



Covid-19 Protocols

Responsibilities

This section outlines the recommended roles and responsibilities for managing these protocols at the location.

Small Hotels, Guesthouses/Inns and Hostels

Covid-19 Safety Point Person (SPP)- During the opening hours of the hotel will have a specifically trained and designated Covid-19 Safety Point Person. The SPP will conduct regular spot checks throughout the property and observe protocols being enacted. The SPP will also serve as a point of contact for employee and guest complaints and is required to document, investigate and triage complaints.

The Covid-19 SPP will be the General Manager and/or Assistant Manager.

Supplies

This section includes a listing of the supplies which are required to be procured by the hotel and must be in place to meet the protocol requirements.

The supplies will include:

1. No contact hand-held thermometer (minimum of two - one per entrance and one for staff)
2. Face Masks (enough for each staff member for each shift to have at least one)
3. Alcohol-based hand sanitiser (62% alcohol or above)
4. Medical grade PPE (N95 face masks - 50 count, face shield – 1, gowns, aprons)
5. Spray disinfectant/wipes
6. Single use paper napkins or towels
7. Soap dispensers and/or hand sanitising stations
8. Cleaning agents (including those with 62% alcohol or above)
9. Hands-free garbage cans with covers
10. Measuring device (tape measure, yardstick, 6 ft. pole etc.)
11. Indicators (flags, markers, stakes, cones etc.)
12. BOH and FOH signage for protocols, awareness regarding symptoms and MoHW contact information
13. Tape/stickers

Note: Supplies will be provided by the hotel. Employees will be provided with the necessary protective equipment to safely conduct their duties. It is a violation for the property not to provide the above-mentioned supplies.

General Protocols

This section contains protocols which are general and to be abided by at all times across all dimensions of the property.

General Protocols:

- Management will communicate with employees that reopening will likely be gradual with staggered starting times for employees to allow for a smoother rollout and management of training and worker care.
- Ensure all employees are healthy upon their return to work through a health questionnaire similar to the questionnaire administered to potential tourists or other mechanisms as appropriate.

- Regular formal check on the health of employees will be conducted on a regular basis, every 4-6 weeks, and if they are showing symptoms or have other risk factors, testing may be appropriate. Those who test positive are required to be reported to the Ministry of Health & Wellness for quarantine and contact tracing.
- The temperature will be taken of each employee upon arrival for their shift. Those with an elevated temperature and/or visible symptoms should be documented and screened by the onsite or on-call medical professional for additional symptoms that may indicate a risk of Covid-19. Depending on the assessment, the medical professional will instruct the employee to return home or will assist the employee in contacting the Health Department for further guidance.
- Brief employees at start of their shift to remind them to disclose if: 1) they have knowingly been exposed to anyone with Covid-19, 2) they have symptoms of Covid-19 and 3) they had an above normal temperature at check-in.
- Recommend that all employees change clothes, to a fresh set or a work-provided uniform, upon arrival to work once they have signed in. Launder clothing for employees if possible.
- Encourage employees not to share desks, office supplies, computers, chairs, phones etc. When there is a shift change, the employee is responsible for wiping down their workstation, if appropriate, using alcohol-based sanitising spray (62% alcohol or above).
- Require employees to wear face masks throughout their work shift and in interaction with patrons. Require employees to sanitise or wash their hands regularly throughout their shift (minimum of once an hour) and after the following interactions occur:
 - Handling/exchange of cash
 - Processing a credit card from a patron
 - Handling items from a patron
 - Touching common areas
 - Upon serving food and drinks

Cleaning Activities

- Require all cleaners to wear appropriate PPE while conducting their cleaning duties.
- Provide specific guidance on PPE for workers to wear for the following activities:
 - Cleaning: Face Mask, face shield, disposable apron o
 - Disinfecting: Face Mask, face shield o
 - Sanitising: Face Mask
- Wash all laundry and reusable items in water at 60 °C or above.
- Wash all food service items (plates, cutlery, cups, glassware, serving trays etc.) in water at 80°C or above.
- Sanitise all public touch-points on a rotating basis throughout the operating hours with each surface being cleaned at a minimum every two hours. This includes door handles, railings, desks, flat surfaces, elevator buttons, etc.
- Handle waste using tongs and bag waste properly. Empty garbage cans regularly to prevent overflow.
- Perform routine maintenance of air conditioning vents or filters to promote indoor air quality and limit exposure.
- Ensure safe removal and disposal of PPE using the safety disposal guidelines of the World Health Organisation (WHO).

Entrances/Common Areas

- Entrance to the Living Room/Dining Area the ground will be marked with 6 ft. of physical distance line spacing for queues and enforce physical distancing both inside and outside of an establishment.
- Sanitising dispensers will be placed at the entrance to the establishment. Dispensers will be sanitised continually throughout the day.
- Covid-19 signage in signage will be placed in highly visible areas throughout the property. Specifically, at the entrances to the Living Room/Dining Area, kitchen, public restroom facilities, and Lagoon Deck.

