



BAHAMAS TOURISM READINESS & RECOVERY

Plan for Re-entry into the Tourism Market

May 2020

FOREWORD

On behalf of the members of the Tourism Readiness and Recovery Committee, we are honoured to present this draft plan¹. The year of 2020, which brought with it a highly contagious and globally lethal virus, has dealt a historic and devastating blow to our economy. The members of the Committee worked assiduously within a relatively narrow time frame to harness the expertise embodied by a vast network of representatives from all segments of the tourism industry, including and beyond Committee members.

In a matter of weeks, COVID-19 uprooted and altered the global economy like never before. However, despite the closure of businesses, the loss of livelihoods, the severe restrictions on mobility, we believe that economic recovery is inevitable. For many Small Island Developing States, including The Bahamas, economic recovery equates to reactivating the tourism industry.

We acknowledge that when we reopen our borders, we must do so with the understanding that the world is, and will be for some time, markedly different from the one that existed prior to the COVID-19 pandemic. As such, the Committee hopes that this plan will serve as a practical resource for all stakeholders who interact with the tourism sector in The Bahamas.

The plan lays out good practices, proposes new protocols, and includes key policy considerations to provide a road map for the Government, and tourism stakeholders, to use as a guide to ready themselves for the imminent reopening of our internal and external borders to local and international travel and to re-enter the tourism market in a strategic manner which considers health and safety pivotal to the sustained restoration of the Bahamian tourism economy. Recognizing that jumpstarting the tourism industry will require seamless cooperation and agreement among players in the private and public sectors, we look forward to furthering collaboration with the Government of The Bahamas in the same spirit that saw the production of this resource. In addition, the Plan aims to provide external markets with the confidence and understanding that The Bahamas is deploying an approved, comprehensive strategy.

To create this proposed plan, the TRRC (headed by the Bahamas Hotel and Tourism Association (BHTA) and The Bahamas Ministry of Tourism) worked alongside public and private sector partners including The Nassau Paradise Island Promotion Board (NPIP), Paradise Island Tourism Development Association (PITDA), Bahama Out Islands Promotion Board (BOIPB), Grand Bahama Island Tourism Board (GBITB), Nassau Airport Development Company (NAD), Nassau Cruise Ports, Association of Bahamas Marinas, Hutchison Ports Bahamas (Grand Bahama Airport Co., Freeport Harbour Co., and Freeport Container Port) and The Bahamas Ministry of Health (BMOH).

The Plan is comprised of reports from many subcommittees from the broad range of tourism sector groups and is close to completion. It will be given to the Government for it to provide support to public and private sector entities, as the country looks toward reopening this critical economic sector.

¹ Disclaimer: Information contained in this document was compiled following review and consultation of national, regional, and international resources outlining COVID-19 protocols and good practices across sectors.

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ACKNOWLEDGEMENTS

The BHTA and The Bahamas Ministry of Tourism would like to thank the core committee members, group leaders and subcommittee members, who are comprised of in excess of 100 public and private sector tourism stakeholders, for their contribution to this important body of work. The level of engagement and intensity of interest aptly showcase our ability to band together to get The Bahamas back to the business of tourism, in a healthy, safe and sustainable manner.

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ACRONYMS AND ABBREVIATIONS

ABM	Association of Bahamas Marinas
BHTA	Bahamas Hotel and Tourism Association
BMA	Bahamas Maritime Authority
BMOTA	Bahamas Ministry of Tourism and Aviation
BOH	Back of House
BOIPB	Bahamas Out Islands Promotion Board
CDC	Center for Disease Control and Prevention
FBO	Fixed-based Operators
FOH	Front of House
GBAC	Grand Bahama Airport Company
GBITB	Grand Bahama Island Tourism Board
GDP	Gross Domestic Product
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
LPIA	Lynden Pindling International Airport
MOH	Ministry of Health
NAD	Nassau Airport Development Company
NPIPB	Nassau Paradise Island Promotion Board
POS	Point of Sale
PITDA	Paradise Island Tourism Development Association
PPE	Personal protective equipment
SOP	Standard Operating Procedures
TRRC	Tourism Readiness and Recovery Committee
TSA	Transportation and Security Administration
USCBP	United States Customs and Border Protection
UNWHO	United Nations World Health Organization
UNWTO	United Nations World Tourism Organization

EXECUTIVE SUMMARY

WHAT IS THE PURPOSE OF THE PLAN?

The Tourism Recovery and Reentry Plan aims to provide a road map for the Government and other tourism industry stakeholders to use as a guide to prepare for the imminent reopening of The Bahamas' internal and external borders to local and international travel and to re-enter the tourism market in a strategic manner which considers health and safety pivotal to the sustained restoration of the Bahamian tourism economy. As a tourism dependent destination, The Bahamas' ability to propel itself to the forefront of regional and international competitors vying for the same depleted demand market is essential to the restoration of the national tourism industry. Having a plan in place is integral to the country's ability to retain the interest and engagement of our travel partners and potential visitors. This Plan also positions The Bahamas as a forerunner in regional efforts to prepare to reactivate the tourism sector immediately upon the relaxation and/or removal of COVID-19-related restrictions.

WHAT IS THE FOCUS OF THE PLAN?

The Plan focuses on best practices, new protocols, procedures, and guidelines to come into effect upon the reopening of The Bahamas for tourism-related economic activity.

WHO IS THE PLAN FOR?

The Plan is intended to be used by all who interact with the tourism industry in The Bahamas. In this respect, this plan takes into consideration the processes required to provide for external markets, i.e. demand markets; travel industry partners; airlines, tour operators and on-sellers; and internal tourism stakeholders, employees, owners and operators with the confidence and understanding that The Bahamas is deploying an approved, comprehensive strategy that is aligned with international, regional and local standards and best practices to reopen the destination in a safe and healthy manner.

HOW CAN I USE THE PLAN?

Interested stakeholders may read the plan in its entirety or they may opt to read the segments of the tourism sector most applicable to their needs. In this vein, readers can turn to one of the following sections and learn about the practices being introduced to the Bahamian tourism sector to ensure the health and safety of all internal and external stakeholders:

- Industry Safety Measures and Best Practices
- Certification Process
- Hotel Operational Guidelines

- Property Hosting Guidelines
- Retail Guidelines
- Food and Beverage Guidelines
- Excursions/Tours/Local Attractions Guidelines
- Transportation Guidelines

WHO WAS INVOLVED IN THE CREATION OF THE PLAN?

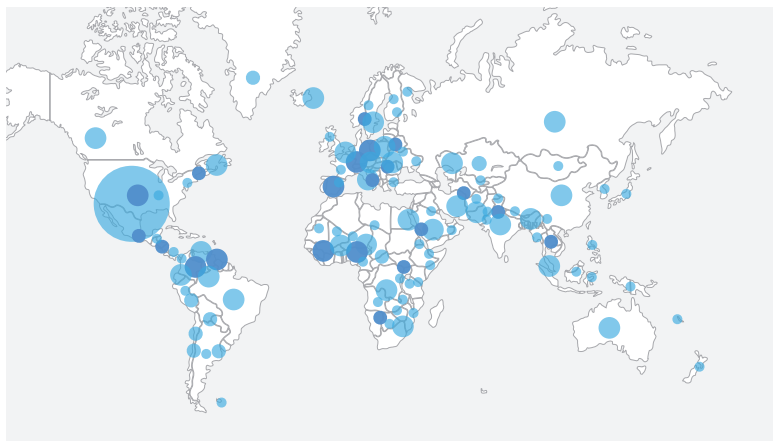
This initiative has seen the engagement of a wide cross section of stakeholders. This broad collaboration has been integral to the composition of a comprehensive plan which has incorporated feedback, acumen and insight from owners, operators, employees, government representatives and various businesses directly or indirectly linked to the tourism economy. Sectors represented include: Airlines (commercial/private), Points of Entry (Airports, FBOs, Cruise Ports, Marinas) and tourism touchpoints within the destination: Taxis, Tours, Hotels (small, mid-sized, large) Vacation Home Rentals (AirBNB), Retailers, Straw Market, Land and Sea-based Attractions, to name a few.

WHAT ROLE WILL THE GOVERNMENT OF THE BAHAMAS HAVE IN IMPLEMENTING THE PLAN?

Arguably, the largest stakeholder in the tourism sector, the Government of The Bahamas will be responsible for approving proposed practices and minimum standards to ensure a safe and healthy reopening of the country's borders to jumpstart the tourism industry. The Government also has a key role to play in subsidizing measures through incentives which are undertaken to promote public health in the tourism sector.

INTRODUCTION

Tourism is considered one of the hardest hit sectors and is expected to have a longer-lasting impact in comparison to other industries as a result of the severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) pandemic, referred to as the COVID-19 pandemic. As of May 19 2020, over 4.8 million cases of COVID-19 were identified globally, including more than 323,000 deaths². Notably, over 1.5 million of the global COVID-19 infections occurred in the United States, The Bahamas' largest tourism source market, compared to 550,000 in the rest of the Americas (including 16K in the Caribbean) and 1.9 million in Europe³.



The first three months of 2020 saw a 22% reduction in global tourism levels with the United Nations World Tourism Organization (UNWTO) estimating an annual tourism decline of between 60% - 80% as an outcome of COVID-19. Overall, this could result in the loss of up to \$1.2 trillion in revenue and up to 1.1 billion fewer international tourists, putting up to 200 million direct tourism jobs at risk. The International Monetary Fund (IMF) expects the global economy to contract by an average of 3% in 2020 (1.0% in developing countries) and to rebound in 2021 (up 5.8% on average, 6.6% in developing countries). Globally, recovery is expected to begin in the final three months of 2020, with most forecasts emphasizing recovery at the start of 2021. Domestic travel is expected to recover first, followed by regional and then international travel.

Small Island Developing States such as The Bahamas have been significantly impacted by the pandemic due to the heavy dependence on tourism, particularly, on gross domestic product (GDP) and employment, and the limited alternative sources of foreign exchange revenues to service external debt and pay for imports. In The Bahamas, the immediate impact of the COVID-19 pandemic has already been felt through a complete cessation of visitors, and the resulting impacts on airplane groundings, hotel closures, suspension of cruise line trips and other such actions. This is deeply concerning because tourism accounts for roughly 50% of the country's GDP and nearly 70% of all persons in The Bahamas are directly or indirectly employed in the tourism sector. As of May 10, 2020, more than 25,000 Bahamians were estimated to have been laid off or lost their income due to the crisis, with unemployment in the near term estimated to exceed 30%. The Government's COVID-19 response has cost more than \$120 million, to date, despite a 50% reduction in tax revenues in April 2020, and post-Hurricane Dorian recovery efforts still continue. The local economy is estimated to shrink by as much as 14% to 20% overall in 2020. In addition, The Bahamas has been under curfew or lockdown since March 24, 2020, shortly after the first local COVID-19 cases were diagnosed. On April 27, 2020, a plan for the phased reopening of the Bahamian economy (see **Annex A**) was outlined by the Government once the number of COVID-19 cases began levelling off after a sharp increase in March.

