



Government of the Republic of Trinidad and Tobago
Ministry of Tourism, Culture and the Arts

TOURISM SECTOR RESILIENCE

COVID-19 PROTOCOLS FOR
THE TRINIDAD AND TOBAGO
TOURISM SECTOR 2021

AUG 1
2021





Table of Contents

Message from Senator the Honourable Randall Mitchell	3
Message from Heidi Alert	5
Message from Louis Lewis	7
Terms & Definitions	11
Acknowledgements	12
Background	13
COVID-19 Symptoms	14
Goal	15
Objectives	15
Coverage	15
Management Guidelines	19
Recommendations Aimed at Preventing and Controlling Covid-19 at Establishments	25
Guidelines For Tourism Service Providers	32
General Tourism Service Provider Protocol	33
Specific Protocols by Category	36
Accommodation	38
Restaurants and Bars	54
Beaches	60
Lifeguards	64
Water Sports	66
Sites and Attractions	68
Tour Operations and Tour Guiding Services	72
Tourism Transportation	74
Monitoring and Evaluation	77
Appendix I - Health and Safety Checklist for Tourism Services	79
Appendix II - Cleaning, Disinfecting, Hand Sanitizing & Hand Washing Guidelines	82
Appendix III - Ports of Entry	85
Sea Ports	92
Cruise Operations	100
Appendix IV – Procedure to follow in the event of exposure to COVID-19 CASES in the accommodation sector	104
Appendix V – Travel and Safety Protocols at the Airports	106
Appendix VI - Yachting Operations	110
References	112



Message from Senator the Honourable Randall Mitchell Minister of Tourism, Culture and the Arts



In 2019, international visitor arrivals worldwide increased by 4 % with every region of the globe reporting an improvement in visitor arrivals performance. Closer to home, the Caribbean region mirrored the global performance and received 1.3 million more visitors in the same year. At that time, based on this prevailing trend and coupled with heightened visitor confidence, 2020 was projected to be a year of continued growth for global travel and tourism.

Destination Trinidad and Tobago was certainly no different. Before our first case of COVID-19 in March 2020, the first three months of year showed great promise with an improved performance for the first three months, and the Carnival period led the way with a 6.5% increase in visitor arrivals over Carnival 2019.

The period March 2020 and continuing into 2021 has presented the greatest challenge to the travel and tourism industry by far. The Caribbean region and by extension Trinidad and Tobago has seen its vulnerabilities exposed by the global impact of the COVID-19 pandemic. Closed borders, stringent lock down measures and restricted movement to prevent human to human transmission of the virus whilst seeking to prevent the spread of COVID-19, countered the very essence of tourism therefore temporarily halting its progression.

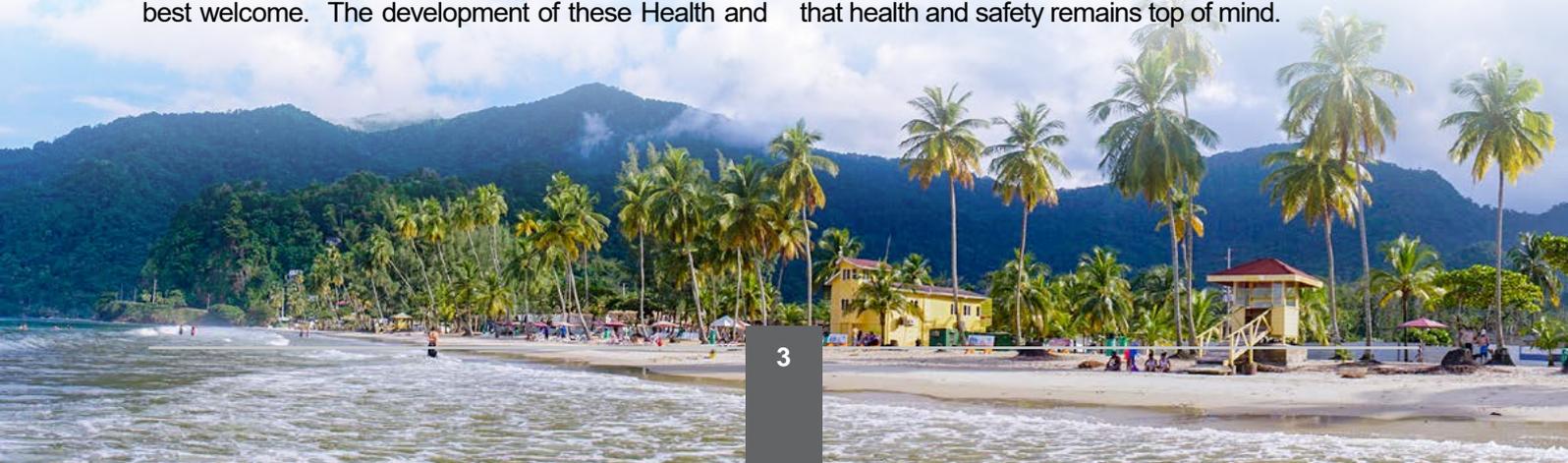
The movement of and interaction between people is key to the success of tourism, however, similar to the rest of the world, Trinidad and Tobago must rethink and re-imagine travel and tourism in a post COVID-19 world. Rethinking how we do tourism is the only way that our resilience will shine through. The people of Trinidad and Tobago are naturally warm and engaging, and radiate an energy that visitors describe as the Caribbean's best welcome. The development of these Health and

Safety Protocols will ensure that the warmth and hospitality that our twin islands have become known for is still available to our visitors, but within the context of a safe environment through a robust continuing system of the monitoring and management of risk.

Trinidad and Tobago's Tourism Sector Health and Safety Protocols is intended to give our stakeholders the confidence that they can once again welcome their guests, safely. This document also gives our visitors the confidence that they are coming to a destination that can give them a memorable experience, within an environment that cares for their safety.

These protocols are detailed and were rigorously developed to provide several layers of protection for every touch-point of our industry. Every layer is necessary for building sector confidence and it is for this reason stakeholders must familiarize themselves with the protocols and adopt them as part of their day-to-day business operations in much the same way as they adopt the value of excellent customer service.

The Ministry of Tourism, Culture and the Arts believes that as Trinidad and Tobago seeks to rebuild a better and stronger tourism sector, doing so safely and responsibly will ensure our resilience. These Health and Safety Protocols will give the entire tourism ecosystem and our visitors the assurance that every visit to Trinidad and Tobago is not just enjoyable, but also demonstrates that health and safety remains top of mind.





Message from Heidi Alert

Chief Executive Officer (AG.), Tourism Trinidad Limited



In a world which has redefined “normal”, health, hygiene, safety, and security are now our tourism wealth. Trust and confidence are the critical components for the building of a successful and sustainable tourism sector. In this great resetting of the industry at a global level, there is a shining light of hope as the tourism industry can now rebuild even stronger than before with a laser focus on conservation of our environment, optimisation of digital technology, strategic industry partnerships, and robust safety and security measures.

Our guests must feel safe and secure when visiting Destination Trinidad and our citizens must be confident that visitors are virus-free and, therefore, it is safe to welcome them. From the time tourists enter our shores to when they depart “Sweet Sweet Trinidad”, our guests must have confidence in the quality systems being provided in mitigating against the risks of COVID-19 infection. It is, therefore, important that the prerequisite international public

health standards are in place for the safety of citizens and visitors alike.

Trinidad is an amazingly beautiful island; with an eclectic cultural medley, unique flora and fauna and genuine warm and fun people that our guests from around the world will yearn to experience time and time again. Tourism Trinidad Limited is committed to not only marketing and promoting this island’s wonders but ensuring that the essential quality systems are followed for the safe enjoyment of our tourism assets.

We look forward to the support of our tourism partners to responsibly grow an industry that is the lifeblood of so many of us.







Message from Louis Lewis

Chief Executive Officer, Tobago Tourism Agency Limited

The Tourism sector has been significantly adversely impacted by the COVID-19 pandemic. Our borders have been closed to regional and international visitors for over 18 months, as we seek to manage the incidence of the virus. In the context of Tobago, tourism has been, and for the medium term, will remain the dominant sector for the generation of economic activity.

As we prepare for the reopening of our borders, the Tobago Tourism Agency Ltd has partnered with the Division of Health, Wellness and Family Development and Tourism Trinidad Ltd in developing a number of protocols for the safety of staff and the management of visitors at the various establishments and places of interest in Tobago.

These protocols have amalgamated the recommendations of the Caribbean Public Health Agency (CARPHA), the Trinidad and Tobago Health Standards, as well as the World Travel and Tourism Council (WTTC).

It is important for us to work in collaboration in presenting our destination as a safe option for potential travellers. The protocols developed, once adhered to will convey that assurance we provide to visitors through our marketing channels with confidence and therefore enhance our competitiveness.

In the island's branding we promise a Beyond Ordinary experience to our visitors through interactions with our stakeholders and the wide array of natural and cultural assets. In our recovery process the safety of our visitors and our ability to communicate the same is of utmost importance. We can only deliver on our beckoning if we operate within the parameters of the Health and Safety protocols which we have developed. Let's all play our part.





The information contained in this document was compiled from information sourced from various entities including, but not limited, to the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC); the Caribbean Public Health Agency (CARPHA) and the Ministry of Health (MOH) (Republic of Trinidad and Tobago) outlining COVID-19 protocols and best approaches for the sector. The guidance information highlighted in this document will be subject to change as new information about the COVID-19 pandemic evolves. As such, we will be guided by the aforementioned organisations to further recommend health practices to reduce the spread of the infectious disease.

It is strongly recommended that persons employed in the Tourism Sector be fully vaccinated once the WHO approved vaccines become available.

List Of Abbreviations

AATT	Airports Authority of Trinidad and Tobago
ATM	Automated Teller Machine
°C	Degrees Celsius
CARPHA	Caribbean Public Health Agency
CDC	Centers for Disease Control and Prevention
CHTA	Caribbean Hotel and Tourism Association
CPR	Cardiopulmonary Resuscitation
CSC	Cruise Ship Complex
CTO	Caribbean Tourism Organization
DSP	Designated Sanitation Personnel
EPA	Environmental Protection Agency (U.S)
°F	Degrees Fahrenheit
Ft	Feet
FPF	Float Plan Form
GMRTT	Global Medical Response of Trinidad and Tobago
GTRCMC	Global Tourism Resilience and Crisis Management Centre
HEPA	High-Efficiency Particulate Air
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
M	Meter
MERS	Middle East Respiratory Syndrome
MDHF	Maritime Declaration of Health Form
MOH	Ministry of Health
MTCA	Ministry of Tourism, Culture and the Arts
OECS	Organization of Eastern Caribbean States
PA System	Public Address System
PATT	Port Authority of Trinidad and Tobago
PCR	Polymerase Chain Reaction
POS	Point of Sale
PPE	Personal Protective Equipment
SARS	Severe Acute Respiratory Syndrome
SARS-CoV-2 (COVID-19)	Severe Acute Respiratory Syndrome Coronavirus 2 (Coronavirus disease of 2019)
THiS	Tourism and Health Information System
TTAL	Tobago Tourism Agency Limited
TTL	Tourism Trinidad Limited
UNWTO	United Nations World Tourism Organization
WHO	World Health Organization
WTTC	World Travel and Tourism Council



Terms & Definitions

All tourism operators must pay particular attention to the significance of each of the following terms in order to ensure the health and safety of travellers and residents.

Social Distancing¹

Social distancing, also called “physical distancing,” means keeping a safe space between yourself and other people who are not from your household. To practice social or physical distancing, stay at least six (6) feet (about 2 arm lengths) from other people who are not from your household in both indoor and outdoor spaces.

Hand sanitiser²

Alcohol-based hand sanitiser or hand rub that contains at least 60% alcohol, must be certified and where suppliers are limited or cost prohibitive, can be made locally by carefully following WHO guidelines. This should be applied to the hands for 20 - 30 seconds. Appendix II provides an infographic on the proper technique for applying hand sanitiser or hand rub.

Hand washing³

Hands must be washed with soap and water using the correct technique and for the right duration of time (40 - 60 seconds). Appendix II provides an infographic on the proper technique for hand washing.

Cleaning⁴

- Removes the dirt and debris from a surface
- Involves soaps and detergents
- Removes germs like bacteria or viruses but does not necessarily kill them

Sanitising⁵

- Kills a high percentage (99%) of germs that are on a surface
- Can be done by heat or chemicals
- May not eliminate the presence of all bacteria, viruses and mould including its spores and does not prevent growth

Disinfecting⁶

- Kills a higher percentage (99.99%) of germs on surfaces
- The use of an approved EPA chemical as directed for this process
- Items that will be in contact with food or be used in the mouth must be rinsed after disinfecting

¹. Centres for Disease Control and Prevention. Social Distancing – Keep A Safe Distance to Slow the Spread. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html>

². World Health Organization. Save Lives: Clean Your Hands in the Context of COVID-19. https://www.who.int/infection-prevention/campaigns/clean-hands/WHO_HH-Community-Campaign_finalv3.pdf

³. World Health Organization. Save Lives: Clean Your Hands in the Context of COVID-19. https://www.who.int/infection-prevention/campaigns/clean-hands/WHO_HH-Community-Campaign_finalv3.pdf

⁴. Caribbean Public Health Agency. Infographic – Cleaning, Sanitising and Disinfecting. <https://www.google.com/url/?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj5moCU8vDuAhXBFVkJFHU0zAKMQFjAAegQIARAC&url=https%3A%2F%2Fcarpha.org%2FPortals%2F0%2FImages%2FCOVID-19%2520Infographics%2FCleaning%2520and%2520Sanitisation%2FCleaningAndSanitation-COVID19-CARPHA.pdf&usq=AOvVaw0udOGtb0ZwSC3rXtfXNTHj>

⁵. Ibid

⁶. Ibid (Adapted from CARPHA's definition of disinfecting)



Acknowledgements

The Ministry of Tourism, Culture and the Arts acknowledges the support and input of:

- Airports Authority of Trinidad and Tobago (AATT)
- Caribbean Public Health Agency (CARPHA)
- Caribbean Airlines Limited (CAL)
- Ministry of Health (MOH)
- Ministry of Trade and Industry (MTI)
- Port Authority of Trinidad and Tobago (PATT)
- Tobago Tourism Agency Limited (TTAL)
- Tourism Trinidad Limited (TTL)
- World Travel and Tourism Council (WTTC)
- Yacht Services Association of Trinidad and Tobago (YSATT)

Background

On March 11, 2020 the Director General of the World Health Organization (WHO) declared the outbreak of a novel coronavirus - SARS-CoV-2 (COVID-19) as a pandemic.

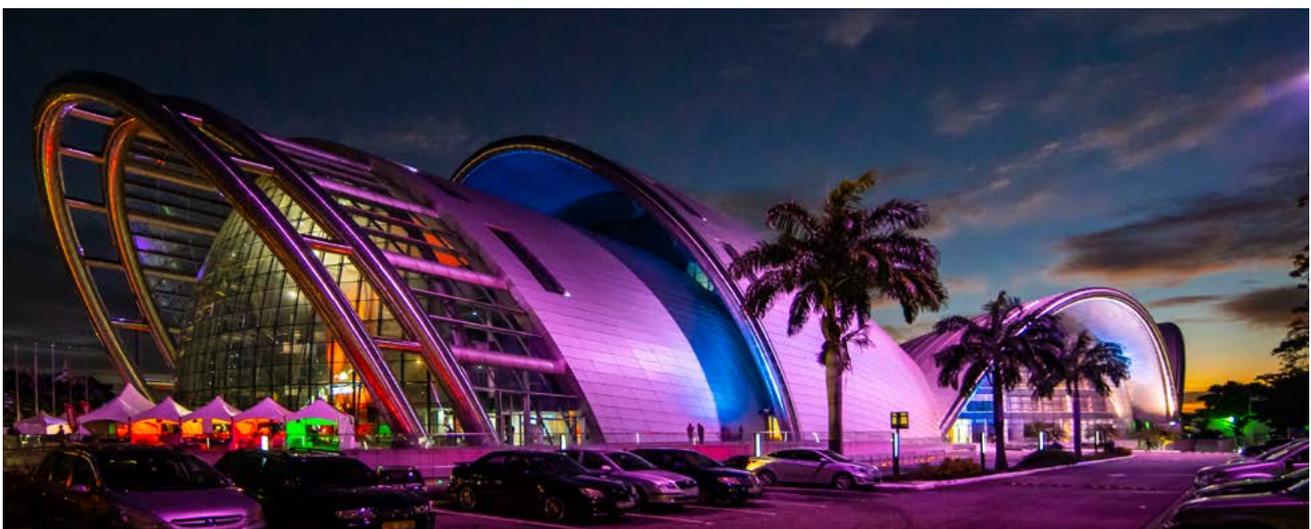
As the global market re-adjusts to the new protocols for operating with the existence of COVID-19, focus is now being placed on the sanitation, disinfection and hygiene protocols and practices of establishments across all sectors. In fact, the Ministry of Health (Republic of Trinidad and Tobago) has regulated precautionary measures such as wearing masks in all public spaces; and provided guidelines for physical distancing; staying home when ill; practicing proper personal hygiene measures, e.g. regular hand washing with soap and clean water or use of 60% alcohol-based hand sanitiser to reduce the spread of COVID-19.

The tourism industry is one which, by its very nature, necessitates a large level of human-to-human interaction in the exchange of industry related goods and services. This document serves to provide guidelines and protocols to tourism operators within Trinidad and Tobago. It aims to serve as a point of reference for ensuring that business operations are conducted in such a manner to reduce the risk of contracting COVID-19 and thereby ensuring the safety of guests, staff and service providers alike.

The World Health Organization's (WHO's) *Mass Gatherings Guidelines*; United Nations World Tourism Organization's (UNWTO's) *Global Guidelines to Restart Tourism* and Ministry of Health's (Republic of Trinidad and Tobago) *The New Normal – Reopening Guidelines for Businesses, Facilities and Institutions* serve as key sources of information to ensure that the guidelines presented in this document are consistent with international and local recommendations for establishments within the sector.

Focus is placed on highlighting and summarising good practices which are necessary in minimising exposure and preventing the spread of COVID-19 within the tourism sector.

The Ministry of Health (Republic of Trinidad and Tobago), in May 2020, provided core recommendations for businesses, facilities and institutions, aimed at preventing and controlling the spread of COVID-19⁷. Furthermore, as of January 24, 2021, the Public Health [2019 Novel Coronavirus (2019-nCoV)] (No. 5) Regulations, 2021 were further updated to guide the activities of all persons in mitigating the spread of COVID-19.



⁷ Reopening Guidelines for Business, Facilities and Institutions <https://www.finance.gov.tt/wp-content/uploads/2020/05/Guidelines-on-Facilities-and-Businesses-May-15th-2020-1.pdf>

COVID-19 Symptoms

According to WHO, the following are some signs and symptoms of COVID-19⁸.

SERIOUS



- **Difficulty breathing or shortness of breath**
- **Chest pain or pressure**
- **Loss of speech or movement or confusion**

MOST COMMON



- **Fever**
- **Dry cough**
- **Tiredness**
- **Loss of taste or smell**



LESS COMMON



- **Aches and pains**
- **Sore throat**
- **Diarrhoea**
- **Conjunctivitis**
- **Headache**
- **A rash on skin, or discolouration of fingers or toes**



⁸ World Health Organization. COVID-19 – Coronavirus Symptoms. (November 12, 2020) <https://www.who.int/images/default-source/health-topics/coronavirus/covid19-infographic-symptoms-final.tmb-1920v.png>

Goal

The overarching goal of this document is to support the recovery and sustainability of the tourism sector, particularly from a health perspective in the face of the current COVID-19 pandemic.