Reporting

- Report suspected cases or contact with Covid-19 positive persons in real-time to the local Ministry of Health & Wellness representative including the date and time, signs and symptoms observed, age and gender of the person(s) showing symptoms and the activities they engaged in. It is a requirement to report illness to the Ministry of Health & Wellness per the Public Health Act – Section 5 – Medical and First Aid Facilities¹¹. Reporting

must occur within 2-3 hours of identifying a suspected case. Reporting should be made first to the local, parish public health facility and then to the national level. The full listing of all parish public health facilities and contact information.

- Compile a full report at the property at a minimum on a weekly basis to review suspected contact and actions taken by the management team. Report information to the Ministry of Health & Wellness.
- Ensure all employees are familiar and know to report suspected cases or contact with Covid-19 positive persons to the following:
 - Parish Public Health Facilities
 - <https://jamcovid19.moh.gov.jm/>
 - 1-888-ONE-LOVE (1-888-633-5683)

Communications

- Provide Jamaica Tourist Journey Map and Tourist Do's and Don'ts documents to guests once they confirm a reservation. Provide a digital or hard copy of the documents upon arrival to reinforce key messages.
- Erect signs at the entry points and key locations around the property detailing the procedures which are in place and what customers can expect and how they can comply. Include penalties for non-compliance e.g. removal.
- Erect signage indicating instructions for guests who do not feel well. Include the location of the medical facility or isolation room as well as the information for the onsite medical professional or Covid-19 SPP. Verbally reinforce this message at check-in.

Guest Activities and Interactions

- Employees will be reminded to greet guests with warmth and friendliness although there may be anxious about Covid-19. Guests are visiting the island for relaxation and to enjoy our beautiful island and its culture, therefore, staff should facilitate their needs in a safe manner.
- Employees will be trained on how to communicate the protocols to guests in a friendly, polite, and respectful manner; if guests make a request that is not allowable given the new protocols. Staff should be made aware that the rules are intended to protect all parties.
- All on-property activities will be planned in a manner that takes into consideration social distancing guidelines and where possible) to be outdoors to allow for ventilation (games, fitness class, bars, dining etc.). Ensure maximum ventilation for indoor activities and venues.
- Encourage guests to bring and use their own reusable water bottles and consider selling them on property.
- Remind employees they can accept tips as offered if allowable by policy. Sanitise or wash hands after receiving.

Arrival Protocols

Entry

- The floor to Living Room will be marked indicating the physical distance of line spacing for queues. Social distancing will be enforced inside and outside of an establishment.
- Hand sanitising dispensers will be located at the entrance to Living Room/Dining Area.
- Hand sanitiser will be made available at entry to each unit and should be utilised by arriving guests and stewards upon entry.
- The temperature of each guest will be taken upon arrival. Guests with temperatures above the prescribed Ministry of Health & Wellness normal threshold temperature and/or indicate visible flu like symptoms will be documented and moved to the designated isolation room on the property for screening by the SPP. The Ministry of Health & Wellness should be contacted immediately to begin the intake process if determined necessary by the SPP.

Check-in

- Contact-less check-in will be completed by directing guest direct to their rooms upon arrival and the check-in function completed in-room where possible.
- Brief employees at start of their shift to remind them to disclose if: 1) they have knowingly been exposed to anyone with Covid-19, 2) they have symptoms of Covid-19 and 3) they had an above normal temperature at check-in.
- Inform guests of the Covid-19 safety protocols and how to get more information should they require it. Enforce the wearing of face masks in public/common areas.

- Provide guests with a printed or electronic copy of the safety protocols which the operation is employing. Information should contain at a minimum the following:
 - The steps taken to safeguard employees and guests
 - Expectations of guests while on property
 - Who to contact for questions or concerns in regard to the property?
 - How to report suspected Covid-19 cases or exposure and how to contact the Ministry of Health & Wellness?
- Sanitise hands and the check-in area (desk, table, counter, pen etc.) after each customer engagement.

Keys

- A central drop box will be utilised for the placement of keys and disinfection will be completed between usage of keys.
- Keys will not be held by the hotel on behalf of guests while they are off property or visiting the lagoon area for swimming or boating trips. The transmission of keys between individuals will be limited as much as possible.

Luggage

- Do not enter the guest room when dropping off luggage leave the luggage outside and have the guest bring it into the room.
- Staff should sanitise their hands with an 62% alcohol-based sanitiser before and after coming into contact with guest luggage.