Given the negative impact of COVID-19 on the Bahamian economy, including the unprecedented interruption of economic activity in the tourism industry; the Tourism Readiness and Recovery Committee was tasked with developing a comprehensive plan outlining proposed changes to protocols and procedures to facilitate a seamless transition into an augmented, highly sanitary post-COVID-19 travel and tourism industry. Led by

The Bahamas Hotel and Tourism Association (BHTA) and The Bahamas Ministry of Tourism and Aviation (BMOTA), the TRRC is working alongside public and private sector partners including The Nassau Paradise Island Promotion Board (NPIP), Paradise Island Tourism Development Association (PITDA), Bahamas Out Islands Promotion Board (BOIPB), Grand Bahama Island Tourism Board (GBITB), Nassau Airport Development Company (NAD), Nassau Cruise Ports, Association of Bahamas Marinas, Hutchison Ports Bahamas (Grand Bahama Airport Co., Freeport Harbour Co., and Freeport Container Port) and The Bahamas Ministry of Health (BMOH) to create and propose a “Bahamas Tourism Readiness and Recovery Plan for Re-entry into the Tourism Market”.

The deployment of a Tourism Recovery and Re-entry Plan which provides guidelines for health and safety protocols not only allows tourism businesses to deploy approved health and safety standards which will, as best as possible, keep employees and guests safe; it provides target markets with a comfort level that The Bahamas is a safe and healthy destination. This is a baseline requirement for travel consideration post-COVID-19. The Tourism Recovery and Reentry plan aims:

- To provide a road map for the Government and tourism stakeholders to use as a guide to ready themselves for the imminent reopening of The Bahamas’ internal and external borders to local and international travel and to re-enter the tourism market in a strategic manner which considers health and safety pivotal to the sustained restoration of the Bahamian tourism economy. Having a plan in place is integral to our ability to retain the interest and engagement of our travel partners and potential visitors. As a tourism dependent destination, our ability to propel ourselves to “top of mind” amidst a cacophony of competitors (regional and international), each vying for the same depleted demand market, is essential to the restoration of our tourism industry. Other regional tourism destinations are initiating their own tourism recovery plans; The Bahamas must be a forerunner in this effort.
- To provide external markets, i.e. demand markets; travel industry partners; airlines, tour operators and on-sellers; and our internal tourism stakeholders, employees, owners and operators with the confidence and understanding that The Bahamas is deploying an approved, comprehensive strategy, aligned with international, regional and local standards and best practices, to reopen the destination, in a safe and healthy manner. Being visible and accessible while opening our economy in a safe and healthy manner is key to our ability to recover economically as a tourism destination. In addition, as varying tourism engines have been forced to “idle” when our borders were closed due to the COVID-19 threat, advance planning is necessary to allow external and internal industry partners the opportunity to plan for reopening their businesses, from an operational perspective, as well as a sales, marketing and promotion perspective.

²<https://www.arcgis.com/apps/opdashboard/index.html#/bda7594740fd40299423467b48e9ecf6>

³<https://covid19.who.int/>

⁴Prime Minister’s National Address, 10th May 2020

CERTIFICATION,

Industry Safety Measures
and Best Practices



CERTIFICATION, INDUSTRY HEALTH AND SAFETY MEASURES AND BEST PRACTICES – COVID COMPLIANT

The Certification Agency will work collaboratively with the Ministry of Tourism (MoT), Ministry of Health (MoH), and other regulatory agencies to ensure applicable tourism related entities, self-employed individuals, hotels, restaurants and other tourism touchpoints have in place and adhere to on an ongoing basis, the Government approved comprehensive health and safety guidelines, practices and protocols. The proposed Health and Safety Standards are outlined in this document.

The certification process is a component of the “Clean & Pristine, Responding to COVID-19” programme aimed to cover all tourism related customer-facing entities in The Bahamas. The certification of entities and establishments in a post-COVID-19 lockdown context is essential for several reasons:

- Certification ensures that entities and establishments are operating in compliance with new measures to prevent a resurgence of infections.
- Certification communicates an entity’s or establishment’s level of compliance to enhance the decision-making capacity of potential patrons.

As it pertains to the tourism sector, certification will affect the following tourism touchpoints as follows:

- The Certification Agency will use the approved health and safety standards as outlined in this document, as the measure to review and, once verification steps are undertaken, certify that the applicant meets or exceeds Government approved Industry Health and Safety protocols and procedure. The size, scale, and uniqueness of business operations will be taken into consideration, i.e. small hotels vs large hotels.
- The Certification Agency will receive, and review submitted Health and Safety Processes, in collaboration with underlying enforcement authorities.
- The certification, audit, and enforcement process will be incorporated into existing licensing procedures, audits and inspections by established agencies and authorities, augmenting ongoing regulation and enforcement.

Proposed Checklist for “Clean & Pristine, Responding to COVID-19”

Example: Bahamas Licensed Hotels and Restaurants

The following checklist applies to all licensed hotels and restaurants in The Bahamas. It is expected that it be used as a guideline to ensure that this component of the hospitality industry implements recommended practices to prevent and contain the spread of COVID-19:

- Appoint a “Clean & Pristine” Manager or a designate responsible for oversight of the Health and Safety Program. This person will ensure adherence to the required government approved minimum standards.
- This person will liaise with certification authority and will ensure measures are implemented and compliance is maintained.
- Have Staff Access and Operational Health and Safety Procedures in place that meet or exceed Government approved Health and Safety Protocols (in accordance with relevant Health and Safety Protocols section in this document).
- Have Guest Health and Safety Procedures in place that meet or exceed Government Approved Health and Safety Protocols (in accordance with relevant Health and Safety Protocols section in this document).
- Have Guest and Staff Procedures in place to detect and respond to health and safety issues arising that may or may not be COVID related, for onsite staff and guests, that meet or exceed Government approved health and safety guidelines (in accordance with relevant Health and Safety Protocols section in this document.)
- Ensure staff who are under an active Stay-Home/Shelter-in-Place Notice (SHN) or Quarantine Order (QO) are not at the hotel.
- Where COVID related border restrictions are in place, ensure staff have not visited the restricted country in keeping with government issued orders.
- Ensure there are documents and records of all preventive measures.
- Ensure there are measures in place to adequately train employees, on an ongoing basis, re Health and Safety Practices.
- Ensure record keeping, staff schedules, compliance check lists and reporting procedures are in place to facilitate and support inspection requirements. This will assist with any requirement for contact tracing, and complies with audit processes in accordance with licensing requirements and ongoing certification compliance.
- Ensure there are processes in place to receive and respond to queries regarding Government Issued Emergency Orders.
- Ensure there are processes in place to incorporate and inform guests and visitors of Government Issued Emergency Orders which may affect hotel operations, employees and guests accessing or staying at the facility respectively.
- Ensure ongoing compliance to government orders, guidelines and health advisories on the COVID-19.
- Ensure that there is prominently placed signage throughout the business – guest facing and heart of the house areas – that speaks to the health & hygiene and physical distancing protocols as outlined by MOH, CDC and WHO.

An entity’s checklist for “Clean & Pristine, Responding to COVID-19” certification may include the following elements:

- Management Commitment
- Clean & Pristine Manager or Designated Representative
- Communications Plan for Internal and External Stakeholders
- Employee Wellness Checks
- Physical Distancing Protocols
- Temperature Checks, with protocol in place for reporting of any acute febrile respiratory illness or gastrointestinal illness either directly to the Surveillance Unit MOH or through a contracted Healthcare Provider to do so for the entity
- Display of Updated Health Advisories
- Disinfection of Facilities and Equipment
- Procedures for COVID-19 Case Management

EXCURSIONS, TOURS, & LOCAL ATTRACTIONS: SAFETY MEASURES AND BEST PRACTICES

The outbreak of the COVID-19 pandemic is unprecedented for the global attractions industry as the majority of attractions around the world have been forced to close. Each individual excursion, tour and attraction must create and implement individual best practices and safety guidelines. Excursions, tours and local attractions will periodically adopt, review, and modify guidelines to reflect MOH or CDC changes or lessening of protocols. Phased reopening of attractions and tours have become common practice with priority openings for those that are able to apply all of the necessary measures. This section outlines the safety measures and best practices required for excursions, tours and local attractions in The Bahamas post-COVID-19.

Overall Guidelines

- Attractions and venues must establish a maximum number of guests and duration of guest visit to practice physical distancing.
- If excursion has different tours, several activities will run at the same time to avoid having a concentration of guests in one location.
- Encourage and allow guests to use personal gear (such as snorkeling gear) and have items available for purchase.
- Encourage guests to put on equipment themselves.
- Process cashless sales only where possible.
- Allow guests to not touch products, only when purchasing.
- Discontinue buffets until further notice. Prepare single meals and prepackaged meals.
- All staff to wear gloves except bartenders who are to wash hands between making every drink.
- Beach chairs must be arranged to allow 6ft. physical distancing between family units.
- Utilize disposable menus or offer on monitors or chalkboards.
- Clearly define markers on walkways or entrances 6ft. apart to allow physical distancing. Indicate one-way pedestrian traffic flow walkways with signage to avoid congestion or bottlenecking where possible.

Cleaning and Sanitizing

- Staff must wear PPE (disposable mask and gloves).
- Disinfect vehicles/vessels frequently throughout the day/tour with steam vapor or approved EPA products on high-touch surfaces. Utilize environmentally safe cleaning products only.
- Cleaning timetable / checklist must be established, reviewed, and maintained.
- Disinfect vehicles/vessels before and after each use (i.e. steering wheel, gear shift, window controls, entry/exit door handles, seats/benches, handrails will be necessary).

Check-In/Beginning of Tour

Staff Standard Operating Procedures (SOP)

The standard operating procedures for staff during check in or at the beginning of a tour are as follows:

- Temperature checks for staff will be mandatory prior to the start of a shift. Staff with temperatures exceeding 100.4°F will not be allowed to enter the premises. (Subject to Ministry of Health recommendations and Bahamian labour law.). Staff exhibiting signs of sickness will not be allowed to report for work.
- Safety measures must be emailed to guests prior to arrival.
- Staff must be trained and knowledgeable in proper glove, mask and other PPE use and disposal.
- Staff must practice good hand hygiene, wash hands thoroughly and often using soap and water for a minimum of 20 seconds.