Objectives

The objectives of this document are:

1. To provide guidance to the tourism and hospitality sector on the implementation of recommended public health measures, protocols and procedures that can mitigate the risk of transmission of COVID-19 in the conduct of their operations;
2. To facilitate a sustainable restart of the tourism economy in Trinidad and Tobago; and
3. To provide alignment, consistency and conformity to the 'new normal' throughout the tourism value chain in order to promote the health of visitors and the workforce.

Coverage

These guidelines are aimed at equipping tourism operators with the recommended public health protocols to prevent and control the risk of transmission of COVID-19, including but not limited to:

1. Accommodation (hotels, guesthouses, bed & breakfasts, villas)
2. Restaurants and Bars
3. Beaches
4. Lifeguards
5. Water Sports
6. Sites and Attractions
7. Tour operations and tour guiding services
8. Tourism transportation









Management Guidelines

To effectively implement mitigation strategies for COVID-19 at tourism establishments, it is imperative that the management teams conduct a workplace risk assessment. For each identified level of risk, mitigation measures should be established along with clear actionable processes which can be clearly communicated to staff, guests and service providers. Management teams are urged to adhere to the updated Ministry of Health COVID-19 Regulations and Guidelines to ensure that their businesses are fully compliant.

Management teams are also strongly encouraged to include the following areas identified in Figure 1 to guide their business operations in light of the COVID-19 pandemic.

Figure 1. Suggested areas to include in business operations



1. Action Plan

The management team, in consultation with the Ministry of Health as well as relevant tourism bodies and networks should establish an action plan tailored to the operational framework of the business. The action plan should include the development of standard operating procedures for the management of a suspected case and possible contacts. Management should provide training for all staff and service providers to ensure that agreed and documented processes are clearly understood and that each staff member/service provider is aware of his/her role in preventing the possible spread of COVID-19. The plan should be updated and the information communicated to staff and service providers as necessary when new Regulations, Guidelines, or procedures are issued by the Ministry of Health and pertinent authorities.

2. Mobilisation of Resources

The Management Team should dedicate sufficient human and economic resources to guarantee efficient and effective implementation of the action plan. This should include the provision of the necessary equipment and supplies.

3. Supervision

The execution of the action plan and the effectiveness of the measures undertaken should be evaluated frequently to verify compliance. Close supervision and enforcement are critical to ensure compliance, to identify and correct gaps and adapt the plan to practical experience. A Health and Safety Team involving members of each relevant department can support Management in the implementation of the action plan and timely identification of required adjustments.

Use of Checklists

The use of checklists to monitor the implementation of guidelines is a recognised practice that enables effective supervision. The CARPHA-CTO-CHTA-OECS-GTRCMC COVID-19 Task Force⁹ has provided checklists to facilitate assessments by tourism service providers¹⁰. **Appendix I** provides a sample of the checklist for Tourism Ground Transportation (Tourism Services).

4. Logbooks

It is advisable to use a logbook to record in sufficient detail, important actions and measures carried out in the event of a suspected case or confirmed case of COVID-19. This logbook can be used to improve the actions implemented. Another logbook should be created to keep track of patrons / persons entering the establishment to assist in contact tracing. Information and statistics should be systematically compiled and reviewed for tourism health planning and management.

5. Communication Modes and Signage

Open and regular communication should be maintained between management and staff. Staff should be informed on the procedures for communicating the elements of the action plan to guests and other stakeholders to maintain alignment consistency. Pertinent information relating to the establishment's hygiene protocols should also form part of the guest's hygiene kit. The following are recommended:

- Allow for easy access to information through digital means, for example, the dissemination of information via auto-generated emails as well as repeated messages on the P.A. system and two-way radios to encourage compliance;
- Use of concise documents or informative posters to amplify the key messages of handwashing (at least 20 seconds, all parts of the hand), respiratory hygiene, and coughing etiquette;
- Use of specific, highly visible signage (information infographics, including adaptations for those who are visually impaired such as audio adaptations) in multiple languages (at least two):
 - At entrances to tourism facilities and recreational and entertainment areas including sites and attractions;
 - In busy areas such as corridors; and
 - In staff-only areas for information and directional purposes.

⁹ CARPHA (Caribbean Public Health Agency), CTO (Caribbean Tourism Organization), CHTA (Caribbean Hotel and Tourism Association), OECS (Organization of Eastern Caribbean States), GTRCMC (Global Tourism Resilience and Crisis Management Centre)

¹⁰ CARPHA et al. "Reopening of Caribbean Tourism & Travel, Guidelines and Checklists. <https://carpha.org/Portals/0/Documents/Technical%20Guidance/Guidelines%20and%20Checklists%20for%20Reopening%20of%20Caribbean%20Tourism%20and%20Travel.pdf>

- Install directional signs to guide persons to the location of hand washing and sanitising facilities; and
- Develop a list of emergency telephone numbers including the Ministry of Health’s hotline for ease of retrieval and usage.

Appendix II provides examples of infographics that can be used to illustrate Cleaning & Disinfecting as well as Handwashing Guidelines.

6. Technology and Digitisation

Physical distancing and the measures required to mitigate the spread of COVID-19 have necessitated an increased use of technology for communication and the digitisation of information and processes. This use of technology must now be fully maximised to the fullest extent where possible as contactless travel will become the norm. As a first step, identify areas that can be easily digitised. Table 1 below outlines some possible areas which can be considered for technology use/digitisation.

Table 1: Possible Areas for Technology Use/Digitisation

Business Area	Technology Use/Digitisation
Ticket purchases and bookings	<ul style="list-style-type: none"> • E-tickets • E-bookings
Check in	<ul style="list-style-type: none"> • Mobile phone/remote check-in • Digital, mobile and smart room keys
Payments	<ul style="list-style-type: none"> • Contactless payments
Facilities	<ul style="list-style-type: none"> • Contactless soap dispensers • Smart energy management systems
	<ul style="list-style-type: none"> • Contactless hand sanitiser (at least 60% alcohol based) dispensers
	<ul style="list-style-type: none"> • Contactless faucets and flush toilets
	<ul style="list-style-type: none"> • Contactless hand dryers (these should not be used in enclosed spaces or washrooms)
	<ul style="list-style-type: none"> • Contactless garbage bins

Adapted from: Reopening of Caribbean Tourism and Travel, Guidelines and Checklists, June 22, 2020

7. Training and Information Management

All levels of staff should be informed and trained and periodically assessed/evaluated in the measures to be adopted to protect their own health and that of others, including the recommendation to stay home and seek medical attention if they experience flu-like symptoms, such as coughing or shortness of breath.

Management should hold regular information briefings that should cover all the basic protective measures and updates against COVID-19 including signs and symptoms of the disease and to also ensure that staff understands and complies with Management's COVID-19 plan. Table 2 below lists key areas which should be included in employee training sessions.

✓ COVID-19 causes and symptoms
✓ Screening practices and procedures
✓ Physical distancing measures and practices
✓ Cleaning, sanitising and disinfecting practices and products, including specialised procedures for housekeeping in addressing respiratory secretions or other bodily fluids of an ill person
✓ Use of Personal Protective Equipment (PPE)
✓ Procedures in the event of an ill employee or visitor
✓ Implementing quarantine protocols
✓ Interacting safely with employees and visitors
✓ Customer service in the COVID-19 era
✓ Sales and selling skills in the COVID-19 era
✓ First Aid in a COVID-19 environment

Source: *Reopening of Caribbean Tourism and Travel, Guidelines and Checklists, June 22, 2020*

8. Staff Support

Employers should support staff in monitoring their health and well-being. Tourism businesses should adopt health screening procedures that require all employees to:

- Monitor their COVID-19 status;
- Not report to work if they are showing any signs and symptoms of COVID-19;
- Obey the Quarantine Order; if placed under quarantine; and
- Self-isolate if showing signs and symptoms of COVID-19, awaiting test results, or if diagnosed with COVID-19.

If a member of staff develops flu-like symptoms:

- The employee must stop working and report his/her condition to management immediately;
- The requisite medical services must be notified immediately by management;

- The employee must be isolated in a suitable room or space designated for this purpose. He / she should be provided with disposable tissues and a mask that should be worn when other persons are present or when having to go out to a common area;
- A family member/next of kin should be informed by Management;
- The employee should be screened and transported to a health facility if necessary;
- The employer should collaborate with the Office of the Chief Medical Officer at the MOH and other officials to conduct contact tracing investigation (if required); and
- The employer must ensure that all surfaces that the person came into contact with and areas visited by the individual are thoroughly cleaned and disinfected.

Employers should provide guidance to employees affected by job loss due to retrenchment, termination, or other mechanism, or loss of income as a result of being furloughed, or any other arrangement due to COVID-19. They should provide the required assistance to employees in their efforts to access public assistance programmes if support mechanisms are not available in-house¹¹.

9. Room for Isolation (Emergency Guest Accommodation)

Provision should be made for having a room or a space available for isolating guests/visitors or employees who display possible symptoms of COVID-19 infection whilst on property.

- Consult with the government health agency and follow the established local protocol for managing individuals with COVID-19 or flu-like symptoms;
- Place beds at least 6 ft (2 m) apart to maintain appropriate physical distancing;
- Disinfect the room/space thoroughly after being used;
- Designate a separate, secondary area to accommodate guests with other injuries or non-COVID-19 symptoms;
- Ensure that employees wear proper PPE (when working closely with those suspected of having COVID-19). PPE may include disposable gowns, masks, eye protection, and gloves.

The room (at least one) or area for isolating guests / staff suspected of having COVID-19 must be designated for that purpose only. It must be stocked with:

- Hand washing stations
- Alcohol based hand sanitisers (at least 60% alcohol)
- Non-touch (e.g. with foot pedal) waste disposal receptacle with lid
- PPE (medical grade –masks, face shields (to be worn in addition to face masks), disposable gloves, gowns / jumpsuits.

¹¹ Social support measures for persons affected by COVID-19 and the process for receiving assistance can be found on the Ministry of Social Development and Family Services website at <https://www.social.gov.tt/social-support-measures-2/>

10. Supplies

While supplies will vary depending on the activity and service offered, they may include the following general items listed in **Table 3**. The list recognises the adoption of eco-friendly products.

Table 3: Checklist of General Supplies

✓ Face Masks ¹² sufficient for each staff on each shift to have at least one
✓ Face Shields (to be worn in addition to face masks) and Protective Eyewear
✓ Disposable Bags (for possible contaminated items)
✓ Disposable Gloves (mainly for cleaning)
✓ Disposable Aprons
✓ Alcohol-Based Hand Sanitiser (60% alcohol or above) for personal use by employees/guests/patrons
✓ Cleaning Disinfectant (EPA approved)
✓ Cleaning Sanitisers (70% alcohol based or above)
✓ Single Use Paper Napkins or Towels
✓ Contactless Soap Dispensers
✓ Hands-free Garbage Bins with Covers
✓ Measuring Device (tape measure, yardstick, 6ft (2m) pole etc.)
✓ Indicators (flags, markers, stakes, cones, tapes, stickers etc.)
✓ Highly visible signage ¹³ for Protocols, Awareness regarding Symptoms and Contact Information.

Source: *Reopening of Caribbean Tourism and Travel, Guidelines and Checklists, June 22, 2020*

11. Liability of Potential Exposure

The CARPHA-CTO-CHTA-OECS-GTRCMC COVID-19 Task Force in the “Reopening of Caribbean Tourism and Travel, Guidelines and Checklists, June 22, 2020” suggests the consideration of Liability of Potential Exposure of COVID-19 for tourism businesses when undertaking business negotiations and similar transactions.

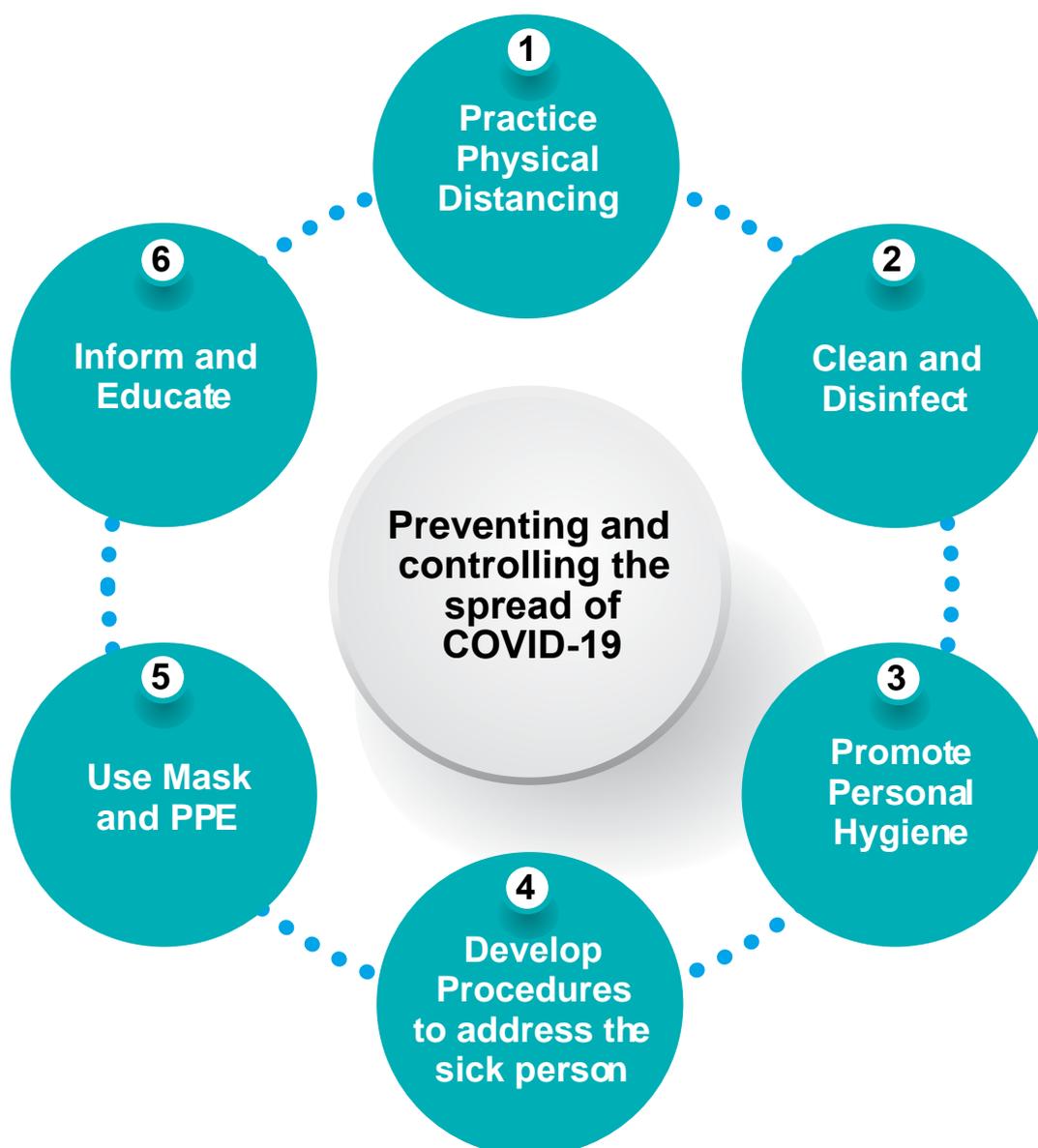
¹²CDC in their 'Consideration for Wearing Masks' dated December 7, 2020 indicated masks should be 2-3 layers and made with tightly woven fabric. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-guidance.html>

¹³Note guidelines on signage as indicated under the section that addresses “Management Guidelines; 5. Communication Modes and Signage.

Recommendations Aimed at Preventing and Controlling Covid-19 at Establishments

The core recommendations from the Ministry of Health¹⁴, focus on the promotion of critical practices including the wearing of face masks, physical distancing, proper hand hygiene, the disinfection of surfaces and facilities and the provision of COVID-19 (hazard) education to employees. The recommendations are provided in Figure 2 below:

Figure 2: Critical practices in preventing and controlling the spread of COVID-19



¹⁴Trinidad and Tobago, Ministry of Health. (May, 2020). The New Normal – Reopening Guidelines for Businesses, Facilities and Institutions. <https://www.finance.gov.tt/wp-content/uploads/2020/05/Guidelines-on-Facilities-and-Businesses-May-15th-2020-1.pdf>



1. Practice Physical Distancing

All persons should keep at least 6 ft (2m) away from one another.

- Set workstations farther apart or rotate staff to facilitate social distancing requirements;
- Stagger work schedules to avoid overcrowding in the office;
- Control the number of persons entering the building;
- Make provisions to prevent close contact between workers and others when transferring items, tools or materials;
- Maintain physical distance between customers by using floor markings to distinguish appropriate spacing for people waiting in lines (including queues to wash and sanitise hands) or in front of service counters;
- Appoint a key employee(s) to serve as a “Physical Distance Monitor” to emphasise that physical distancing practices are to be consistently followed;
- If physical barriers are being used such as plexiglass¹⁵ to separate individuals who may need to be in close proximity, in addition to other COVID-19 preventative measures, ensure to clean and disinfect frequently any device used as a divider/separator;
- Implement curb-side pickup or delivery service where appropriate;
- When it is necessary to facilitate groups, do so in larger spaces or outdoors where physical distancing can be practiced;
- In narrow or confined areas such as aisles and stairwells, consider making foot-traffic single direction to encourage single-file movement at a 6-foot distance;
- Stagger break/lunch schedules to minimise occupancy of small spaces; and
- Utilise virtual meetings instead of in-person meetings where feasible.

¹⁵ Barriers are not a substitute for practicing public health requirements/ good hygiene. Persons are still required to follow public health guidelines such as but not limited to standing apart at a 6 ft radius and wearing a mask. Plexiglass is recommended over glass to reduce the chance of injury and limiting exposure to sharp edges. Barrier dimensions may vary based on specific installation area (structure layout and physical environment) and standing and sitting interactions are to be considered to determine the height of the barrier.

2. Cleaning & Disinfection

Frequent cleaning followed by disinfection should be conducted throughout the day. The COVID-19 virus is easily destroyed by disinfecting agents that are approved by the EPA or recommended by the MOH. Always follow instructions on how to dilute and apply cleaning agents to different surfaces and maintain the appropriate disinfection concentration and contact time.

- Establish a cleaning schedule for routine cleaning, and disinfection with regular, frequent and periodic cleaning during the day/night;
- Provide appropriate cleaning and disinfectant supplies for general cleaning and disinfecting after a suspected or confirmed COVID-19 case;
- High-touch surfaces (door knobs, elevator buttons, handles, rails, telephones, desks, mobile devices, countertops) and shared spaces (lunch rooms) must be properly disinfected on a frequent basis using an approved chemical (EPA/MOH), for example, a 5-6% sodium hypochlorite household bleach solution of 5 tablespoons (1/3 cup) per US gallon (3.8L) of water, or 4 teaspoons of bleach per quart of room temperature water, or at least 70% alcohol solutions;
- Shared work vehicles are required to be regularly cleaned, and disinfected before use or as necessary;
- Employees must follow effective cleaning procedures and use relevant PPE when mixing, spraying, and wiping with cleaning products.

Table 4 identifies frequent touch points and surfaces for cleaning and disinfection.

