



**THE UNITED STATES VIRGIN ISLANDS
OFFICE OF THE GOVERNOR
GOVERNMENT HOUSE
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**COVID-19 GUIDANCE FOR THE U.S. VIRGIN ISLANDS TOURISM
ACCOMODATION INDUSTRY**

Effective, beginning June 1, 2020



The United States Virgin Islands (USVI) Department of Tourism and Department of Health are committed to providing a healthy and safe environment for its residents and guests during the Coronavirus Disease (COVID-19) pandemic and beyond. To that end, the Government has developed guidance that may appear drastic in certain instances, but has been developed and deployed to avoid transmission of a virus that has no cure and to achieve the goal of protecting everyone's health and life. **THIS IS A SERIOUS PUBLIC HEALTH MATTER.**

This document provides comprehensive accommodation industry guidelines to prevent and control the transmission of COVID-19 in the Territory.

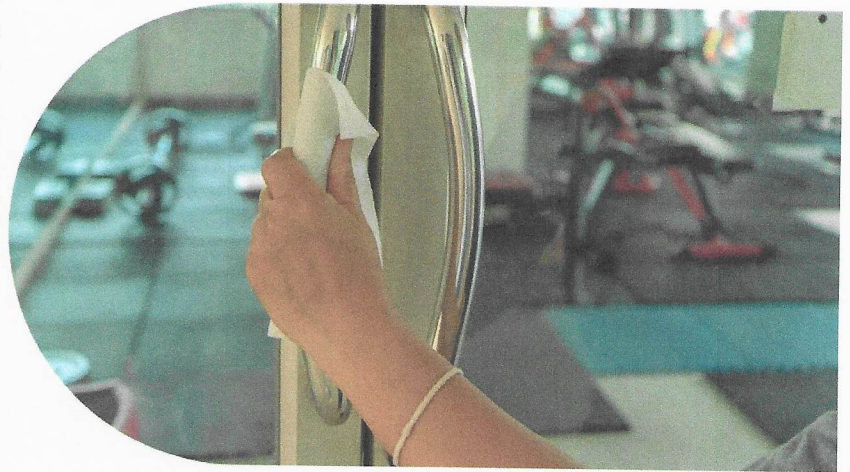
*****In preparation for the opening up of hotels, shared accommodation, guest houses, and other lodging facilities it is important for all staff in the tourism industry to be educated about the symptoms of COVID-19, its modes of transmission, personal hygiene precautions, and proper cleaning and disinfecting of rooms and common areas.*

COVID-19 Transmission

*****The virus that causes COVID-19 is thought to spread mainly from person to person, mainly through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Spread is more likely when people are in close contact with one another (within about 6 feet).

The virus is a particular threat because it is very contagious and many people who are infected may be asymptomatic or only have relatively mild symptoms and can maintain regular daily activities. In doing so, they can spread the disease, which can have severe, or even fatal consequences, particularly for those who are older or who have underlying medical conditions.

Younger people have no guaranteed protection against either infection or fatal consequences. The symptoms are bewildering in their variety, but often include coughs, fatigue, chills, a temperature of 100.4° F or higher, and loss of taste and smell. In later stages, deterioration of the condition is manifested by low blood oxygen readings. Even people with mild symptoms may require rapid hospitalization since, for example, difficulty breathing can develop suddenly. As a new virus, there is also much we do not know.

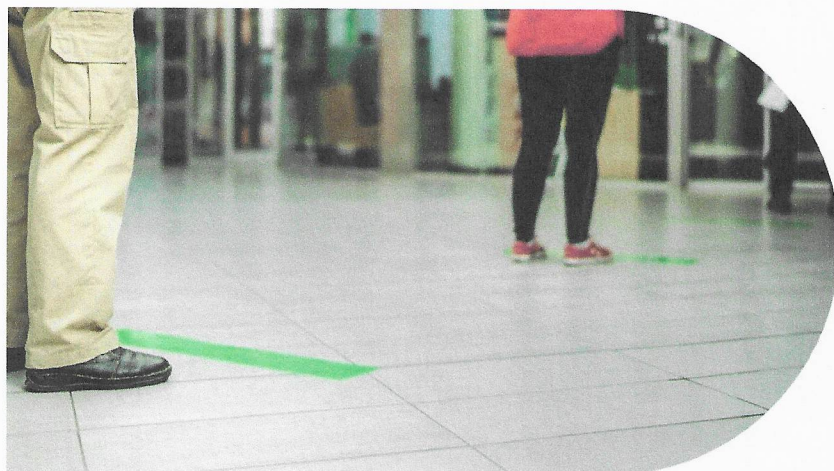


COVID-19 Prevention

***Prevention measures include regular and thorough handwashing, social distancing and avoiding touching eyes, nose, and mouth.

Wearing efficient masks or facial coverings reduces inhalation of infected droplets and, just as importantly, reduces transmission from those who are infected but do not know it. They are mandated when interacting with the public.

In public areas, cleaning and disinfecting frequently touched objects and surfaces can help reduce the risk of infection.



Using gloves correctly can reduce infection from infected surfaces, such as handrails and door handles. It is important to dispose of used gloves carefully and to follow disposal with use of sanitizer or hand washing. Frequent use of alcohol-based sanitizers on hands helps reduce transmission to facial orifices.