Common Area Protocols

Sitting Areas/Lobby

- Furniture in the Living Room/waiting area will be arranged in a manner that allows for physical distancing.
- No shared, self-service refreshments e.g. water, coffee, tea etc. will be placed in Living Room/reception area. All shared reception area material including magazines and books will be removed.
- Hand sanitisation stations will be placed throughout the common areas along with hands-free garbage bins with covers.
- Regular disinfection of benches, chairs, handles, railings will be conducted throughout the day (a minimum of three times per day).

Public/Common Bathrooms

- Bathrooms will be sanitised regularly throughout the day (at a minimum every two hours).
- Floor markers or indicators will be placed on the floor to guide patrons as to where the lines will need to form should waiting occur for the restrooms.
- Restrooms will be kept adequately supplied with hand soap and single-use paper napkins or towels for drying of hands.
- The use of reusable hand towels will be discontinued in the Living Room restroom.
- Towel dispenser handles, sink faucets, door handles, soap dispenser push plates, garbage cans and toilet handles will be disinfected at least every two hours. .
- Restrooms will be monitor regularly to ensure they are maintained in a sanitary manner.
- Reusable hand towels will be removed from all staff restroom facilities and only disposable hand towels will be utilised.
- Public restroom areas will be posted with health and safety posters promoting hand-washing and disinfection. These will be clearly visible to persons entering the facility.

Specific Protocols – Rooms

Room Amenities

- All in-room refrigerators must be disinfected.
- No newspapers should be delivered to guests or provided placed in guest rooms. Guests should be encouraged access to online newspapers.
- Remove moveable decorations or room amenities to limit guest touching.
- Remove extra pillows, blankets, linens etc. in the room to limit exposure.

- Hand sanitiser will be placed in guest rooms.

Daily Housekeeping

- Offer guests the option for a relaxed housekeeping schedule where cleaning only occurs less frequently as opposed to each day as determined by between the property and the guest.
- Staff will be required to wear single-use face masks, aprons and close-toed shoes when servicing each room.
- Line all trash cans with a disposal liner to make it easier to collect and dispose of waste.
- Sanitise all surfaces of tables, dressers, nightstands, sinks and countertops. Remove all soiled linens and towels and place in a bin with a cover for transport to the laundry.
- Discontinue nightly or evening turndown service to facilitate minimal contact and entry into the guest room.

Restaurant Protocols

Entry

- Determine the new capacity of restaurants based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Place markers on the floor to mark required physical distancing space while in the waiting/reception area and outside of the restaurant if it is full.
- Arrange furniture in the waiting/reception area to allow for physical distancing.
- Remove shared, self-service refreshments e.g. water, coffee, tea etc. from reception areas. Remove shared reception area material including magazines and books.
- Remove shared, self-service items such as toothpicks, mints, matches or any other guest amenity to take.
- Remove shared condiments such as ketchup, mustard, hot sauce and salt/pepper shakers.
- Install or make available hand sanitiser in the entrance area. Require patrons to sanitise or wash their hands upon entrance to the restaurant.
- Wear face masks at all times inside the restaurant for employees. Patrons may remove face masks once they are seated.
- Encourage large groups (6 and above) to make reservations beforehand and establish a maximum amount of reservations that can be made for any day. Maximum group size should be no more than 10 individuals.
- Monitor seating capacity frequently and engage with patrons should wait time be extended.
- Disinfect the hostess stand/desk/table and reception area continuously throughout operating hours. Disinfect the hostess stand/desk/table area upon an employee shift change including chair, computer, keyboard, desk etc.

Seating Arrangements

- Reduce seating capacity to 70%, ensure there is at least 6 ft. of space between tables/seating or if furniture is immovable ensure guests/groups of guests are seated 6 ft. apart from other groups.
- Remove the ability for patrons to seat themselves and guide patrons to seats to ensure distance between tables is maintained. If this is not possible given the staff compliment, clearly indicate which seats can be used through the use of markings and signs.
- Discontinue the use of communal tables/seating for multiple parties unless 6 ft. physical distancing can be achieved.
- Wipe down tables and chairs between use with alcohol-based cleaner (62% alcohol or above).

Guest Table Amenities

- Sanitise highchairs, booster seats etc. after each guest usage using an alcohol-based cleanser (62% alcohol or above).
- Store guest table amenities (highchairs, booster seats etc.) outside of common areas in back rooms/storage rooms to limit exposure and unnecessary touching by employees or guests.
- Remove all condiments and self-serve items such as napkins, toothpicks and straws. These items should be provided upon request and containers should be sanitised between use if not in single use containers.
- Eliminate the use of any table pre-sets including cutlery, glassware, mugs and table decoration including candles, vases or flowers.