Table 4: Frequent touch points and surfaces

<ul style="list-style-type: none"> ▪ Doors, door handles and knobs ▪ Keys and locks ▪ Bathroom fixtures and fittings ▪ Picture frames, ornaments 	<ul style="list-style-type: none"> ▪ Windows and coverings ▪ Handrails ▪ Grab handles ▪ Elevator buttons
<ul style="list-style-type: none"> ▪ Seats and chairs ▪ Seatbelt buckles ▪ Arm rests ▪ Steering wheels ▪ Driver/vessel controls 	<ul style="list-style-type: none"> ▪ Table tops ▪ Bar / Counter tops ▪ Dining surfaces ▪ Food preparation surfaces ▪ Refrigerators
<ul style="list-style-type: none"> ▪ Light and AC control panels, lamps ▪ Remote controls ▪ PC's, touch screens and tablets ▪ Telephones, headsets ▪ Hangers, luggage racks 	<ul style="list-style-type: none"> ▪ Check-in/Payment counters ▪ Point-of-Sale terminals ▪ Pool/water safety equipment ▪ Gym equipment ▪ Vending and ATM Machines ▪ Any other frequently touched points and surfaces

Source: *Reopening of Caribbean Tourism and Travel, Guidelines and Checklists, June 22, 2020*

3. Promote Personal Hygiene

- Provide hand washing facilities with easy open-close taps or pedal actuated or hands-free taps at establishments so employees and the general public can clean and sanitise their hands frequently. Alternatively, an adequate supply of at least 60% alcohol-based hand sanitiser can be provided;
- Disable jet air dryers/ hand dryers and promote the use of disposable paper towels¹⁶;
- Require proper mask wearing and cough/sneeze etiquette within the establishment;
- Provide an adequate supply of soap, water, and disposable paper towels for staff and guests' usage;
- Set up a schedule for frequent restocking of supplies and emptying of trash;
- Require workers to wash hands frequently and effectively when they arrive at work, leave their workstations for breaks, before and after they eat or drink, and after touching any surface suspected of being contaminated;
- Provide supplemental hand sanitiser (minimum content of 60% alcohol) stations, wipes or towelettes¹⁷;and
- Provide Personal Protective Equipment (PPE) as necessary. If reusable, these must be washed and disinfected before and after use to prevent the spread of the virus.



¹⁶ The fundamental explanation for the trends and significant differences seen is that jet air dryers dry hands via high-velocity shearing forces that remove both water and bacteria from hands, propelling these into the air and on to washroom surfaces. By contrast, paper towels absorb water and bacteria with consequently less potential for bacterial contamination of the environment.”- Journal of Hospital Infection by E. Best and P. Parnell

¹⁷ Centers for Disease Control and Prevention. (2020). Show Me the Science – When & How to Use Hand Sanitiser in Community Settings. <https://www.cdc.gov/handwashing/show-me-the-science-hand-sanitiser.html>

4. Procedures to Address Sick Persons

The first step in addressing sick persons is to identify such persons through observation. Therefore, it is important to conduct daily checks of employees, contractors, suppliers, customers and visitors for flu-like or COVID-19 symptoms as they enter the establishment. This may be done by asking specific questions upon arrival at the establishment. **Table 5** below provides guidance on how this can be conducted.

Table 5: Staff and Visitor Questionnaire¹⁸

Suggested Questions
• Have you been in close contact with a confirmed case of COVID-19 in the past 14 days?
• Have you been diagnosed with COVID-19?
• Have you been told by a health care provider or public health official to self-quarantine?
• Are you experiencing a cough, shortness of breath/difficulty breathing, chills, and muscle pain, new loss of taste or smell or sore throat?
• Have you had fever in the last 48 hours?
• Have you had vomiting or diarrhoea in the last 24 hours?

Source: Reopening of Caribbean Tourism and Travel, Guidelines and Checklists, June 22, 2020

- If a person fails the screening process, he/she should be provided with disposable tissues and a new mask and directed to the Isolation Room/Area.
- The requisite medical services must be notified immediately by Management;
- A family member/next of kin should be informed by Management;
- The person should be transported to a health facility if necessary;
- Management should collaborate with the Office of the Chief Medical Officer at the MOH and other officials to conduct contact tracing investigation (if required); and
- Management must ensure that all surfaces that the person came into contact with and areas visited by the person are thoroughly cleaned and disinfected.

¹⁸ Some questions may not be applicable to your establishment and can be altered to meet your requirements.

5. The Use of Face Masks and PPE

The WHO has issued specific guidelines advising on the proper use of masks and other PPE, which include but are not limited to the following:

- Before putting on a mask, wash hands with soap and water or sanitise hands with alcohol-based hand rub (60% alcohol or above);
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask;
- Avoid touching the mask while using it; if you do, wash hands with soap and water or sanitise your hands with an alcohol-based hand rub containing at least 60% alcohol;
- Replace a reusable/ cloth mask with a clean one as soon as it becomes damp or moist (for example, as a result of bodily fluids, such as perspiration or saliva; or precipitation, such as rain);
- Do not reuse single-use masks; and
- To remove the mask: remove it from behind the ears using the straps (do not touch the front of the mask); discard immediately in a closed bin or put to wash; wash hands with soap and water or clean hands with at least 60% alcohol-based hand rub¹⁹.

6. Information and Health Education

- Promote healthy personal habits through the use of high visibility signage;²⁰
- Display posters promoting handwashing, proper use of masks and gloves;
- Keep staff informed about COVID-19 protocols and prevention measures so that staff can safely carry out their assigned tasks at the establishment;
- Develop plans to communicate modifications to work or service processes if hotel guests or contractors/service providers enter the workspace;
- Train front-line staff to advise guests of the COVID-19 health protocols at the establishment and where and how to obtain additional information should they require it;
- Provide reception desk staff with contact information for the health authorities, medical centres and public and private hospitals in the event that a guest or contractor/service provider may display COVID-19 symptoms;
- Circulate information (e.g. on the intranet) to promote hand-washing and good hygiene measures such as proper cough and sneeze etiquette; and
- Use online material from reputable and safe sources (WHO, CDC, MOH, CARPHA, etc.) to provide information on practices and measures to combat the spread of COVID-19.

¹⁹ The following link provides in depth details from the WHO on “Coronavirus disease (COVID-19) advice for the public: When and how to use masks” and can be used as a resource to provide visual guides to staff and guests where needed.
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

²⁰ Note guidelines on signage as indicated under the section that addresses “Management Guidelines; 5. Communication Modes and Signage.



Guidelines For Tourism Service Providers

These guidelines for tourism service providers (by sub-sector) will facilitate the implementation of measures to protect employees and businesses, and were sourced from various reputable agencies, most notably the United Nations World Tourism Organization (UNWTO), the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC) and Caribbean Public Health Agency (CARPHA).



Develop an action plan to prevent and control the transmission of COVID-19 (which must be approved by the MOH). Keep abreast of information provided and revise protocols as new information becomes available.



Create an internal COVID-19 Committee to implement and monitor protocols.



Ensure compliance with physical distancing of not less than 6 ft apart. Redesign the physical workspace and establish proper hygiene protocols using products and disinfectants that are approved by EPA/ MOH.



Strengthen relationships with industry partners to facilitate the sharing of information to safeguard visitors, staff and the general public in the tourism sector.



Register for and utilise the Tourism and Health Information System (THIS) and inform and encourage guests/visitors to report possible COVID-19 symptoms.



Provide visitors/guests with hygiene welcome kits which may include a mask, gloves and at least 60% alcohol-based hand sanitiser. Provide COVID-19 information digitally.

General Tourism Service Provider Protocol

In addition to the Guidelines aimed at preventing and controlling COVID-19 at establishments, this section contains procedures to be strictly followed by all tourism service providers.

Medical Services

A designated room or space for isolation must be established where a person can receive medical care and attention. Medical attention must be provided by an on-site medical professional (if this service is available); or a doctor on call that will be able to quickly respond to on-demand medical emergencies; **or** by way of arrangements with healthcare providers (with ambulance services).

- The room or space for isolation should be stocked with:
 - First Aid Kit
 - Telephone
 - Emergency contact information for the national health facilities
 - Bed
 - Chair and table
 - Hand washing station(s)
 - At least 60% alcohol-based hand sanitisers
 - Non-touch (with foot pedal) waste disposal receptacle with lid
 - PPE (masks, face shields,²¹ disposable gloves, gowns / jumpsuits)
 - Any other supplies recommended for control of COVID-19

Employee Guidelines

- An employee must inform management if he/she has knowingly been exposed to anyone who is positive with COVID-19 or if he/she is currently experiencing COVID-19 symptoms. He/she must not report for duty and seek medical attention if necessary;
- Employees shall not be allowed entry into the building if they are displaying flu-like symptoms;
- If an employee tests positive, update the THiS profile of the establishment;
- Protect employees with various approaches, including barriers²², protective coverings, and physical distancing;
- Employees must maintain physical distancing requirements (at least 6ft (2m)). If it is impracticable to socially distance, employees should wear a face shield with their mask as an additional layer of protection;
- Brief employees regularly on the importance of following COVID-19 protocols to promote compliance and reduce complacency;
- Closely monitor employees to ensure protocols are being followed especially those who have frequent interaction with guests such as front desk/ reception, food and beverage and security;

²¹ To be worn in addition to a face mask.

²² If barriers are being used, these must be of sufficient height and width that will prevent any aerosolised particles reaching the employee, should someone cough or sneeze in close proximity. Employees behind barriers must also wear a face covering.

- Train staff on the effective use of PPE. Employees are required to wear a face mask correctly (over both their mouth and nose);
- Management should take the necessary action on staff who either do not or refuse to wear PPE;
- Train staff to learn new ways to greet and welcome guests (such as not shaking hands), maintaining a 6 ft (2m) distance while being hospitable;
- Employees must not wear their work clothes or uniform if taking public or shared transportation but change upon arrival and prior to departure;
- Employees must change their clothes before leaving the property;
- Clearly indicate the maximum number of employees allowed in lunch/break rooms at a time and ensure that these rooms are arranged to facilitate this number of employees and maintain social distancing; and
- Utilise office communication boards and internal messaging platforms to ensure all staff are educated about the company's policies that seek to mitigate the spread of COVID-19.

Entrances and Common Areas²³

- Entrance doors, if not automated should be left open, or manually operated by a designated trained member of staff;
- Increase natural or mechanical ventilation as far as reasonably practicable;
- Where seating is provided in the lobby/reception area, ensure that:
 - The arrangement of furniture allows for a minimum of 6 ft (2m) physical distance between persons;
 - Shared material, such as magazines, books etc. are removed. Single use items may be stored at the concierge desk for guests to take away;
- Use alternative methods for advertising tours, sites and attractions, etc., e.g. digital signage, enclosed notice boards;
- Install hand sanitiser (60% or more alcohol-based) stations throughout the property especially at doors, in elevators, at stairs and in corridors;
- Provide high visible signage²⁴ (including infographics) in heavy trafficked areas to promote compliance with the COVID-19 safety protocols;
- Remove self-service refreshments, such as water, coffee or tea from the common areas;
- Determine the maximum number of persons allowed in the elevators by the ability to maintain a physical distance of 6 ft (2m) apart. There should be highly visible signage to indicate this requirement and floor decals or markings identifying where persons should stand. Additionally, there should be no conversation and masks must be worn; and
- If persons are travelling as one group or family, they may be allowed to enter and use the elevator together.

²³ Some common areas are elevators, lobby, business centre, parking lots, waiting area etc

²⁴ Note guidelines on signage as indicated under the section that addresses "Management Guidelines; 5. Communication Modes and Signage.

Waste Management

- General waste must be segregated from infectious waste (waste that was in contact with any body fluids as well as sharp objects such as needles) and placed in separate and clearly marked bins;
- Ensure any infectious waste collected is double or triple bagged, sprayed with an EPA approved disinfectant or a 0.5% chlorine solution/a mixture of 5 tablespoons(1/3 cup) of household bleach (5-6% sodium hypochlorite) per US gallon (3.8L) or 4 teaspoons of bleach per quart of room temperature water, internally and externally before handling, storage and disposal²⁵;
- Dispose of PPE in designated bio-waste containers which must be labelled or colour-coded and provided for both staff and guests in designated areas;
- Trash bins must have a disposable liner for easier collection and disposal of waste;
- Empty garbage regularly to prevent overflow and infestations; and
- Wear appropriate PPE if handling infectious waste, that is, long sleeved gown, heavy duty gloves, boots, mask, goggles and face shields (to be worn in addition to face masks) and perform hand hygiene after the removal of this waste.



²⁵ Asian Development Bank in collaboration with the World Health Organisation, Basel Convention, and the United Nations Environment Programme. Managing Infectious Medical Waste during the COVID-19 Pandemic(2020)

A man with a serious expression is playing steel drums on a wooden pier. He is wearing a vibrant, short-sleeved shirt with a yellow, red, and green floral pattern. The background shows a blue sky with light clouds and a body of water. The steel drums are highly reflective, showing the sky and the man's shirt. The text 'Specific Protocols by Category' is overlaid on the image in a teal and dark blue box.

Specific Protocols by Category

Specific Protocols by Category

Each of the following sections highlights good practices to combat the spread of COVID-19 as recommended by local, regional and international health resources.



Highly Recommended Practices



Further / Additional recommended practices to reduce the spread of COVID-19



Accommodation



Accommodation²⁶

In addition to the following, please refer to **Terms and Definitions** (pg 11), **Core Recommendations Aimed at Preventing and Controlling COVID-19 at Establishments** (pg 25) and **General Tourism Service Provider Protocol** (pg 33). Notwithstanding the guidelines below, all operations must comply with the existing Laws and the Regulations.

SECURITY / DESIGNATED PERSONNEL



Note: Managers of accommodation facilities will need to determine which personnel are best suited to execute the duties assigned below based on their existing duties and responsibilities.

- Ensure physical distancing is maintained, the wearing of face masks and washing of hands;
- Monitor and observe guests/ visitors who may be exhibiting COVID-19 signs and symptoms, whether present in or entering the property. Persons displaying flu-like symptoms shall not be allowed entry into the property. If, however the person is a guest, he or she would be directed to the isolation room or area and the necessary protocols as described in page 27 above are to be executed;
- Manage employee, guest/ visitor entrances to ensure there is no crowding;
- Assist in the COVID-19 isolation process where needed; and
- Respond rapidly to any reports of possible COVID-19 infection by informing management.

FRONT DESK



- Engage in frequent disinfection of surfaces such as countertops, keyboards, telephones, transaction machines and other high touch surfaces (see figure 4 on page 27);
- Properly sanitise hands and disinfect shared stationery or items after each guest engagement; and
- Place floor decals or mark the floor with physical distance markers for guests waiting to approach the front desk.



- If plexiglass shields are installed at the front desk/concierge, these should provide adequate protection against any aerosolised particles from someone who may cough or sneeze. Frequent disinfection is required.

²⁶ Source: World Health Organization (WHO). April 30, 2020. "Operational considerations for COVID-19 management in the accommodation sector". Interim guidance.

CHECK IN & FRONT DESK SERVICES



- Communicate COVID-19 protocols with the guest at the initial interaction (making a reservation/booking);
- All persons, including guests must sanitise their hands using a designated sink with soap and water or at least 60% or more alcohol-based hand sanitiser; before approaching the check-in counter and immediately after the check-in process has been completed
- Physical distancing of 6 ft (2m) must be maintained/supervised at the check-in line;
- The wearing of face masks is mandatory;
- Inform guests how to report possible COVID-19 symptoms using the Tourism and Health Information System (THiS)²⁷;
- Disinfect surfaces and sanitise hands after every guest interaction;
- Use digital key cards or disposable key cards instead of traditional physical keys. If not possible, then physical keys must be properly disinfected when returned and prior to reissue; and
- Avoid hiring one transportation vehicle for guests from different groups.



- Digital registration forms/cards should be prepared and guests encouraged to complete them prior to arrival and check-in to reduce the physical contact time;
- Implement a contactless, digital check-in process; and
- Ensure guests are provided with an electronic copy of the facility's safety protocols. If a hardcopy is provided, this should not be reused; and
- Disinfect and store in a designated area any package(s) received for the guest. As far as possible, all deliveries must be executed with contactless services, be it pick-up or delivery services.

²⁷ CARPHA- The Tourism and Health Information System (THiS) - <https://carpha.org/THP/THiS-Hotel-Based-Surveillance>

ESCORT TO ROOM AND LUGGAGE HANDLING

- ● ●
 - Luggage must be disinfected after being off-loaded from vehicles;
 - Do not carry the luggage of multiple guests from different groups in one delivery;
 - In escorting guests to their room, maintain a distance of 6 ft (2m) at all times;
 - Luggage delivered to rooms must be left at the door thereby allowing the guest to carry it into the room;
 - Porters must not enter the guestrooms but must ensure guests are informed about the location of the room's facilities and amenities. If guests require additional information, they should contact the front desk;
 - Luggage carts must be disinfected after each use;²⁸
 - The baggage porter must sanitise his hands immediately after handling luggage; and
 - Luggage rooms should only be accessed by employees.

CHECK OUT

- ● ●
 - Confirm time of checkout with guests electronically to avoid crowding at reception;
 - Wash hands with soap and water or sanitise hands with at least 60% alcohol subsequent to each guest check-out transaction;
 - Stagger bookings so that sufficient time is given for rooms to be cleaned and disinfected (ideally 24 hours) before a new guest checks in;
 - Increase ventilation (natural or mechanical) for at least one hour after guest checks out of room; and
 - Designate a bin for guests to return room keys for disinfection.

- ●
 - Employ electronic checkout options and other cashless systems to reduce face-to-face contact with guests.

IN-ROOM KITCHENETTES/ KITCHEN FACILITIES

- ● ●
 - All surfaces (e.g. counters, tables, stove tops, fridges, etc.) must be cleaned and disinfected prior to the guest's arrival and after their departure;
 - Ensure at least 60% alcohol-based hand sanitiser, disposable hand towels and liquid soap are provided in the kitchen/kitchenette so that guests can clean and sanitise frequently while occupying the area; and
 - Dishes, pots, flatware and other utensils should be washed with soap and hot water prior to guest's arrival and after departure.

²⁸ CARPHA-CTO-CHTA-OECS-GTRCMC – Reopening of Caribbean Tourism and Travel - Sanitisers for cleaning, disinfecting and sanitising surfaces should have at least 70% alcohol



ROOM SERVICE

- ● ●
 - Encourage guests to place room service orders via phone or other digital means;
 - Use disposable printed menus where possible and discard during room occupancy changes. If reusable menus are used, it is a requirement for them to be laminated and disinfected during room occupancy changes;
 - Disinfect all equipment prior to use, including trays, covers, table tops, etc;
 - Employees must practice good personal hygiene (wearing masks, hand washing with soap and water for 20 seconds or sanitising hands with at least 60% alcohol, etc.) when preparing room service trays and tables;
 - Observe all established food safety practices including time/temperature control, and maintaining a good food safety culture;
 - All room service items (food, cutlery, etc.) are required to be properly covered or wrapped while being transported to the room;
 - Contactless delivery of room service is recommended. Set food (properly covered) on tables /trolleys in the hallway outside the room door. Notify guests when food is delivered, maintaining a safe distance at all times. Allow guests to retrieve their own food; and
 - Retrieval of room service items must be contactless. Request that guests inform staff (via phone or other digital means) when finished with meals and place their tray (on designated tables / trolleys) in the hallway outside the room door; staff are to retrieve the trolleys from the hallway, taking all precautions to avoid exposure (use of masks, gloves, hand washing, etc.).

- ●
 - Suspend minibar service. These items may be made available through room service, using the aforementioned guidelines.

HOUSEKEEPING – Guest Room



- Disinfect cleaning carts, tools and equipment before commencing and at the end of each shift;
- Housekeeping and maintenance services should be staggered on each floor to prevent overcrowding;
- Turndown service should be discontinued in an effort to reduce direct contact with guests and occupied guest rooms;
- The room(s) should be frequently disinfected during the duration of the stay and upon departure of the guest;
- PPE used in the disinfection of rooms occupied by compromised persons must be disposed of in requisite biohazard bins or designated receptacle;
- Use gloves, masks, aprons, etc. when executing housekeeping tasks. Gloves must be properly discarded²⁹ at the end of the cleaning and disinfection activity;
- Disinfection records should be kept by the Executive Housekeeper. Checklists can be created to maintain and carefully monitor standards;
- Cleaning of heating, ventilation and air-conditioning (HVAC) systems must be done regularly (high traffic areas may be cleaned more frequently than other areas) and air filters replaced as recommended by the manufacturer or as necessary;
- Dirty linen and towels that are being transported from rooms must be secured in a closed receptacle with disposable liners;
- Clean and disinfect all surfaces, furnishings, fittings and amenities as often as necessary;
- Conduct targeted cleaning and disinfecting of high touch areas;³⁰
- Cleaning or disinfecting product residues should not be left longer on surfaces than required, as residues could cause allergic reactions;
- Guest rooms that have been occupied by compromised persons must be deep cleaned, and disinfected as per the guidelines provided by the Ministry of Health; and
- Remove and launder all linens between each guest's stay, including items that appear not to have been used.



