



# COVID-19 MANAGEMENT PROTOCOLS FOR ANGUILLA'S TOURISM ACCOMMODATION SECTOR

The information contained in this protocol is subject to periodic review by the Ministry of Health (MoH) pursuant to the prevailing situation relative to COVID-19. Tourism Service Providers shall comply with the protocols therein as well as all applicable laws and regulations for the tourism accommodation sector.

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## 1. PREFACE

Novel Coronavirus, COVID-19, initially deemed a major health crisis, has evolved into a catastrophic global economic crisis. In an effort to contain the spread of the COVID-19 virus, Anguilla, along with many other Caribbean countries closed borders, thus restricting travel to their shores. As a result, regional and international tourism came to an unprecedented halt, leading to double digit unemployment in the region. The region, so dependent on tourism, is now left with a turbulent way forward, as the glaring impact on GDP for 2020 is inevitable. It MUST be noted however, the indirect and induced impact remains to be quantified.

Anguilla, along with the rest of the region, is now mandated to manage the health and safety of their people and at the same time resuscitate employment and the overall economies. This entails a gradual reopening of the Tourism Sector, which will require a heightened level of responsibility, requiring the ability to co-exist with COVID-19, as done with other transmitted diseases. The reopening of the Tourism Sector as a measure for reviving Anguilla's economic activity, can be viewed as a great opportunity to 'hit the reset button' on the island's tourism offerings. This means a chance to revamp much of how and what is offered in aesthetics and services to our visitors. To successfully achieve this, the reopening of the sector will take on a phased approach.

A phased reopening approach, would mean that Anguilla will be open for business but with limitations, restrictions and implemented specifics initially, with either the lessening of these or the employing of new measures as time progresses. For this proposed approach to be successful, protocols to govern the sector and every cross-sector is compulsory and MUST start way before visitors arrive. Hence, the development of protocols for airlines, private jets/planes, ports, the accommodation sector, tourism ground transportation sector, tour operators (visitors' excursion/experience) and restaurant sector must be developed and implemented prior to reopening of the island. This approach will also require the support and cooperation of source market airports, airlines, travel professionals; both distributors and agents, and media.

In addition, a comprehensive travel journey must be created which allows for preventing and mitigating the spread of COVID-19, i.e. screening, physical distancing, containment, contact tracing and overall management of the virus.

## 2. OVERVIEW

According to current evidence, COVID-19 virus is mainly transmitted between people through respiratory droplets (particularly when coughing). Direct contact with an infected person or indirect contact, (touching a surface or object that has been contaminated with respiratory secretions) and then touching their own mouth, nose, or eyes is another route of transmission.

Although most infected people develop mild symptoms, severe disease may result in older people and/or people with other medical conditions and they may require rapid hospitalisation.

Prevention measures include regular and thorough hand hygiene, social distancing, avoiding touching eyes, nose, and mouth, and good respiratory hygiene. In public areas, cleaning and disinfecting frequently touched objects and surfaces can help reduce the risk of infection.

Hotels and tourism accommodation establishments are no more susceptible to contagion than other public establishments visited by large numbers of people who interact among themselves and with employees. Nevertheless, they are places where guests stay temporarily in close cohabitation and where there is a high degree of interaction among guests and workers.

It is these aspects—the lodging of guests in along with the services this entails (food and beverage, cleaning, activity organization, etc.)—and the interactions specific to these establishments (guest-guest, guest-staff, and staff-staff) that require specific attention.

To date, there is no epidemiological information to suggest that contact with goods or products shipped from countries affected by the COVID-19 outbreak have been the source of COVID-19 disease in humans.

Official, up-to-date information should be available about travel to and from countries or areas where COVID-19 is spreading.

The following protocols are to ensure adequate sanitation and other procedures toward the prevention of the spread of COVID-19. The Ministry of Health (MoH) encourages you to monitor the advisories and guidance issued by the Government of Anguilla.