Food Service - Table Service

- Utilise existing hotel digital interface or social media pages where possible to display menus and encourage patrons to use their personal phones to browse food options in lieu of receiving a physical menu. Information for link should be placed at the entrance and/or wall(s) in the restaurant.
- Discourage the use of multiple-use menus (food, beverages, specials) if digital operations are not available. Use either signage, disposable printed menus, or white/chalk boards. Printed paper menus must be discarded after use. If choosing to continue to use reusable menus, ensure they are laminated and sanitised after each use.
- Cover food until it is delivered to the table. Wipe down food covers between use.
- Sanitise hands upon each completed pick-up and delivery of food to each table party.
- Utilise single-use table clothes or change linens after each guest party. Deposit into a bin or bag with a cover or which can be sealed/closed e.g. drawstring bag until transported to laundry.
- Ensure all service and standards are in accordance with Hazard Analysis and Critical Control Point (HACCP) and/or ServSafe.

Food Service - Buffets

- No guest self-service buffet and bar operations will be offered. Require that all stations be manned by a dedicated staff member handling utensils, serving food etc.
- Install glass/plastic/plexiglass shield between food and patrons if possible.
- Remove common condiments and food laying out in large quantities not behind a glass/plastic/plexiglass shield includes salt, pepper, oil, butter, sugar cubes etc.
- Ensure all service and standards are in accordance with HACCP and/or ServSafe.
- If a patron touches food, sneezes near food or similar; discard contaminated food. Ensure food supply is consistent and does not create a back-up in the line.

Food Service - Takeaway

- Allow patrons to order food over the phone or online and carry-out/takeaway orders to be consumed in their guest rooms or at an offsite location).
- Designate a location within or outside of the restaurant which services carry-out/takeaway orders only.
- Maintain physical distancing through the order and pick-up process.
- Ensure food is packed in disposable bags that comply with government regulation.
- Ensure workers sanitise or wash hands after each customer interaction.
- Arrange for curb-side delivery where possible/feasible given location and space. Encourage the use of curb side pickup for food where possible, offer discounts and update physical media platforms accordingly.

Food Service - Room Service

- Allow for touch-less ordering of room service items over the phone or via a digital app.
- Deliver room service items outside of the door of the room. Do not enter the room.
- Cover all room service items while being transported to the room.
- Wrap cutlery fully in a linen or paper napkin while being transported to the room.

Kitchen/Back of House

- Wear face masks and hairnets during food preparation.
- Separate zones within the kitchen for employees to work by placing markers/stickers on the floor.
- Separate workstations (where possible) so staff are not facing each other when working. Stagger workers on counters, tables and cooktops for food preparation.
- Restrict access of the kitchen and storage areas to kitchen and wait staff only. Deny patron access and discontinue (where applicable) an in-kitchen "chef's table."
- Test dishwashing machines to ensure they are functioning properly.
- Cover all raw materials such as vegetables, fruits, ice, meats etc. and store in closed containers which are only to be opened when needed.
- Maintain smaller than normal inventories in the event of possible contamination and the need to destroy stored items.
- Adhere to HACCP and/or ServSafe system protocols updated in the context of Covid-19.

Payment

- Install glass/plastic/plexiglass shield around certain areas of the cashier stations, if possible, to create a barrier between patrons and cashiers.
- Encourage use of digital POS systems where possible to reduce cash transactions. Notify patrons of preference for cashless payments prior to entering so they may plan accordingly. Sanitise POS machine after each use.
- Enforce physical distancing with distance markers on the floors or the use of stanchions to guide patrons and the distance they must maintain from each other.
- Encourage physical distancing of cash registers by spacing stations 6 feet apart, where possible, when there are multiple cash register stations.
- Sanitise or wash hands after interaction with customer credit cards, card machines and cash. Sanitise or wash hands after the acceptance of tips.
- Sanitise the cheque presentation folders with an alcohol-based sanitiser (62% alcohol or above) after each guest handling and use.
- Wipe stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Social/Cultural Activities

- Limit social/cultural activities to those which can be accomplished from a safe, physical distance of 6 ft. e.g. musical performances, dance shows etc.
- Ensure 6 ft. of space between patron and performers on stage or the designated stage area.
- Sanitise microphones prior to each use for musical and karaoke activities.
- Limit the number of games/contests which are held within the restaurant/bar space which break physical distancing rules.

Bathrooms

- Erect hand sanitiser stations at the entrance to the bathrooms.
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn off the water source for water fountains and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Sanitise bathrooms regularly (at a minimum every two hours).

Inventory Delivery

- Take the temperature of each delivery person. Those with elevated temperature should be documented and denied entry. If appropriate, contact the SPP for an initial screening of the delivery person. Report instances of denial of entry due to elevated temperature or visible symptoms to the Ministry of Health & Wellness on a daily, real-time basis.
- Mandate and enforce the use of wearing face masks of delivery personnel.
- Disinfect receiving areas after each delivery.
- Encourage distributors to wipe down the reused carry bins after each delivery.