- Consider leaving rooms vacant for 24 to 72 hours between occupancy
- Remove amenities in rooms (e.g. coffee/tea station, hair dryers, extra pillows etc);
- Hair dryers, irons and ironing boards should only be provided upon request;

²⁹ CDC How to Remove Gloves <https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf>

³⁰ The CDC identified some high-touch surfaces to conduct targeted cleaning and disinfecting such as but not limited to tables, light switches, countertops, handles, desks, remote controls, phones, toilets, toilet flush handles, sink faucets, door handles, pens and irons



- Remove décor that may be easy for guests to touch to limit contamination. Amenities that cannot be properly disinfected should be removed or discarded prior to the arrival of a new guest;
- Consider laundering fabric shower curtains more often as it could be a source of curtain-to-hand contamination;
- Consider cleaning and sanitising soft porous surfaces such as rugs and carpets using soap/detergent and water or steam cleaning after each guest room use;
- Consider portable high-efficiency particulate air (HEPA) fan/filtration systems to help enhance air cleaning (especially in higher risk areas or areas frequently inhabited by persons with higher likelihood of COVID-19 and/or increased risk of getting COVID-19)³¹ and
- The delivery of extra amenities should be minimised to reduce the need for multiple room entries.



³¹ For additional guidelines on improving indoor ventilation, please see the Centres for Disease Prevention and Control official website - Ventilation in Buildings. Updated December 21, 2020. <https://www.cdc.gov/coronavirus/2019-ncov/community/ventilation.html>

LAUNDRY SERVICES



- Highly visible signage³² (which includes infographics) identifying the new hygiene protocols for the laundry department should be erected and prominently displayed;
- Laundered items and soiled items with body fluids such as vomit should be collected and transported separately to and from laundry facilities to prevent cross-contamination; there should be a separate entrance to enter with dirty laundry and to exit with clean laundry if possible;
- Keep the dirty clothing area and the clean clothing area separate;
- Train staff to effectively clean any linens that have vomitus or other body fluids;
- Laundry bins must clearly identify any items that were exposed to COVID-19 contamination;
- The laundry department should be well-organised with a specific area for washing of suspected exposed linen, etc. The items should remain in the sealed / covered receptacle that is clearly marked until they are ready to be washed;
- Clean linen should be stored in linen rooms using disposable coverings;
- Launder items according to the manufacturer's instructions. If possible, use the warmest appropriate water setting and dry items completely;³³
- Items that are to be laundered by external providers must be stored appropriately and separately from clean linen;
- Machines must be regularly cleaned and disinfected during each shift or cycle, paying special attention to high contact / touch surfaces;
- Staff working in the Laundry Department must wash their hands with soap and water / sanitise their hands regularly, particularly after handling dirty laundry;
- Staff should be assigned to specific work zones to prevent cross-contamination. Staff assigned to addressing dirty / soiled laundry should not mingle with those assigned to clean laundry areas; and
- Staff must be out-fitted with the appropriate PPE which must be disposed of in the designated bio-waste disposal bin after handling dirty/ soiled linen.

³² Note guidelines on signage as indicated under the section that addresses "Management Guidelines; 5. Communication Modes and Signage.

³³ Disinfecting Your Facility – Everyday Steps, Steps When Someone is Sick, and Considerations for Employers. <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.htm>

POOLS AND HOT TUBS

- ● ●
 - Highly visible signage³⁴ (which includes infographics) identifying the new protocols for the use of the pool / hot tub should be erected;
 - Persons exhibiting flu like symptoms shall not be allowed to enter pools and hot tubs;
 - Guests must shower / rinse off prior to entering pools / hot tubs;
 - Guests must sanitise their hands prior to entering the pool / hot tub. Sinks with soap and water or a station with an alcohol-based hand sanitiser of at least 60% is mandatory; and
 - The capacity for pools and hot tubs should be adjusted to allow for the physical distancing requirements to be attained.

POOLS AMENITIES

- ● ●
 - Amenities such as chairs and umbrellas, must be positioned at least 6 ft (2m) from each other and disinfected after every use;
 - Sinks with soap and water or hand sanitisers that are at least 60% alcohol based should be made available around the pool deck;
 - Develop a no-touch towel return policy through the implementation of no-touch return bins; and
 - Towels left out by guests ought to be safely handled using gloves and tongs.
-
- ●
 - Wipes should also be available if guests wish to disinfect the chair, table, umbrella or other amenities being used. As an additional provision, tables and chairs should be disinfected regularly during each party's use.

³⁴ Note guidelines on signage as indicated under the section that addresses "Management Guidelines; 5. Communication Modes and Signage"





WATER-BASED ACTIVITIES



Note: Visitors must wear a mask at the facility but not in the water. Wearing of masks during water activities such as swimming is strongly discouraged due to possible drowning.

- Enforce physical distancing³⁵ whilst guests are swimming, waiting to use the waterslide and engaging in other activities in the pool; they must maintain the required 6 ft (2m) physical distance from other guests (floor decals should be used where possible);
- Any paraphernalia in the pool (such as floatation devices, water trampolines, tubes, etc) should either be removed or disinfected regularly (after use by each guest or group of guests); and
- Regularly disinfect the railings, other structures and any high touch points leading to waterslides.



- Consider temporarily discontinuing shared pool games (e.g. water polo, volleyball); and
- Activities should be managed / supervised by designated staff

GYMS / FITNESS CENTRES



Note:
Any person exhibiting flu like symptoms shall not be allowed entry into gyms /fitness centres

Public Area

- The capacity for the gym/fitness centre should be in accordance with the law and physical distancing requirements (6 ft or 2m) must be enforced;
- Highly visible signage³⁶ (including infographics) identifying the new guidelines (e.g. physical distancing, the use of masks, hand sanitisation, cough etiquette) for the users of the gym / fitness centre must be posted at highly traversed locations;
- Hand sanitising stations must be provided throughout the facility;
- Hand washing stations/ hand sanitiser (at least 60% alcohol based) must be installed at the entrance area and guests / staff must sanitise before accessing the facility;
- Waste disposal receptacles should be contactless;
- Water fountains should be shut off and highly visible signage erected indicating that they are closed until further notice;
- Entrance doors, if not automated should be left open, or manually operated by a designated member of staff; and
- A record of all users of the facility should be kept, whether digital or manual.



Bathrooms & Changing Areas in Fitness Centre

- Shared items, such as hair dryers should be removed;
- Guests are to be informed of the need to walk with towels from their rooms for use in the facility;

³⁵ Social distancing may be determined by family/ cluster of persons that came together

³⁶ Note guidelines on signage as indicated under the section that addresses "Management Guidelines; 5. Communication Modes and Signage.



- Guests must shower in their rooms as opposed to at the gym;
- Soiled towels must be placed in an enclosed receptacle that is opened using a foot pedal or other non-touch mechanism. The bin should be emptied regularly to avoid overflow;
- Bathrooms including lockers and seating must be sanitised regularly depending on the number of guests during that period; and
- The number of persons using these facilities at any given time must be monitored and controlled to comply with physical distancing.



- Affix hand sanitiser (at least 60% alcohol based) stations with wipes in the area to allow guests to sanitise lockers before and after use; and
- Floor decals / markers must be placed in these areas so that if guests are required to form queues to use the facilities, there are clearly identified areas for standing.



Equipment in Fitness Centre

- All persons must sanitise hands before and after using each piece of equipment;
- All equipment (machines, weights, mats, etc.) must be disinfected by designated staff after each use) and before use by another guest; and regularly throughout operating hours; as well as before opening and after closing hours;
- Gym equipment must be appropriately spaced to allow for physical distancing while using machines, and other equipment; and
- Proper ventilation of the facility is necessary. Minimise the use of air-conditioning, and where possible, introduce outdoor air by opening windows and doors



- Disinfecting spray and/or single use wipes should be provided to guests to disinfect gym equipment. These can be made available at strategically located stations throughout the fitness area;
- Provide enclosed, contactless (e.g. foot operated) receptacles for the disposal of used sanitising cloths / wipes and other waste; and
- Institute the use of a scheduling system for guests in order to manage the number of persons within the facility at any given point in time.

CONFERENCE ROOMS, MEETINGS AND BANQUETS³⁷

- ● ●
 - Entrance doors, if not automated should be left open, or manually operated by a designated member of staff;
 - The capacity for a conference room/ gathering must be determined, based on the guidelines for physical distancing;
 - Guests must wear face masks when attending conferences;
 - Proper hand washing facilities (with soap and water) must be provided and hand washing enforced; alternatively at least 60% alcohol-based hand sanitisers shall be provided;
 - Arrange tables and chairs in a manner that will facilitate adherence to physical distancing requirements; and
 - Utilize vacuum cleaners with filters (HEPA type recommended) to clean conference, meeting and banquet spaces.
- ●
 - Designated staff should be present during the event to provide guidance and assistance with adherence to the COVID-19 protocols.



³⁷ MOH guidelines and regulations on the number of persons allowed to gather in one area will serve as a guide in terms of groups of persons gathering for entertainment purposes. If it is allowed, entertainment may only be facilitated if there is sufficient room for physical distancing between participants, minimum of 6 ft (2m) and the entertainment is performed in outdoor areas. **Appendix IV provides the procedure to follow in the event of exposure to COVID-19 cases.**

Restaurants and Bars

A photograph of a restaurant table. In the foreground, a clear glass of water sits on a wooden placemat. To its right is a blue ceramic cup filled with a white, creamy substance, topped with fresh green herbs and red chili peppers. In front of the cup is a light blue ceramic plate containing a fresh salad with green lettuce, sliced yellow bell peppers, and red tomatoes, alongside a piece of golden-brown fried food. The background is softly blurred, showing a white chair and other tables in a bright, airy dining space.

Restaurants and Bars³⁸

In addition to the following, please refer to **Terms and Definitions** (pg 11), **Core Recommendations Aimed at Preventing and Controlling COVID-19 at Establishments** (pg 25) and **General Tourism Service Provider Protocol** (pg 33). Notwithstanding the guidelines below, all operations must comply with the existing Laws and the Regulations

FOOD AND DRINK



- Restaurants shall adopt food handling procedures that do not require self-service by guests or direct contact with shared items;
- Encourage guests to make reservations to facilitate the physical distancing requirements; consider options for dine-in customers to order ahead of time to limit the amount of time spent in the establishment;
- Advise large groups of the maximum per table to ensure that physical distancing requirements are maintained;
- Employees must wear masks at all times and face shields should be worn as an additional layer of protection. Guests shall only remove masks when they are consuming food and drink;
- Serve bar snacks individually as opposed to having a shared receptacle at the bar;
- Serve condiments in single use containers (disposable);
- Remove garnishes,³⁹ straws, refreshments (such as mints), napkins and glasses;
- Use disposable printed menus/place settings and discard after each use. If reusable menus are used, these must be disinfected after each use;
- Keep food covered until it is delivered to the table and sanitise covers after each use;
- Place all food and beverage items on the table, counter, or other surface instead of handing them directly to guests;
- Employees must wash their hands with soap and water or sanitise their hands with at least 60% alcohol-based hand sanitiser after interacting with guests, especially after delivering food; and
- Avoid the use of table pre-sets including cutlery, glassware, mugs and table decorations.⁴⁰

³⁸ Ministry of Health (T&T) – The New Normal (Restaurants and Bars) and; the National Restaurant Association (USA). COVID-19 Reopening Guidance

³⁹ Edible items used to embellish food or drink such as lemons, cherries, mint and basil leaves etc. These should not be left exposed or handled by numerous persons.

⁴⁰ For more information, review the CDC guidelines on Considerations for Restaurant and Bar Operators <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/business-employers/bars-restaurants.html>

SEATING ARRANGEMENT/LAYOUT



- Floor plans and seating options should be modified and re-designed to maintain a separation of at least 6 ft (2m) between tables;
- Discontinue shared seating to avoid mixing of persons from different groups;
- Table settings should be arranged such that the distance from the back of one chair to the back of another chair is more than 6ft (2m);
- Limit contact between wait staff and guests;
- Dissuade guests from congregating in waiting areas; ask customers to wait in their cars or away from the establishment while waiting to be seated. Inform customers of food pickup and dining protocols on the business's website and on posted signs;
- Discourage crowded waiting areas by using phone app, text technology, or signs to alert patrons when their table is ready;
- Use floor markings to identify physical distancing spacing requirements while in the waiting/reception area and outside of the restaurant/bar if it is full; and
- Stagger and limit dining times to limit the number of guests in the establishment at any one time.



- Consider using a reservations-only business model as well as curbside pick-up and delivery service options;
- Partitions should be used where physical distancing is not possible e.g. at cash registers and these partitions should be disinfected frequently;
- Outdoor seating and natural ventilation is encouraged, where applicable;
- Limit cash transactions through the use of digital POS systems; and
- Use alternative/separate entrances/exits where possible to limit face to face contact in these high traffic areas.



DELIVERY/CURB-SIDE PICK UP

- ● ●
 - Observe established food safety practices for e.g. time/temperature control and the prevention of cross contamination;
 - Payment machines must be disinfected after each use;
 - Employees must wash hands with soap and water or sanitise hands with at least 60% alcohol-based hand sanitiser as often as necessary and after every customer interaction;
 - Establish designated pick-up zones to help maintain physical distancing;
 - Customers must wear masks at all times when waiting, placing or collecting orders;
 - High touch surfaces and food storage areas of delivery vehicles must be cleaned and disinfected before each delivery;
 - Encourage contactless ordering via phone or other digital means;
 - Keep hot foods hot (>60°C) and cold foods cold (<4°C) by storing in suitable insulated food transport containers;
 - Food containers should be securely wrapped and packaged to prevent contamination/spillage during transport;
 - Maintain physical distancing when delivering food and conducting payment transactions. Offer “no touch” deliveries (e.g. online payments, prearranged payments), send text alerts or call when deliveries have arrived; and
 - After each use, routinely clean and disinfect coolers and insulated bags used to deliver food.

POST DINING SERVICE

- ● ●
 - The recommended procedures (i.e. wash, rinse and sanitise) for washing dishes and silverware, must be applied. Include items that have not been used when washing, as they might have been in contact with the hands of guests or staff;
 - To avoid contamination, carefully remove tablecloths using gloves and store in a sealed plastic bag (for transportation to the laundry area). After delivering to laundry area, remove gloves and wash hands with soap and water; and
 - The recommended procedures, including appropriate temperatures for laundering table linens must be applied; and
 - Clean and disinfect tables and seating areas after each use.

KITCHEN



- Organise staff into smaller teams to minimise staff interactions during work and shift change and stagger staff's working hours;
- Staff that are working in close proximity and cannot physically distance must wear a face mask and additionally a face shield as another layer of protection;
- Arrange food production areas so that staff are not facing each other when working and can maintain the physical distancing requirements;
- Use floor markers and highly visible signage to facilitate physical distancing requirements;
- Restrict access to kitchen and storage areas to kitchen staff only;
- Wait staff should only have access to service areas;
- Clean and disinfect high-touch surfaces (such as door knobs, equipment handles, cart handles, counters, etc) frequently;
- Wash, rinse and sanitise, dishware, utensils, and beverage equipment, after use at appropriate temperatures;
- Clean and disinfect food preparation/ food contact surfaces regularly;⁴²
- Store clean and dried dishware and cutlery in an enclosed cupboard or container to prevent contamination;
- Employees must wear appropriate PPE (face masks, single-use gloves, hairnets, food coats/overalls) during food preparation;
- Train employees on the importance of good personal hygiene (washing and/or sanitising hands, cough and sneeze etiquette, etc.) and proper use of PPE; and
- Dispose of food leftovers and scraps (such as bones) using acceptable disposal methods (e.g. an incinerator, where available); do not allow employees to take home or give to animals/pets.



- Utilise single use tablecloths or disposable butcher paper. If linens are to be used, they must be replaced with clean linens after each use.

⁴²CDC recommendation <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html>

GOODS RECEIVING / WAREHOUSE



- Employees must be suitably attired with the appropriate PPE at all times;
- Ensure that suppliers are suitably attired with PPE in compliance with the COVID-19 protocols before conducting business;
- Ensure that suppliers making deliveries follow the requisite COVID-19 protocols including hand washing (with soap and water) or sanitisation using at least 60% alcohol-based sanitiser, temperature screening/ screening for any symptoms of COVID-19, the provision of information for contact tracing purposes, and contactless transactions where possible;
- Schedule delivery of goods to avoid gathering of different suppliers;
- Designate an employee(s) to receive, pack and distribute goods;
- Ensure that packaging is not opened or damaged upon collection; and
- Employees involved in these activities must wash their hands with soap and water and sanitise their hands using at least 60% alcohol-based sanitiser as often as necessary and after completing their tasks.

WASHROOMS



- Hand sanitiser (at least 60% alcohol-based) stations should be installed at the entrance to the washrooms;
- Use floor markings and high visibility signage to facilitate physical distancing requirements and encourage compliance with maximum number of users;
- Designate staff to monitor the washrooms to prevent congregation;
- Use contactless paper towel dispensers and hands-free/foot operated garbage bins with covers for no touch waste disposal;
- Prohibit the use of electric hand dryers in washrooms;
- Clean and disinfect washrooms and high touch surfaces as often as necessary based on frequency of use; and
- Use high visibility signage to reinforce the protocols.

-
- Consider installing automatic flush toilets, contactless faucets, soap dispensers and feminine sanitary bins.

Beaches



Beaches

In addition to the following, please refer to **Terms and Definitions** (pg 11), **Core Recommendations Aimed at Preventing and Controlling COVID-19 at Establishments** (pg 25) and **General Tourism Service Provider Protocol** (pg 33). Notwithstanding the guidelines below, all operations must comply with the existing Laws and the Regulations.

BEACH FACILITIES AND FURNITURE



Note: Visitors must wear face masks at the facility but not in the water. Wearing of masks during water activities such as swimming is strongly discouraged due to possible drowning.

- Designate an assigned room for isolation;
- Post high visibility signage⁴³ in all public spaces to encourage compliance with COVID-19 protocols including wearing of masks, physical distancing and frequent handwashing whilst at the beach;
- Designate person(s) to monitor and encourage mask wearing and physical distancing among visitors. Face masks must not be worn whilst in the water;
- Ensure that there are sufficient hand washing and sanitising stations (at least 60% alcohol-based) for the staff and users of the beach facilities;
- Clean and disinfect beach furniture and equipment regularly and between use by different customers;
- Configure beach furniture such as chairs and umbrellas to be at least 6ft (2m) away from other customers/groups; and
- Physical distancing at least 6ft (2m) apart must be maintained while awaiting use of an external shower.



- Sanitise/disinfect misplaced user belongings (as appropriate) found on the beach before storage; and
- Restrict the number of car parking spaces to avoid congregation of persons who are in the car park at any one time.

⁴³ Note guidelines on signage as indicated under the section that addresses "Management Guidelines; 5. Communication Modes and Signage.