### 3 GENERAL ADMINISTRATION

- a) Management **MUST** ensure that there is a clear line of communication to a focal point at the MoH for guidance and information on the management of suspected or confirmed COVID-19 cases.
- b) Accommodations **MUST** be compliant with Anguilla's Public Health Act, Food Hygiene Regulations, Hotels Regulations and the Quarantine Act and Regulations.
- c) Accommodation providers **MUST** identify a Management team which includes at least two (2) COVID-19 Coordinators that will ensure compliance with the COVID-19 Protocols and the Property's Standard Operating Procedures as instituted by the property with regular inspections to ensure compliance. The COVID-19 Coordinators will be the liaison between the property and the MoH.
- d) A list of all staff, staff addresses and a copy of their COVID-19 tests status to the MoH as part of this protocol.
- e) Management shall immediately report any suspected cases of COVID-19 to the MoH.
- f) All guests **MUST** present a NEGATIVE PCR COVID-19 test taken between three and five days of their travel at check-in.
- g) Accommodation providers **MUST** designate in consultation with the MoH an isolation/quarantine facility/area which facilitates a public health presence
- h) Accommodation providers **MUST** have provisions for allowing a guest(s) who tests positive while on vacation to extend their stay.
- i) Accommodation providers **MUST** maintain a policy to manage the destination Anguilla's image and guest confidentiality.

- j) Accommodation providers **MUST** ensure that employees have access to shower facilities if needed Accommodation providers **MUST** consider vulnerable and high risk employees<sup>1</sup> and their area of responsibility.
- k) Accommodation provider **MUST** ensure that all common areas **MUST** have clear markings to ensure social distancing of at three (3) feet
- l) Accommodation providers **MUST** show on request by the MoH or official designee the operation's "Safe Environment" Certificate.

## 4 LICENSES

To operate in this COVID-19 environment, accommodations **MUST** be in possession of the following:

- a) A valid Business and Public Health Licenses
- b) Certification

## 5 TRAINING

- a) The MoH and accommodation provider to implement a sensitization, training and continuing education training programme at the property to ensure that all staff members are aware of the risks that exists according to the duties and mitigation measures in order to minimize risks and exposure to COVID-19.
- b) The Ministry of Social Development (MSD) and the accommodation provider to implement a psycho-social support programme to ensure a level of comfort and to assist employees with overcoming their fear of operating of co-existing with COVID-19 in the work place.

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<sup>1</sup> Includes persons with chronic diseases such as heart conditions, chronic lung disease, immunocompromised, diabetes and age 60 years and older

- c) Conduct simulation exercises for varied scenarios according to protocols.
- d) Employees **MUST** be appropriately sensitised and aware of the signs and symptoms of COVID-19 and be able to identify colleagues and guests who exhibit symptoms.
- e) Plans **MUST** be put in place to ensure that staff in each Department of the property is adequately prepared to carry out their duties whilst minimizing exposure and risk relative to COVID-19.

## 6 EMPLOYEES

- a) **MUST** attend all COVID-19 related training organized by the MoH prior to resuming duties and any other follow-up training.
- b) Every staff member **MUST** strictly comply with the basic protective measures against COVID-19 recommended by the World Health Organisation (WHO), such as hand hygiene, physical distancing, avoid touching eyes, nose and mouth, practice respiratory hygiene and to heed the advice to stay home and seek medical attention if they have symptoms consistent with the disease.
- c) Take note of all guidelines listed on proper hygiene methods and the use of sanitising products and equipment.
- d) Maintain a distance of at least 1m/ 3 ft. from any person who is sneezing or coughing.
- e) Observe coughing and sneezing etiquette – cough in a flexed elbow and use tissues and dispose immediately after use.
- f) Avoid high risk socializing including hand shaking, hugging and kissing.
- g) Avoid close contact with anyone showing respiratory symptoms such as coughing sneezing or a runny nose.

- h) Exercise hand hygiene practices by using alcohol based sanitiser or liquid soap with frequent hand washing for twenty (20) seconds.
- i) Staff **MUST** sanitise hands before and after use of the punch clock.
- j) Staff **MUST** clock in and out adhering to social distancing of at least 1m/ 3 ft..

## 6.1 EMPLOYEES STAYING ON PROPERTY DURING ISOLATION PERIOD

- a) Employees who will be living on property **MUST** remain on property until cleared to do so by MoH.
- b) Separate working and living space **MUST** be provided for employees, to ensure no contact with guest.
- c) Designate an area where meals are to be served; an area where employees can place meals and leave, without contact with guest.
- d) Designate an area for guest to drop-off and employees to collect laundry, without contact.
- e) **ALL** necessary PPE **MUST** be provided for the collection and the washing of laundry.
- f) **NO** housekeeping services will be provided during this period.

## 6.2 EMPLOYEES STAYING OFF PROPERTY DURING ISOLATION PERIOD

- a) Work area **MUST** be separate from guest's living space.
- b) Designate an area where meals are to be served; an area where employees can place meals and leave, without contact with guest.
- c) Designate an area for guest to drop-off and employees to collect laundry, without contact.
- d) **ALL** necessary PPEs **MUST** be provided for the collection and washing of laundry.
- e) **NO** housekeeping service will be provided during this period.