Employee Spaces

- Stagger shift start times to ensure there is no overcrowding in the locker/employee rest areas.
- Provide hand sanitiser and wipes (where possible) in locker/employee rest area. Encourage employees to wipe down their lockers before use.
- Maintain all personal belongings in a contained bag which can be tied or sealed.

Bar Protocols

Entry

- No seating will be allowed at the bar in the Living Room.
- Place markers on the floor to delineate required physical distancing space while in the waiting/reception area and outside of the restaurant if it is full.
- Arrange furniture in the waiting/reception area to allow for physical distancing.
- Remove shared, self-service items such as toothpicks, mints, matches or any other guest amenity to take.

- Install or make available hand sanitiser in the entrance area. Require patrons to sanitise or wash their hands upon entrance to the bar area.
- Patrons must wear face masks until seated at which point, they can be removed.

Seating Arrangements

- Reduce seating capacity to 70%, ensure there is at least 6 ft. of space between tables/seating or if furniture is immovable ensure guests/groups of guests are seated 6 ft. apart from other groups.
- Restrict seating at the physical bar to be limited to a space between each seat. Do not allow for congregation at the bar. Wipe down chairs between use with alcohol-based cleaner (62% alcohol or above).
- Wipe down the bar with a clean, disposal towel and an alcohol-based solution (62% alcohol or above) at regular intervals and when patrons leave. Dispose of used towel in a hands-free garbage can with a cover.
- Remove all condiments and self-serve items such as napkins, toothpicks and straws. These items should be provided upon request and containers should be sanitised between use if not in single use containers.
- Remove all shared items from the bar area including toothpicks, matches, ashtrays etc. Make these items available on request and sanitise between use if reusable.

Drink Service

- Designate areas behind the bar exclusively for drink preparation. If possible, install glass/plastic/plexiglass shield around certain areas of the bar where drinks are being prepared to create a barrier between patrons and bartenders.
- Sanitise or wash hands between making an order of drinks.
- Sanitise or wash hands between drink runs and delivery. Specifically, the wait staff should sanitise/wash hands after picking up a drink from the bar and delivering it to a customer's table.
- Discourage the use of multiple-use menus (food, beverages, specials). If digital operations are not available, use either signage or disposable printed menus. Printed paper menus must be discarded after use. If choosing to continue to use reusable menus, ensure they are laminated and sanitised after each use.

Social/Cultural Activities

- Limit social/cultural activities to those which can be accomplished from a safe, physical distance of 6 ft. e.g. musical performances, dance shows etc.
- Ensure 6 ft. of space between patron and performers on stage or the designated stage area.
- Sanitise microphones prior to each use for musical and karaoke activities.
- Limit the number of games/contests which are held within the restaurant/bar space which break physical distancing rules.
- For dance contests and entertainment where volunteers are solicited from the audience ensure the following are met when you are holding the contest a). Physical distance is maintained between the announcer and the participants b). Participants are spaced 6 ft. apart on stage c). Participants are 6 ft. from the audience. In this instance, it is recommended to change the competition to ask for couples who are already in a group to compete as opposed to random pairings.

Payment

- Install glass/plastic/plexiglass shield around certain areas of the cashier stations, if possible, to create a barrier between patrons and cashiers.
- Patrons will be encouraged to use the card payment system to reduce cash transactions. The POS/card machine will be sanitised after each use.
- Payment will be taken table-side to maintain physical distancing between patrons
- Staff must sanitise or wash their hands after coming in contact with patron credit cards, card machines and cash.
- Cheque presentation folders must be sanitised after with an alcohol-based sanitiser (62% alcohol or above) after each guest handling and use.
- Disinfect/sanitise stations, phones, registers, tables regularly throughout the day and after the end of each shift.

Bathrooms

- A hand sanitiser stations will be placed at the entrance to restrooms.
- Place floor markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage cans with covers for no touch waste disposal.
- Turn-off the water source for water fountains and include signage marking them as closed until further notice.

- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Cease providing shared hygiene or sanitary products e.g. comb, brush, mints, hair spray, lotion, cologne etc.
- Sanitise bathrooms regularly (at a minimum every two hours).

Cleaning

- Sterilise and wash all used plates, cups, forks etc. in hot water at 80°C.
- Wear a face mask when clearing and cleaning tables or removing finished plates/cups during the serving of the patron. Wipe and sterilise chairs, tables, placemats, cruets and replace linen on tables after usage by a patron. Be sure to replace all cutlery and glasses on the table regardless of whether it appears used.
- Wipe surfaces throughout the course of opening hours and conduct a thorough sanitisation of the bar after close of business.
- Clean and sterilise bar tops every 30 minutes minimum, bar tops should be wiped on a continuous basis.
- Sanitise all soda taps, bar equipment and nozzles daily.
- Clean all reusable bar and serving equipment according to HACCP and/or ServSafe standards.
- Clean all reusable kitchen and serving equipment according to HACCP and/or ServSafe standards.