The other important aspect of prevention is “Social Distancing” or “Physical Distancing”. Even people wearing masks should not approach within six feet of others, whether

inside or outside.

*****Prevention measures also include not sharing food and drinks as well as the isolating of presumptive and diagnosed individuals.

COVID-19 Management

***The aim of the COVID-19 management team in the hospitality industry is to prevent cases by ensuring that the public and staff consistently comply with guidelines. The team should be able to identify potential cases and mitigate the spread to clients and staff. *It is essential that any staff suspecting infection should report it to management and stay away from work.*

The management plan, including attendance, absence and teleworking, should be updated in line with procedures and regulations issued by the relevant authorities.

The Department of Health and its health partners are responsible for testing, managing, contact tracing

and care of patients. Therefore, management will ensure that information on the local guidance - to include the Department of Health COVID19 hotlines - are posted and available at all times.

To report symptoms, please contact the Department of Health at the following numbers:



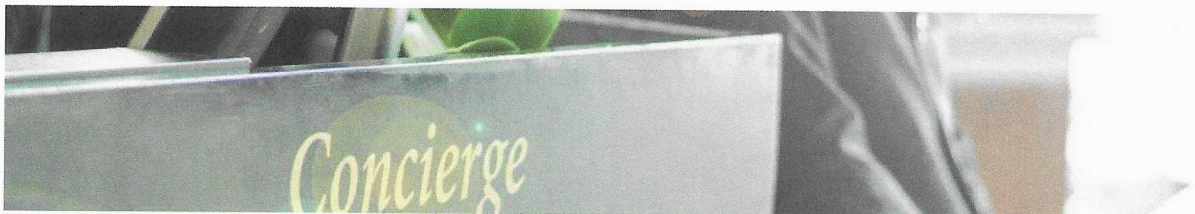
340 712-6299 (St. Croix)

340 776-1519 (St. Thomas/St. John/Water Island).

Procedures and plans should be evaluated frequently to update as needed, to verify compliance, and to identify and correct gaps while adjusting them in line with practical experience. A Crisis Team involving each department should alert management about any adjustments needed, and particularly about any unusual rise in staff absences, with special attention to acute respiratory symptoms and others that could potentially be related to COVID-19.

***Management should maintain close inter-communication with staff, including through the different department heads to communicate policies and convey information to protect them and guests, as well as on incidents that may arise and for situational awareness at all times. Guidelines for staff on how they should communicate to guests and other stakeholders can ensure alignment and consistent messaging. For example, if a guest falls ill, or dies, then all staff must maintain strict confidentiality and follow the protocols for reporting internally to avert rumors and panic.

*** Establishments should organize staff training on all the basic protective measures against COVID-19 and the signs and symptoms of the disease. Official leaflets and signage on basic hygiene practice and COVID-19, in English, Spanish and other relevant languages are useful information tools along with an up-to-date list of the contact information for the staff and emergency telephone numbers. The Department of Health hotline numbers are to be posted in all rooms and reception areas.



Reception and Concierge

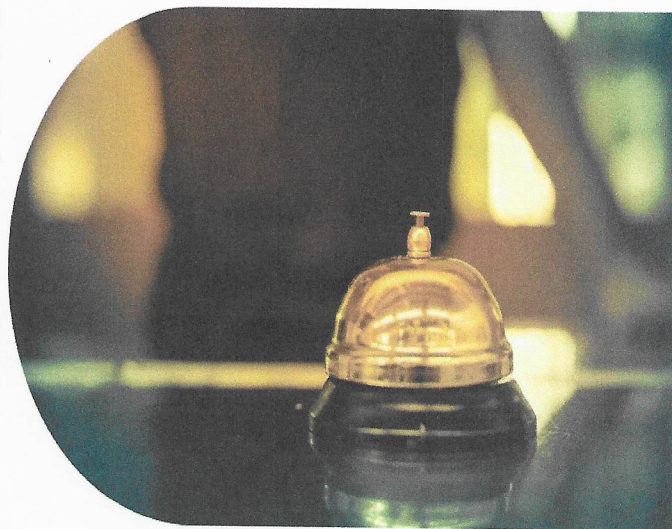
Information and Communication

A designated manager should be responsible for checking and updating current information from the Department of Tourism and Department of Health, travel advisories about the virus, and ensuring that information is shared with staff and guests, where appropriate.

Staff interfacing with the public, reception, concierge, and food service should not be older or have underlying health conditions. They should take all necessary precautions, including physical distancing from guests and wear facial covering. If feasible, management should install transparent “bank-style” barriers to separate front line staff and the public (e.g., at reception desks or catering stations).

Reception desk staff should know enough about COVID-19 to do their job safely and help prevent the possible spread of the virus inside the premises. They should be able to inform guests about preventive policy and other services that guests may require, such as medical and pharmacy services in the area or in the establishment itself.

They should advise guests to monitor themselves for respiratory symptoms and to stay in their rooms should they experience fever or other flu-like symptoms until they are advised by the Department of Health through calling the hotline or are seen by a doctor. Management should arrange this immediately, as well as provide basic hygiene recommendations. Management and staff will need coaching on how to give tactful advice to guests, as well as on guidelines on, for example, social distancing and mask-wearing in public places, hand washing and self-isolation. The reception desk staff should also be familiar with the room occupancy policy for accompanying persons in the event of a suspected case of COVID-19.



