACK OF HOUSE

1. Staff must have body temperature measured and recorded at least once daily.
2. Staff must sanitise or wash hands with soap and correctly wear masks before entering the facility or office, before signing on and off from shifts. Shift sign-on must use social distancing for queueing
3. Staff workstations and desks should be six (6) feet apart

STAFF HYGIENE AND BACK OF HOUSE (CONT'D)

4. Guidelines on the proper use of masks, sanitisation and personal hygiene shall be posted in staff areas and general areas.
5. 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
6. If staff have shown respiratory symptoms, they must remain at home until certified by a Medical Doctor to return.
7. If staff have locker room facilities or other areas where they store personal possessions, they should allow for social distancing and proper hygienic behaviour.
8. Ensure that all staff areas have adequate signage and hand sanitation facilities.
9. Staff canteens must follow same protocols as restaurants. Mealtimes should be scheduled to allow for social distancing. Staff who are considered high risk should have unique meal/break times
10. Wherever staff must queue or wait, social distancing and sanitisation should be adhered to.

FOR CAR RENTALS, DELIVERY AND OFFICE VEHICLES

1. Ensure to clean and sanitise keys, log clip boards and logbooks, shared pens, credit card machines
2. Staff who must ride together must wear PPE and sanitise before entering and departing the vehicle
3. Vehicles should be sanitised after each use and at least once a day.

Focus Areas for Vehicle Cleaning and Sanitising