BEACH VENDORS AND TRADERS



- Vendors, traders and their staff must wear appropriate PPE (face masks and face shields [as an additional layer of protection], gloves, and other protective gear) whilst at the beach and observe the COVID-19 protocols;
- Vendors and traders shall ensure that customers are adhering to the COVID-19 protocols⁴⁴ (especially wearing of masks) while conducting business with them;
- Vendors and traders must sanitise hands (using at least 60% alcohol-based sanitiser) frequently and after every interaction and transaction;
- Vendors/beach traders are required to arrange their operations in a manner that will facilitate physical distancing at least 6ft (2m) apart and compliance with COVID-19 protocols;
- Food vendors must utilise high visibility signage to display their menus and comply with COVID-19 protocols⁴⁴ (including physical distancing and mask wearing);
- Food vendors must provide hand washing facilities or hand sanitiser stations for patrons and ensure that patrons wash their hands with soap and water or sanitise hands before conducting business;
- If vendors or traders walk along the beach to ply their trade, they must provide their own hand sanitisers (at least 60% alcohol-based). In addition, to the mask, vendors should wear a face shield as an extra layer of protection and limit any physical contact or interaction with the customer;
- A register of general vendors operating in each zoned location must be kept to facilitate contact tracing; and
- Unregistered vendors and traders will not be allowed to ply their trade on the beach.

⁴⁴ Ensure that groups of customers are adhering to physical distancing requirements





Lifeguards



Lifeguards

In addition to the following, please refer to **Terms and Definitions** (pg 11), **Core Recommendations Aimed at Preventing and Controlling COVID-19 at Establishments** (pg 25) and **General Tourism Service Provider Protocol** (pg 33). Notwithstanding the guidelines below, all operations must comply with the existing Laws and the Regulations.

GENERAL FUNCTIONS

- ● ●
- In addition to recognised CPR certification, lifeguards must also be trained on recommended best practices with regard to COVID-19;⁴⁵
- Face masks must be removed when lifeguards are entering the water;
- Lifeguards must have their huts and chairs disinfected frequently as well as during and after each shift change;
- Lifeguard equipment⁴⁶ such as rescue boards and rings must be disinfected before and after each shift and after every mission;
- Personal items must not be shared (e.g. whistles); and
- Assign an enclosed space (e.g. enclosed tents) to isolate persons receiving attention.



⁴⁵ International Life Saving Federation- Resuscitation of the drowned person in the era of COVID-19 disease: A common ground for recommendations, identification of research needs and a global call to action <https://medical.ilsf.org/2020/06/05/idra-ils-imrf-joint-position-statement-resuscitation-of-the-drowned-person-in-the-era-of-covid-19-disease/>

⁴⁶ Whistles must be assigned to each lifeguard as they are personal items.

Water Sports



Water Sports⁴⁷

In addition to the following, please refer to **Terms and Definitions** (pg 11), **Core Recommendations Aimed at Preventing and Controlling COVID-19 at Establishments** (pg 25) and **General Tourism Service Provider Protocol** (pg 33). Notwithstanding the guidelines below, all operations must comply with the existing Laws and the Regulations.

WATERCRAFT AND EQUIPMENT

- ● ● All watercraft and equipment must be cleaned and disinfected prior to visitor use;
- All patrons must wash hands with soap and water or use hand sanitiser with at least 60% alcohol before using/operating the water sport watercraft and equipment;
- Clean and disinfect all life vests before and after use by each patron;⁴⁸
- Dive and snorkel equipment must be cleaned and disinfected onshore before use with an eco-friendly EPA /MOH approved disinfectant. Items disinfected must be thoroughly rinsed with fresh water and allowed to dry before use as it is corrosive with stainless steel and irritates the skin and eyes;
- There must be adequate equipment for each patron's personal use; there should be no sharing; and
- At the end of each tour or use by each patron, a thorough cleaning and disinfection of the watercraft and equipment must be conducted.

PATRONS

- ● ● Designated staff should be present during the water sport activities to provide guidance and assistance with adherence to the COVID-19 protocols;
- Ensure that patrons comply with the COVID-19 protocols: physical distancing at least 6ft (2m) apart, hand hygiene, use of face masks and cough and sneeze etiquette;
- Advise patrons about the safety and hygiene protocols that are being adopted prior to issue of equipment;
- Usher patrons to board the watercraft to prevent compromising the physical distancing requirements;
- Stagger times to allow different groups to access the water in discrete time blocks to facilitate physical distancing; and
- Water sports should be conducted in a manner to prevent mingling of various groups.

Note: Patrons must wear a mask at the facility but not in the water. Wearing of masks during water activities such as swimming is strongly discouraged due to possible drowning.

⁴⁷ Scuba diving, snorkelling, Jet Ski, kayaking, windsurfing, kite-surfing, stand up paddleboard, water ski, wakeboard, wake surf, foil boarding, dolphin board

⁴⁸ Patrons who may wish to purchase their own equipment should be provided with that option by being directed to the appropriate supplier if the service provider cannot provide the equipment directly.

Sites and Attractions



Sites and Attractions⁴⁹

In addition to the following, please refer to **Terms and Definitions** (pg 11), **Core Recommendations Aimed at Preventing and Controlling COVID-19 at Establishments** (pg 25) and **General Tourism Service Provider Protocol** (pg 33). Notwithstanding the guidelines below, all operations must comply with the existing Laws and the Regulations.

ADMISSION AND ENTRY

- ● ●
 - Review and determine the site or attraction capacity to allow for 6 ft (2m) physical distancing requirements;
 - Brief all visitors on COVID-19 protocols before entering the facility;
 - Ensure adequate handwashing facilities or hand sanitising (with a 60% alcohol-based sanitiser) stations are available at the entrance and throughout the facility;
 - Designated staff should be present to provide guidance and assistance with adherence to the COVID-19 protocols;
 - Place markings on the ground to facilitate physical distancing;
 - Stagger arrival times to minimise queues or crowds at the attraction entrance. Consider a timed ticketing program or a similar arrangement;
 - Large groups must contact the facility first before arriving to manage and ensure compliance with COVID-19 protocols; and
 - Install a high visible legible pricing display in a common area.

- ●
 - Encourage advance, online ticket purchases to reduce transactions on site; and
 - Encourage guests to reduce the number of personal items they bring into the facility.

PAYMENT

- ● ●
 - Point-of-Sale (POS) terminals must be disinfected between users and before and after each shift (employee). Both staff and patrons must wash their hands using soap and water or use a hand sanitiser containing at least 60% alcohol after every cash transaction; and
 - Designated staff should be present to provide guidance and assistance with adherence to the COVID-19 protocols (physical distancing for patrons queuing at cash registers).

- ●
 - Encourage guests to make purchases online (prior to their visit), using apps or any other similar technology, to minimise physical transactions.

⁴⁹Source: - COVID Re-opening Guidance. Considerations for the Global Attractions Industry

FACILITY OPERATIONS

- ● ●
- Ensure that a room or space for isolation of a person suspected being infected with COVID-19 is available at the facility;
- Establish policies and guidelines to manage guest and staff interaction, and behaviour with animals (where applicable) in relation to COVID-19 preventative measures;
- Frequent cleaning and disinfection of high touch surfaces and equipment must be conducted throughout the operation which includes back of the house; and
- Lockers/ storage facilities should be thoroughly cleaned and disinfected after each use and left open.

WASHROOMS

- ● ●
 - Hand sanitiser (at least 60% alcohol-based) stations should be installed at the entrance to the washrooms;
 - Use floor markings and high visibility signage to facilitate physical distancing requirements and encourage compliance with maximum number of users;
 - Designate staff to monitor the washrooms to prevent congregation;
 - Use contactless paper towel dispensers and hands-free/foot operated (or automated) garbage bins with covers for no touch waste disposal;
 - Prohibit the use of electric hand dryers in washrooms;
 - Clean and disinfect washrooms and high touch surfaces as often as necessary based on frequency of use; and
 - Use high visibility signage to reinforce the protocols.
-
- ●
 - Consider installing automatic flush toilets, contactless faucets, soap dispensers and feminine sanitary bins.





Tour Operations and Tour Guiding Services



Tour Operations and Tour Guiding Services

In addition to the following, please refer to **Terms and Definitions** (pg 11), **Core Recommendations Aimed at Preventing and Controlling COVID-19 at Establishments** (pg 25) and **General Tourism Service Provider Protocol** (pg 33). Notwithstanding the guidelines below, all operations must comply with the existing Laws and the Regulations.

GENERAL OPERATIONS

- ● ●
 - The number of persons booked for a tour party must be in keeping with Ministry of Health's Regulations and Guidelines on gatherings and must adhere to the COVID-19 protocols;
 - All COVID-19 protocols must be clearly communicated to visitors and members of the tour party;
 - Tour operators should liaise closely with the operators of sites and attractions which are to be visited on the respective tours, to maintain compliance with all COVID-19 protocols and to prevent violations;
 - Tour operators and guides must have available additional hygiene packets/items for clients or members of the tour party who may not have with them their personal protective equipment/items. These can include disposable face masks and at least 60% alcohol-based hand sanitisers. Any client who is unable to comply with the COVID-19 protocols will not be allowed to participate;
 - All tour operators and guides must be trained in administering First Aid measures in relation to the current COVID-19 pandemic;
 - Staff must clean and disinfect all vehicles and equipment after each tour/activity or as is necessary;
 - Staff must have contact information for COVID-19 Hotline, as well as hospitals and district health centres readily available; and
 - Establish and maintain a register of all employees and visitors to assist in contact tracing.
- ●
 - Enable contactless payments platforms such as online money transactions where possible and discourage cash payments. If cash must be used, hands must be sanitised using at least 60% alcohol-based hand sanitiser after each transaction for both staff and patrons.

Tourism Transportation



Tourism Transportation

In addition to the following, please refer to **Terms and Definitions** (pg 11), **Core Recommendations Aimed at Preventing and Controlling COVID-19 at Establishments** (pg 25) and **General Tourism Service Provider Protocol** (pg 33). Notwithstanding the guidelines below, all operations must comply with the existing Laws and the Regulations.

BUSES AND TAXIS



Drivers must utilise face masks/ face coverings throughout their operations, including whilst driving, in keeping with the Public Health [2019 Novel Coronavirus (2019-nCoV)] (No. 27) Regulations, 2020 section 6 (1).

- Adhere to current MOH Regulations for public transportation vehicles i.e. vehicles should transport only as many passengers as regulated;
- Passengers should handle their own personal bags and belongings during pick-up and drop-off⁵⁰. If the driver must handle passengers' luggage, ensure handles are disinfected. The driver must wash his hands with soap and water or sanitise his hands using at least 60% alcohol based hand sanitiser;
- Ensure that the procedures for the boarding and disembarking off buses are conducted in a manner to reduce contact between passengers and employees and that COVID-19 protocols are maintained;
- Hand sanitisers (at least 60% alcohol based) must be available in the vehicle and passengers must sanitise their hands before boarding the vehicle. Passengers must comply with all COVID-19 protocols before being allowed to enter the vehicle;
- Avoid mixing travel groups; different groups must be transported in separate vehicles;
- Avoid using the recirculated air option for the vehicle's ventilation during passenger transport; windows are to be kept fully opened, as far as practicable. If this is not possible, the fresh air option should be utilised to allow for optimal circulation through the vehicle;
- The driver and passengers must wear masks for the duration of their journey as stipulated by law;
- Routine maintenance on air conditioning vents and cabin air filters must be conducted to promote good air quality;
- All surfaces, especially those which passengers touch frequently, must be regularly cleaned and disinfected (door handles, door frames, seats, seat belt buckles, window controls and vent controls);
- Cleaning and disinfection of vehicles must be done before and after scheduled trips/ journeys;
- Avoid providing pooled rides or picking up multiple passengers who would not otherwise be riding together on the same route;⁵¹

⁵⁰Recommendation by the CDC 'What Rideshare, Taxi, Limo, and other Passenger Drivers-for-Hire Need to Know about COVID-19', November 13, 2020

⁵¹The Centers for Disease Control and Prevention (CDC) in its "What Rideshare, Taxi, Limo, and other Passenger Drivers-for-Hire Need to Know about COVID-19", provides additional guidelines for consideration. <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/rideshare-drivers-for-hire.html>



- Passenger(s) must not sit in close proximity to the driver;
 - Provide a hands free (automated) or foot operated garbage bin (with lid) for use within the vehicle; and
 - Provide disposable headrest covers and ensure they are replaced after each trip.
-



- Enable contactless payments platforms such as online money transactions where possible and discourage cash payments. If cash must be used, hands must be sanitised using at least 60% alcohol-based hand sanitiser after each transaction;
- Avoid offering items such as bottled water or magazines to passengers;
- Open and close vehicle doors for all passengers. If automatic doors are available these should be utilised;
- Persons in tourism transportation should wear a face mask along with a face shield to provide an additional layer of protection; and
- Consider installing a plexiglass partition or other suitable material between the driver and passengers. These should be cleaned and disinfected after each trip.

VEHICLE RENTALS

- The outside of the vehicle must be thoroughly cleaned and high touched surfaces disinfected prior to its being offered for rent;
- The interior of the vehicle must be thoroughly cleaned and disinfected after each use, paying particular attention to the frequently touched areas;
- The client, after washing his/her hands with soap and water or sanitising his/her hands with sanitiser containing at least 60% alcohol, should be the first person to have access to the vehicle once it has been cleaned and disinfected;
- In the event that it has to be dropped off to the client, the driver delivering the vehicle must wear the appropriate PPE and disinfect the vehicle and keys before the handover;
- The driver must not transport any passenger whilst en route to the client; and
- Consider rotating vehicles between rentals to allow for cleaning and disinfection.

Monitoring and Evaluation

Continuous monitoring and evaluation of the implementation of COVID-19 protocols at businesses must be undertaken. Businesses must monitor and enforce strict adherence to the COVID-19 Regulations and Guidelines in order to reduce the threat and mitigate the spread of COVID-19.

Tourism service providers are advised to undertake scheduled drills and table top exercises to further develop and refine COVID-19 measures and protocols. As new and more efficient solutions and approaches become available, less efficient measures may be discontinued. Thus, service providers are encouraged to keep abreast of changes to any Regulations and Guidelines as provided by the Ministry of Health and officially recognised Regional and International authorities.

The Ministry of Health is responsible for providing updates and reporting on the implementation of the Regulations and Guidelines on a regular basis.

The Ministry of Tourism, Culture and the Arts, will provide support to the Ministry of Health through increasing awareness amongst tourism stakeholders of the most current Regulations and Guidelines and liaising with the Ministry of Health for the conduct of inspections.

Tourism service providers must rapidly respond and report any changes that may escalate risk of contagion, for immediate action, on a real-time basis. Due to the foregoing, it is best if systems are in place for real-time monitoring of the health of staff, guests and patrons, where appropriate.

Tourism Health Information System (THiS)

COVID-19 was declared a dangerous infectious disease by the President of the Republic of Trinidad and Tobago on January 31st, 2020.⁵² In view of this, there is a need to fervently adopt the existing Tourism and Health Information System (THiS).

THiS is a real-time, web-based application developed by the Caribbean Public Health Agency (CARPHA) to monitor possible COVID-19 infection and potential outbreaks. It provides syndromic surveillance⁵³ of populations in tourist accommodations and will soon be available at other related tourism establishments. This real time early warning system is confidential and has been endorsed by the Ministry of Health.

The web app enhances the national surveillance systems by monitoring possible COVID-19 infection to identify public health threats early. Through THiS, facilities and destinations can proactively monitor COVID-19 syndromic trends of visitors. Self-reporting can also be done by the visitor.

In an effort to ensure that tourism sector stakeholders are made aware of the THiS, the Tourism Trinidad Limited and the Tobago Tourism Agency Limited will increase stakeholder awareness of the need to use the THiS to report.

The evaluation of these guidelines should be done using a variety of strategies. Among those under consideration is that of data gathered from the THiS which can provide information on changes over time in the reporting of symptoms that may be associated with COVID-19. The relevant authority will use the statistics gathered from the THiS to assist in determining the effectiveness.

⁵²Legal Notice No. 34; No. 17 of 2020 Proclamation 2020 - 2019 Novel Coronavirus (2019-nCoV) by the President of the Republic of Trinidad and Tobago <https://www.ttlawcourts.org/index.php/component/attachments/download/6890>

⁵³Syndromic surveillance gathers information about patients' symptoms (e.g., cough, fever, or shortness of breath) during the early phases of illness. Source: CDC Article - Overview of Syndromic Surveillance - What is Syndromic Surveillance - Author - Kelly J. Henning

Ports of Entry

This document recognises the protocols established by the relevant authorities responsible for the management and operations of the ports of entry for Trinidad and Tobago, namely, the Port Authority of Trinidad and Tobago (PATT) and the Airports Authority of Trinidad and Tobago (AATT). Tourism operators who are expected to interact within these physical environments are advised to closely follow the operational procedures established by these entities. An excerpt of these protocols is included at **Appendix III**.

Yachting Operations

Appendix VI of this Guideline provides concise information as it relates to the systems and protocols established by the Yachting Sector to ensure the health and safety of locals and visitors to the destination.



Appendix I - Health and Safety Checklist for Tourism Services

CHECKLIST OF GUIDELINES FOR TOURISM GROUND TRANSPORTATION

**This checklist is a summary of the recommended Guidelines.
 It allows a self-check to evaluate consistency with and coverage of core areas**

<input checked="" type="checkbox"/> = Yes <input type="checkbox"/> = No <input type="checkbox"/> = Not Applicable			
1. MANAGEMENT OPERATION			
License & Regulatory Requirements	<input type="checkbox"/>	Driver's License is current	
	<input type="checkbox"/>	All legislative and regulatory requirements for the operation of the vehicle and this delivery of the transport service are met	
COVID-19 Preparedness Action Plan	<input type="checkbox"/>	Preparedness Plan is developed and known	
Standard Operating Procedures (SOPs)		Payment Procedure	
<input type="checkbox"/>	Crowd management policy at pick up and drop off points is adopted	<input type="checkbox"/>	Electronic booking and payment options are available
<input type="checkbox"/>	Procedures for passengers lining up and entering the taxi conforms with physical distancing requirements	<input type="checkbox"/>	The exchange of cash is limited
<input type="checkbox"/>	Physical distancing for passengers in the vehicle has been evaluated and protocols established	<input type="checkbox"/>	How cash exchange is handled is controlled
<input type="checkbox"/>	Contact tracing to identify taxi drivers who may be at risk is in place (Drivers are registered with an Authority)	<input type="checkbox"/>	The driver has access to a cashless payment machine, i.e. credit card machines are available
2. MONITORING STAFF HEALTH			
<input type="checkbox"/>	Temperature screening for staff is done on arrival at work/ start of a shift.	<input type="checkbox"/>	Staff sanitize or wash hands regularly throughout their shift (minimum once per 31 minutes)
<input type="checkbox"/>	Staff with temperature over 100.4F/38 C are not allowed to work	<input type="checkbox"/>	The use of other PPEs by staff, e.g. aprons, face shield, cleaning gloves, is used where and when necessary
<input type="checkbox"/>	Staff are required to stay at home if they, or a household member, are not feeling well or exhibiting WHO-defined symptoms associated with COVID-19. They are required to consult and follow the health authority guidelines	<input type="checkbox"/>	Staff sanitize or wash hands after handling cash or credit card exchanges, touching common areas and upon serving food and drinks
<input type="checkbox"/>	If a staff member is sick at work, they are sent home. Their workspace surfaces are cleaned and disinfected. Other staff with close contact (i.e., within 6ft (2m) of the employee during this time are considered exposed	<input type="checkbox"/>	Staff are required to regularly self-monitor for symptoms of COVID-19 and are informed of and required to follow the health authority requirements
<input type="checkbox"/>	Staff who are well but know they have been exposed to COVID		
3. STAFF PERSONAL PROTECTIVE EQUIPMENT (PPE)			
<input type="checkbox"/>	PPEs are provided for staff use at work and include face coverings	<input type="checkbox"/>	Providing disinfecting mats/foot baths at the entrance to the establishment is considered
<input type="checkbox"/>	Staff are organised in smaller teams and in such a manner to minimise staff interactions during work and shift change		