The reception desk should maintain supplies of masks, disposable tissues, and hand sanitizers for use by guests and staff. Essential equipment and a medical kit at the reception desk should also include germicidal disinfectant/wipes for surface cleaning. Advice on the use of masks can be found on this link:

<https://tinyurl.com/ybvm9t3n> or <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>. Note that disposable face masks should only be used once.

Social distancing measures, hand cleaning, and respiratory hygiene

Social distancing includes refraining from hugging, kissing, or shaking hands with guests as well as among staff, while maintaining a distance of at least 6 feet and avoiding anyone who is coughing or sneezing.

Hand hygiene entails cleaning hands with an alcohol-based hand rub or washing them with soap and water regularly and thoroughly; avoiding touching eyes, nose and mouth; and disinfecting hands after exchanging objects, including room keys, money or credit cards, with guests. *****Pens at the front desk and key cards should also be cleaned with disinfectant.

Respiratory etiquette includes wearing a mask and covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.

Monitoring of guests who are possibly infected

It is useful to keep a logbook of important events and actions and to record them in enough detail, such as the date and time a room was cleaned, room service delivered, or any other close interactions with guests or their room, by whom and where.

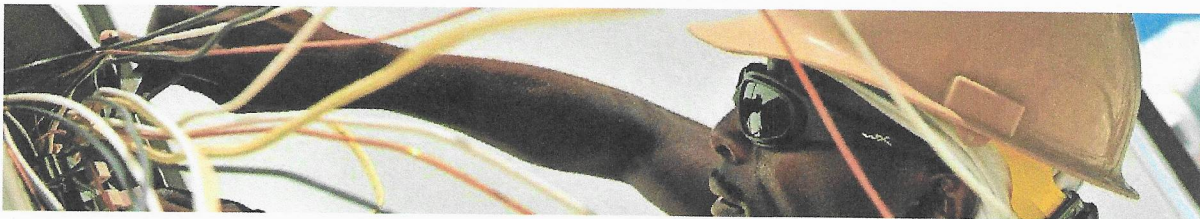
*****These records will assist in tracing contact with any infected individuals. Review and implement a record-keeping process to maintain records of guest and staff movement. These records should be kept for a minimum of 12 months as required by **64 CSR 18 General Sanitation Rule**. This includes maintaining guest registration records, employee work assignments, documentation of key control procedures, including the electronic lock records, and security camera closed circuit tapes. This is especially important if



someone in the accommodation has been confirmed to have the virus.

While respecting protection of personal data and the right to privacy, it is advisable, with all possible tact, to monitor all guests in the establishment for signs of illness.

Reception staff should log all relevant incidents such as requests for doctor's visits. This information will aid guests with appropriate advice, facilitating early detection, and rapid management of suspected cases with local health authorities. Staff must treat all such information with discretion, leaving it up to the management and to medical services to make appropriate decisions.



Technical and maintenance services

Water disinfection

It is necessary to maintain the concentration of chemical agents in water for consumption, and in pools or spas within the limits recommended by international norms and standards, preferably at the upper limits of the range.

Dishwashing and laundry equipment

The proper functioning of the dishwashing and laundry equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.

Air-conditioning

Although COVID-19 is not transmitted by air but from person-to-person through small droplets from the nose or mouth when an infected person coughs or exhales, the condition of filters should be monitored to maintain the proper replacement rate of indoor air.

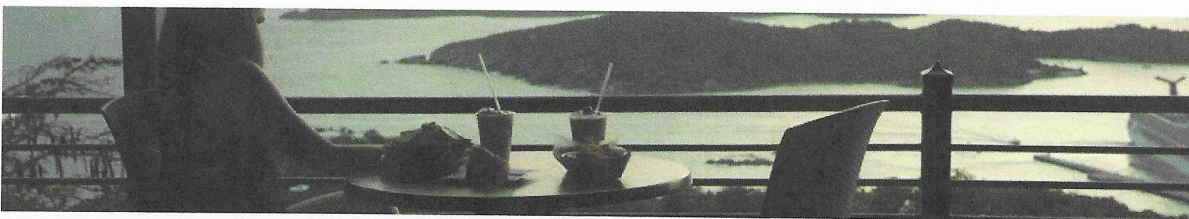


The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools should be checked.

Dispensers

Regular checks should be carried out to ensure the proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers and other similar devices. Defective units should be rapidly repaired or replaced.

The tourism establishment should place disinfectant gel dispensers in different areas of the establishment, including public restrooms used by guests and by staff, and other areas of interest (e.g., entrance to the dining hall, restaurants, and bars).



Restaurants, breakfast and dining rooms and bars

Information and communication

ALL restaurants and bars must adhere to the COVID-19 GUIDANCE FOR RESTAURANTS, BARS AND NIGHTCLUBS issued by the Government of the U.S. Virgin Islands.

Restaurants, dining room and bar staff should practice scrupulous personal hygiene e.g., (frequent regular handwashing, cough hygiene) as strictly as possible.