Employee Spaces

- Stagger shift start times to ensure there is no overcrowding in the locker/employee rest areas.
- Provide hand sanitiser and wipes (where possible) in locker/employee rest area. Encourage employees to wipe down their lockers before use.
- Maintain all personal belongings in a contained bag which can be tied or sealed.

Inventory Delivery

- Take the temperature of each delivery person. Those with elevated temperature should be documented and denied entry. If appropriate, contact the SPP for an initial screening of the delivery person. Report instances of denial of entry due to elevated temperature or visible symptoms to the Ministry of Health & Wellness on a daily, real-time basis.
- Mandate and enforce the use of wearing face masks of delivery personnel.
- Disinfect receiving areas after each delivery.
- Encourage distributors to wipe down the reused carry bins after each delivery.

Lagoon Deck & Gazebo Protocols

Note: The wearing of face masks should be discouraged for all water activities due to the possibility of face masks posing a drowning hazard.

Deck Entrance

- Determine the adjusted physical distanced maximum capacity of the lagoon deck area and Gazebo. Calculate the new capacity based on the square footage of the property divided by the physical distancing occupancy figure - approximately 113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity.
- Place tape or markers at the entrance where patrons are expected to stand in line for entry processing.
- Indicate to guests that face masks are optional for adults on the beach and discouraged for children. Post signage indicating the same.

Water Sport Equipment/Umbrellas/Chairs

- Umbrellas and chairs will be placed at least 6 ft. apart in accordance with the physical distancing guidelines and in accordance with the newly calculated maximum occupancy (113 sq. ft. per person/group per occupiable space or 70% capacity. Post signs listing the new maximum capacity).
- Chairs/umbrellas will only be placed under the supervision of an attendant. The attendant will direct the patrons to the space within the approved and appropriate 6 ft. distance. Guests who move the equipment or refuse to cooperate should be asked to leave (only applies if not already demarcated).
- Sanitise the chair/umbrella/hut after each guest/guest party use.
- Allow parties of up to ten beach goers to be in a single group. If above 10 beach goers in a single group, the group is required to split to sub-groups that achieves the 10-person limit.
- Provide hand sanitiser in strategic locations to allow for patrons to further sanitise. Include hands-free garbage cans with covers for disposal.

- Place tape or markers at the entrance where patrons are expected to stand when they are waiting to purchase tickets, engage in an activity or board vessel.
- Sanitise water equipment after each use (life jackets, snorkel, kayaks, oars etc.). Manage this process through an inventory and numbering system. All equipment is to be numbered and logged when it is checked-out, returned and cleaned. This will provide a record of sanitation.
- Do not share reusable pricing sheets or menus with guests. Post the information on signage boards or digital media (e.g. Instagram, app). Alternatively, disposable pricing sheets can be shared but cannot be reused. Sanitise pens used for completing water sport waivers after each usage.
- Limit the number of passengers per water sport vessel to 70% capacity to allow for physical distancing.
- Enforce 6 ft. physical distancing between patrons (individuals or groups) if practical and safe.
- Require patrons to sanitise or wash their hands before boarding or engaging in a water sport activity.
- Offer patrons disposable gloves if required for purchased activities.
- Ensure handrails are available for boarding vessels to limit the exposure of crew to helping individuals onto the vessel.
- Discontinue the service of buffet on excursion vessels and require food and drinks to be served by staff.
- Eliminate shared water/refreshment stations.
- Sanitise vessels after each excursion with alcohol-based cleaner (62% alcohol or above).

Swimming

- Enforce physical distancing in the water through the use of beach attendants and lifeguards.
- Allow groups of family and friends who arrived together to congregate in the water.
- Discourage the use of face masks in the water for small children as they can pose a drowning hazard if going underwater with a face mask on. Adults over the age of 15 can choose to wear face masks in the water if they prefer though not mandatory.
- Consider removing reusable water toys (e.g. floating devices, hammocks, games, water trampolines) or ensure sanitisation procedures are in place throughout the day.

Lagoon Vendors

- Enforce physical distancing of beach vendors (food, excursion, craft) from each other and from tourists. Enforcement should be done by lifeguards, beach attendants and/or Physical Distancing Officer (for public, non-fee entrance beaches).
- Do not share excursion menus with tourists. Require the vendor to hold the menu and read or show to the interested tourist, but do not exchange the menu.
- Require beach vendors to wear a face mask and carry their own alcohol-based hand sanitiser (62% alcohol or above) and utilise it after interaction with each customer including the exchange of currency.