- Staff must practice safe coughing techniques.
- Guests must be briefed with vital safety procedures of the excursion as they check-in so they are aware of what is to be expected pre-tour.
- Regular announcements (in several languages if possible) must be made while guests are waiting to reiterate the safety guidelines.
- Guests must be provided with a designated time to eat, take a tour, be on board etc. to allow for physical distancing.
- If handwashing is not available in the field, staff must use hand sanitizer with an alcohol base of 70% or higher and must wash hands thoroughly with soap and water when available on return.
- Staff must attend daily COVID 19 briefings to stay informed.
- The sole use of cashless transactions is strongly recommended (if possible).
- Staff must maintain 6ft. distance with guests and other staff during check-in.
- In Phase 1 and 2 of reopening, encourage staff aged 65 and older to stay home.

Staff Personal Protective Equipment (PPE) and Check-in Safeguards

- Wear disposable gloves during all transactions with guests, hand sanitizer on counters for staff to use with gloves between guests.
- Wear approved face mask and face shield during all interactions with guests and staff.
- Ensure an adequate supply of PPE (masks and gloves) are available for employees.
- Install a protective plexiglass sneeze guard barrier between staff and guests for check-in..
- Provide check-in staff with Plastic PPF splash guard face shield if barrier not possible.
- Dispose of all PPE at the end of shift in designated waste/biohazard container.

Guest Standard Operating Procedures (SOP)

The standard operating procedures for guests during check-in or at the beginning of a tour are as follows:

- Provide clearly marked, 6ft. apart spaces for guests to stand when lining up to enter or board
- Guests must sanitize hands before entering/boarding
- No more than 10 people are to enter a building, room, or enclosed area to check in (staff included)
- Ensure guests understand safety procedures given and time/s given for tours, eating etc

Guest Personal Protective Equipment (PPE) and Check-in Safeguards

The necessary precautions for guests to ensure safety and wellbeing are as follows:

- Guests must wear masks in an outdoor space with enough physical distancing.
- Operators must have touchless hand sanitizers available during excursion and/or at attraction.
- Operators must have handwashing stations and/or bathrooms available with soap for proper handwashing.
- Businesses must provide foot and/or arm door pulls to avoid hand touching to open doors.
- Businesses must provide a waste/biohazard container for guests to dispose of masks and gloves.
- Businesses must provide personal hand sanitizers for guests to have and keep during tour.
- Businesses must ensure that personal hand sanitizers are available for sale.

During a Tour/Visit to an Attraction

Staff Standard Operating Procedures (SOP)

- Staff must be knowledgeable in proper glove, mask and other PPE use and disposal.
- Staff must practice good hand hygiene, wash hands thoroughly and often using soap and water for a minimum of 20 seconds.
- Staff must use hand sanitizer with an alcohol base of 70% or higher if handwashing is not available in the field and must wash hands thoroughly with soap and water when available on return.
- Staff must attend daily COVID 19 briefings to stay informed (no more than 10 people at a time, practicing physical distancing of no less than 6ft. apart).
- The sole use of cashless transactions is strongly recommended (if possible).
- Maintain 6ft. distance with guests and other staff.
- Limits must be placed on staff to operate tour based on number of guests and ability to physical distance.
- Limits must be placed on staff on the different modes of transportation used during tours to allow for physical distancing.
- Reimagine tours to allow for physical distancing and safety.
- Staff must remind guests of safety procedures (in several languages) and indicate where hand sanitizer/ washroom stations are located.
- Staff to carry (if needed) portable mic and speakers to speak and direct guests - mic to be used by one staff member and sanitized between each use.
- Continuous/Frequent disinfecting/cleaning of equipment must be done during and after each tour/activity.

Safety Measures

- Guests must be briefed on safety and PPE procedures before tour starts.
- Staff must wear disposable gloves during all transactions with guests.
- Operators must provide hand sanitizer for staff to use with gloves between guests.
- Operators must provide hand wash stations or bathrooms for staff to thoroughly wash hands throughout shift.
- Staff must wear approved face masks during all interactions with guests and other staff.
- Operators must provide sneeze guard barrier at retail and counter areas, if not possible the provision of PPE face shields to individual staff members is necessary.
- Operators must have disinfecting wipes available for clean up on high touch areas so they can be cleaned continuously.
- Operators must ensure an adequate supply of PPE is on hand for employees.
- Operators must ensure clearly marked disposal bins for PPE.

Guest Standard Operating Procedures (SOPs)

- Number of guests on tour must be limited to allow for physical distancing.
- Guests must wear a mask until they arrive in an area (beach, water) where it is safe to remove.
- Operators must provide clearly marked areas on boat, platform, etc. where guests can sit or stand and maintain physical distancing of 6ft. apart.
- Guests must sanitize or wash hands before, during and post tour.
- Guests must shower ahead of entering and exiting animal interaction excursions.

Guest Personal Protective Equipment

- Guests must wear a mask until in an area (beach, water) designated for removal.
- Operators must provide hand washing stations with soap for proper hand washing.

- Operators must provide touchless hand sanitizer stations throughout tour or property, or give small, individual hand sanitizers to each guest.
- Operators must provide sanitizing stations for guests to clean their equipment pre/post activity.

Transportation

- Guests must be briefed on safety and PPE procedures before tour starts (in several languages if possible).
- Sea vessels used will be open air or allow adequate ventilation where possible.
- Where possible, land-based vehicles must allow adequate air ventilation.
- Vessel/vehicle capacities must be reduced to enable adherence to proper physical distancing on board or in vehicle.
- Touchless hand sanitizers must be installed where possible, or hand sanitizer must be provided on all modes of transportation.
- Staff must wear mask and gloves at all times while operating vessel/vehicle.
- Driver/mate/assistant on vessel/vehicle will greet guest upon entry and must provide hand sanitizer to all as requirement to enter/board.
- Operators must have adequate signage displayed that indicates proper PPE and sanitation procedure to inform guests and to add comfort that policy is being practiced (in several languages if possible).

Cleaning Protocols

- Staff must wear PPE (disposable mask and gloves).
- Vehicles/vessels shall be disinfected repeatedly throughout the day/tour with steam vapor or approved EPA registered disinfectants on touch surfaces. Utilize environmentally friendly cleaning products only.
- Cleaning timetable/checklist must be reviewed, established, and maintained.
- Use of disinfectant before and after each use of steering wheel, gear shift, window controls, entry/exit door handles, seats/benches and handrails will be necessary.

VESSEL AND FERRY OPERATIONS

Cleaning and Sanitization

- Vessel sanitizing must take place before any passenger embarks the vessel and between all passenger exchanges. Additionally, all high touch surfaces must be constantly and consistently cleaned during passage.
- Clean guest high touch areas after each run. At the end of each day, all vessels should be thoroughly cleaned using recommended disinfectants for hard non-porous surfaces, such as diluted household bleach solutions prepared and used according to the manufacturer's label for disinfection, if appropriate for the surface.
- Sanitation sprayers should be on board to facilitate cleaning.
- Disinfecting wipes stations should be located on each vessel.
- Always keep hand sanitizer in possession for personal use and for sharing with guests if needed.

Physical Distancing

- Wear a water-repellent or marine grade face mask in public settings where other physical distancing measures are difficult to maintain and during all passenger interactions.
- Reduce the maximum number of passengers that are carried on-board by 50%. Total passenger capacity to be posted on signage.

- Implement alternative practices to reduce the risk of spreading COVID-19 (consistent with WHO and Public Health guidelines) among passengers on-board their vessels. This might include assigning passengers to predetermined and assigned sections of the vessel, if practical, to comply with passenger limiting measures to mitigate the spread of COVID-19.
- Vessel operators and staff should always maintain a minimum of 6 ft between themselves and passengers.
- Vessels should be loaded in a manner where crossover contact does not occur.
- Ensure that all queueing areas are marked on the floors to ensure physical distancing.

Staff Considerations

- Conduct daily temperature screening and semi-annual Covid-19 testing.
- Staff must wear PPE (disposable mask and gloves).

Guest Considerations

- All passengers must wear masks to cover their mouth/nose, for use at all times during their journey.
- Guests should be briefed on procedures and policies prior to boarding. Particularly, notify passengers before boarding that they may be subject to a health check to prevent the spread of COVID-19. The notification process should be done through various means (e.g., signage, electronic ticket purchase, dedicated crew members or other staff), at the discretion of the vessel operator.
- Notify passengers when purchasing their tickets and before boarding that they should have a face covering to cover their mouth/nose, for use at all times during their journey when they cannot physically distance from others (e.g., in washrooms or other common areas). Passengers without a face covering will be denied boarding.
- Where passengers must be physically assisted with boarding, the crew member must sanitize his/her hands prior to and after rendering assistance to each passenger, in each instance.
- Ensure that each persons' hand is sanitized prior to boarding the vessel.
- Conduct health checks/screening surveys for every passenger before boarding on voyages that are longer than 30 minutes and advise every passenger that they are not to provide answers that are false or misleading.
- Ensure that the crew reads the announcement provided below, prior to or on-board the vessel. Where this is not feasible, the operator should post equivalent signage.

Sample Announcement: *“The Government of The Bahamas has put in place recommended health and safety practices. Prior to boarding this vessel, you may be requested to undergo a health check. This will involve answering a few simple questions to which you must answer truthfully. During the voyage, you will be asked to wear a face covering, that covers your mouth and nose while on board and in situations where you cannot maintain six feet of physical separation. When arriving at your destination, you may be subject to further measures taken by the receiving destination to prevent the spread of COVID-19. As a reminder, no person should board a vessel when they are exhibiting COVID-19 symptoms. Should symptoms such as a fever, cough or difficulty breathing develop while on-board, please notify the vessel crew immediately.”*

Other Operational Considerations

- Conduct the health check questionnaire. Vessel operators should, where possible and practical, observe and conduct a health check of all passengers before the vessel is boarded (refer to **Annex D** for the Sample Health Check Questionnaire). The health check should be administered by an employee who will ask the passenger the questions and observe for symptoms that the person may be unwell.

- Where it is not practical to perform the health check in person (e.g., a location with no ticket booth) the operator should post a sign in a highly visible location informing the passenger of the screening protocol and admonish them to adhere to the protocols.
- Denial of boarding in the event that the vessel operator observes the following:
 - the passenger has COVID-19 symptoms; or
 - that their response to any of the questions on the health check indicates a need to deny boarding; or
 - the passenger is not in possession of a face covering
- All provisions and protocols will be enforced by The Port Department Enforcement Team to ensure adherence to MOH standards by all operators, in addition to existing guidelines/rules for watercraft operators.