Guests must wear a facial covering and should be reminded when entering and leaving the restaurant or dining room to disinfect their hands with disinfectant gel, which should be located at the entrance to those facilities.

Buffets and drinks machines

Until further notice, buffets are not allowed.

Once buffets are approved, guests should avoid handling food. Change serving utensils frequently, always leaving these items in separate containers. Clean and disinfect the buffet surfaces after each

service.

Coffee machines, soda machines, and other dispensing machines that require contact with the hands of users should be avoided. For those requiring minimal touching, hand sanitizers should be available near the machine.

Dishes, silverware, and table linen

*Effective June 8, the use of disposable dishes, utensils, napkins, and drink containers, is required if any are used.

Once the requirement for disposables is removed by the Government of the U.S. Virgin islands, all dishes, silverware and glassware should be washed and disinfected in a dishwashing machine utilizing hot water at a temperature of 200 °F, including items that have not been used, as they might have been in contact with the hands of guests or staff. Staff should wear gloves when laying tableware and handling utensils (e.g., when unloading dishwashers).

Table setting

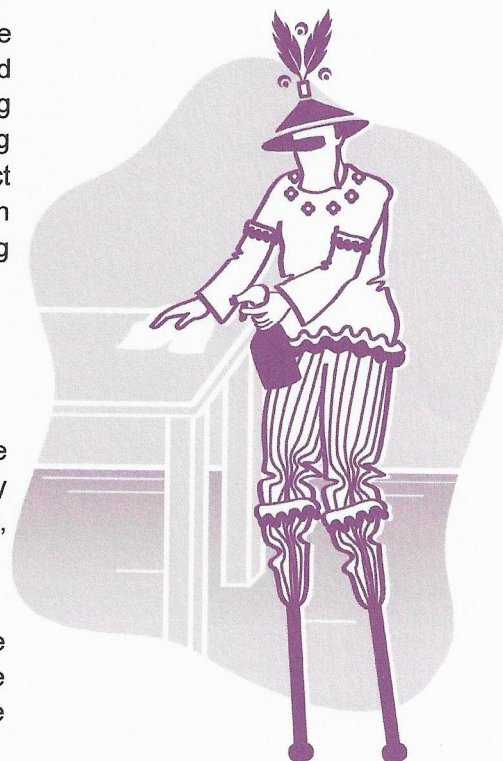
It is recommended to limit the number of customers in the restaurant to 50 percent of seating capacity as defined by Business License or the Fire Marshall, or 50 customers, ***whichever is less.***

Limit tables to no more than 6 guests per table. Tables should be arranged so that the distance from the back of one chair to the back of another chair is more than 3 feet and that guests face each other from a distance of at least six feet.

Recreational areas for children

Until further guidance from Health Officials, these areas should remain closed.

Although the current evidence indicates that most children appear to develop less serious respiratory symptoms of COVID-19, there are reports of children infected with COVID-19 who have developed severe symptoms.



Those responsible for children should be vigilant for any signs and symptoms that are known to be associated with COVID-19.



Cleaning and housekeeping

Cleaning and disinfection

Even in the absence of COVID-19 cases in an establishment, it is recommended that hygiene services be reinforced in the application of cleaning and disinfection measures in common areas (restrooms, halls, corridors, elevators, check-in counters, water fountains, ice and vending machines; and other frequently touched surfaces). Cleaning staff should pay special attention to frequently touched surfaces such as handles, elevator buttons, handrails, switches, doorknobs, etc.

*****For restrooms

- Set a schedule for cleaning and disinfecting facilities frequently
- Clean and disinfect touchable surfaces frequently
- Provide proper cleaning and disinfecting supplies, including instructions for use, and personal protective equipment (PPE) for workers

- Provide and maintain adequate hand-washing supplies (hand soap, running water, disposable hand towels, waste cans, etc.), and hand sanitizer



*****For disinfectants

- Cleaning refers to the removal of dirt and impurities, including germs, from surfaces. Cleaning alone does not kill germs. But by removing the germs, it decreases their number and therefore any risk of spreading infection.
- Disinfecting works by using chemicals, for example EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean

dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.

- Determine if a product is effective against COVID-19, review the product label or product specification sheet and ensure it states “EPA-approved emerging viral pathogen claims”.
- Product names can be found in the Environmental Protection Agency’s registered product database: [https:// www.epa.gov/pesticide-registration/list-n-disinfectants-use- against-sars-cov-2](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)

*Establishments should draft a special cleaning and disinfection plan for situations in which there are sick guests or employees staying at the establishment or identified with COVID-19 within a few days of leaving the establishment.

*Written guidelines should lay out instructions for enhanced cleaning and disinfection, managing solid waste and for wearing personal protective equipment (PPE).

*****Train housekeeping staff to use the disinfectants safely and correctly. Staff should wear a face covering and gloves when cleaning. Many of these cleaning products need to remain on hard surfaces for several minutes in order to work.