Lifeguards

- Encourage lifeguards to wear face buffs instead of face masks and note that it is only optional.
- Train lifeguards on recommended CPR guidelines including the change in performing 30 chest compressions instead of mouth-to-mouth resuscitation.
- Sanitise the lifeguard stand/shack/chair(s) after each shift change.

Towels

- Discontinue the use of towel cards and instead document identifying information of the person renting/utilising the towels and number e.g. last name, room number etc.
- Designate a no-touch towel return bin which patrons can deposit towels without employees handling them.
- Remove all unreturned or unused towels periodically throughout the day and at the end of the day wearing a face mask and using tongs. Disinfect the medical station after each guest. Treat each guest while wearing a disposable face mask and observe all other standard medical protocols.

Departure Protocols

Check-out

- Utilise contactless check-out where possible. Consider designing and implementing an express check out option where a guest can simply sign to authorise an invoice slipped under their door, to allow for billing of the credit card on file.

- Sanitise or wash hands after each guest check-out interaction and wipe down the desk/table/counter after each guest interaction. Sanitise pens before and after use.
- If possible stagger room booking to allow for a full 24 hours after the room has been cleaned before the next guest can check-in.
- Sanitise keys after guest check-out when keys are reusable (if applicable).

Payment

- Install glass/plastic/plexiglass shield around certain areas of the cashier stations, if possible, to create a barrier between patrons and cashiers.
- Encourage use of digital POS systems where possible to reduce cash transactions. Notify patrons of preference for cashless payments prior to entering so they may plan accordingly. Sanitise POS machine after each use.
- Enforce physical distancing with distance markers on the floors or the use of stanchions to guide patrons and the distance they must maintain from each other.
- Encourage physical distancing of registers by spacing stations 6 ft. apart, where possible, when there are multiple cash register stations.
- Sanitise or wash hands after interaction with customer credit cards, card machines and cash.
- Wipe stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Cleaning of Guest Rooms

- Ventilate the room/property for at least 20 minutes before cleaning. If possible, leave all windows open during the entire cleaning process.
- Require wearing of single-use face masks, and close-toed shoes when cleaning each room after guest departure.
- Dispose of excess used amenities in the room e.g. partial toilet paper rolls, facial tissue, soap etc. Limit the number of spare items placed in the room to assist with controlling inventory and waste.
- Use an alcohol based cleaner (62% alcohol or above) and approved cleaning and sanitisation chemical cleaner for all cleaning and disinfecting activities.
- Clean and disinfect all of the room's hard surfaces including door handles, desk, table, chairs and lamps, dresser drawer handle, light switches and thermostats, drapery pull handles, fridges, menu and room collaterals (folders, brochures), telephone and keypad, remote control, alarm clock, television, peephole, garbage can, iron handle, hangers, luggage rack, faucet and toilet handles.
- Remove all linens and towels including those which appear not to be used. Strip all beds after each guest stay.
- Remove and dispose of any food, beverages or sundry items left by the guest.
- Place a cleaning and disinfection certification card in each room either on the bed or the desk after each cleaning service which includes the date and time of the service and the signature of the housekeeping staff member.
- Wash hands with soap and water or sanitise or wash hands with hand sanitiser after each room cleaning.
- Dispose of used single-use protective apparel (e.g. face mask) in a hands-free garbage can with a cover.
- Do not permit entry into guest rooms after they have been cleaned and sanitised. Place a marker on the door to alert others and guests this room has been cleaned and sanitised and cannot be entered.
- Follow Ministry of Health & Wellness Guidelines on enhanced room cleaning if the room was occupied by a confirmed Covid-19 positive guest. This protocol must be activated for confirmed guests staying or that have stayed in the property within 72 hours of becoming aware. Where possible allow for 72 hours before allowing another guest to book and stay in the room.

Laundry

- Transport clean and dirty laundry separately from the property to the laundry facilities using a closed bag.
- Dedicate one area of the laundry for washing exposed or suspected exposed items. Ensure these items are stored in a separate area with a cover and are not able to be accidentally co-mingled with non-exposed or clean laundry.
- Label bins for laundry the following:
 - CLEAN
 - DIRTY
 - HIGH RISK FOR COVID-19 CONTAMINATION
- Clean and disinfect the front loading of the machines regularly throughout the day. At a minimum every two hours and at the end of each shift.

- Determine work zones for laundry staff e.g. staff engaging with dirty laundry versus those with clean laundry to limit the potential for contamination (where possible)
- Distance within the laundry room between employees where possible e.g. fold on the table/counter 6 ft. apart or staggered on either side of the table/counter.
- Wear a face mask when handling dirty laundry and remove and discard after use. Sanitise or wash hands after handling dirty laundry and before beginning activities with clean laundry.
- Wash all laundry including linens, towels, robes, pillows, uniforms etc. in a water temperature above 60°C.