CHECKLIST OF GUIDELINES FOR TOURISM GROUND TRANSPORTATION

☑ = Yes ☒ = No ☒ = Not Applicable			
4. STAFF HYGIENE AND OPERATION			
<input type="checkbox"/>	Employees are trained on the importance of frequent hand washing, the use of hand sanitizers with at least 60% of alcohol content. They are given clear instruction to avoid touching hands to face	<input type="checkbox"/>	Communication boards or digital messaging is used to convey pre-shift meeting information particularly where there are large staff numbers
<input type="checkbox"/>	Staff are aware that they must cough or sneeze with a tissue, then throw the tissue in the covered garbage bin trash and wash hands	<input type="checkbox"/>	Contact between wait-staff and patrons is limited. Wait-staff is required to wear face coverings if they have direct contact with guests
<input type="checkbox"/>	The number of employees allowed simultaneously in break rooms has been limited	<input type="checkbox"/>	Staff, because they have been adequately sensitised to the signs and symptoms of COVID-19, are able to identify both patrons and staff exhibiting symptoms.
<input type="checkbox"/>	Employee gatherings are discouraged		
5. TRAINING			
<input type="checkbox"/>	Drivers coordinate with health/tourism authority and their sector association for relevant training on COVID-19	<input type="checkbox"/>	Drivers are trained in COVID-19 Customer Service and Visitor interaction
<input type="checkbox"/>	Drivers are trained in new COVID-19 protocol to ensure their safety and the safety of their passengers	<input type="checkbox"/>	Drivers are trained in Defensive Driving & First Aid
6. SPECIFIC HEALTH SAFETY & HYGIENE MEASURES			
For Waiting/Loading Zones and Pick-Up and Drop-Offs			
<input type="checkbox"/>	Signage is in place with ground marks indicating areas for passengers to wait that adhere to health safety guidelines	<input type="checkbox"/>	Hand sanitizer available for passengers in the loading and disembarkation zones.
<input type="checkbox"/>	Lanes to direct different passenger flows are available at pick-up points	<input type="checkbox"/>	Traveling groups are not mixed and are transported separately if the vehicle is not large enough to maintain 2 meters (6 feet) between groups
<input type="checkbox"/>	Number of passengers in waiting zone is limited		
For Passengers			
<input type="checkbox"/>	Number of passengers per vehicle is limited to enable adequate seat spacing	<input type="checkbox"/>	Passengers are required to wear face masks or other coverings for the entire duration of the trip
<input type="checkbox"/>	Passengers must sit in the back, i.e. no passenger is allowed to sit next to the Driver	<input type="checkbox"/>	Persons within the same party or family traveling together should wear a mask if they are in the vulnerable and high-risk bracket
<input type="checkbox"/>	All passengers must sanitize before entering vehicles		
<input type="checkbox"/>	All passengers must be seated	<input type="checkbox"/>	Passengers must adhere to safety protocols
<input type="checkbox"/>	Drivers must be made aware of their right and ability to refuse service to passengers that do not comply with safety guidelines and who may put them and other passengers at risk		
For Drivers & Luggage Management			
<input type="checkbox"/>	Drivers have routine daily temperature checks	<input type="checkbox"/>	Removal and disposal of PPE are done safely (based on WHO Safety Disposal Guidelines)
<input type="checkbox"/>	Handshakes are avoided. (Passengers are welcomed with warmth and friendliness but no touching).	<input type="checkbox"/>	Drivers handle waste using gloves or tongs and bag waste properly. Hands are sanitized or washed after
<input type="checkbox"/>	Passengers are reminded of protocols with a smile in a polite and respectful manner	<input type="checkbox"/>	Garbage bins are emptied regularly to prevent overflow
<input type="checkbox"/>	Drivers sanitize before and after trips	<input type="checkbox"/>	Hands are sanitized or washed after handling luggage
<input type="checkbox"/>	Drivers wear face masks or other face coverings for the duration of the trip	<input type="checkbox"/>	At drop off points at the accommodation, the driver unloads the luggage at a safe distance from the passengers
<input type="checkbox"/>	Drivers are equipped with and make use of proper PPE	<input type="checkbox"/>	If receiving tips and unavoidable cash payments, sanitize or wash hands after receiving

CHECKLIST OF GUIDELINES FOR TOURISM GROUND TRANSPORTATION

☑ = Yes ☒ = No ☐ = Not Applicable			
For Vehicles			
<input type="checkbox"/>	Valid Driver ID is displayed in vehicle	<input type="checkbox"/>	Hand sanitizer is available for passengers in vehicles
<input type="checkbox"/>	Alternative boarding options such as rear door boarding is available (if applicable)	<input type="checkbox"/>	Additional alterations of vehicle interiors (where feasible) to further maintain a level of limited contact is done
<input type="checkbox"/>	Contact-less entrances where possible, i.e. automatic doors, are utilised	<input type="checkbox"/>	Accommodations made for better ventilation, prioritizing natural air where possible
<input type="checkbox"/>	Number of passengers per vehicle is limited to enable adequate seat spacing	<input type="checkbox"/>	Sticker/signage informing that COVID-19 Assurance Program is in place displayed in vehicle
<input type="checkbox"/>	Plexiglass (where feasible) installed between driver and passengers to limit contact	<input type="checkbox"/>	Sticker are on the floor and seats to guide physical distancing reinforcement messaging
Cleaning and Sanitizing			
A rigid and regular sanitization scheme for the vehicle is fully implemented as follow:			
<input type="checkbox"/>	Maintenance routine / health safety hygiene cleaning for between trips is done		
<input type="checkbox"/>	The interior of the vehicle is sanitized after the patrons exit the vehicle and before another group of patrons enter		
<input type="checkbox"/>	Cleaning gloves are used for sanitizing and safely disposed after each use in an onboard bin with a lid or a nearby bin		
<input type="checkbox"/>	Face covering is also worn during cleaning		
<input type="checkbox"/>	A cleaning log of the day and time of sanitization is kept for the vehicle		
<input type="checkbox"/>	Routine maintenance of air conditioning vents or filters done to promote in-cam air quality and limit exposure		
<input type="checkbox"/>	Sanitization of all passenger touch points is done on a rotation basis throughout the operating hours		
Key Touch Points Cleaned Include:			
<input type="checkbox"/>	Seats and Arm Rests	<input type="checkbox"/>	Seat Belt Buckles
<input type="checkbox"/>	Touch Screens	<input type="checkbox"/>	Air Controls
<input type="checkbox"/>	Arm Rests	<input type="checkbox"/>	Steering Wheel
<input type="checkbox"/>	Handheld Credit Card Machine	<input type="checkbox"/>	Doors and Windows
<input type="checkbox"/>	Door Handles	<input type="checkbox"/>	Driver Controls
<input type="checkbox"/>	Lights Controls	<input type="checkbox"/>	Grab Handles
7. COMMUNICATION & SPECIAL CONSIDERATION			
<input type="checkbox"/>	Information outlining safety guidelines and importance to passengers are accessible and clearly displayed in loading zones and vehicles for continued awareness	<input type="checkbox"/>	Accommodations for disabled, elderly and passengers ventilation and further reduction in contact provided
<input type="checkbox"/>	Driver ensure that information on protocols are readily accessible to passengers	<input type="checkbox"/>	Passengers showing signs of COVID-19 during or after the trip should adhere to guidelines of isolating
<input type="checkbox"/>	Continued monitoring of these systems is done by all drivers in the best interest of both passengers and operators	<input type="checkbox"/>	Contact tracing should be used to identify drivers and other passengers who may be at risk (then following the protocol of isolation as well)

Appendix II – Cleaning, Disinfecting, Hand Sanitising & Handwashing Guidelines

High-touch surfaces should be cleaned as soon as they are soiled and disinfected **regularly**.

There should be a **frequent cleaning schedule** to clean floors, carpets, elevators, trash, and furniture. Keep cleaning supplies like wipes and hand sanitiser where they can be **easily accessed** by staff and guests.

www.carpha.org

Source: Caribbean Public Health Agency (CARPHA)

Alcohol based hand rub: **RIGHT TECHNIQUE**

A Rub hands palm to palm;

B Right palm over left dorsum with interlaced fingers and vice versa;

C Palm to palm with fingers interlaced;

D Backs of fingers to opposing palms with fingers interlocked;

E Rotational rubbing of left thumb clasped in right palm and vice versa;

F Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

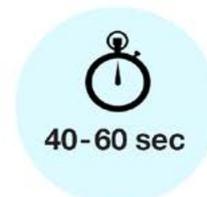
Duration of the entire procedure: 20-30 seconds

Source: World Health Organization (WHO)

COVID-19 Coronavirus Disease



How to hand wash with soap and water



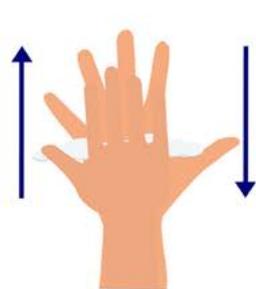
1. Wet hands with water



2. Apply enough soap to cover all hand surfaces



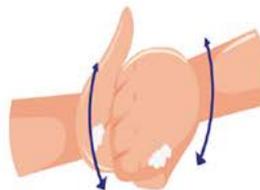
3. Rub hands palm to palm



4. Right palm over left dorsum with interlaced fingers and vice versa



5. Palm to palm with fingers interlaced



6. Backs of fingers to opposing palms with fingers interlocked



7. Rotational rubbing of left thumb clasped in right palm and vice versa



8. Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa



9. Rinse with water



10. Dry thoroughly with single use towel



11. Use towel to turn off pipe

Images from www.vecteezy.com/
<https://www.vecteezy.com/free-vector/wash-hands>



Appendix III - Ports of Entry

This section identifies the key protocols to be adhered to at the ports of entry in Trinidad and Tobago. It is to be noted that the protocols outlined have been adapted from the relevant authorities responsible for the management and operations of these key ports of entry. These are the Port Authority of Trinidad and Tobago (PATT) and the Airports Authority of Trinidad and Tobago. Tourism operators who are expected to interact within these physical environments are advised to closely follow the operational procedures established by these entities and which are identified below.

Airport Operations

The Airports Authority of Trinidad and Tobago (“the Authority”) is responsible for the Piarco International Airport in Trinidad and the A.N.R. Robinson International Airport in Tobago, and has implemented stringent health and safety protocols for the protection of all airport users. The protocols employed at the Authority are based on the following principles:

- Collaboration and partnerships with key stakeholders to enforce actions, as well as to monitor and give feedback on the measures put in place;
- Implementation of health and safety measures for all airport users including minimalizing of person to person contact, physical distancing and encouragement of self-protection by all airport users;
- Strict cleaning and disinfection regime for all high touchpoints in the terminal; and
- Adherence to all protocols without compromising on quality, efficiency of processes and the overall guest experience.

Our protocols, which have been approved by the Ministry of Health have allowed us to gain the Airports Council International’s (ACI) prestigious Airport Health Accreditation for both airports in Trinidad and Tobago. This accreditation provides an external validation and demonstrates that we have proven systems and procedures to mitigate the spread of COVID-19.

Visitors can liaise with their travel agencies or airline agents, who will consult the International Air Transport Association’s (IATA) Travel Information Manual Automatic at <https://www.iata.org/en/publications/timatic> for information on destination country requirements. This is a database containing documentation on guidelines on health regulations and visa requirements that have been imposed in destination countries. Passengers must satisfy requirements of destination countries before departing.

Airline Personnel

- Airlines are to provide their staff with the necessary tools to ensure that disinfection is conducted throughout the check-in process and when dealing with passengers;
- Wheelchair Assistants are required to utilise gloves when assisting passengers and wash hands with soap and water or sanitise hands with hand sanitiser containing at least 60% alcohol or replace gloves before assisting other passengers;
- All airline personnel are required to wear face masks and gloves for passenger and baggage handling; and
- All airline personnel are required to wear face masks as well as face shields and gloves when interacting with passengers outside of areas with tempered glass screens.

Designated Entrances and Exits

- At the Piarco International Airport in Trinidad, there are five points of entry into the terminal building and four doorways that are used as exits. However, this may vary in the future depending on operational demands. Airport users can be guided by signage throughout the terminal or by the Customer Service Representatives (CSRs); and
- A.N.R. Robinson International Airport in Tobago has controlled entrances to the terminal through the use of stanchions where temperature checks are conducted by airline personnel entering the queues.

Security Check Points

- Persons traversing security check points must keep their masks on in this area; and
- Temperature screening will be conducted before the checkpoints.

Temperature Screening

- Temperature checks are conducted at all entrances at the terminals, at security points as well as departure gates. Passengers transiting will also be screened;
- Temperature screening will be conducted at security check points and prior to entering the Immigration concourse for arriving passengers;
- Persons with high temperatures (in excess of 37.5 °C) at the entrances to the terminal, will be refused entry and the COVID-19 Ministry of Health hotline will be contacted. Port Health will also be contacted for immediate activation of their protocols; and
- Upon entering the departure gates, persons with temperatures in excess of 37.5 °C are referred to the Port Health Officer on duty and placed into the Port Health isolation room. The passenger may be transported by Global Medical Response of Trinidad and Tobago (GMRTT) to a health facility for further assessment.

Physical Distancing and Congestion/Crowd Management

- Throughout our terminals, floor and seat markers indicating physical distancing using 6ft (2m) spacing have been installed in areas where persons are required to queue or assemble;
- Signage advising passengers of COVID-19 guidelines has been placed at all entrances and throughout the terminal. The Authority's trained personnel are on hand to assist passengers and monitor adherence to guidelines;
- Physical distancing floor markers have been placed in queues to the check-in counters;
- Upon re-opening of borders, persons accessing the terminal landside will be limited only to the areas of their respective transactions i.e. passengers checking in, persons utilising landside concessionaires, meeters and greeters;
- Limits have been placed on the number of persons allowed in elevators and washrooms to maintain physical distancing. There will also be staggering of persons on escalators guided by AATT staff; and
- One way entrances and exits have been established for the terminal to maintain physical distancing and reduce potential for congestion.

Hand Sanitisation Stations⁵⁴

- All persons must utilise the automatic hand sanitisers available at the hand sanitisation stations prior to entry into the facility;
- Hand sanitising stations have been placed at key points throughout the passenger journey to ensure that passengers sanitise before any person to person interaction;
- Hand sanitising stations are available at each check-in counter; and
- Sanitisers that contain at least 60% alcohol with standardised signage have also been placed throughout the terminals in assembly areas and concourses for ease of identification and convenient access.

Cleaning and Disinfection

Cleaning and disinfecting procedures are conducted using chemicals that are EPA registered and MOH approved. Additionally, alcohol based surface sanitisers that contain at least 70% alcohol are utilised. Electro-static foggers utilising EPA registered disinfectants are applied to large areas of the terminals requiring a faster turnover of disinfection.

The following list provides some common high touch areas that will be cleaned and disinfected and the frequency with which this will be conducted.

- **Every three (3) hours and as required:**
 - Automated teller machines (ATM)
 - Carpark payment machines-keypads, glass panel and exterior
 - Chairs- handles, seats and backrests
 - Staircase railings
 - Doors- door handles, panels and ledges
 - Hand sanitiser dispensers
- **After every flight and as required:**
 - Self-check-in kiosks screens and keypads
 - Stanchions and garbage bins
 - Counters, sneeze guards, telephones, luggage scales
 - Passport scanning machines and boarding pass readers
 - Washroom stalls-doors, walls, toilets, counters, faucets, dispensers, and dryers
- **After each use by patrons and as required:**
 - Food court tables, chairs, benches and counters
 - Security trays
- **High traffic areas are cleaned and disinfected before and after every flight and as required. These include:**
 - Security Check Points
 - Domestic and International Departure Lounges / Gates
 - Ticketing counters
 - Immigration Hall
 - Custom and Excise areas

⁵⁴Hand sanitisers are 60% alcohol based sanitisers in adherence to the Ministry of Health's requirements.

Arriving passengers

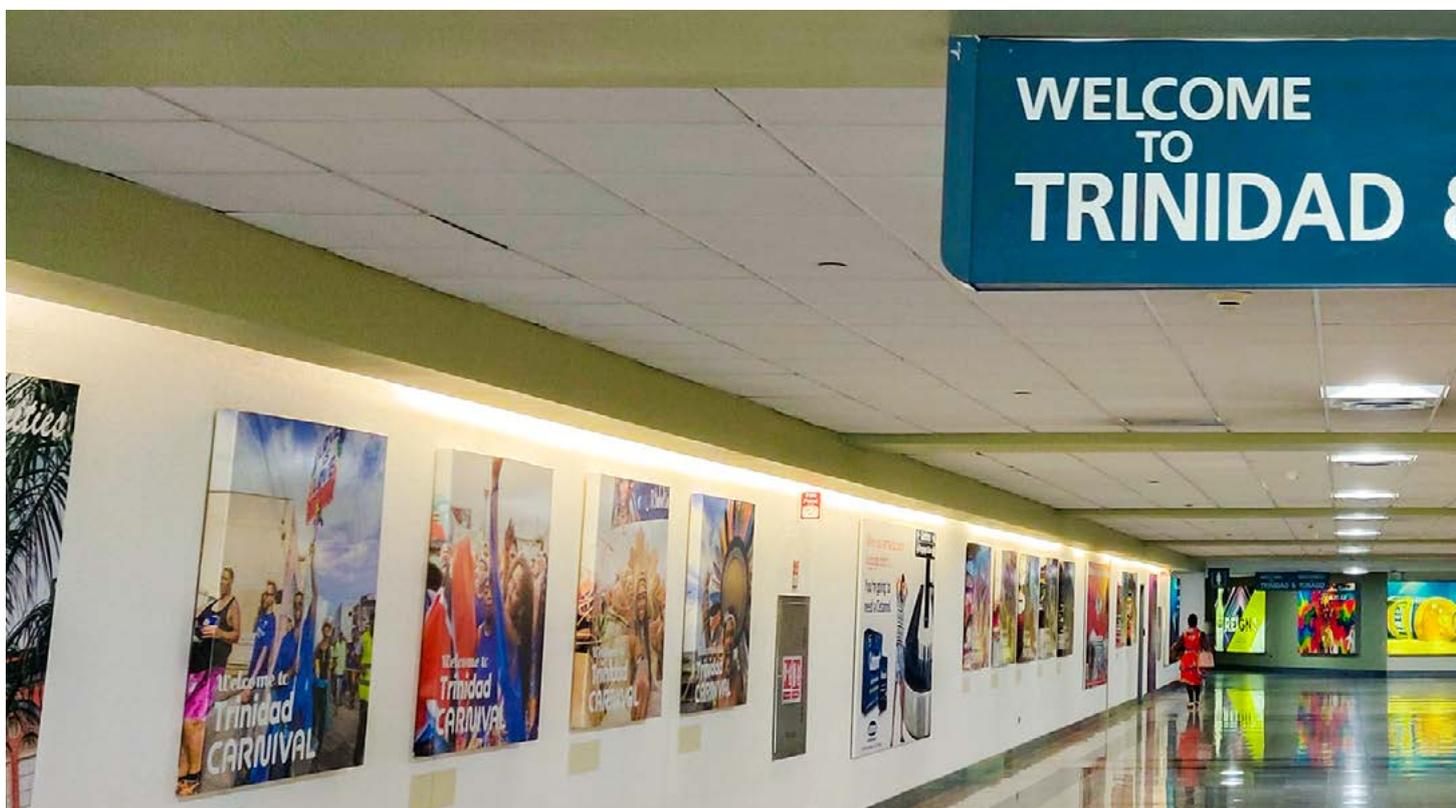
International Arrivals

Processes are currently under the advisement of the CMOH, St. George East and Tobago. The current infrastructure supports disembarkation, immediately followed by Port Health screening. The process for disembarkation is identified below:

- Disembarkation of international passengers from aircraft is staggered as opposed to en masse; clustering is not allowed;
- After deplaning aircraft and entering the Arrival Hall at Immigration, passengers will have their temperature checked by Port Health officials;
- At this point, Port Health will issue the quarantine orders before passengers proceed to Immigration Officers;
- Floor markers are installed in the Immigration Halls to demarcate appropriate physical distancing in queues and hand sanitisers are available at the head of the queues before the immigration booths; and
- From then onwards, physical distancing protocols and sanitising must be observed throughout Duty Free and into Customs. All touchpoints are disinfected after passengers from the flight have been processed.

