

## INTRODUCTION

This document has been created for the overnight lodging industry (guest houses, hotels and inns) with the exception of villas, 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:

- Hotel Operations
- Public Spaces
- Housekeeping
- Food & Beverage
- Security
- Maintenance/Engineering

**GENERAL**  
(CONT'D)

**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 relevant health authorities.

**11.** Allocate an area to serve as a quarantine space for ill staff or guests. This quarantined space shall be completely separated from the other areas of the lodging facility. This will minimise exposure to the rest of the lodging facility population until the relevant health authorities are present. The quarantined space must be inspected by the Environmental Health Division (EHD). If a suspected COVID-19 case is identified on the property, 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.

## LEGAL

1. Hotels must follow the Public Health Ordinance Cap. 194, the Hotel Accommodation, Cap. 205 and the Business, Professions and Trade Licences Act Cap. 200.
2. Public Health Licence to operate must be conspicuously displayed on the property.
3. COVID-19 Compliance Certificate and/or Tourism License must be prominently displayed by all persons/entities required to have one.
4. The property should be in good repair with floors, walls, ceiling and roofs intact. The building should be bat and insect proof.
5. 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.
6. Approved Environmental Health Division 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).

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 Division 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.

### C. Ramifications of Non-Compliance

Non-Compliance with Gold Seal Standards and Protocols will result in the business being fined in accordance with the ...

## 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.

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

- 3.** Must pay attention to employees who are at risk / vulnerable to COVID-19.
- 4.** Must establish procedure for daily screening of staff and visitors
- 5.** Must identify a quarantine area for both staff/visitor who display symptoms.
- 6.** Must submit daily report to the Epidemiology Unit on health status of guests and staff.
- 7.** Must establish procedures with for contact tracing.
- 8.** 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:
  - 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.
  - The risk management plan must be adaptable.
  - The risk management plan must continuously be integrated into staff orientation and briefing.
  - 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.
  - The risk management plan must take into consideration guest from areas which are considered high risk for COVID-19 and a system for checking on guest welfare.
  - The risk management plan should outline procedures for handling the management of potentially contaminated linen and clothing items.
  - The risk management plan should outline procedures for solid waste management including biomedical waste.

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

- The risk management plan must make provisions for more frequent cleaning and sanitizing of equipment used in the handling and dispensing of foods.
- The risk management plan should provide a comprehensive accident, emergency plan for the property.
- The risk management plan should provide a comprehensive natural disaster plan for the property.

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

Will be shared upon Cabinet Approval

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

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 (desks, tables, chairs, knobs, bell carts, door handles, room appliances, credit card machines, sinks, etc.) must be disinfected at least three times per day
3. Ensure that adequate signage is placed in public spaces, rooms, suites 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

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

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, 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 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.

**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

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

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.** Hand hygiene stations shall be placed at key guests and employees contact areas and entrances. These areas include, but not limited to, lobby reception areas, other parts of the lobby, seating areas, restaurant and bar entrances, elevator landings, pools, exercise areas, meeting rooms and other public spaces on the property.

- Clear signage shall be placed in a conspicuous area directing employees and guests to hand hygiene stations.
- These areas must be easily accessible and unobstructed.

**10.** 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.
- 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.

**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.

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

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

**15.** 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.

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

**17.** 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.

**18.** 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.

**19.** 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.

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

### SAFETY AND SECURITY

**20.** 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.

1. Are emergency exits clear at all times?
2. Are fire extinguishers available and serviced?
3. All equipment (phones, radios, walkie-talkies etc.) should be completely sanitised at the beginning and end of each shift.
4. Security must follow and enforce social distancing protocols of 6(six) feet.
5. Security stations should have adequate supplies and guides for hygiene and sanitisation, including required PPE (masks, face shields, gloves, etc)
6. Staff ending their shift should check the temperatures of staff beginning the next shift and log the results.
7. If staff are housed on-site, social distancing protocol of 6 (six) feet must be followed.

### MOVING AROUND THE BUILDINGS AND WORKSITES

1. The objective is to maintain social distancing wherever possible, while staff members traverse throughout the workplace. Steps that will usually be needed are:
  - a. Reduce the movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of radios or telephones, where

## MOVING AROUND THE BUILDINGS AND WORKSITES (CONT'D)

permitted, and cleaning them between use.

**b.** Reduce job and equipment rotation.

**c.** Introduce more one-way flow through buildings.

**d.** Reduce maximum occupancy for lifts, providing hand sanitiser for the operation of lifts, and encouraging use of stairs wherever possible.

**e.** Make sure that people with disabilities are able to access lifts.

**f.** Reduce occupancy of vehicles used for onsite travel, for example, shuttle buses.

**g.** Regulate use of high traffic areas including corridors, lifts, turnstiles and walkways to maintain social distancing.

**h.** Where the social distancing guidelines cannot be followed in full in relation to a particular activity, consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between staff.

### 2. Other options when social distancing is imperceptible or impossible include:

**a.** Further increasing the frequency of hand washing and surface cleaning.

**b.** Keeping the activity time involved as short as possible.

**c.** Using screens or barriers to separate people from each other.

**d.** Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.

**e.** Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).

**f.** Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, break rooms and canteens and similar settings. These are often the most challenging areas to maintain social distancing.