- Cleaning crews should be trained on use of PPE, on hand hygiene immediately after removing the PPE, and when cleaning and disinfection work is completed, especially in rooms or areas exposed to COVID-19 cases.
- Any surfaces that become soiled with respiratory secretions or other body fluids from an infected person (e.g. toilet, hand washing basins and baths), should be cleaned with a regular household disinfectant solution containing 0.1% sodium hypochlorite (that is, equivalent to 1,000 ppm). Surfaces should be rinsed with clean water after 10 minutes’ contact time for chlorine.
- Service staff may need additional training in the preparation, handling, application and storage of these products, mostly bleach, which may be at a higher concentration than usual. The cleaning staff should know how to make sure the bleach is not disintegrated and how to rinse it off after 10 minutes. They should also have access to sufficient disinfectant solutions and other supplies.
- When bleach is inappropriate (e.g., for telephone, remote control equipment, door handles, buttons in the elevator, etc.) 70% alcohol can be used
- Whenever possible, cleaning materials should be disposable. Discard any cleaning equipment made of cloths and absorbent materials (e.g., mophead and wiping cloths). When necessary, disinfect non-porous cleaning materials thoroughly with 0.5% sodium hypochlorite solution or according to manufacturer’s instructions before using for other rooms

*****Linens may become contaminated with the virus, so it is also important to add disinfectant when washing laundry. Bed scarves and bedspreads should be washed more frequently. Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully to prevent raising

potentially infectious dust particles. They should be washed on hot cycles (158° F or higher) with the usual detergents. All used items must be dealt with to reduce the risk of potential transmission. Disposable items (hand towels, gloves, masks, tissues, etc.) should be placed in a container with a lid and disposed of according to the hotel action plan and national regulations for waste management.

- In general, public areas where a case has passed through or has spent minimal time (e.g. corridors) do not need to be specially cleaned and disinfected.
- All rooms and common areas should be ventilated daily.

Monitoring of sick guests

Housekeeping and cleaning staff should inform the management or the reception desk of any relevant incidents, including possibly sick guests in their rooms, while treating this information with discretion.

Availability of materials Cleaning staff should be trained on the use of and provided with personal protection equipment, such as gloves, disposable gowns, closed shoes. With procedures that generate splashes (e.g., while washing surfaces), staff should use a face shield and impermeable aprons.

Optional housekeeping programs

All programs where guests can voluntarily forego housekeeping services should be suspended in the interest of maximizing health and safety of hotel staff and guests alike.



Handling COVID-19 cases in hotels and tourist accommodation establishments

General recommendations

Reception or other hotel staff should follow the procedures in the action plan for the situation when a guest develops signs or symptoms indicative of COVID-19.

*****Public health officials at the territorial and federal levels have the legal authority to implement control measures to prevent the spread of communicable disease, such as isolation and quarantine, travel restrictions, and medical treatment.

If guests or employees develop symptoms suggestive of COVID19, staff should immediately minimize contact between them and other guests and staff of the establishment.

- If mild flu-like symptoms are exhibited, the person should be isolated, made comfortable and the health department hotline called. The Department of Health official will provide instructions to be followed.
- If the ill person is not transferred to a medical establishment, the guest and management should follow instructions of the public health officials and/or the individual's private physician. This might include the need for home health nursing. The designation of a staff member for caregiving should be avoided.
- A separate room should be provided for the ill person. Properly dispose of gloves and other disposable items that had contact with the ill person's body fluids in a biohazard bag or a secured plastic bag, which will be considered as "biohazard" waste.

N.B. Facilities should be in place for employees to change into their uniform upon arrival to work and shower upon leaving.

Case of an affected worker

Staff who report that they are ill with respiratory symptoms must stay at home and seek medical attention.

Staff who experience respiratory symptoms while at work should immediately stop work and seek medical assistance and stay isolated in a suitable room while waiting for medical services. They should be provided with disposable tissues and masks that they should wear whenever others are present or when they need to go out to common areas.



- Request the ill person to wear a medical mask and practice respiratory hygiene when coughing and sneezing. If the medical mask cannot be tolerated by the ill person, provide tissues to cover the mouth and discard the tissue immediately into a biohazard disposal waste bag. If no biohazard disposal waste bag is available, place it into an intact plastic bag, seal it, and consider it "biohazard" waste; and wash hands with soap and water or alcohol-based hand rub.

- When attending to a staff member who displays fever, persistent cough or difficulty breathing, always use additional protective equipment, including mask, eye protection, gloves and a gown.

- Remove PPE carefully and according to training provided to avoid contaminating yourself. First remove gloves and gown, practice recommended hand hygiene; remove the mask and eye protection; and immediately wash hands with soap and water or alcohol-based hand rub. Hand hygiene must be used between each removal.

If the staff person is experiencing shortness of breath, difficulty breathing or any signs of respiratory distress, 911 is to be called immediately and the circumstances and symptoms reported.

Staff who report that they have been diagnosed with COVID-19 must not report to work. They should follow instructions received from the doctor, including home or other facility self-isolation, until the symptoms have completely disappeared, and a viral test becomes negative. (Note: For a COVID-19 patient to go through a mild form of the disease and fully recover takes about one month).

Case of an affected guest

If experiencing shortness of breath, difficulty breathing or other forms of respiratory distress, call 911 immediately.