JET SKI OPERATIONS

Cleaning and Sanitization

- Prior to renting, clean and sanitize the entire jet ski after each use with recommended cleaning equipment, including frequently touched surfaces on the jet ski like the grips of handles, the seat, and the key fob.
- Sanitize hands after handling cash and passenger waiver forms, using an alcohol-based hand sanitizer containing at least 60% alcohol.
- Always keep hand sanitizer in possession for personal use and for sharing with guests, if needed.
- Thoroughly sanitize the life vest with disinfectant wipes after every use, and preferably in full view of the next user. If requested, additional sanitizing should be done.
- Use recommended disinfectants for hard non-porous surfaces including:
 - Diluted household bleach solutions prepared and used according to the manufacturers label for disinfection if appropriate for the surface.
 - Alcohol solutions with at least 60% alcohol.

Physical Distancing

- Wear a water-repellent or marine grade face mask in public settings where other physical distancing measures are difficult to maintain and during all passenger interactions.
- Maintain a minimum of 3 ft from customers while they are mounting and dismounting the jet ski.
- Ensure that all queueing areas are marked on the ground/floors to ensure a minimum of 3 ft. of physical distancing.
- Do not conduct tandem rides with customers.

Staff Considerations

- Conduct daily temperature screening and semi-annual Covid-19 testing.
- Staff must wear PPE (disposable mask and gloves).

Guest Considerations

- Prior to renting, advise patrons that they are required to wear a water-repellent or marine grade face covering for the duration of the rental.
- Utilize a separate machine in order to demonstrate use of the jet ski to a customer.
- Mount a sign outlining the relevant health and safety protocols and advise patrons of the mandatory Health Check Questionnaire required prior to service delivery.

Other Operational Considerations

- Each patron must sign a waiver and a Health Check questionnaire must be conducted for every passenger before renting the jet ski and advise every passenger that they are not to provide answers that they know to be false or misleading (refer to **Annex B** for the Sample Health Check Questionnaire).
- Where it is not practical to perform the health check in person (e.g., a location with no ticket booth) the operator should post a sign in a highly visible location informing the passenger of the screening protocol and admonish them to adhere to the protocols.
- Denial of boarding in the event that the jet ski operator observes the following:
 - the passenger has COVID-19 symptoms; or
 - that their response to any of the questions on the health check indicates a need to deny boarding; or
 - the passenger is not in possession of a face covering
- These provisions and protocols will be enforced by The Port Department Enforcement Team to ensure adherence to MOH standards by all operators, in addition to existing guidelines/rules for watercraft operators. Maintain daily records of thermal staff checks.

FOOD AND BEVERAGE GUIDELINES

The food and beverage industry is another industry that has been significantly impacted by the COVID-19 pandemic. Food and beverage operations are diverse and varied and can be divided into two basic commercial and non-commercial categories. Within these categories, the industry can further be divided into type of operation, such as fast-food restaurants, catering services, food service in hotels, outdoor eateries or food trucks. Regardless of type of category, maintaining the movement of food along the food chain while keeping all workers in the food production and supply chains healthy and safe is critical to surviving the current pandemic. This is also required to maintain trust and consumer confidence in the safety and availability of food.

Research from the WHO indicates that it is highly unlikely that people can contract COVID-19 from food as the primary transmission route of the virus is through person-to-person contact and through direct contact with respiratory droplets generated when an infected person coughs or sneezes. Nonetheless, as the COVID-19 virus can remain viable for up to 72 hours on plastic and stainless steel, up to four hours on copper, and up to 24 hours on cardboard, it is imperative for the food industry to reinforce personal hygiene measures and provide refresher training on food hygiene principles to eliminate or reduce the risk of food surfaces and food packaging materials becoming contaminated with the virus from food workers. This section outlines the safety strategies for the food and beverage industry and addresses the best practices that must be implemented to ensure the safety of both workers and consumers.

Cleaning and Sanitizing, Equipment and Workstations

- Ensure sanitizing products meet EPA-approved criteria
- Provide sanitizer wipes and buckets with towels at all workstations
- Sanitize all workstations and equipment at the start and end of each shift, and between tasks
- Sanitize surfaces after contact with contaminated items (cellphones, computers, clothes, etc.)
- Frequently sanitize high-touch objects (door handles, faucets, knobs, trash can lids, cell phones, computers, etc.)
- Boxes, containers, or any packaging used to transport food or equipment must be sanitized before leaving and upon return to the kitchen/storage sites

Other Worksite Precautions:

- Prop open frequently used (internal) doors if space allows
- Set up hand washing/sanitizing stations at all entrances/exits/high-traffic areas
- Designate trashcans specifically for PPE and ensure lids remain securely sealed
- Dispose of gloves and hairnets in designated trash cans before leaving the worksite
- Change masks if they become soiled or wet
- Keep all personal items in designated area to prevent contamination of workspaces
- Provide sanitizing wipes to wipe down personal items (cellphones, computers, etc.)
- Reusable bottles/cups must stay in the personal items area
- Post signs around worksites to remind people of health and safety procedures

Stewarding Department

Dishes and cutlery:

- Must be cleaned in a commercial or domestic dishwasher using appropriate dishwasher detergent
- Reusable dishes and cutlery must be cleaned using hot water and appropriate dishwashing detergent
- Care should be taken to ensure all items are thoroughly cleaned
- Dishes and cutlery should be stored clean and dry in a cupboard or covered to prevent potential contamination from sneezes or coughs
- Prior to handling dishes and cutlery staff are to ensure they practice good hand hygiene (wash with soap and water or use an alcohol-based hand sanitizer for at least 20 seconds)

Appropriate cleaning products:

- Appropriate cleaning products must be chosen based on the type of surface to be cleaned
- In general, combined detergent/disinfectant solutions or wipes are acceptable for hard surfaces. Some products such as bleach can damage fabrics, stainless steel and other surfaces
- Safety Data Sheets are to be available for all chemicals utilized in the workplace
- Cleaning products should have Virucidal (virus killing) properties
- For most general cleaning tasks, a neutral detergent with a pH between 6 and 8 should be used
- The use of combined detergent / disinfectant wipes is acceptable, as well as the use of freshly prepared neat or diluted bleach solutions with a concentration level of 1000ppm (0.1%)
- Always follow the manufacturer instructions if any detergent or disinfectant products require mixing with water or dissolving prior to use. Remember to never mix different cleaning products as in some instances toxic gases can be generated. Avoid 'topping up' detergent or disinfectant containers as this can lead to contamination of the containers. If a product requires decanting from a larger to a smaller container, ensure:
 - The detergent/disinfectant Safety Data Sheet is available and current
 - Appropriate PPE is worn to avoid detergent/disinfectant splashes
 - Containers must be washed thoroughly with warm water, detergent, and air dried prior to reuse

Pre-Opening

All operations must perform detail cleaning and sanitizing of all surfaces and must include (but not limited to):

- Kitchen Equipment, walls and floors
- Restrooms which are located in Food and Beverage Venues
- Beverage service areas
- Seating area

- Access doors
- Display counters
- POS units
- The same will apply for front and back of house areas

Adequate sanitization and cleaning supplies must be available at all times:

- Disinfectant
- Hand sanitizer
- Hand Towels
- Gloves (must be changed frequently)
- Face masks
- Aprons

Training

- All employees should be trained on new restaurant operating standards.
- All employees should be trained on new Health and Sanitization standards.
- All employees should be trained physical distancing protocols.
- All employees need to be aware of the symptoms of COVID-19.

OPERATIONAL GUIDELINES

INDOOR RESTAURANTS, BARS & LOUNGES

Cleaning & Sanitizing

- Host Podiums, including all associated equipment, are to be sanitized at least once per hour and logged by a manager on a tracking sheet.
- Service stations, service carts, beverage stations, counters, handrails and trays are to be sanitized at least once per hour and logged by a manager on a tracking sheet.
- Point of Sale (POS) terminals are to be assigned to a single server where possible and sanitized between each user, before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use.
- Dining tables, bar tops, stools and chairs are to be sanitized after each use.
- Tablecloths are to be removed and replaced after each guest experience or use disposable butcher paper.
- Condiments are to be served in single use containers (either disposable or washed after each use).
- Check presenters, votives, pens and all other reusable guest contact items are to be either sanitized after each use.
- Menus are to be single use and/or disposable
- Check restroom regularly and clean and sanitize them based on frequency of use.
- Existing porous placemats (including Chilewich style) are to be replaced with linen, single use disposable or non-porous placemats that can be machine washed and sanitized after each use.
- Sanitize trays (all types), including tray stands, after each use
- Storage containers, counters, and serving utensils are to be sanitized before and after each use by food service worker.
- Food preparation stations are to be sanitized at least once per hour and logged by Chef on tracking sheets.
- Avoid all food contact surfaces when using disinfectants.
- Kitchens are to be deep cleaned and sanitized before and at the end of each shift and logged.
- Prepared food and beverage items to be transferred from one employee to another should be done so via contactless methods (leaving food on expediting tables, conveyors, beverages places on bar counter, etc.)

- Ensure the dishwasher is working properly and chemicals are dispensing correctly. Check gauges for proper wash and rinse temperatures which are to be logged by the Stewarding Manager after completion.
- As a best practice, run two empty racks through the machine before using. Ensure chemicals at the three-compartment sink are dispensing properly and when dispensed, sanitizer is at the correct concentration. Wash, rinse and sanitize three-compartment sinks before using. Ensure water reaches 100 degrees F at all hand washing sinks and 110°F at the three-compartment sinks.

Physical Distancing

- Hostesses and managers are to manage physical distancing at entry points, waiting areas and queues (in addition to signage). When it is possible, consider designated entrances and exits, reducing face-to-face exposure upon entrance and exiting.
- Chefs are to manage physical distancing (where possible) in all back of house areas.
- Paging system (or call up method) will be instituted to provide comfort and distance for guests waiting to be seated.
- If possible, limit menu offerings to accommodate preparation and cooking at distances.
- Bar seating is to be reduced or removed to assist with physical distancing management.
- Lounge seating floor are to be reconfigured to provide adequate space for physical distancing.
- Branded floor stickers are to be installed on floor leading up to host stand (and other points of service) to provide the appropriate distancing.
- Tables and booths are to be utilized with appropriate physical distancing between each guest.
- Casino Service Bars will be staffed to allow for appropriate distancing between employees.
- Employee are to keep and maintain adequate distance when taking guest orders.
- Managers are to keep and maintain adequate distance when touching tables and monitoring the guest experience.

Guest Considerations

- Use clean, sanitized silverware rolled in linen, eliminating all open table presets.
- Napkin service is to be suspended until further notice (no placing in a guest's lap or refolding).
- Cocktails will no longer be garnished.
- Wrap all straws.
- Use single use salt and pepper packets.
- Use single use sugar packets.
- Suspend tableside cooking until further notice.
- Suspend buffet service until further notice.
- Bar snacks will be served per individual guest and not shared by the table.
- All food and beverage items are to be placed on the table, counter, slot or other surface instead of being handed directly to a guest.
- Hand sanitizer station will be at the host stand for guests' use as they arrive and depart from the restaurant.
- Employees' hands are to be washed and sanitized before delivering food to guest tables.
- Only bottled water is to be served in restaurants.
- If an employee must cough or sneeze, they will be required to do so away from guest dining space and view. Ensure that the employee follows necessary protocols, and immediately wash hands afterwards.