What to Do if a Guest Develops Symptoms

If a guest develops symptoms while on the hotel property the following actions must be taken:

The SSP should perform an initial assessment and immediate contact the Ministry of Health & Wellness at 888-ONE-LOVE, 876-542-5998 if it is appropriate. The guest should be taken to the designated isolation room on the property to await instructions from the Ministry of Health & Wellness.

Travel Declaration by Visitors

Introduction:

This form is to be completed by visitors upon arrival at the accommodation. To prevent the spread of COVID-19 in our community and reduce the risk of exposure to our staff and visitors, we are conducting a simple screening questionnaire. Your participation is required to help us take precautionary measures to protect you and everyone on this premises. Thank you for your time.

Completed declaration forms will be stored for tracking purposes in digital or hand-copy format for no more than 120 days after visitor check-out. Completed logs are to be retained and made available to the Ministry of Health & Wellness and TPDCo upon request.

Identifying Information:

Name:	
NRIC/Passport No:	Nationality:
Temperature Reading at Arrival:	

Declaration Questions

1. Have you experienced symptoms of COVID-19?
2. Have you test positive for COVID-19?
3. Have you been in close contact with someone who has tested positive for COVID-19 in the past 14 days?
4. Have you been told by a healthcare professional or public health official to self-quarantine due to potential or suspected COVID-19 exposure?

By signing this document, I hereby declare that to the best of my knowledge I answer "No" to all the questions above.

Signature:

For children under 18, authorised parent or guardian signature:

Date: _____

Key Health & Diplomatic Contacts

Contact List for Parish Medical Officers of Health			
SERHA			
Name	Parish	Email	Telephone
Heather Reid-Jones	Kingston & St. Andrew	Hreidjones.ksahd@gmail.com	876-317-8998
Debbie Carrington		Dcarrington.ksahd@gmail.com	876-317-9566
Audré McIntosh		M.audre.ksahd@gmail.com	876-317-9563
Kimberley Myers		Myerskimberley.moh@gmail.com	876-317-9707
Aleiya Virgo-Herron		Avirgoherron@gmail.com	876-997-9287
Stephan Figueroa		Sfigueroa.ksahd@gmail.com	876-549-5228
D'Oyen Smith	St. Thomas	Doyenssmith@gmail.com	876-317-8985
Dianne Jackson		Robyjack2005@yahoo.com	876-549-3158
Francia Prosper Chen	St. Catherine	Prosper.chen@gmail.com	876-317-9439
Pauline Weir		Weir.pauline@gmail.com	876-317-8990
Katherine Gordon-Robinson		Kejg.robinson@gmail.com	876-542-3618
Kemisha Shaw Kelly		Kemishashaw@yahoo.com	876-358-7473
Carissa Burgess		Carissacb16@gmail.com	876-313-5404
Gail Evering Kerr		Gailevering@gmail.com	876-383-0186
SRHA			
Tonia Dawkins-Beharie	St. Elizabeth	Stelizabethmoh@gmail.com	876-318-0349
Kara Malcom		Karaeyap@yahoo.com	876-386-1609
Nadine Williams	Manchester	Nadine.williams@srha.gov.jm	876-318-0476
Kimberley Scarlett Campbell	Clarendon	K_scarlett@yahoo.com Kimberly.campbell@srha.gov.jm	876-318-0940
NERHA			
Tamika Henry	St. Ann	Tamika.henry@nerha.gov.jm	876-829-4056
Sharon Lewis	Portland	Sharon.lewis@nerha.gov.jm	876-318-0086
Tamara Henry	St. Mary	Tamara.henry@nerha.gov.jm	876-318-0940
	WRHA		
Diahann Dale	Trelawny	Diahannd@yahoo.com	876-829-4056
Kaushal Singh	Hanover	Kaushal_health@yahoo.co.uk	876-318-1197
Marcia Graham	Westmoreland	Marcia.graham@wrha.gov.jm	876-776-3987
Marcia Johnson-Campbell	St. James	Moh.stjames@gmail.com	876-318-1208
Tanique Bailey		Tanique.bailey@yahoo.com	876-771-0758
Francine Phillips Kelly		Stjhs4work@gmail.com	876-770-8143
Other Contacts			

Government of Jamaica	
Name (click for website)	Contact
Jamaica Tourist Board	https://www.visitjamaica.com/contact-us/
Ministry of Health (General)	888-ONE-LOVE, 876-542-5998
Passport, Immigration & Citizen Services (PICA)	info@pica.gov.jm
Ministry of Foreign Affairs	https://mfaft.gov.jm/jm/contact-us/
Tourism Development Co. Ltd. (TPDCo)	https://www.tpdco.org/contact-us/
Embassies	
British High Commission	876-936-0700
High Commission of Canada	876-926-1500
Embassy of Spain	876-926-7734
United States Embassy	876-702-6000
Full Listing of Other Embassies	