## 6.3 DELIVERY OF GOODS DURING ISOLATION PERIOD

- a) It is encouraged that pantries are stocked prior to guest arrival. This discourages the need for goods to be delivered, in turn preventing interaction with individual/s off property
- b) In the case where goods are to be delivered, an area **MUST** be designated for the delivery of goods; e.g. (at entrance of property), so that there be no face to face contact between employees and delivery persons.

## 7 ACTION IF SUSPECTED OR CONFIRMED CASE

- a) In the event that there is a suspected case or case, there should be immediate property wide preventative cleaning as per guidance provided by the MoH especially in common areas and areas where the suspected or confirmed case would have interacted.
- b) The Nurse along with MoH officials will ascertain from the guest and companions if part of a group where he/she/they have been on the property and with whom he/she/they might have been in contact to generate a contact tracing list.
- c) The MoH officials will then instruct guests and or staff who may have been in contact with the suspected or confirmed case to self-isolate pending further instructions.
- d) MoH officials will determine along with property management the level of risk and if further action is necessary.
- e) MoH officials will take over all relevant care and actions to isolatee suspected or confirmed cases once confined to the designated property or if deemed necessary a designated Government quarantine site.

## 8 ISOLATION PROTOCOLS

- a) Isolated guests **MUST** be confined to the isolation area at all times and be compliant with the quarantine rules as per the quarantine regulations.
- b) **No** staff should enter the room.
- c) A table should be set up at the entrance of the room to facilitate the transfer of food and other items.
- d) Disposable items should be used at all times when serving food. All used items should be returned to the table at the room entrance to be cleared.

- e) All staff should wear gloves when clearing the items and dispose of immediately.
- f) No housekeeping should be provided. Cleaning supplies should be provided for guests e.g. mop, broom, sanitising solutions.
- g) All used linen should be placed in a separate labelled bag and laundered according to the property's laundry protocol based on COVID-19 procedures.
- h) The room should be as isolated as possible (no shared balconies etc.).

## 9 Front Line Staff

- a) All front line staff should be sufficiently informed about COVID-19 so that they can safely carry out their assigned tasks and prevent the possible spread of COVID-19 within the establishment. They should be capable of informing guests who inquire about the establishment's policy in terms of the preventive measures established or other services that guests may require (for example, medical and pharmacy services available in the area or at the establishment itself). They should also be able to advise guests with respiratory symptoms to stay in their rooms until they are seen by a doctor—management should arrange it immediately—as well as to provide basic hygiene recommendations when asked.
- b) Front line staff, if possible, should not be vulnerable or high risk persons<sup>2</sup>.
- c) Frontline staff **MUST** observe all recommended preventive practices such as social distancing, frequent hand hygiene and respiratory etiquette:
  - i. Social distancing includes refraining from hugging, kissing, or shaking hands with guests as well as among staff. It involves maintaining a distance of at least 1 m (3 ft) and avoiding anyone who is coughing or sneezing.

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<sup>2</sup> Includes persons with chronic diseases such as heart conditions, chronic lung disease, immunocompromised, diabetes and age 60 years and older

- ii. Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water. Also avoid touching eyes, nose, and mouth. Hand disinfection is indicated after exchanging objects (money, credit cards) with guests.
  - iii. Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid for use whenever there is the possibility that a guest may be ill.
- d) Reception Desk staff **MUST** be familiar with the room occupancy policy for accompanying persons in the event of a suspected case of COVID-19. The latest definition of suspected case of COVID-19 can be found on WHO website.
- e) The reception desk **MUST** have immediately available the telephone numbers of the MOH and health authorities
- f) Official, up-to-date information should be available about travel to and from countries or areas where COVID-19 is spreading.

## 10 KITCHEN

- a) Kitchens **MUST** be equipped with adequate handwashing facilities with hot and cold water.
- b) Wall mounted automatic sanitiser and detergent dispensers should be installed in strategic locations.
- c) Staff operating in these areas **MUST** maintain adequate social distancing while performing their duties.

- d) Dishwashing machines in kitchens and bars **MUST** maintain sanitising temperatures as prescribed by the MoH (Department of Health Protection – Environmental Health Unit).
- e) Install adequate signage in kitchens and bars detailing mitigation measures such as social distancing, hygiene and the use of sanitising solutions, hand sanitisers and sanitising equipment.
- f) Good personal hygiene **MUST** be ramped up in all areas. Counter spaces and frequently touched areas **MUST** be frequently cleaned and disinfecting.