Additional Employee Dining Room (EDR) Protocols

- No self-serve food is to be made available (including snacks).
- Food is to be served by EDR cooks and line attendants.
- Single use cups for beverage (no refills).
- Prepackaged plastic flatware.
- Trays and plates are to be distributed by EDR attendants.
- Extension of EDR sneeze guards.
- Limit the number of employees allowed simultaneously in break rooms.

IN ROOM DINING (IRD)

Cleaning & Sanitizing

- All equipment will be sanitized prior to assigning for the shift, which should include Trays, Tabletops, Warmers, etc.
- Employees assigned to individual stations (including order takers) will sanitize their stations and all equipment at least once per hour and at each change of shift .
- All doors, handles and high contact surfaces are to be sanitized at least once per hour.
- All equipment will be sanitized after being collected from guest rooms; these items include Trays, Tabletops, Warmers, etc.
- Avoid all food contact surfaces when using disinfectants.
- All food in warmer should be properly protected with plate covers.

Physical Distancing

- Set food on tables in hallway and notify guest when the table is outside of the guest's room (plate covers remain) - guests will retrieve their own table.
- Request that guests notify IRD when finished with their meal and place their trolley in the hallway outside of their room.
- Trays will be immediately retrieved from guest floors.

Guest Considerations

- Printed IRD menus are to be removed from rooms
- Explore menu delivery options: QR Code in room to access a PDF version, scrolling on an in-house television channel, crave tablets, etc.
- Minibars are to be locked; all loose products are to be removed, and service suspended until further notice.
- Items will be available upon request from IRD.
- Single use salt and pepper packets are to be used.
- Single use sugar packets are to be used.
- Cold beverages should be served in sealed containers, accompanied with sealed biodegradable straws.
- Guests will be encouraged to fill ice buckets from ice machines located on guest room floors.
- Employees hands are to be washed and sanitized before delivering food to guest tables.

CATERING & BANQUETS

Cleaning & Sanitizing

- All shared equipment and meeting amenities are to be sanitized before and after each use.
- All linen, including underlays, is to be replaced after each use.
- Clean and soiled linens are to be transported in sealed single use plastic bags into and out of the meeting rooms.
- Check restroom regularly and clean and sanitize them based on frequency of use. Log upon completion.

Physical Distancing

- All buffet and self-serve style events are to be suspended until further notice.
- All food and beverage items are to be individually plated and served.
- Coffee and other break items are to be attended and served by a server.
- Flatware is to be provided as a roll-up.
- Condiments are to be served in individual PCs or sanitized individual containers.
- Seating capacities and floor plans are to be reviewed on an event by event basis to ensure appropriate physical distancing that follows CDC guidelines.

Guest Considerations

- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations.
- Develop examples of physically distanced floor plans for use by Hotel Sales & Convention Services.
- Use single use flatware where appropriate.
- Bakery and fruit products are to be placed and served in sealed containers.
- Single use salt and pepper packets are to be used.
- Single use sugar packets are to be used.
- Employees' hands are to be washed and sanitized before delivering food to guest table.

OUTDOOR EXPRESS OPERATIONS

Cleaning and Sanitizing

- Host Podiums including all associated equipment are to be sanitized at least once per hour.
- Service stations, service carts, beverage stations, counters, handrails and trays are to be sanitized at least once per hour and logged by a manager.
- POS terminals are to be assigned to a single server where possible and sanitized between each user before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use.
- Dining tables, bar tops, stools and chairs are to be sanitized after each use.
- Condiments are to be served in single use containers (either disposable or washed after each use)
- Check presenters, votives, pens and all other reusable guest contact items are to be either sanitized after each use.
- Menus are to be single use and/or disposable or discontinued in outlets which have menu boards.
- Storage containers are to be sanitized before and after each use.
- Food preparation stations are to be sanitized at least once per hour and logged by Chef.
- Kitchens are to be deep cleaned and sanitized before and at the end of each shift.

- Food and beverage items being prepared are to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.).
- Avoid all food contact surfaces when using disinfectants.
- Check restrooms regularly and clean and sanitize them based on frequency of use, and log.
- Ensure the dishwasher is working properly and chemicals are dispensing correctly.
- Check gauges for proper wash and rinse temperatures and ensure they are logged by the Stewarding Manager after completion.
- As a best practice, run two empty racks through the machine before using. Ensure chemicals at the three-compartment sink are dispensing properly and when dispensed, sanitizer is at the correct concentration. Wash, rinse and sanitize three-compartment sinks before using. Ensure water reaches 100°F at all hand washing sinks and 110°F at the three-compartment sinks.
- Check restrooms regularly and clean and sanitize them based on frequency of use.

Physical Distancing

- Hostesses and managers are to manage physical distancing at entries, waiting areas and queues (in addition to signage). When it is possible, consider designated entrances and exits, reducing face-to-face exposure upon entrance and exiting.
- Chefs are to manage physical distancing (where possible) in all back of house areas.
- Paging system (or call up method) will be instituted to provide comfort and distance for guest while waiting to be seated.
- Floor plans are to be reconfigured to reduce seating capacity to allow enough space between tables.
- All self-serve condiments and utensils are to be removed and be provided by cashiers or servers.
- Branded floor stickers are to be installed on floor leading up to host stand or express counter to provide the appropriate distancing.
- Tables on sidewalks or on pathways which are in high pedestrian areas will be removed.
- Manage the line flow at quick serve outlets to ensure food pick up areas remain appropriately distanced.
- Employees are to keep and maintain adequate distance when taking orders.
- Managers are to keep and maintain adequate distance when touching tables and monitoring guest experience.
- Limit menu offerings to accommodate preparation and cooking distances.

Guest Considerations

- All self-serve condiments and utensils to be removed and provided by cashiers or servers.
- Use clean, sanitized silverware rolled in linen, eliminating all open table presets.
- Napkin service is to be suspended until further notice (no placing in a guest's lap or refolding).
- Single use place mats will be used.
- Remove grab and go offerings; items to be served/handed to guest by employee.
- All food and beverage items are to be placed on the table, counter, or other surface instead of being handed directly to a guest.
- Employees' hands are to be washed and sanitized before delivering food to guest tables.
- Hand sanitizer station will be at host stand for guest use as they arrive and depart from restaurant.

Take Out, Delivery and Curb Side Options

Operations that choose to offer curbside service, must ensure their employees wear face masks and gloves (gloves must be changed frequently).

- Order should be placed via phone (call or message) or mobile app where possible.
- Customers must wear a face mask.

For take-out Operations:

- Order should be placed via phone (call or message) or mobile app where possible.
- Customers must maintain physical distancing regulations.
- Customers must wear a face mask.
- Operators should have physical distancing markers leading up to order location.

Operators must follow all guidelines listed in this document where applicable

Delivery Process

- Delivery vehicles must be sanitized before and after each delivery.
- Gloves must be worn at all times and changed between deliveries.
- Practice no contact transfers.
- If delivering to a distribution site, avoid going inside, have the receiver meet outside and practice no-contact transfers.
- All delivery temperature logs must be filled correctly upon delivery.

MONITORING

Keeping Employees Safe:

What to do if an employee shows flu-like symptoms?

It is highly recommended that any employees who are showing flu-like symptoms should be excluded from the operation until they are tested and symptom free.

- Employees who are sick should remain at home.
- Employees should be temperature checked daily for the first 30 days of reopening, and 2 times per week within the next 30 days.
- Operators should identify the signs during a daily pre-work screening to confirm if an employee becomes ill or presents signs of illness.
- Require all employees to wear face mask in non-service common areas at all times. Face coverings should be cleaned and replaced daily.
- With larger staff, use communication boards or digital messaging to convey meeting messages or reduce the size of daily briefings to no more than 10 employees per session.
- Place posters that encourage hand hygiene to help stop the spread, at the entrance to your workplace and in other workplace areas where they are likely to be seen.
- Discourage handshaking - encourage the use of other noncontact methods of greeting.

Keeping Customers Safe:

What to do if a customer shows flu like symptoms in the restaurant?

- Provide the customer with additional napkins or tissues to use when they cough or sneeze.
- Make sure alcohol-based hand sanitizer is available for customers to use.
- Be sure to clean and sanitize any objects or surfaces that may have been touched.
- Ensure physical distancing is enforced.
- If necessary, follow national guidelines for reporting cases/suspect cases of COVID-19.

In the Event of Bodily Fluid:

What to do if there is a bodily fluid event?

If a customer or employee vomits or has diarrhea, it is recommended that the operation follows protocols that are in place for Norovirus be used:

- Ensure the employee who is cleaning up the area is using Personal Protective Equipment (PPE).
- Segregate the area that has been contaminated.
- Dispose of any food that has been exposed.
- Ensure any utensils that might have been exposed are cleaned and sanitized.
- Frequently clean and sanitize the area to include the floor, walls and any other objects contaminated by the incident.
- Properly dispose any of the equipment that was used to clean up the area.

RECOMMENDATIONS

- All Food service employees be ServSafe Certified.
 - This program provides in depth knowledge into proper food handling and safety precautions.
 - <https://www.servsafe.com/ServSafe-Food-Handler>
 - <https://www.restaurant.org/Articles/News/ServSafe-offers-free-courses-and-videos>
- Food Operations should maintain a STRICT no return policy on items which have been served or left the premises.
- Train all employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and give clear instructions to avoid touching hands to face. Frequent handwashing is a greater protective barrier to infection than wearing disposable gloves.
- Temperature screening twice daily of employees for the first 30 days of reopening upon arrival and departure. The screening should be reduced to 3 times weekly in the subsequent 30 days.
- Documentation:
 - The process of frequent sanitizing, handwashing and incidents should be documented and made available for data evaluation. Documentation would also ensure that we (The Bahamas) are following International Standards with regards to COVID - 19. Capturing of such information can be beneficial to boost confidence with international travellers and locals alike, ultimately assisting in the revamp of this economic sector. Below are some examples of data capture services: <https://www.teamscopeapp.com/mobile-data-collection-guide/7-mobile-data-collection-apps-for-field-research>.
- Implement in all operations and food establishments hygiene checklists to be followed and consistently followed by chefs, managers and owners.
See here: http://elearning.servsafe.com/Content/5E_generic_SCORM/assets/en/pdf/Evaluation_Checklist.pdf.
- Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six feet of separation between table setups. Limit party size at tables to no more than six people. Where practical, especially in booth seating, physical barriers are acceptable once approved by health inspector.
- Consider a reservations-only business model or call ahead seating to better space diners.
- No more than ten patrons should be allowed in facility per five-hundred square feet of public space for Quick-service. (Calculating public space includes waiting and bar areas, but not hallways, restrooms, and spaces closed to patrons).
- Remind third-party delivery drivers and any suppliers that you have internal distancing requirements and face mask covers.
- Post signage at the entrance that states that no one with a fever or flu like symptoms is to be permitted in the restaurant.
- Limit contact between wait staff and guests. Increase physical space between worker and patron.