If a guest develops symptoms, they should be isolated to reduce risks of infection for others and the Department of Health's EPI hotline called immediately: (340) 712-6299 (St. Croix); (340)-776-1519 (St. Thomas/St. John/Water Island). They should remain isolated in a room on a temporary basis until seen or instructed by the local health authorities. No visitors

should be permitted to enter the room occupied by the affected guest. Depending on the availability of rooms, accompanying guests, if any, should be screened for COVID-19 symptoms and moved to a different room.



Measures for the management of ill patients and contacts can be referenced in:

If You Are Sick or Caring for Someone <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/index.html>

If emergency care is not required, and in order to minimize risk of contaminating other guests or staff, symptomatic guests should be quarantined in a separate room, according to instructions from the management and local health authority.

Management of the possible contacts of the sick guest should follow instructions from the local public health authority. The Epidemiology team conducts contact tracing as part of the standard protocol.

If emergency evacuation is needed, 911 is to be called and Emergency Management Services (EMS) will manage the movement and transporting of the patient.

Once the guest leaves, the hotel management should provide access to services for cleaning and disinfection of the room occupied by the sick person according to the action plan, following the cleaning and disinfection protocols. If this is not possible, the on-duty housekeeper should clean and disinfect the room occupied by the sick person, following the protocols for rooms with cases, and observing PPE protocols.

If there is no other option but to host a sick guest suspected of COVID-19, with mild symptoms, self-isolation in the room is an option. Such guests should stay in an individual room, except in the case of children or those requiring caregivers. They should not receive visitors, and meals or other requests should be delivered at the door via room service. They should not share a bathroom, towels, blankets, or clothing with their caregivers. Health officials' visits should be carried out in the guest's room whenever possible, avoiding the need for the patient to go to the doctor's office.

Only one person should be in charge of caregiving and they should not be pregnant women or individuals at high risk.

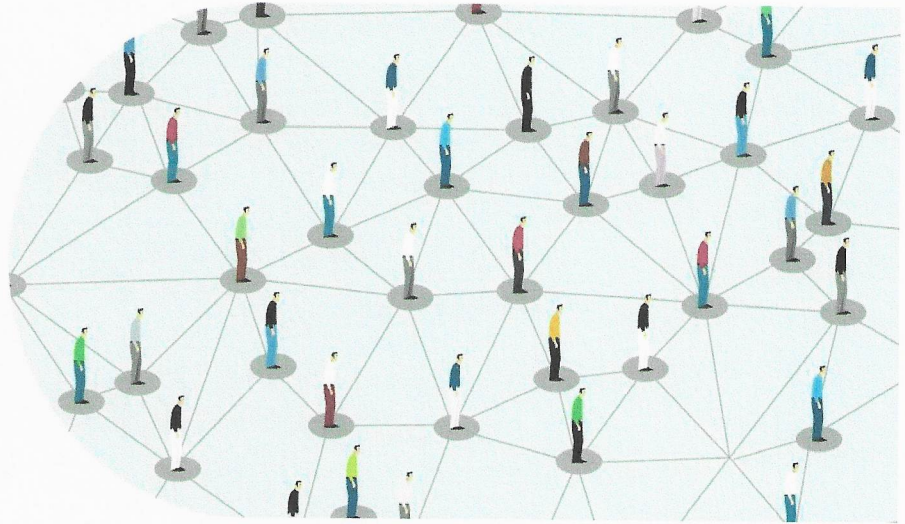


Caregivers must adopt strict precautionary measures, including wearing PPE, whenever they come close to or have direct contact with sick persons. The room should then be organized to allow for proper PPE donning and doffing and disposal of used/contaminated PPE. Linens, clothing, and other items that require laundering.

For laundry:

- In order to minimize the possibility of dispersing virus through the air, do not shake

- dirty laundry.
- Wash items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry that has been in contact with an ill person can be washed with other people's items.
 - Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces



The clothing of the sick patient, as well as the linen of the room he or she occupies, should be washed following the usual procedures, and then stored and transported in sealed bags. Caregivers should self-monitor for the appearance of symptoms, especially fever and cough, and call the Department of Health hotline and seek medical attention if such symptoms appear.

The doctor in charge of the case is the designated person to inform the relatives and other companions what infection control measures they should adopt.

Note: The management of the hotel or accommodation has no legal authority to force sick guests to remain in their room or to prevent them from receiving visits from other guests, so they need to be firm but tactful in their approach.

Identification and management of contacts

The identification and management of contact tracing will be managed by the Department of Health.

A contact is a person who experienced any one of the following exposures during the two days before and the 14 days after the onset of symptoms of a probable or confirmed case:

- Face-to-face contact with a probable or confirmed case within three feet and for more than 15 minutes
- Direct physical contact with a probable or confirmed case
- Direct care for a patient with probable or confirmed COVID-19 disease without using proper personal protective equipment

- Other situations as indicated by local risk assessments.

In the context of hotel or other tourism accommodation, a contact could also be considered as:

- Guest companions or persons providing care who had close contact with the suspected case
- The staff member designated to look after the patient and other staff members who may have been in close contact with them or the facilities they use (e.g., bathroom) or their usual articles (e.g. used linen and clothes).

If the severity of the symptoms or numerous movements of the case(s) indicate more extensive exposure in the establishment, management will cooperate in a more thorough assessment with the local health authorities. Management should remember that those infected can be highly infectious regardless of the severity or otherwise of the symptoms.