## 11 RESTAURANTS, BARS, DINING AREAS

- a) Restaurants, breakfast, and dining room and bar staff should perform personal hygiene (frequent regular handwashing, cough hygiene) as strictly as possible.
- b) Guests should be reminded when entering and leaving the restaurant, breakfast, or dining room to disinfect their hands with disinfectant gel, preferably located at the entrance to those facilities.
- c) Restaurants **MUST** provide sufficient wall mounted automatic hand sanitiser dispensers at the entrance, exit and other strategic locations.
- d) Frequent hand washing **MUST** be practiced for twenty (20) seconds each time.
- e) Food and non-food contact surfaces **MUST** be sanitised after each use.
- f) Menus are to be provided on request and sanitised after each use.
- g) Self-service buffets should be suspended in order to avoid guests handling food. When necessary, change tongs and ladles more frequently, always leaving these items in separate containers.

- h) Clean and disinfect the buffet surfaces after each service.
- i) The coffee machines, soda machines, and others, in particular the parts more in contact with the hands of users, should be cleaned and disinfected at least after each service and more often if necessary.
- j) The usual procedures should be used for washing dishes, silverware, and table linen. All dishes, silverware, and glassware should be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have been in contact with the hands of guests or staff.
- k) If for any reason manual washing is required, the usual steps should be followed (wash, disinfect, rinse), taking the maximum level of precautions. Drying should be carried out using disposable paper towels. Likewise, tablecloths and napkins should be washed in the usual manner.
- l) Table setting - whenever possible, it is recommended to have one person for every 30 square feet of space per person<sup>3</sup>. Tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than 1 m apart and that guests face each other from a distance of at least 1 m.
- m) Room numbers, assigned tables and the name of the server(s) **MUST** be recorded.
- n) Guests have symptoms suggestive of COVID-19<sup>4</sup> (or any other communicable disease) are to receive room service only.

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<sup>3</sup> Alternatively, a maximum of 4 persons for 10 square metres...

<sup>4</sup> The most common symptoms of COVID-19 are fever, dry cough, and tiredness. Other symptoms that are less common and may affect some patients include aches and pains, nasal congestion, headache, conjunctivitis, sore throat, diarrhea, loss of taste or smell or a rash on skin or discoloration of fingers or toes.

## 12 RECEIVING GOODS

- a) Suppliers **MUST** ensure adequate sanitisation of vehicles and personnel when delivering goods to property.
- b) Gloves are not required unless they are used for protection against mechanical hazards, such as when manipulating rough surfaces.
- c) Importantly, the use of gloves does not replace the need for appropriate hand hygiene, which should be performed frequently.
- d) When disinfecting supplies or pallets, no additional PPE is required beyond what is routinely recommended.
- e) Employees should practice routine cleaning and disinfection of frequently touched surfaces. These include cargo transport devices, vehicles, scanners, and shared/common two-way radios or other mobile devices. Follow the directions on the cleaning product's label.
- f) Wearing a mask of any type is not recommended when handling cargo from an affected country.
- g) Establish an area(s) for the washing of fruits and vegetables before use.
- h) Implement a schedule for deliveries to avoid crowding.

## 13 ACTIVITIES

- a) Families/groups travelling for events such as weddings or other celebrations are required to ensure social distancing requirements are observed.
- b) Where possible in house meetings should be kept to a minimum and social distancing of 1m / 3 ft. or more **MUST** be observed.
- c) The persons responsible for recreational activities among children should be vigilant for any signs of respiratory disease and should immediately inform the child's parents and the management of such circumstance.

## 14 CLEANING AND HOUSEKEEPING

- a) Even in the absence of COVID-19 cases in the establishment, it is recommended that hygiene services be enhanced. Special consideration should be given to the application of cleaning and disinfection measures in common areas (restrooms, halls, corridors, lifts, etc.) as a general preventive measure during the entire COVID-19 epidemic. Special attention should be given to objects that are frequently touched such as handles, elevator buttons, handrails, switches, doorknobs, etc. Cleaning staff should be instructed accordingly.
- b) As part of the tourism accommodation establishment action plan for COVID-19, there should be a special cleaning and disinfection plan for situations in which there are sick guests or employees staying at the establishment or identified with COVID-19 within a few days after leaving the establishment. Written recommendations for enhanced cleaning and disinfection should describe the enhanced operating procedures for cleaning, managing solid waste, and for wearing personal protective equipment (PPE).
- c) The following should be implemented for rooms or specific areas exposed to COVID-19 cases:
  - I. Any surfaces that become soiled with respiratory secretions or other body fluids of the ill person(s), e.g. toilet, handwashing basins, and baths should be

cleaned with a regular household disinfectant solution containing 0.1% sodium hypochlorite (bleach – Clorox) (that is, equivalent to 1000 ppm). Surfaces should be rinsed with clean water after ten (10) minutes contact time for chlorine. Surfaces should be rinsed with clean water after sufficient contact time for the chlorine.