- When delivering food to tables, do not speak while over the table when placing dishes, once set take a step back to describe and communicate anything related to the dish.
- Prohibit handshaking and any other unnecessary person-to-person contact in the workplace.
- If practical, physical barriers such as partitions or Plexiglass barriers at check-in or registers are acceptable and encouraged.
- Use technology solutions where possible to reduce person-to-person interaction: mobile ordering and menu tablets, text on arrival for seating, contactless payment options (i.e. apple pay).
- Provide hand sanitizer for guests to use, including contactless hand sanitizing stations, and post signs reminding guests about physical distancing.
- Do not to allow guests to congregate in waiting areas or bar areas. (Open Table, Seven Rooms, and other table management systems currently include the feature to text when ready).
- Design a process to ensure guests remain separated while waiting to be seated. The process can include floor markings, outdoor distancing, waiting in cars, etc.
- Consider an exit from the facility separate from the entrance. Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.
- Where possible, workstations should be staggered so employees avoid standing directly opposite one another or next to each other. Where six feet of separation is not possible, consider other options (e.g., face coverings) and increase the frequency of surface cleaning and sanitizing.

HOTEL OPERATIONS GUIDELINES

In the face of global health concerns like the COVID-19, hotels must consider additional health and safety protocols to mitigate risks and ensure the safety of all guests and employees. The establishment of standard operating procedures through planning and execution will maximize efficiency and enable personnel to work collaboratively during the time of crisis. To this end, the following guidelines seek to provide uniformed guidance to reduce the risk and spread of infection.

General Staff Standard Operating Procedures (SOPs)

Staff Arrival: Trained personnel (equipped with PPEs) must take the temperature of all staff using a laser thermometer at the security entrance. Employees with a temperature over 100.4°F will not be allowed entry to the property and will be directed to local health authorities. (Please refer to the Guidelines for Guest and Employees with Symptoms or COVID-19 Exposure)

Personal Protective Equipment (PPE): PPEs must be distributed to every employee entering the property according to their role and responsibility. Masks must be worn at all times by all staff, however, gloves will be required for designated personnel, i.e. housekeeping, public area attendants, security officers.

Hand Hygiene: Ensure that staff wash their hands with soap at least hourly and following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, eating, drinking, going on break and before or after starting a shift. Furthermore, ensure that hand washing instructions and signage are adequately displayed in all BOH areas.

COVID-19 Staff Training and HR: Provide pre-opening training and ensure all employees are trained on newly enhanced protocols and are adhering to the safety guidelines of the Ministry of Health, World Health Organization (WHO), and the Center for Disease Control and Protection (CDC). Furthermore, comprehensive training is required for departments with high contact frequency with guests, i.e. Food and Beverage, Public Area Department, Housekeeping, Hotel Operations and Security. Additionally, train all employees on the proper usage of PPEs and ensure workers are trained on the hazards of the cleaning chemicals used in the workplace following the OSHA's Hazard Communication standard. Review sick leave policies and ensure staff is aware of human resource protocols if they become symptomatic.

Communication: In order to maintain a safe environment, it is important to keep an open channel of communication with staff and guests so that they are informed of health, safety and hygiene protocols. Effective communication also instills confidence and comfort for guests and staff members. Suggested channels of communication are websites, social media, pre-arrival emails, signage/infographics, in-room TV channels/guides, etc.

AIRPORT ARRIVAL & DEPARTURE

Where applicable, ensure all hotel guests are met, greeted, welcomed, and bid farewell in a comfortable, cleaned and sanitized manner between Airport Kiosk and Ground Transfer. Ensure all employees are well trained on newly enhanced protocols and are adhering to the safety guidelines of the Ministry of Health, WHO, and the CDC.

Cleaning Protocols

Ensure enhanced cleaning focus on:

- All vehicles (chairs, door handles, arm rests) - sanitize after every transfer.
- Kiosk desktops, credit card machines, telephones, pens and desk mats — sanitize every 30mins
- Kiosk reception area: furnishing — sanitize every hour.
- Utilize UV-C or wet fog machine at the end of day in kiosk.

Physical Distancing Protocol

- Appropriate signage to be prominently displayed at kiosk desk, transfer pick up and, in every vehicle, outlining mask usage and physical distancing.
- Fiber glass partition to be installed at kiosk to create separation between agent and guest.
- Airport agent (s) in place to direct guests according to physical distancing protocol. 7am-12am daily.
- Physical distancing of 6 ft enforced at the airport desk.
- Enforce and promote “ready vehicle” policy, guests should go directly to vehicles, minimize congestion and cue lines at pick up point.
- No more than 4 guests permitted per SUV and no more than 2 per sedan.
- Guests will not be permitted to sit in front passenger seat.

Employee Considerations

- Employees to sanitize (using wipes) vehicle doors before opening for limos, SUVs.
- Employees to wear gloves while opening vehicle door, disposal gloves to be changed after each arrival meet and greet.
- Ensure spray bottles with sanitizer and/or wipes are available at airport kiosk.
- PPE inventoried at beginning of shift and replenished, 30 day inventory supply should always be on hand.

Guest Considerations

- Introduce COVID-19 Awareness Card at airport kiosk; what post COVID-19 practices to expect at hotel. Where applicable.
- Sanitizer available at Kiosk.
- Agent to wipe down high touch point areas: kiosk desk, cc swipe, pens, brochure racks, desk mats, etc. after each interaction.
- Include COVID-19 awareness in Agent’s welcome spiel.
- Handle one party’s luggage at a time, sanitize hands after each interaction.
- No more than 4 guests permitted per SUV and no more than 2 per sedan.
- Taxis to be sanitized after every transfer, to be enforced by signage (signed by Road Traffic).
- Guest will not be permitted to sit in front passenger seat.
- All areas, i.e. kiosk, transfer pick up point, etc. will be clearly marked for appropriate physical distancing. (Refer to **Annex F** – Sample signage).
- No welcome/farewell handshakes or hugs permitted.
- Review and revise Group Luggage SOPs where applicable.

HOTEL GUEST ARRIVAL/DEPARTURE, BELL SERVICES, AND FRONT DESK SERVICES

Front Door Arrival

- Avoid welcome, farewell hugs, and handshaking with guests.
- Luggage to be sanitized after it is off-loaded from vehicles.
- Hand sanitizers must be accessible at all front entrance areas.
- Guests must maintain a physical distance of 6 ft or more from persons not travelling with them on the front door.
- If the suspension of valet services is not possible, proper guidelines should be outlined, i.e. sanitize vehicle door handles with disinfectant wipes before opening all vehicles; wear gloves while opening all vehicle doors and dispose of gloves after each use.

BELL/FRONT DESK SERVICES

Cleaning & Sanitizing Protocols

- Clean and sanitize all high touch surfaces and related equipment including desks, workspace luggage storage, luggage belts, waiting areas, etc.
- Countertops must be cleaned and properly sanitized after each guest transaction.
- Telephones must be properly sanitized after each use and/or consider single use headsets as an alternative.
- Credit card machines must be sanitized after each transaction.
- Bellman carts, wheelchairs and other guest equipment must be properly sanitized with disinfectant wipes after each use.
- Guest and staff must sanitize their hands after exchanging objects, i.e. registration cards, passports, bracelets, pens, etc.
- Internet stations must be sanitized with health and safety signage for guest reference.
- Packages arriving for guests must be received by an employee, properly sanitized upon receipt and must be stored in a designated area.
- Break rooms to be sanitized frequently throughout the day.
- Room keys must be separated in designated containers and sanitized after guest check out. NOTE: New guest keys to be stored in the original box until use.
- Sanitize front desk equipment after each guest transaction.
- Track PPE inventory at the beginning of all shifts and ensure that PPEs are replenished.
- Dispose of PPE to be placed in designated waste containers at the end of each shift.
- All computer workstations to be properly sanitized at the end of each shift.

Physical Distancing

- Attend daily briefings and review COVID-19 awareness protocols. (Maximum 10 staff members).
- All guest services must be delivered using contactless pickup and delivery procedures where possible, e.g. guest laundry; dry cleaning.
- Install plexiglass shields at all Bell and Front services.
- Guests must stand at least 6 ft away from groups not travelling with them throughout the property.
- Local area information/assistance must be provided to guests via a call operation, designated hotline, email or app.
- Maximum of 4 guests allowed in an elevator at any given time with signage properly displayed and visible floor markers evidencing 6 ft distancing.

- All employees must work from every other workstation.
- Stagger guest room assignments on different levels to reduce floor crowding.
- All lobby and floor signage must be visible to ensure that physical distancing of 6ft from other groups not travelling with them while checking in. Provide additional staffing during high demand periods to expedite the registration process.
- If the suspension of valet services is not possible, proper guidelines should be outlined, i.e. sanitize vehicle door handles with disinfectant wipes before opening all vehicles; wear gloves while opening all vehicle doors and dispose of gloves after each use.

CHECK-IN

- Main entrance doors can be propped open, automated, or operated manually by a designated staff.
- All guest services must be delivered using contactless pickup and delivery procedures where possible, e.g. guest laundry and dry cleaning.
- Install plexiglass shields at all Bell and Front services.
- Review registration SOPs and add COVID-19 protocols to spiel.
- Guests must stand at least 6 ft away from groups not travelling with them while in line for all guest services and moving around the property.
- Provide a welcome letter on in-room TV with COVID-19 awareness message where possible.
- Local area information/assistance must be provided to guests via a call operation, designated hotline, email or app.
- Maximum of 4 guests allowed in an elevator at any given time with signage properly displayed and visible floor markers evidencing 6 ft distancing.
- Stagger guest room assignments on different levels to reduce floor crowding.
- For groups, pre-printed registration cards can be delivered to the representatives, to be completed during the transfer from the airport to the hotels for all arrivals from agencies over 30 persons. (If possible, a hotel staff will help by distributing the bracelets, rooms keys and towel cards)
- Install plexiglass barriers at all Front Office areas to reduce direct guest contact.
- Disinfectant gel dispenser/hand sanitizers and disinfectant wipes are to be readily available in the hotel lobby and at designated locations throughout the property.

CHECK-OUT

- Revise staff spiels and bill checking procedures to encourage guests to pre-checkout at least one day prior to departure.
- Where possible, utilize electronic check out to reduce face-to-face contact.
- If not, on the day of departure, a double-line queue should be used for guests who have a 'zero-balance account' and 'pending accounts payable'.