# MOVING AROUND THE BUILDINGS AND WORKSITES (CONT'D)

Examples of high-touch surfaces in public spaces:

Front desk check-in counters	All seating areas
Elevators and their button panels	Merchandise and displays
Door handles	Basins
Public restrooms (guests and employees)	Shared tools and equipment
Credit card machines	Public sink faucets
Hand sanitiser with the pump	Massage and beds Treatment chairs

## FRONT DESK, CONCIERGE, BELLMAN AND VALET

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

1. Select so that guest bags can be sanitised before they are delivered to guest rooms/suites
2. Hand wash station or alcohol-based hand sanitizer must be positioned at the entrance of hotel or accommodation.
3. All guests are requested to have their body temperature checked and hands washed with soap or sanitised at the entrance.
4. If possible, use technology to allow for self-check-in
5. Ensure that guests have read and signed in confirmation that they agree to the protocols and guidelines of the property and the health and other authorities during their stay



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**FRONT DESK,  
CONCIERGE,  
BELLMAN AND  
VALET  
(CONT'D)**

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
8. A comprehensive and accurate log of which guests are assigned to which room/suite is required.
9. Reception and Concierge 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
10. Encourage your guests to pay without cash and ensure that your staff have written procedures that they understand for all transactions.
11. Ensure that when room keys are returned, they are sanitised before reuse.
12. 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
13. Hotel should use signage and/or the in-house television channels to educate on COVID-19 on arrival
14. Bell Associates must wear PPE
15. Bell Associate must knock to announce themselves and leave luggage outside guest room door

**FRONT DESK,  
CONCIERGE,  
BELLMAN AND  
VALET  
(CONT'D)**

**PUBLIC  
RESTROOMS**

**HOUSEKEEPING,  
MAINTENANCE  
AND LAUNDRY**

**16.** Luggage is stored in a manner to ensure no guests' luggage comes into contact with another guest's luggage

1. Restroom doors are propped open to avoid touching
2. No-touch garbage containers are available
3. Restrooms are equipped with liquid hand soap and disposable towels

**1.** Document and ensure that housekeeping, maintenance and laundry staff are trained and that they that they strictly adhere to protocols.

**2.** Housekeeping, maintenance and laundry staff must be assigned and trained in the use of PPE that is specific to the task being undertaken. Adequate and appropriate PPEs are to provide for tasks to be undertaken (face masks, gloves, disposable aprons, disposable gowns, face shields, shoes and shoe liners).

**3.** Housekeeping, maintenance and laundry staff must be trained in proper hygiene techniques after removal of PPE.

**4.** Rooms of perceived well (not sick) guests should be cleaned first.

## HOUSEKEEPING, MAINTENANCE AND LAUNDRY (CONT'D)

5. A dedicated specifically trained cleaning crew must be assigned to clean room(s) housing guests, which fit the case definition for COVID-19.
6. Ensure all potentially contaminated areas are appropriately cleaned and sanitised using appropriate disinfectants according to manufacturer's instructions.
7. Housekeeping and maintenance staff must not enter an assigned room/suite unless specifically requested or approved by management.
8. Ensure that housekeeping and maintenance are given SOPS and a checklist of areas to be cleaned and sanitised including the following; toilets, face basins and vanity, faucets, showers, shower heads, all furnishings, chairs, bedside tables, lamps, light switches, base boards, televisions, remotes, telephones, doors, door knobs, handrails carpets etc.
9. Ensure that an adequate supply of cleaning agents is provided to clean and sanitise.
10. Ensure the regular cleaning and disinfecting of areas with frequent or heavy usage.
11. Ensure that rooms are adequately ventilated during cleaning.
12. Ensure that air conditioning units and filters are cleaned and disinfected according to an approved schedule maintenance plan submitted to the Environmental Health Division.

**HOUSEKEEPING,  
MAINTENANCE  
AND LAUNDRY**  
*(CONT'D)*

- 13.** Rooms should be cleaned according to these protocols at minimum.
- 14.** Ensure that window coverings can be easily cleaned and sanitised
- 15.** All unused linen and other items in guest rooms must be thoroughly laundered before new guest accommodation.
- 16.** All bed linens and laundry are washed at no lower than (58 C) and in accordance with EHD Guidance
- 17.** Guest linens are to be removed from guest rooms in single use sealed bags (including extra blankets, robes, etc.) and taken straight to the laundry facility.
- 18.** Dirty linen is to be bagged in the guest room to eliminate excess contact while being transported to the laundry facility
- 19.** Housekeeping and maintenance service only upon departure or on request (guest must not be in room)
- 20.** Disposable promotional material is to be replaced and disposed of after each guest
- 21.** Hand sanitizer and masks should be added to guest room amenities.
- 22.** Management should provide specially marked sealable bags for linen and other clothing items that are potentially contaminated by guests displaying signs and symptoms of COVID-19. A specific protocol must be documented and followed for these circumstances.