- II. Service staff may require additional training in the preparation, handling, application, and storage of these products, mostly bleach, which may be at a higher concentration than usual. The cleaning staff should know how to make sure the bleach is not disintegrated and how to rinse it off after 10 minutes.
- III. When use of bleach is not suitable, e.g. telephone, remote control equipment, door handles, buttons in the elevator, etc. then alcohol 70% could be used.
- IV. Whenever possible, use only disposable cleaning materials. Discard any cleaning equipment made of cloths and absorbent materials, e.g. mop head and wiping cloths. When pertinent, disinfect properly non-porous cleaning materials with 0.5% sodium hypochlorite solution or according to manufacturer's instructions before using for other rooms.
- V. Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people. Instructions should be given for washing them in hot cycles (70°C or more) with the usual detergents. All used items MUST be handled appropriately to mitigate the risk of potential transmission. Disposable items (hand towels, gloves, masks, tissues) should be placed in a container with a lid and disposed of according to the hotel action plan and national regulations for waste management.
- VI. In general, public areas where a case has passed through or has spent minimal time in (corridors) do not need to be specially cleaned and disinfected.
- VII. Cleaning crews should be trained on use of PPE and hand hygiene immediately after removing the PPE, and when cleaning and disinfection work is completed.

VIII. All rooms and common areas **MUST** be ventilated daily.

## 15 SWIMMING POOLS

- a) Adequate sanitisation of swimming pools and maintenance of disinfecting solutions at the highest recommended disinfection levels.
- b) Have adequate supplies of test strips to constantly test pH levels at a minimum of three (3) times per day. A record of all tests **MUST** be kept and made available on request to the MoH (Department of Health Protection) on request.
- c) Pool Deck chairs **MUST** be arranged to ensure a social distance of 1m/ 3 ft. or more.
- d) The distribution of pool towels **MUST** be managed by an attendant. Towels are to be provided to guest upon request.
- e) All guests are required to shower before entering the pool or pool area.
- f) Pool attendants will monitor the social distancing requirements.
- g) Social distancing **MUST** also be maintained in the pool.

## 16 DESALINATION PLANTS/WATER STORAGE

- a) Acceptable disinfection of the property's potable water supply **MUST** be done in compliance with the MoH (Department of Health Protection) standard.
- b) An updated log of water treatment **MUST** be kept and be available on request for inspection by the MoH (Department of Health Protection).

- c) Property analysis of the potable water source **MUST** be made available to the MoH (Department of Health Protection) on a regular basis.

## 17 SEWAGE TREATMENT SYSTEMS

- a) Properties with sewage treatment package plants **MUST** ensure proper sewage treatment in accordance with MoH (Department of Health Protection) protocols.
- b) An updated log of effluent analysis **MUST** be kept and be available on request for inspection by the MoH (Department of Health Protection).
- c) Proper disinfection of effluent from sewage treatment package plants **MUST** take place prior to discharge or irrigation use.

## 18 SOLID WASTE MANAGEMENT

- a) Secured garbage bins **MUST** be available throughout the property.
- b) Garbage bins should be foot peddle or automatically operated to minimize touching.
- c) The Property's solid waste management plan **MUST** be submitted to the MoH (Department of Health Protection).

## APPENDICES

### Appendix 1: HEALTH CONTACT INFO

- ❖ Ministry of Health - 1(264)-497-3930
- ❖ 1 (264) 476-SOAP (7627) or 1 (264) 584-HAND (4263)
- ❖ Department of Health Protection (Environmental Health Unit) - 1 (264) 497-2631 or  
E-mail [ehu@gov.ai](mailto:ehu@gov.ai)
- ❖ Princess Alexandra Hospital -1 (264) 497-2551

### Appendix 2: USEFUL WEB LINKS

- ❖ [www.gov.ai](http://www.gov.ai)
- ❖ [www.ivisitanguilla.com](http://www.ivisitanguilla.com)
- ❖ <http://www.gov.ai/covid.php>
- ❖ <https://beatcovid19.ai/>
- ❖ <https://www.ecdc.europa.eu/en>
- ❖ <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>