Guest Considerations

- Identify a COVID-19 champion in each department to monitor compliance to protocols.
- Consider a completely cashless system.
- Ensure 30-day inventory supply is always on hand, i.e. face masks, gloves, disinfectant wipes, sanitizer.
- Review staggered shifts to maintain the maximum number of employees in the daily briefings at 10 persons.
- Ensure that appropriate signage highlighting health, hygiene and safety protocols, mask usage and physical distancing requirements are prominently displayed throughout the property including, front desk, concierge, other public spaces.

VIP SERVICES

Cleaning and Sanitizing

- Follow protocols listed under Bell/Front Desk Services above.

Physical Distancing

- Follow protocols listed under Bell/Front Desk Services above.

Guest Considerations

- Follow protocols listed under Front Desk Services above.
- Remove all communal amenities (i.e. welcome drinks, magazines, etc.).
- Utilize email for all guest transactions and encourage use of technology to reduce guest face-to face interactions, if possible.

HOUSEKEEPING

Cleaning and Sanitizing

- Use approved Environmental Protection Agency (EPA) registered disinfectants on high- touch areas following established standard operating procedures.
- Train employees on the hazards of the cleaning chemicals used in the workplace following the OSHA's hazard communication standards.
- Use only approved Hospital grade disinfectants recommended by the Environmental Protection Agency (EPA).
- Ensure cleaning chemical spray bottles are appropriately labelled with the manufacturer's labeling.
- Sanitize carts, trolleys and equipment at the beginning and end of each shift.
- Implement routine cleaning/sanitizing of all working equipment and tools.
- All shared equipment to be cleaned at the start and end of each shift.
- Clean and sanitize elevator areas at least 3 times daily.
- Employees must wear masks and gloves while cleaning the guest room at all times.
- Gloves must be discarded after each room cleaning.
- Microfiber colour-coded cloths must be used for cleaning and disinfecting surfaces.
- Contract Vendors should follow company cleaning SOPs.
- Enhance cleaning on high touch surface areas. Door handles, electronics, light switches, safe, hangers, luggage rack, AC thermostat, TV remote control, dresser, breakfast table & chairs, bathroom vanity counter, fixtures, shower/tub and toilet using a hospital-grade disinfectant.
- Use an electrostatic spraying mechanism to disinfect the guest room after cleaning every checked out room, and before new guest arrival.
- Should you confirm a guest room has been compromised by an infected guest, ensure the room is deep cleaned, and follow the Centers for Disease Control and Prevention. (Refer to Guidelines for Guests and Employees with Symptoms or COVID-19 exposure)
- Discard and dispose of PPE equipment in standard bio-waste containers.

Physical Distancing

- Limit contact with guests while cleaning hotel room. If the room is occupied, the room attendant should offer to return later.
- Ensure Reservations Department notes guest request items prior to arrivals to reduce guest requests and contact.
- Review SOPs on high demand guest request items to reduce guest contact (i.e. rollaways, cribs, refrigerators).
- Implement flexible work hours (e.g., staggered shifts) to reduce contact with staff. Ensure that daily briefings do not exceed 10 persons.
- Limit staff in rooms to 2 persons at any time.
- Mark elevators for physical distancing.
- Add floor markings in employee areas for physical distancing.
- Re-configure administrative work areas to ensure physical distancing.
- Ensure that daily briefings do not exceed 10 persons.

Guest Considerations

- Consider placing hand sanitizers and anti-bacterial soaps in guest rooms, to encourage proper hand hygiene.
- Make available a list of action steps being taken to ensure proper cleaning and sanitizing of the guest room.
- Review and eliminate unnecessary literature in guest room (i.e. writing pads, booklets, room service menus, etc.). Make items available to guests upon request.
- Review room equipment amenities and eliminate where possible (i.e. irons, hair dryers, luggage racks, extra pillows, etc.).
- Establish a COVID-19 champion to monitor departmental compliance.

PUBLIC AREAS

Cleaning and Sanitizing Front of House

- Employees to wear mask and gloves while cleaning surface areas. Gloves to be discarded after each cleaning cycle.
- Use EPA approved cleaning chemicals in high touch areas.
- Employees to use microfiber colour-coded cloths for cleaning and disinfecting surfaces and frequently replace cleaning cloths to avoid cross-contamination.
- Routinely clean and disinfect elevators, restrooms, hotel lobbies, elevators, front desks/concierge, casino, fitness centre, focusing on high touched surface areas such as doorknobs, handrails, tables, telephones, keyboards, desks, slot machines, and ATMs, etc., following the established standard operating procedures. On an hourly basis at minimum.
- All shared equipment to be cleaned at the start and end of each shift.
- Clean and sanitize elevator areas at least 3 times daily.
- Implement a frequency checklist for restrooms, elevators, office spaces, etc. Ensuring the list is visible and updated to the standard operating procedure.
- Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks, other work tools, and equipment) can be wiped down by employees before each use. To disinfect, use products that meet EPA's criteria for use against SARS-Cov-2. (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>).

- Use Electrostatic spraying mechanism to disinfect high traffic areas at the end of each day, or whenever needed.
- Perform enhanced cleaning and disinfection after persons suspected/confirmed to have COVID-19 have been in the facility: If a sick employee or guest is suspected or confirmed to have COVID-19, follow the CDC cleaning and disinfection recommendations. (<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>)

Cleaning and Sanitizing Back of House

- Employees to wear mask and gloves while cleaning surface areas. Gloves to be discarded after each cleaning cycle.
- Employees to use microfiber colour-coded cloths for cleaning and disinfecting surfaces and frequently replace cleaning cloths to avoid cross-contamination.
- Use EPA approved cleaning chemicals in high touch areas.
- Routinely clean and disinfect elevators, restrooms, offices, service centers, loading docks, back corridors, staff cafeterias, focusing on high touched surface areas such as doorknobs, handrails, tables, telephones, keyboards, desks. Following the established standard operating procedures. On an hourly basis at minimum.
- All shared equipment to be cleaned at the start and end of each shift.
- Clean and sanitize elevator areas at least 3 times daily.
- Implement a frequency checklist for restrooms, elevators, office spaces, etc. Ensure the list is visible and updated to the standard operating procedure.
- Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks, other work tools, and equipment) can be wiped down by employees before each use. To disinfect, use products that meet EPA's criteria for use against SARS-Cov-2. (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>)
- Use Electrostatic spraying mechanism to disinfect high traffic areas at the end of each day, or whenever needed.
- Contract Vendors should follow company cleaning SOPs.
- Perform enhanced cleaning and disinfection after persons suspected/confirmed to have COVID-19 have been in the facility: If a sick employee or guest is suspected or confirmed to have COVID-19, follow the CDC cleaning and disinfection recommendations. (<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>)

Physical Distancing

- Implement flexible work hours (e.g., staggered shifts) to reduce contact with staff. Ensure that daily briefings do not exceed 10 persons.
- Limit staff in rooms to 2 persons at any time.
- Mark elevators for physical distancing.
- Add floor markings in employee areas for physical distancing.
- Re-configure administrative work areas to ensure physical distancing.
- Ensure that daily briefings do not exceed 10 persons.

Guest Considerations

- Establish a COVID-19 champion to monitor departmental comp.

SPA/FITNESS CENTERS

Cleaning and Sanitizing

- Hand Sanitizers must be placed outside the entrance and in other access points in the spa.
- Host/hostess will supervise entrance of the spa to ensure that all guests sanitize their hands prior to entering.
- All high touch areas like door handles must be cleaned after each client and the sitting area must also be cleaned at regular intervals throughout the day.
- Prior to a massage, all body areas to be touched must be disinfected with alcohol, with a required percentage of 60% and above.
- Sharps containers and Red Biohazard medical disposable bags must be placed in all treatment rooms to discard anything that comes in contact with human fluids.
- The massage therapist must wash his/her hands with soap and use hand sanitizers in between clients.
- Staff must sanitize all spa areas every 30 minutes, including, bathrooms, door handles, equipment etc.
- Spa utensils must be disinfected after every use.
- Safety goggles and other PPE must be worn by therapists.
- Nail services must be performed with plexiglass between the guest and technician.
- Therapist's room must be equipped with medical grade sanitizer, along with disinfectants for the guest; medical grade disinfectants, ultrasonic, and UV light sanitizing equipment.
- All therapists will be required to obtain a new health certificate.
- All gym equipment to be sanitized after each use.
- Personal towels must be brought to the gym by guests.
- If service is contracted, vendors to follow organization's SOPs in conjunction with MOH polices and standards.

Physical Distancing

- Three guests will be allowed to sit in the spa waiting area at any given time.
- One guest will be permitted to enter the treatment room along with one (1) massage therapist.
- Establish maximum number of guests for gym services based on area capacity.
- Signage highlighting health and safety protocols and physical distancing requirements, must be visible to staff and guests.
- Install plexiglass barriers in reception areas to reduce direct guest contact during service engagement.

Guest Considerations

- Modify Reservations scripts to ensure that COVID-19 practices are highlighted.
- Only clients with appointments will be able to access spa services.
- Any client who feels sick, or ill, or has a fever, will be asked to reschedule their appointment, self-isolate in their room and seek medical attention.
- Provide additional time between appointments to allow for more cleaning.
- Membership will be provided with a daily appointment schedule for gym use.
- Enhanced cleaning regimens for toilet facilities, particularly door handles, locks and the toilet flush handles will also take place.

WATER PARK, POOL, BEACH OPERATIONS

Cleaning & Sanitizing

- Staff must wear disposable gloves and facial masks while cleaning the pool deck and beach area.
- Hand sanitizing stations are to be installed at the exterior of the property.
- Workstations with multiple employees must be disinfected before each use and when changing shifts or rotations, i.e. (lifeguards & cashiers chairs, attendants, etc.)
- Increase the frequency of cleaning all surfaces throughout the day, i.e. pool decks, door handles, outdoor tabletops, food and beverage countertops.
- Pool area must be pressure cleaned every evening.
- Increase the frequency of cleaning items within the outdoors areas throughout the day including, cabanas, lounge chairs, life jackets, trash cans, water fountains and other common areas (break areas storage rooms), etc.
- Provide distance markers in areas where queues are formed (food and beverage outlets, restrooms and towel outlets).
- Where possible use a self-serve towel distribution system
- Install plexiglass barriers between guests and employees (towel huts, outdoor concierge, food and beverage outlets and cashiers).
- Lounge chairs must be cleaned after each guest use.
- Clear signage displaying health and hygiene reminders:
 - Capacity limits
 - Frequent handwashing
 - Maintain safe distance between others
 - Avoid touching surfaces
 - Cover nose and mouth
 - Wear face masks where possible
 - If you are sick, stay in your room and avoid public areas

Physical Distancing

- Total venue and attraction capacity should be reduced to ensure appropriate physical distancing of 6 ft.
- Strategic placement and layout of decks, beach chairs to maintain 6 ft between family groupings.
- Consider timed entries for water slides/rides to help reduce queue lines and to maintain ride capacity, including, river rides, slides, water play structures, etc.
- Display physical distancing signage and provide distance markers in areas where queues are formed (ride lines, F&B outlets, restrooms, towel outlets).
- Rides that accommodate more than one guest (double tubes) should only carry members of the same family.
- Surface that is covered or constantly sprayed with chlorinated treated water, does not require additional sanitization.