## HOUSEKEEPING, MAINTENANCE AND LAUNDRY (CONT'D)

**23.** Housekeeping staff must always wear aprons and gloves and should use masks as much as possible. They should attempt to maintain social distance from each other and from guests if proximity is unavoidable.

**24.** Housekeeping and laundry staff must avoid allowing their bodies to touch dirty linen or linen from used rooms.

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

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

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

## 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.

**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.

## KITCHEN AND BAR AREAS (CONT'D)

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 Division

## 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 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.

## SWIMMING POOLS AND HOT TUBS

1. The hotel/accommodation facility to ensure the adequate disinfection of swimming pools and maintenance of disinfecting chemicals at the higher end of the recommended disinfection spectrum as indicated by the Environmental Health Division.
2. Public pool chlorine and pH levels should be checked at a minimum of three (3) times daily and daily for private pools.
3. Chairs and tables should be arranged to maintain social distancing six (6) feet apart and numbers monitored to ensure the pool is not overcrowded. If necessary, pool time should be scheduled with the Concierge.
4. All Chairs and tables should be sanitised after use.
5. Guests must request towels which should be stored in an area that is enclosed. Towels must be handled according to laundry policy provided in the Housekeeping section of this document.

## SWIMMING POOLS AND HOT TUBS (CONT'D)

6. Guests must shower before entering the pool and signage must indicate this requirement.
7. Staff must be on duty to ensure social distancing and avoid any violation of protocols.
8. Social distancing must be maintained inside the pool area except by those sharing rooms/suites and familial or other groups.
9. Any pool bars or food/beverage service in this area must follow all protocols for dining areas/bars.

## FITNESS CENTRES AND GYMS

1. Equipment should be sanitised after each use and before the fitness centre/gym opens and after closing daily.
2. Social distancing of 6 (six) feet should be adhered to.

## ACTIVITIES, BANQUETS AND OTHER EVENTS

1. Conventions and large meetings (over twenty (20) persons) are not permitted at this time.
2. Destination Group Travel including weddings, reunions and other gatherings should be limited to twenty (20) persons and observe social distancing.
3. 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 must 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 should be six (6) feet apart
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. Staff should be provided with facilities to shower and change after ending their shift and before leaving. Staff uniform laundry to be undertaken by hotel/accommodation.
9. All staff must have a medical certificate advising on their capacity for resuming work.

- 10.** If staff have shown respiratory symptoms, they must remain at home until certified by a Medical Doctor to return.
- 11.** If staff have locker room facilities or other areas where they store personal possessions, they should allow for social distancing and proper hygienic behaviour.
- 12.** Ensure that all staff areas have adequate signage and hand sanitation facilities.
- 13.** 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
- 14.** 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.
- 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.

## ON-SITE AND COMPANY VEHICLES

1. These should follow the same protocols as taxis or commercially chauffeur driven vehicles if they are transporting guests with a physical barrier between the driver and guests.
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.

## WATER SAFETY

1. Water quality is an essential part of protecting the staff and guests at the lodging facility. A common water-borne disease that infects the lungs is called Legionellosis which is caused by the Legionella bacteria. The bacterium grows in aquatic environments and thrives in warm water systems that has not been used for a long time, warm, damp places (cooling towers) or water that lacks adequate disinfectant.

2. Hotels and other accommodation units are common places for the occurrence of this disease. Outbreaks primarily occur in larger buildings, perhaps due to their complex plumbing systems that allow bacteria to grow and spread more easily. It is vital that lodging facilities pay close attention to their water system. Preventative measures, swift mitigation, when necessary, ongoing monitoring and detailed record keeping will keep guests and employees safe.

## HOW TO PREVENT LEGIONNAIRES' DISEASE

1. Create a 'Water Management Programme' for your facility this will include:
  - a. Identifying areas in a building where Legionella bacteria can grow and spread.
  - b. Reduce the risk of illness by managing and monitoring the water system.

## HOW TO PREVENT LEGIONNAIRES' DISEASE (CONT'D)

- c. Take corrective actions as soon as risks are identified.
2. Control temperature of the water
  - a. Avoid temperatures between 77°F (25°C) and 113°F (45°C).
  - b. Maintain cold water below 68°F (20°C).
  - c. Maintain hot water above 122°F (50°C).
3. Empty the water boiling tank:
  - a. The water in the boiler would have been stagnant during the lockdown period thereby creating an environment for Legionella to proliferate.

## SEWAGE TREATMENT PLANTS

1. Hotels with sewage treatment plant must ensure proper sewage treatment in accordance with Public Health Act and best practices.
2. Management must ensure that third party results on analysis carried out on effluent are submitted weekly to the Environmental Health Division
3. Proper disinfection of effluent from treatment plants at the upper end of the spectrum must be attained prior to discharge or used for irrigation.

## 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 must be developed and submitted to the Environmental Health Division.



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## GROUND TRANSPORTATION USAGE

1. All chauffeurs, shuttles and taxi service providers and their vehicles must have a COVID-19 Compliance Certificate and be compliant with the relevant regulations





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# KITCHEN AND BAR AREAS

*(CONT'D)*