All contacts of COVID-19 patients should be quarantined for 14 days from the last time they were exposed to the patient. If a contact develops symptoms, it is important to contact the Department of Health hotline. It is imperative that the contact should wear a medical mask, considered as a suspected case, and treated as such.

Other guests and staff who do not meet the definition of a contact may be considered as having low-risk exposure and may be advised to adopt precautionary measures modified and adapted to the risk assessments conducted by the public health authorities.

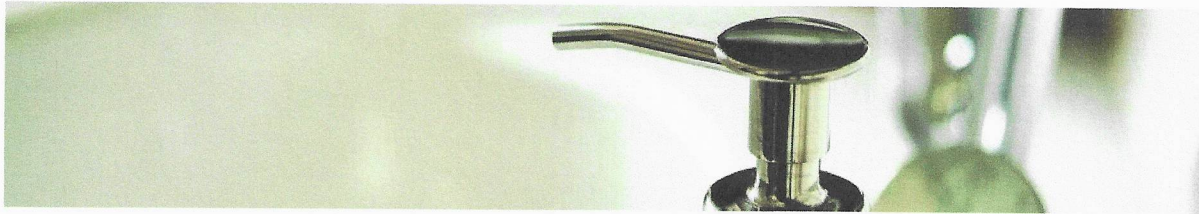
Asymptomatic guests

Non-affected guests are assumed to have had a low-risk exposure. They should be provided with information about the disease, its transmission and preventive measures. All guests should be required to self-monitor for COVID-19 symptoms, including fever, cough or difficulty breathing for 14 days from the date of departure of the confirmed case from the establishment. Should they develop symptoms within 14 days, they should immediately self-isolate and contact local health services and management.

Suppliers of goods and services

Contractors and suppliers of goods and services should follow safe systems of work and also have systems in place for the prevention of the spread of COVID-19.





Additional Guidelines

Wellness Checks (Employees)

****Before an employee clocks in to work, they should take the following steps:**

Temperature check with a no-contact infrared thermometer.

And go over this checklist:

- Have you been diagnosed with COVID-19?
- Have you had close contact in the past 14 days with someone who has been diagnosed with COVID-19?
- Have you been told by a health care provider or public health official to self-quarantine?
- Do you have any respiratory symptoms such as cough, runny nose or shortness of breath?

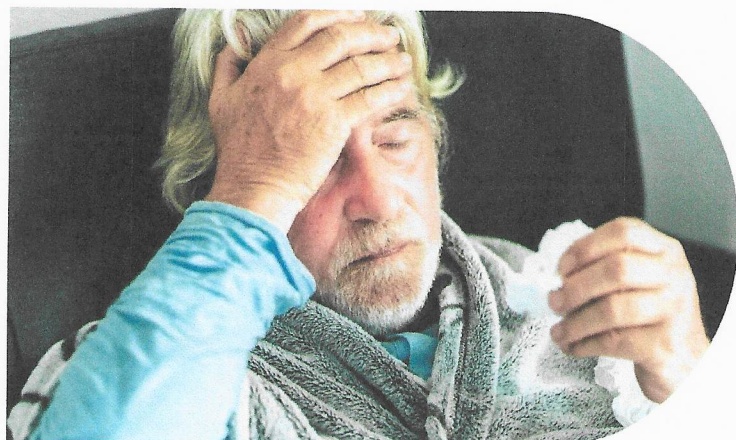
- Employees with a temperature below 100.4° F, who answer “no” to all questions, can start their shift.
- Employees with a temperature 100.4° F or above or who answered “yes” to any question should be sent home by their manager and not to return to work until a medical professional clears them.

Employees who refuse to have their temperature checked or to answer any of the questions should be sent home.

Wellness Checks (Guests and Customers)

*******At the present time, all symptomatic guests upon arrival are required to self-quarantine for 14 days**

****Each guest should declare if they are**



experiencing health symptoms of any kind or if he/she has been in direct contact with someone diagnosed with COVID-19 within the last 14 days. **All guests and customers should have a temperature check upon entry to the property with a no-contact infrared thermometer.

**Arriving or in-house guests with a temperature of more than 100.3° F should be offered assistance. They should be shown to a private and isolated area for a secondary temperature check and additional symptom screening. If secondary screening indicates possible infection, staff should direct the guest to the closest hospital or medical facility for examination.

A guest refusing to seek medical care will be denied entry to the property but must receive a copy of the accommodations policy document.

- Individuals entering the property for other reasons (not guests) who have a temperature of more than 100.3°F will not be allowed entry. In a polite and discreet manner they should be encouraged to receive medical attention.

Guest Luggage**** All guest luggage must be disinfected upon entry. Ready-to-use disinfecting wipes must be readily available for guests or employees for luggage disinfection if appropriate upon entry.

Room Amenities***** Suspend mini-bar service and in-room sale of items until further notice. Fridges do not have to be removed from the room, but must be properly cleaned and disinfected. Discontinue the delivery of newspapers. News can be delivered electronically via email, SMS or an app.

Room Service**** Property should arrange touchless delivery of ordered items. 2- Room service attendants cannot enter the room.

