

INTRODUCTION

This document has been created for the hospitality land transportation sector 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:
 - 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. Staff should inform their 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. If anyone becomes unwell with the symptoms of Coronavirus (COVID-19) in a transport setting, they must be sent home and advised to call the COVID-19 hotline at 852-7650 or the Public Health Unit at 468-2274.

7. If they need clinical advice, they should call 852-7650. In an emergency, call 911 if they are seriously ill or injured or their life is at risk. Do not visit the General Practitioner (GP), pharmacy, urgent care centre or a hospital.

8. If a member of staff or a passenger needs to help someone who is experiencing symptoms of coronavirus (COVID-19), they should ensure that necessary Personal Protective Equipment (PPE) is worn. They should wash their hands thoroughly for 20 seconds with soap and water after any contact with someone who is unwell and call the COVID-19 hotline number at 852-7650.

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

1. 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 nails.
- Touchless hand sanitiser dispensers are recommended, where

**GENERAL
GUIDANCE ON
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(CONT'D)**

possible.

- Ensure that hands are washed with soap and water as soon as possible.

2. Refrain from hand to face contact.

- Avoid touching the eyes, nose or mouth with uncleaned hands.
- Hands should be cleaned before eating, drinking, touching the face and whenever deemed necessary.
- Hands should be cleaned after using the restroom, sneezing or coughing into the hands, cleaning, touching the face, eating, drinking, smoking, accepting items from clients (such as cash, credit card, keys/key cards, I.D), taking a break, and through an employee shift and whenever deemed necessary.

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

4. Drivers and staff 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.

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

6. Hands shall be washed or sanitised thoroughly after PPE removal.

7. Use signage to remind clients to wear their masks and use the sanitizer provided.

1. All surfaces that a symptomatic person has come into contact with must undergo a targeted cleaning and disinfection. Ensure to increase cleaning and disinfection of vehicles including:

- Objects which are visibly contaminated with body fluids
- All potentially contaminated high-contact areas such as door handles, rails, seats etc.

CLEANING (CONT'D)

Use disposable cloths or paper roll, to clean all hard surfaces, steering wheels, door handles, seats, etc. following one of the options below:

- Use either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine

or

- A household detergent followed by disinfection (1000 ppm av.cl.). Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants

or

- If an alternative disinfectant is used within the organisation, this should be checked and ensured that it is effective against enveloped viruses

2. Avoid creating splashes when cleaning.

3. Any items that are heavily contaminated with body fluids and cannot be cleaned by washing should be disposed of.

4. Refer to the Environmental Health Division's Facebook page for a list of approved disinfectants and/or www.bvi.gov.vg/covid-19.

HANDLING LUGGAGE

Gloves shall be used for additional protection and sanitation efforts, where necessary, especially for handling client luggage. Handle baggage with care and ensure proper hand hygiene is conducted before and after putting gloves on.

PREVENTING SPREAD AT TAXI STANDS

1. Taxi stands and taxi buses should use posters and announcements to remind clients, drivers and staff, to wash their hands often and/or use alcohol-based hand sanitisers and follow general hygiene advice provided above.
2. Social distancing between individuals should be practised for anyone using the facilities – with people staying a minimum of 2 metres from each other, to allow enough distance between users.
3. Cleaning an area with normal household disinfectant will reduce the risk of passing Coronavirus (COVID-19) infection on to other people, so regular cleaning of facilities such as the toilets should be implemented.
4. Normal cleaning frequencies will need to be increased depending on how often the facilities are used. For example, if there is a high level of usage, the normal cleaning frequency should be doubled.
5. Hard surfaces that are touched frequently (for example door handles, light switches, counter tops) should also be cleaned more frequently in addition to standard cleaning protocols:
 - Clean and disinfect regularly touched objects and surfaces more often than usual using standard cleaning or household disinfection products
6. In the event of any individuals showing symptoms of Coronavirus (COVID-19) – such as a new, continuous cough or a high temperature – they should not use the facility and should be referred to BVI Health Services Authority and the Public Health Unit.