Domestic arrivals

Domestic arrivals deplane and enter the Domestic Arrival Hall. Floor markers are installed to demarcate appropriate physical distancing around baggage carousels, and hand sanitisers are available for use. Passengers proceed out of the Terminal or access other services within the facility.



Checking in

- International passengers are asked to arrive at the airport four (4) hours in advance while domestic passengers are asked to arrive three (3) hours in advance to facilitate all additional sanitisation and disinfection protocols as well as to reduce congestion in the ticketing area;
- Check-in counters are outfitted with transparent protective screens;
- Only persons travelling and those rendering assistance to passengers will be allowed in the check-in area to avoid congestion;
- Passengers unable to perform the online check-in process are guided to utilise the self-service check-in kiosks at the terminals to obtain boarding passes. Passengers in possession of boarding passes shall join the queues at the check-in counters, to obtain baggage tags, quickly validate travel documents and drop off baggage. Physical distancing protocols must be observed;
- For those passengers requiring the use of check-in or bag drop counters, transparent tempered glass screens have been installed for protection during interactions with airline personnel;
- Seating, with physical distance markers, is provided in the check-in area for persons with limited mobility; and
- COVID-19 protocols will be maintained in check-in areas through:
 - o Hand sanitizing stations which are available at each check-in counter
 - o Physical distancing markers to guide queuing procedures and social distancing.



Luggage drop-off

Airlines shall direct passengers to self-bag drop options to minimise the interactions (physical handover of baggage) between passengers and check-in agents.

Departure Gates

- A departing passenger must satisfy the Authority's requirements for entering the airport terminals. Temperature screening is conducted at entrances to the airports and persons registering a temperature greater than 37.5°C or showing signs of being visibly ill will be referred to Port Health;
- Persons are required to use hand sanitisation stations which are located at entrances and strategic points throughout the terminal buildings;
- Physical distancing markers, public service announcements and prominent signage are features at the airport that serve to remind travellers to observe the COVID-19 health and safety protocols; and
- Automatic hand sanitiser dispensers are available at the departure areas and passengers are required to sanitise their hands frequently.

Departure Lounge

- Hand sanitising stations are available at the International and Domestic Departure Lounges. The airlines are encouraged to also ensure that their passengers sanitise at departure gates before boarding;
- Face masks must be worn within this space;
- Physical distancing must be practised in seating areas and seating areas are marked off with social distancing signage to guide passengers;
- Increased hand sanitisation stations are available for use;
- Seats and other frequently used areas are frequently disinfected; and
- Physical distancing is observed when queuing at gates.

Airport Taxis

- The Airport taxi drivers have been provided with training opportunities and information by the Authority on health and safety standards such as the wearing of masks and frequent hand sanitisation for operating at the airport; and
- The drivers are guided by the Ministry of Health's guidelines on vehicular occupancy capacity restrictions. They have the responsibility of disinfecting their vehicles.

Persons in the terminal

There are restrictions with respect to the number of persons that can be accommodated in the terminals. Access to the check-in concourse is restricted to workers, passengers and accompanying persons in situations such as passengers with disabilities, reduced mobility or unaccompanied minors.

Non-passengers

Non-passengers are discouraged from entering the terminals. However, if necessary, such as when assisting passengers with luggage, face masks are required for entry into the terminals and must be worn at all points throughout the terminal buildings⁵⁵.

Stand-by passengers

Stand-by passengers are not allowed to gather anywhere in the terminal. Airlines are required to utilise their mobile applications to communicate with stand-by passengers.

Payment

Cashless payments are encouraged (Linx and Credit Card) and are available at the following locations:

- Automated Car Park Payment machines
- Airline Ticketing Counters
- Food and Beverage Concessionaires
- Duty Free Concessionaires

Communication of Guidelines

Floor markers, signage and PA announcements are used to guide queuing. Personnel (safety officers, security, airline staff, CSRs etc.) are also on hand to monitor congestion and adherence to guidelines.



⁵⁵The Authority adheres to and is guided by the Ministry of Health's regulations as it relates to the wearing of face masks by children. A child 8 years or older is required to wear a mask at the airport facilities.

Sea Ports



Sea Ports

Tourism Activity – Ferry Operations⁵⁶

All domestic ferry users/passengers are encouraged to adhere to the Port Authority of Trinidad and Tobago guidelines outlined below as they relate to access to the Ferry Terminals:

Sale of Ferry Tickets

Passengers are advised to purchase ferry tickets in advance to avoid crowding at the Ferry Terminals. Ferry tickets for the passenger vessels are available online at <https://www.ttifferry.com>; at twenty-one (21) remote ticket agents located throughout Trinidad and Tobago – (for a list of authorised agents refer to the website at <http://www.ttifferry.com>) and at the Port of Spain/ Scarborough Ferry Terminals.

Tickets for the cargo vessel are available for sale exclusively at the Port of Spain/ Scarborough Ferry Terminals. Vendors, truckers and other cargo vessel users are advised to purchase tickets in advance.

Access to the Ferry Terminals

Port Police Officers

- Port Police officers are positioned at the entrances of the Ferry Terminal buildings to manage the number of persons entering the facilities;
- Port Police maintain the requisite social distancing on greeting passengers. All persons seeking to enter the terminal are asked to provide the nature of the transaction they wish to conduct, or otherwise, the purpose of their visit; and
- Port Police officers are authorised to prevent persons with no legitimate business from accessing the Port's compounds.

Public Access

Public access to the terminals is limited to operationally based activities.

Purchase and revalidation of ferry tickets

- The number of persons allowed in the building will be limited to facilitate physical distancing which is directed by the floor distance markers inside the terminals; and
- Persons will be allowed to purchase/ revalidate ferry tickets that may not be available at remote ticket agents or online.

Check-in

- Only foot passengers with confirmed tickets are allowed to enter the terminal buildings when check-in commences; and
- Passengers will be allowed to check-in for current sailings and cargo shipment transactions.

General access

- Persons will be allowed to enter the terminal to conduct business such as suppliers and other contractors; and
- Clients and suppliers will be permitted to enter in order to support diverse day-to-day operations.

⁵⁶Source: Port Authority of Trinidad and Tobago – COVID-19 Safety Guidelines and Protocols for Visitors and the Travelling Public

Stand-by passengers (unconfirmed travellers)

- Passengers who do not have tickets but wish to travel on the day's sailing will not be allowed to enter the Terminal buildings;
- At both Ports, stand-by passengers are given numbered chits and requested to return at specific times. A maximum of fifty (50) numbered chits are distributed for any one sailing;
- In the event spaces become available, stand-by numbers are called in sequential order, following which stand-by candidates are screened before entering the Terminal buildings to purchase or revalidate their tickets. This process first involves an observation for any passengers who might display flu-like symptoms. Provided the customer displays zero symptoms, they are allowed to enter the gate following which their temperature is immediately checked by infrared thermometers placed at the entry point. Passengers are further directed to wash their hands prior to entering the Terminal building;
- In Trinidad, stand-by persons are accommodated under temporary tents located at the front of the Port of Spain Ferry Terminal building. Social distancing is monitored by Port Police and Customer Service Representatives (CSRs);
- In Tobago, stand-by passengers form queues at the front of the terminal building. Social distancing is monitored by Port Police, Customer Service Representatives. In the event of inclement weather conditions, stand-by persons are accommodated in the Cruise Ship area located at the western side of the Scarborough Ferry Terminal building; and
- To manage large crowds of stand-by persons during peak travel periods, additional Port Police are dispatched to the Terminals or the Trinidad and Tobago Police Service (TTPS) will be contacted to assist in maintaining order.

COVID-19 Guidelines for Entering the Ferry Terminal buildings

The following measures are initiated by the Port Authority of Trinidad and Tobago and are mandatory. Persons failing to adhere will not be allowed to gain entry to the Port's facilities.

- Upon entry into the terminals all employees/stakeholders/visitors must undergo mandatory temperature screening which will be monitored by Port Police/ CSRs. If the temperature reading is high (37.50C or higher) persons will be retested after 3-5 minutes;
- Employees/stakeholders/visitors (including drivers of vehicles) will not be allowed to enter the Port Authority's compound if exhibiting symptoms of the flu (fever, coughing, sneezing etc.). Port Police/ CSRs will observe persons for any visible signs or symptoms of COVID-19;
- Upon entry into the terminals, all employees/stakeholders/visitors are required to wash their hands with soap and water at the wash stations installed at the terminals or use the sanitisation stations to sanitise hands (if unable to wash hands). No sanitisation, no entry;
- All employees/stakeholders/visitors must wear face masks at all times. No mask, no entry. Face shields can be worn, but they must be worn together with a face mask that covers the mouth and chin; and
- Maintenance of physical distancing must be adhered to by all port users. Follow floor distance markers and signage on seats to ensure proper physical distance is maintained. Port Police/CSRs/ HSE personnel will manage and maintain these protocols.

Ports' Facilities Disinfection

- The Janitorial Staff in the terminals will clean and disinfect high touch surfaces using a freshly prepared solution of a mixture of 5 tablespoons (1/3 cup) of household bleach (5-6% sodium hypochlorite) or 4 teaspoons of bleach per quart per US gallon (3.8L) of water or any other EPA approved chemical in keeping with Centers for Disease Control and Prevention (CDC) Guidelines;
- Work stations and passenger lounge areas are disinfected regularly throughout the day with an EPA registered, anti-viral aerosol spray;
- Both Terminals (Port of Spain and Scarborough) are equipped with two (2) Victory Innovations Co electrostatic backpack sprayers for cleaning and disinfecting high traffic and high touch areas with an EPA approved chemical; and
- An external sanitation contractor conducts weekly deep cleaning and disinfecting of terminal buildings and adjoining buildings using thermal disinfection which is achieved using steam above 70°C. Ultra-Low Volume (ULV) cold foggers are used to deliver chemical disinfection.

Tourism Activity – Inter-Island Ferry

On Board the Vessel

- Port Police/vessel security or CSRs will ensure that travellers are not allowed to enter the vessel if they are exhibiting any COVID-19 symptoms;
- On entering the passenger lounge, CSRs will advise travellers to use the sanitisation stations to sanitise hands before entering the vessel;
- All travellers must wear face masks at all times during the voyage. Face shields can be worn, but they must be worn together with a face mask that covers the mouth and chin. Stewards/stewardesses will make routine checks to ensure travellers keep their face masks on during the voyage;
- Passenger capacity on-board the ferries have been reduced according to MOH Guidelines and Regulations to allow for physical distancing on the voyage between the islands;
- Travellers are required to practice proper physical distancing of 6ft (2m) on the ferries. CSRs/ Stewards/Stewardesses and other vessel staff will monitor passengers' seating arrangements on board to ensure passengers are socially distanced;
- Audio and visual announcements are played via television screens on-board the vessel advising travellers of the proper wearing of mask, cough/sneeze etiquette, hand hygiene and to remind travellers to comply with other COVID-19 protocols whilst on-board. These COVID-19 protocol announcements are played after the safety video, at intervals during entertainment and before/ during disembarking the vessels; and
- Whilst on board, travellers are requested to limit movement during sailings. During the sailings, Stewards/stewardesses are available to ensure passengers are not moving about the vessel unnecessarily.



Café on Board

- Sneeze guards are mounted around the counters of the café area;
- Hand sanitiser dispensers with sanitiser with at least 60% alcohol are installed at the café area to ensure proper hand hygiene is maintained;
- There will be limited cafeteria operations during sailings and only pre-packaged items will be on sale;
- Passengers are encouraged to bring their own consumables to avoid movements about the vessels; and
- Stewards/Stewardesses advise travellers to comply with the floor distance markers placed around the cafeteria area to ensure social distancing protocols are maintained.

Toilet/Washroom Facilities On board

- Toilet facilities are cleaned and disinfected regularly during the sailing using a mixture of 5 tablespoons (1/3 cup) of household bleach (5-6% sodium hypochlorite) per US gallon (3.8L) or 4 teaspoons of bleach per quart of room temperature water or any other EPA approved chemical;
- Main door to washrooms facilities is left open to minimize touching of surfaces;
- Dispensers containing anti-microbial hand soap are available to all passengers who use the toilet/washroom facilities;
- Counters are cleaned at regular 30-minute intervals with a mixture of 5 tablespoons (1/3 cup) of household bleach (5-6% sodium hypochlorite) per US gallon (3.8L) or 4 teaspoons of bleach per quart of room temperature water or any other EPA approved chemical; and
- Hard floor surfaces are mopped before and after each sailing. Mopping also takes place during the sailing as required based on continuous inspections done by the CSR's. To achieve this, a mixture of 5 tablespoons (1/3 cup) of household bleach (5-6% sodium hypochlorite) per US gallon (3.8L) or 4 teaspoons of bleach per quart of room temperature water or any other EPA approved chemical.

Cleaning and Disinfecting Vessels

- Daily deep steam cleaning and disinfection of all vessels by an external contractor are conducted after each sailing using steam above 70°C;
- The ULV cold foggers will be used to deliver chemical disinfection (EPA approved chemical) for hard-to-reach areas of high-touch surfaces;
- The vessel is disinfected using only EPA approved chemicals that are safe for humans and animals and also suitable for use on the vessels;
- During voyages stewards/stewardess will conduct frequent cleaning and disinfecting of the vessel (bathrooms, countertops, railings, doorknobs and tables using an EPA approved disinfectant cleaner); and
- Manual and mechanical microfiber cleaning is applied to hand rails, doorknobs and other high-touch surfaces using a freshly prepared mixture of 5 tablespoons (1/3 cup) of household bleach (5-6% sodium hypochlorite) per US gallon (3.8L) or 4 teaspoons of bleach per quart of room temperature water or any other EPA approved chemical.

Transportation of Pets on the Inter-Island Ferries

- Pets are allowed to travel on the inter-island ferries but are not allowed in the passenger cabin;
- Pets are contained in their cages on the vehicle deck in a well-ventilated area. No passengers are allowed on the vehicle deck during the sailing; and
- Only the pet owner is allowed to leave food and water for his/her pet. No food items are to be removed from the vessel to be fed to any animal.

Actions taken for irregular temperature readings upon entering the Port's facilities

- If the person's temperature reading is high (37.5 degrees Celsius or higher) and the person has no other COVID-19 symptoms, the person is requested to move to a shaded area and wait;
- After 3-5 minutes the temperature is retaken for verification (37.5 degrees Celsius or higher);
- A person's temperature can be checked up to three (3) times for verification; and
- The person is cleared if there are no symptoms and their temperature is below 37.5 degrees Celsius.

Actions taken if COVID-19 symptoms are displayed by a traveller or port user upon entering the Port's facilities

A member of staff at the Terminal (Port Police, CSR, other staff) will immediately contact the Health Safety & Environment (HSE) Department for screening and management.

Isolating a suspected case

- In Tobago, persons who are displaying any signs or symptoms of COVID-19 would be directed to a dedicated tent erected on the "Greens" (western side of the Scarborough Ferry Terminal building) and kept isolated for screening by the County Medical Officer of Health (CMOH); and
- In Trinidad, persons who are displaying any symptoms of COVID-19 would be directed to a designated tent at the front of the building where they will undergo further screening and management by the requisite personnel. The Port's Medical Superintendent or Industrial Nurse will be contacted for this purpose.

Control

- The risk of person-to-person transmission will be managed. This will be achieved by locating the isolation area in an access-controlled and well-ventilated area at the front or side of the compound thereby limiting contact/mixing with other members of the service population;
- Additionally, all areas the person traversed up until they were identified and managed will be immediately disinfected by localised custodians to reduce any possibility of viral spread; and
- PATT's external sanitation contractor (emergency response team) will be contacted to clean and disinfect the area and its surroundings in which the suspected COVID-19 passenger was contained.

Final steps

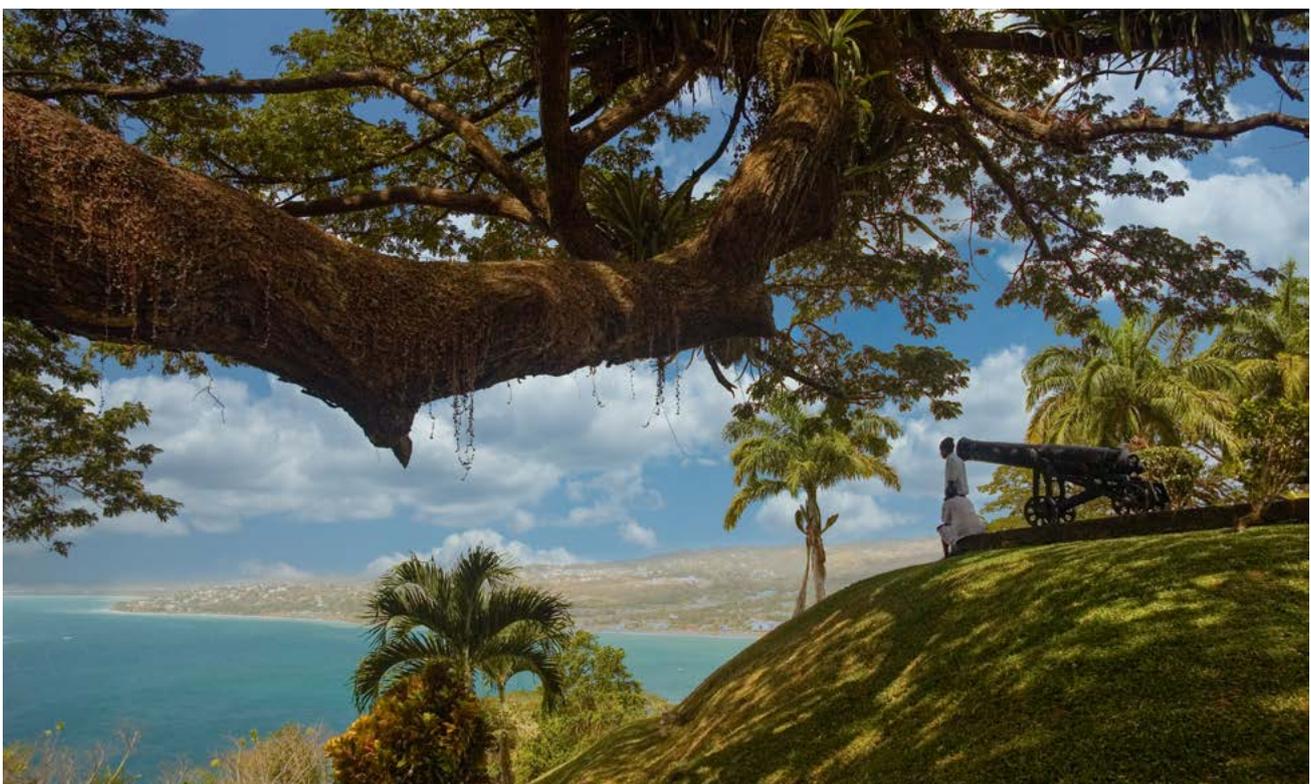
- Upon completion of the screening, the CMOH/Industrial Nurse would make recommendations and contact the Emergency Medical Service and the nearest Health Centre to arrange any additional testing and management;
- Once EHS is contacted for transportation, a specific route via the main gate will be used to access the passenger. This access is and will be kept clear to ensure efficient entry, pick up and departure at our facility. The Port Police will assist in this process; and
- EHS will transport the patient(s) to the nearest Health Centre for screening and management.