Spa, Gym and Fitness Centers - Apply safety and sanitization protocols at all fitness centers and gyms

Business Centers**** Secure the safe spacing minimum of 6 feet between work desks. 2- Limit the number of guests in the area based on the maximum allowed. 3- Disinfect each desk, equipment item (keyboards, mouse, monitor) and work area after each guest has finished.

KEY POINTS

A. Barriers to Transmission

Reinforce Hand Hygiene

**This decreases the risk of transmission of respiratory viruses by 50 percent

*****Train hotel staff and post signage to remind guests and workers to wash hands with soap and warm water frequently, for at least 20 seconds each time

*****Provide alcohol-based hand sanitizer that contains at least 60 percent alcohol in all guest contact areas and to all staff

Use personal protective equipment

Gloves: For cleaning and disinfection and when handling a suspected or confirmed case of COVID-19. ****Gloves must be changed regularly.

Masks: In public or common areas, employees and guests/customers must wear a mask or facial covering that covers and protects the mouth and nose area. Ski masks are prohibited indoors and outdoors. Single-use masks or cloth masks are acceptable. Face shields may be used in addition to masks or facial coverings.

*Janitorial Staff and Visitors entering the hotel rooms of COVID-19 patients:

Use a medical mask (Surgical Mask or N95 Masks)

*Administrative and other areas: use a cloth mask

Cleaning of Cloth Masks: *Reusable face masks made of a washable material should be washed with a detergent in hot water (60°C/140°F) immediately after use. Once masks have been washed, they should be dried in the sun or in a dryer if the material permits. Washed masks should be stored in a clean area until ready for use.

Install Physical Barriers ****Transparent screens can offer proper separation between customers and employees.

Facilitate Physical Distancing

Post signage to ensure separation in lines and common areas

- There is to be no congregating in numbers more than allowed by the Governor's Executive Order. In all cases, masks and social distancing are required.
- Reconfigure public spaces OR limit the number of customers and employees in specified areas



Limit Physical Contact with Customers with:

- Online ordering
- Curbside service delivery
- Automated entrances

****Educating customers and employees of their shared responsibility to protect each other in a COVID-19 environment**

B. Implementing Touchless or Low-Touch Solutions

- Ticketing
- Check-In
- Payment for goods and services
- Automated ordering and pick up for food and service

C. Enhance Sanitation

- Implement a policy of more frequent hand washing
- In the absence of hand washing, use hand sanitizers (at least 60 percent alcohol)
- Provide hand sanitizers in public areas
- Sanitize more frequently with products that are effective against COVID-19 with special attention to high-touch surfaces
- Modify business hours to carry out sanitation and disinfection procedures
- Provide training at frequent intervals for employees on implementing these measures with oversight on execution
- Research innovations in technology and test new procedures

*Follow DOH cleaning and disinfecting in accommodations guidance.



D. Health Procedures

- Staying at home if having symptoms of COVID-19
- Quarantine for two weeks if having symptoms of COVID-19 and awaiting test results
- Isolate (if confirmed positive for COVID-19) until free of symptoms and two negative test results 24 hours apart
- Allow employees to stay away from work to fulfill quarantine and isolation requirements

- Signage that includes COVID-19 symptoms for both customers and employees
- Guidance to public health resources for testing if having COVID-19 symptoms
- Guidance on good health practices (nutrition and exercise)
- Communication encouraging travelers to stay home if ill and to resume travel when well
- Follow guidance from public health authorities if a customer or employee tests positive for COVID-19

Owners/Managers who have queries concerning a guest with possible symptoms should call the Epidemiology hotline at 340 773-6299 or 340 776-1519. The guest should also call the Epidemiology hotline and remain in his or her room pending testing and the results.

If the guest is exhibiting severe respiratory symptoms, call 911 immediately.

REFERENCES

*CARPHA's Guidance on the Use of Face Masks in the Context of COVID-19 Pandemic

<https://tinyurl.com/yaz8z37x>

**Industry Guidance for Promoting the Health and Safety of All Travelers

<https://tinyurl.com/yclmge38>

*** WHO Operational considerations for COVID-19 management in the accommodation sector

<https://tinyurl.com/yae4mutj>

****Puerto Rico Tourism Company Health and Safety Destination-Wide Program

<https://tinyurl.com/y87ptba6>

*****Coronavirus Disease 2019 (COVID-19) Guidance for Hotels, Motels and Other Lodging Facilities April 2020

<https://tinyurl.com/yarmb7e5>

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A CONSULTING EXPERT EXPLAINS HOW TRAVEL COMPANIES CAN PREPARE FOR THE UPTURN

Dimitris Hiotis, global head of leisure, travel and transportation at consulting firm Simon-Kucher & Partners, discusses how travel companies can prepare for a successful restart after the coronavirus crisis.

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*****A CONSULTING EXPERT EXPLAINS HOW TRAVEL COMPANIES CAN PREPARE FOR THE UPTURN

<https://tinyurl.com/y8urggla>

*****Frequently Asked Questions

<https://www.cdc.gov/coronavirus/2019-ncov/faq.html#How-COVID-19-Spreads>

ADDITIONAL RESOURCES

What the U.S. Virgin Islands Department of Health Is Doing <https://www.covid19usvi.com>

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