Actions taken if Suspected COVID-19 Passenger is on the Vessel

- Whilst on the vessel, any passenger exhibiting any signs or symptoms of COVID-19 will be isolated in an area designated as the 'sick bay'. Whilst this area varies from vessel to vessel, this allocated space remains reserved for treating specifically with COVID-19 suspected cases;
- These allocated spaces are cordoned off, thereby limiting unauthorised access to the general public;
- Upon arrival of the vessel, the CMOH (in Tobago) or Industrial Nurse (in Trinidad) would board the vessel, assess and make recommendations after visiting the passenger on the vessel;
- Based on the CMOH's assessment, EHS will be contacted to transport the passenger to the nearest Health Centre for testing/further management; and
- PATT's external sanitation contractor (emergency response team) will be contacted to clean and disinfect the area and its surroundings in which the suspected COVID-19 passenger was contained.

General

A regular rotation of announcements will be made both at the terminal facilities and on-board all vessels to remind passengers of the importance of complying with COVID-19 protocols.



Cruise Operations



Cruise Operations⁵⁷

Vessel Arrival

- Upon arrival of the cruise vessel in Port after it has berthed, the Agent, Immigration, Customs and Excise, Port Health and Port Security Personnel will board the cruise vessel;
- Subsequently, the Port Security Personnel (Senior Officer) will discuss security related concerns with the Ship's Security Officer and a declaration of Security will be signed prior to the disembarkation of passengers and crew members. In addition, each arriving vessel's protocols and guidelines should be made available to the authorised organisations; and
- Adherence to the Ministry of National Security and Ministry of Health border protocols should be observed and maintained.

Passenger Disembarkation

- Every disembarked passenger must wear masks and it is compulsory that they wash their hands with soap and water at one of the four (4) wash sinks stations located on quayside prior to entry into the Cruise Ship Complex;
- Markers for physical distancing will be in place at the wash stations;
- Hand washing will be supervised;
- All disembarking passengers must pass through a thermal scanner to check his/her temperature. At this point, anyone with a temperature not consistent with the regulations of the MOH will be denied further entry into the CSC and reporting procedures will commence. This information will include but not limited to age, gender, date, time, signs and symptoms observed etc; and
- Should any disembarked passenger(s) be identified as displaying Covid-19 symptoms, including fever, a temperature scan will be taken after 3-5 minutes. Should the results remain consistent indicating a fever, the passenger(s) will be isolated and the chain of command will be followed where the CMO will be informed and additional screening/ assessments will be done by health officials.

Tours and Activities⁵⁸

- The pre-booked tours' passengers should be allowed to leave the vessel whilst all other passengers namely the independent passengers are to remain on board the vessel unless otherwise stated allowing for greater control with the independent travellers who would normally utilise the services of visitor guides (discussions are on-going);
- There should be a time lapse of about 3 to 5 minutes between the dispatch of tours and no two (2) tours should be scheduled to leave the ship at the same time. This will facilitate the reduction of crowds thus enabling physical distancing to be practiced effectively; and
- Should a passenger be identified as being physically unwell at a site of attraction and / or transport vehicle, a medical professional and MOH officials will be contacted and the passenger (s) isolated until health officials arrive. Contact tracing will then be initiated as deemed fit by health officials.

⁵⁷Source: Port Authority of Trinidad and Tobago- Safety Guidelines and Protocols for Cruise Ship Operations in Port of Spain Harbour

⁵⁸ Refer to the guidelines for Tour Operations and Guiding Services on page 59 of this document.

Guidelines for Visitors to the Port

Guidelines on Cruise Operations outlined by the Port Authority of Trinidad and Tobago (PATT) include⁵⁹ :

- Mandatory handwashing with soap and water before entering the facility and wearing of masks;
- Signage in and around the Cruise Ship Complex (CSC) premises will inform persons to practice proper hygiene and health practices within and around the facility;
- Floor markings spaced at six feet (2m) for physical distancing will be enforced in areas where the visitors will be required to be in a line and will be enforced through supervision by Port Security personnel. Persons will also be limited into the facility to facilitate physical distancing; and
- Port Security personnel will assist in the enforcement of the guidelines.

Cleaning & Disinfection⁶⁰

- The entire Cruise Ship Complex terminal will be thoroughly cleaned and disinfected before the arrival, during the vessel's port stay and departure of each vessel in port; and
- The Designated Sanitation Personnel (DSP)⁶¹ will ensure that areas where there are high levels of passenger traffic in and around the terminal are continuously disinfected during the vessel's stay in port.

Washrooms

- Placement of sanitiser stations with 60% alcohol-based sanitiser at the entrance of the washrooms and mandatory use of soap and water inside washrooms;
- Overcrowding of washroom areas is strictly prohibited. This will be enforced by both the DSP and the Port Security personnel;
- Placement of markings on the floor displaying six (6) feet social distancing where waiting may occur;
- Full utilisation of hands-free garbage bins outfitted with covers for no touch waste disposal;
- Utilisation of disposable paper hand towels as hand blowers is strictly prohibited; and
- Washrooms shall be thoroughly cleaned and disinfected regularly with an EPA approved chemical. Disinfection will be carried out using a fogger machine every two (2) hours or as is necessary.

Returning to the Cruise Ship Complex

- After exit, all passengers/personnel returning to the Cruise Ship Complex will be required to undergo screening (inclusive of temperature scans and observations for flu-like symptoms) for re-entry into the Cruise Ship Complex;
- Passengers must adhere to the protocols of hand sanitisation with 60% alcohol-based sanitiser and mask wearing; and

⁵⁹ Source: PATT Guidelines and Protocols for Cruise Ship Operations in Port of Spain Harbour

⁶⁰Disinfection - A 5-6% sodium hypochlorite household bleach solution of 5 tablespoons (1/3 cup) per US gallon (3.8L) of water, or 4 teaspoons of bleach per quart of room temperature water

⁶¹ Designated Sanitation Personnel (DSP)- This person is responsible for conducting regular and daily sanitization of all frequently touched areas namely surfaces, door handles, railings etc. within the premises of the Cruise Ship Complex prior to and during vessel arrivals in port.



- Should any returning passenger(s) be identified as displaying Covid-19 symptoms, including fever, a temperature scan will be taken after 3-5 minutes. Should the results remain consistent indicating a fever, the passenger(s) will be isolated and the chain of command will be followed where the CMO will be informed and additional screening/ assessments will be done by health officials. Contact tracing may then be initiated as deemed fit by health officials.

CSC Facility Tenants

- Tenants and concessionaires will be advised to ensure that they are healthy and do not display any flu-like symptoms prior to entering the Cruise Ship Complex for business;
- Tenants and concessionaires are advised to have personal sanitisers;
- Tenants and concessionaires are advised to outfit their spaces with the relevant physical distancing methods of acceptable standard and approved by Port of Port of Spain Infrastructure Co. Ltd. (POSINCO);
- Mandatory wearing of masks will be enforced and shields where no physical barrier can be erected; and
- The number of vendors under the Handicraft shed will be reduced to ensure that physical distancing is effective. Also, it will be a mandatory requirement for all vendors to sanitise after each purchase transaction.

Appendix IV – Procedure to follow in the event of exposure to COVID-19 CASES in the accommodation sector⁶²

General recommendations

- Train service staff in the preparation, handling, application and storage of cleaning and disinfecting products particularly bleach;
- If a guest or staff member develops symptoms of acute respiratory infection, they must be isolated immediately and seek medical attention;
- Management shall consider measures to take care of the possible COVID-19 infected person if the situation requires and the possible COVID-19 infected person is not transferred to a medical establishment. This may include designating one member of staff sufficiently trained in infection prevention and control;
- Designate one bathroom for use only by the possible COVID-19 infected person;
- Request the possible COVID-19 infected person to wear a mask and practice respiratory hygiene when coughing and sneezing. If the mask cannot be tolerated by the possible COVID-19 infected person, provide tissues to cover the mouth and dispose in a biohazard disposal waste bag or if unavailable, an intact plastic bag. Seal it and wash hands with soap and water or apply an alcohol-based hand rub (not less than 60% alcohol);
- If the possible COVID-19 infected person cannot wear a mask, direct contact with this person should be avoided unless wearing gloves, a mask with a face shield and eye protection;
- When attending to a possible COVID-19 infected guest or staff coming from an affected area who displays fever, persistent cough, or difficulty breathing, always use additional protective equipment, mask, eye protection, gloves, gown;
- Staff must be trained in donning (putting on PPE) and doffing (carefully removing PPE to avoid contaminating oneself); and
- Properly dispose of gloves and other disposable items that had contact with the suspected COVID-19 infected person's body fluids in a biohazard bag or a secured plastic bag, which will be labelled as "biohazard" waste;
- Health officials must also be notified if a person diagnosed/ suspected with COVID-19 has been in the facility.

Case of an affected guest

- Notify the Ministry of Health or call the health hotline (800-WELL or 877-WELL (9355));
- If the person who is displaying COVID-19 symptoms is a guest of the tourism accommodation establishment, continued stay of the sick person at the facility is not recommended;
- The person can be isolated in a room on a temporary basis until the intervention of the Ministry of Health;

⁶². Adapted from WHO 'Operational considerations for COVID-19 management in the accommodation sector', April 30, 2020

- No visitors will be permitted to enter the room of the affected guest; and
- Depending on the availability of rooms, accompanying persons, if any, should be moved to a different room.

Housing a suspected COVID-19 case

- If there is no other option but to keep a sick guest suspected of COVID-19, with mild symptoms; self-isolation in the room should be considered. Doctor's visits should be carried out in the sick person's room whenever possible, avoiding the need for the patient to go to the doctor;
- A sick guest who is suspected of COVID-19 should stay in an individual room, except in the case of children or persons requiring caretakers;
- Only one person should be in charge of caring for the sick person. Pregnant women or other persons with high risk of developing severe disease caused by COVID-19 should not serve as caretakers;
- Caretakers should self-monitor for the appearance of symptoms, especially fever and cough; and
- The clothing of the sick guest, as well as the linen of the room being occupied should be washed separately using the usual laundering procedures.

Cleaning and Housekeeping

Housekeeping and cleaning staff must inform the management or the reception desk of any pertinent incidents, including possibly sick guests in their rooms. This information must be treated with discretion.

- Thoroughly clean and disinfect the entire room which includes everything in the room (change curtains as well);
- Clean and sanitise soft surfaces such as rugs and carpets using soap and water or with appropriate cleaners;
- Clean and disinfect any surfaces contaminated with body fluids (including respiratory secretions/ discharges) with an EPA approved chemical;
- Use disposable cleaning materials where possible. Clean and disinfect non-porous surfaces with a mixture of 5 tablespoons (1/3 cup) of household bleach (5-6% sodium hypochlorite) per US gallon (3.8L) or 4 teaspoons of bleach per quart of room temperature water or any other EPA approved chemical
- Use 70% alcohol , if bleach is not suitable;
- Place textiles, linens and clothes in marked laundry bags and handle carefully so as not to contaminate surroundings. Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely;
- Place disposable items such as gloves in a container with a lid and dispose of according to the hotel action plan and national guides for waste management; and
- Train cleaning crews on the use of PPE and hand hygiene.

Appendix V - Travel and Safety Protocols at the Airports



Source: Airports Authority of Trinidad and Tobago (AATT)



Source: Airports Authority of Trinidad and Tobago (AATT)



Source: Airports Authority of Trinidad and Tobago (AATT)



Source: Airports Authority of Trinidad and Tobago (AATT)



Source: Airports Authority of Trinidad and Tobago (AATT)





Appendix VI-Yachting Operations

The Yacht Services Association of Trinidad and Tobago (YSATT) Port Health Safety System for Re-opening Trinidad and Tobago to Yachts (YSATT-PHSS)⁶³, identifies a comprehensive system to be implemented by YSATT and its stakeholders. The system, referred to as the Yacht Services Association of Trinidad and Tobago Port Health Safety System (YSATT-PHSS), aims to protect Trinidad and Tobago from possible COVID-19 threats that may be associated with the yachting industry. A six-step pathway delineates the measures which core stakeholder groups are required to take to reduce the risk of infection to others through a Risk-to-port-health-based Approach (RTPHBA). Stakeholders must comply with the guidelines presented.

The following diagram illustrates the YASATT-PHSS's six-step pathway



⁶³Approved by the Ministry of Health of the Republic of Trinidad and Tobago

All requisite forms and guidelines for use by vessels entering national waters can be obtained by visiting YSATT's official website: <http://www.ysatt.com/index.html> - Safety & Security Tab; Float Plan Form (which provides links to all requisite forms and guidelines). Additional information or access to the full guideline document can be obtained by contacting YSATT at (868) 634-4938 (office) / (868) 683-5202 (mobile) or via email at info@ysatt.com.



References

Airports Authority of Trinidad and Tobago (AATT) Press Release - Health and Safety Procedures at Airports to Protect Against the Spread of COVID-19. Dated 1st August 2020.

<http://www.tntairports.com/NEW/news/Health%20and%20Safety%20Protocols%20to%20Protect%20Against%20the%20Spread%20of%20Covid-19.pdf>

Aquatic Facilities & Lifeguarding During COVID-19. (n.d.). Retrieved November 02, 2020,

<https://www.redcross.org/take-a-class/coronavirus-information/aquatic-facilities-operations-and-lifeguarding-during-covid-19>

Caribbean Airlines Limited. (2020). Operational Guide for Covid-19.

Caribbean Hotel and Tourism Association (2020). Guidelines and Checklists for Reopening of Caribbean Tourism and Travel.

<https://member.caribbeanhotelandtourism.com/page/TravelGuidelinesandChecklists>

Caribbean Public Health Agency (CARPHA) (2020). Reopening of Caribbean Tourism & Travel. Safely Resuming Business Operations and Restoring Caribbean Tourism in 2020 and Beyond. Guidelines and Checklists.

<https://carpha.org/Portals/0/Documents/Technical%20Guidance/Guidelines%20and%20Checklists%20for%20Reopening%20of%20Caribbean%20Tourism%20and%20Trave>

Caribbean Public Health Agency (CARPHA) (2020). Novel Coronavirus technical Guidance.

<https://carpha.org/What-We-Do/Public-Health/Novel-Coronavirus/Technical-Guidance>

Centers for Disease Control and Prevention. (2020) Cleaning and Disinfecting Your Home. Everyday Steps and Extra Steps when Someone is Sick and Considerations for Employers (Retrieved February 26th, 2021)

<https://www.cdc.gov/infectioncontrol/guidelines/environmental/background/laundry.html>

Centres for Disease Control and Prevention. Social Distancing – Keep A Safe Distance to Slow the Spread. (Retrieved February 17th, 2021).

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html>

Centers for Disease Control and Prevention. (2020). Show Me the Science – When & How to Use Hand Sanitiser in Community Settings. (Retrieved June, 2020).

<https://www.cdc.gov/handwashing/show-me-the-science-hand-sanitiser.html>

Centers for Disease Control and Prevention. (2020). Ventilation in Buildings. (Retrieved December 22nd, 2020)

<https://www.cdc.gov/coronavirus/2019-ncov/community/ventilation.html>

Centers for Disease Control and Prevention. (2004). Overview of Syndromic Surveillance - What is Syndromic Surveillance. (Retrieved 23rd December, 2020)

<https://www.cdc.gov/mmwr/preview/mmwrhtml/su5301a3.htm>

Centers for Disease Control and Prevention. (2020). What Rideshare, Taxi, Limo, and other Passenger Drivers-for-Hire Need to Know about COVID-19. (Retrieved October 03rd, 2020)

<https://www.cdc.gov/coronavirus/2019-cov/community/organizations/rideshare-drivers-for-hire.html>

International Life Saving Federation. (2020). Resuscitation of the drowned person in the era of COVID-19 disease: A common ground for recommendations, identification of research needs and a global call to action. (Retrieved February 5, 2021)

<https://www.ilsf.org/wp-content/uploads/2020/06/IDRA-ILS-IMRF-COVID-CPR-recommendations.pdf>

Legal Notice No. 34; No. 17 of 2020 Proclamation 2020 - 2019 Novel Coronavirus (2019-nCoV) by the President of the Republic of Trinidad and Tobago.

<https://www.ttlawcourts.org/index.php/component/attachments/download/6890> – Retrieved February 03, 2021

Ministry of Health, Trinidad and Tobago. (2020). Covid-19 Symptoms and Treatment. Retrieved June 05, 2020, from

<http://www.health.gov.tt/sitepages/default.aspx?id=299>

Ministry of Health, Trinidad and Tobago. (2020). Public Health Regulations. Retrieved September 18th, 2020.

<http://www.health.gov.tt/covid19/GuidelinesRegulations/PublicHealthRegulations/PublicHealthRegulations.pdf>

Ministry of Health, Trinidad and Tobago. (2020). The New Normal. Reopening Guidelines for Businesses, Facilities and Institutions.

<http://www.health.gov.tt/covid19/GuidelinesRegulations/ReopeningGuidelines.pdf>

Ministry of Health, Trinidad and Tobago. (2020). The New Normal – Restaurant and Bars. Retrieved June 25, 2020.

<http://www.health.gov.tt/covid19/GuidelinesRegulations/Restaurants.pdf>

Port Authority of Trinidad and Tobago. Guidelines and Protocols for Cruise Ship Operations In Port of Spain Harbour.

Port Authority of Trinidad and Tobago. *COVID-19 Safety Guidelines and Protocols for Visitors and the Travelling Public*

Reopening Guidance: Global Attractions Industry 2020. Retrieved June 05, 2020,

https://www.iaapa.org/sites/default/files/2020-05/IAAPA_COVID-19_ReopeningGuidance_rev1_final.pdf

The Centers for Disease Control and Prevention (CDC) “What Rideshare, Taxi, Limo, and other Passenger Drivers-for-Hire Need to Know about COVID-19”

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/rideshare-drivers-for-hire.html>

Tobago Tourism Agency Limited. Tourism Industry Health and Safety Manual for Post Covid-19.

<https://www.visittobago.gov.tt/corporate/trade-resources/tourism-health-and-safety-manual>

TTBAA, THRTA Trinidad and Tobago Health & Safety Protocols and Guidelines for the Re-Opening of the Food & Beverage Sector of Trinidad & Tobago

https://drive.google.com/drive/folders/1aAp_Z9yeAoUX7Qnlh6mSltonnRVMjjojp?fbclid=IwAR0jAj79CKfJlpYRsTRBlcyg13_tbjrByLZEn9RIEVapRz-VOHct1xf0Pwl

United States Environmental Protection Agency. List N: Disinfectants for Coronavirus (COVID-19). Retrieved October 02, 2020 from

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-coronavirus-covid-19>

UNWTO Global Guidelines to Restart Tourism

<https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2020-05/UNWTO-Global-Guidelines-to-Restart-Tourism.pdf>

World Health Organization. (2020). Coronavirus. Retrieved June 05, 2020, from

<https://www.who.int/health-topics/coronavirus>

World Health Organization (2020). Coronavirus disease (COVID-19) advice for the public: When and how to use masks. Retrieved June 05, 2020 from

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

World Health Organization (2020). COVID-19 Technical Specifications for Personal Protective Equipment and Related IPC supplies. Retrieved October 02, 2020 from

https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&d=&ved=2ahUKEwi2I726uJPsAhXEt1kKHSmZB94QFjADegQIBRAC&url=https%3A%2F%2Fwww.who.int%2Fmedical_devices%2Fpriority%2FTechnical_Specs_PPE_Covid19_final_V6.docx%3Fua%3D1&usq=AOvVaw3UxOVb8_Zcw2iNXR8t5Nad

World Health Organization. (2020). Key planning recommendations for mass gatherings in the context of the current COVID-19 outbreak. Retrieved June, 2020, from

<https://www.who.int/publications/i/item/10665-332235>

World Travel and Tourism Council. (2021). 'Safe Travels': Global Protocols & Stamp for the New Normal.

<https://wtcc.org/COVID-19/Safe-Travels-Global-Protocols-Stamp>





A publication of
The Ministry of Tourism, Culture and the Arts