Guest Considerations

- Follow physical distancing guidelines maintaining 6ft apart from others not in your family group while on the beach, in pools or in the sea.
- Face masks must be worn in common areas (using the outdoor restrooms or any F&B outlets, concierge, towel huts or interacting with employees).
- Frequently wash hands with soap for at least 20 seconds.

Food and Beverage

Restaurants and Bars (See guidelines in standalone Food and Beverage section in this document).

GOLFING

Cleaning and Sanitizing

- All associates to clean and sanitize high touch areas (railings, bathrooms, seating areas, counters, equipment, computers, POS, etc.) continuously throughout the day and after each interaction.
- Ensure that sanitizers are available and replenished in public and maintenance areas.
- Sanitize equipment before and after each round (carts, clubs, flag sticks, etc.).
- Ensure that all associates are trained on COVID-19 protocols.
- Ensure that all course maintenance equipment (rakes, picks, etc.) is removed and associates manicure courses regularly.
- Provide wipes to all players throughout the day.
- Remove all common drinking fountains and automatic ball cleaning stations.
- Discontinue shoe cleaning services.
- Provide sanitizers to golfers after the game and avoid hand shaking.

Physical Distancing

- All associates to maintain physical distance of 6 ft during interactions.
- Reconfigure range practice to ensure physical distancing of 6 ft.
- Strictly enforce one golfer per cart policy.

Guest Considerations

- No sharing of equipment, leaving flags in the hole.
- Golfers must maintain physical distancing of 6 ft around the course in all pre and post activities.
- Golfers must pick up and utilize their golf balls only around the course.
- Encourage golfers to leave the course after the game to prepare for other players..

Post-Game Activities (Scoring and Clubhouse)

- Perform scoring procedures online where possible. Associates to sanitize the area and hands after each score-keeping process.
- Reconfigure food and beverage areas for physical distancing and utilize disposable cutlery where possible.
- Eliminate hand to hand service and use sanitized surfaces to place food.
- Players must sanitize hands frequently after games.
- Provide hand sanitizers at every food service table or area.
- Perform elevated cleaning in all high touch areas on an hourly basis, including door handles, glass, chairs and tables, railings, lockers, planters, linen drop-off, etc.)
- All buffets to be discontinued until company and MOH regulations change.

(Refer to Food and Beverage Industry Guidelines for additional information)

HUMAN RESOURCE MANAGEMENT CONSIDERATIONS

- Implement virtual interviewing platforms for open positions (Zoom etc.).
- Digitalize offers of employment and required hire documents and forms.
- Digitalized company orientation can be completed for small hotels. For larger hotels configure meeting rooms to ensure proper physical distancing.
- Utilize online training platforms for functional and soft skills training.
- Develop synchronous and cohort-based virtual classrooms.
- Utilize larger meeting rooms for training and development to ensure adequate physical distancing.
- Establish COVID Health and Safety Departmental Champions.
- Implement COVID Health and Safety Departmental certification training.
- Develop Health and Safety Policies.
- Develop Hygiene and Sanitation protocols.
- COVID Sensitivity Training on Internal and External Guest Interaction.
- Designate primary source for flow of all communication to and from employees.
- Update Employee Handbooks with COVID Health and Safety protocols.
- Policy updates regarding issues surrounding COVID-19.
- Helpdesk for immediate assistance on using and interpreting policy issues as they arise.
- Maintenance of culture of inclusiveness.
- Determine necessary minimum frequency of communications.
- Develop communications protocols to include virtual/electronic means.

LAUNDRY SERVICES

General Standard Operating Procedures (SOP)

- Ensure clear signage to display health and safety protocols for staff.
- All Shift briefing communications will be placed on employees Notice Boards.
- Masks, gloves, aprons, and goggles where required will be issued to employee at the start of shifts and worn for the duration of their shift.

Cleaning & Sanitizing

- Employees must sanitize hands prior to entry into the facility.
- Employees working in the Soil Sort Area must wash and sanitize their hands every two (2) hours.
- All employees must wash their hands thoroughly for a minimum of twenty (20) seconds after pulling soiled linen from the floors to the loading docks.
- Employees must change gloves and aprons after handling soiled linen.

Office Area/Eatery

- Vendor to deep clean & fog the following areas nightly:
 - Entry doors, walls, swipe clock
 - All phones and computers
 - Desk, chairs, lockers, and tables
 - Ice machines, countertops, and floors
- Employees to sanitize the following areas hourly during shifts:
 - Entry doors & Handles.
 - Telephones.
 - Computers.

- Cleaning and refilling of hand sanitizer dispensers throughout The Plant
- Garbage bins.
- Ice Machines/refrigerator.
- Water dispenser.
- Chairs/tables.
- Engineering tools to be sanitized after each use and before returned storage.

Restrooms

- Vendor/Operator to deep clean and fog the following areas nightly:
 - Restroom rooms toilettes, seats, flushing levers.
 - Cubicles walls Partitions.
 - Door handles and hardware.
 - Countertops and Wash Bowls.
 - Tissue holder.
 - Hand Towel Dispensers.
 - Light Switches.
 - Mirrors.
 - Garbage bins.
 - Restrooms Floors.
- Employees to complete hourly Daily cleaning on each shift:
 - Restroom toilets, seats, levers
 - Entry door handles
 - Counter tops and wash bowls
 - Cubicles walls and doors
 - Light switches, mirrors
 - Garbage bins
 - Restroom floors twice per shift
 - Sanitize hand towel dispensers
 - Update checklist in restrooms hourly

Soil Sort/Linen Bins & Bags/ Facility Floor

- Vendor to deep clean and fog the following areas nightly:
 - Deep clean and sanitize soil sort stations.
 - Clean floor mats.
 - Mop floor.
 - Clean and fog staircase.
 - Wipe off A/C vent and fans.
 - Remove garbage and sanitize bins.
 - Dump all garbage from linen bins.
 - Bleach and pressure clean all bins.
 - Sanitize and place bins under clean storage for employees use.
 - Wash and sanitize linen bags after each use.
 - Sweep and mop floors nightly.
- Employees to complete cleaning and sanitizing every 2 hours each shift:
 - Clean and sanitize soil sort stations all tables.
 - Empty garbage bins.

- Clean and sanitize staircase.
- Laundry linen bins cleaning and sanitizing throughout all shifts and place in clean storage area.
- Checklist to be completed every 2 hours.
- Sweep and Mop floors where required during each shift.

Laundry Machines and Trucks

- Employees to complete cleaning and sanitizing at the start of each shift:
 - Ironers and Towel Folders Control buttons.
 - Equipment Control buttons.
 - Washer and Dryers Control panels.
 - Conveyor belt.
 - Sanitizing Laundry Truck door handles / steering wheel after each run.
 - Fogging of Laundry Truck inside and back container nightly.

- Distribution Linen Rooms:
 - Employees to wash hands prior to entry into the Linen rooms.
 - Vendor to clean floors and doors nightly.
 - Employees must empty garbage bins on each shift.
 - Employees to sanitize working desks, chairs, and computers.
 - Door handles to be sanitized a minimum twice per shift.
 - Hand sanitizers are to be cleaned hourly.
 - Guest Valet to be handled using gloves.
 - Guest Soil Valet should always remain in one bag for collection from the vendor.
 - Soil Linen should be turned inwards against the walls in the basement corridor for collection.
 - Clean Linen must always be stored in Linen Rooms.
 - Clean Linen must always be kept with a plastic disposable covering.

- Materials and Supplies needed:
 - Face masks.
 - Disposable Gloves.
 - Disposable Aprons.
 - Pressure Washer.
 - Stand Alone Hand Washer.
 - Disposable gowns / jumpsuits.
 - Hand Sanitizer.
 - Goggles.

- Contract Vendors:
 - Adhere to property protocols and ensure proper PPE is always worn.

SECURITY

Given the need for premises to guarantee the security and safety of personnel and clients in the current global climate, the Security industry is adjusting operations to support the growing needs of the tourism industry. What follows is a listing of SOPS required in daily operation of the Bahamian tourism sector.

- Manage and control access and employee entrances and all entrances into the hotels (conduct temperature screening of employees, vendors, contractors, and visitors).
- Assist with the provision and management of on-site screening on property when required.
- Provide background checks and other information required to assist human resources departments with organizational return-to-work policies.
- Provide rapid response to assist with enforcing safety policies.
- Assist hotel management in the guest COVID-19 isolation process.
- Be prepared with effective security personnel, adequate equipment, and other resources to maintain a safe environment, law, and order.
- Monitor guests and other persons on property for persons exhibiting obvious symptoms of COVID-19.
- Respond to and investigate complaints of persons exhibiting obvious symptoms.
- Assist with enforcing physical distancing at all guests queuing areas as required.
- All Security associates to attend COVID-19 protocol training.

GUIDELINES FOR GUEST AND EMPLOYEES WITH SYMPTOMS OR COVID-19 EXPOSURE

Upon detection of a guest and/or staff with symptoms or COVID-19 exposure at an establishment, the person must self-isolate and health officials will be contacted to assess the situation. Guided by that assessment, the individual may be re-housed at a government facility, placed in a designated area or asked to self-quarantine at home (if possible). Health and safety protocols and the subsequent public health measures will be determined and guided by local health authorities. Management will collaboratively work with the relevant local authorities to ensure compliance with the established protocols. (refer to **Annex C - Hotel Scenario COVID-19** Exposure Staff & Guest Procedures).

The following recommendations are based on the World Health Organization (WHO) March 2020 provisional guidance document and as long as no other standards are established by local health authorities, the following considerations can be taken into account.

Cleaning and Sanitizing Protocols for establishment with COVID-19 exposure

- The cleaning programs for all spaces must be reviewed to ensure that potentially contaminated surfaces are disinfected adequately (i.e. buttons; knobs; doors; railings; countertops, offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines.).
- Close off areas used by the person who is sick.
- Wait 24 hours before you clean or disinfect.
- Use disposable gloves for each room. Staff uniform must be changed and cleaned daily.
- Entry of non-health personnel to an isolated guest room should be restricted as much as possible.
- All hotel staff who have to access the room when the sick guest is present (maids, dining room waiters, etc.) must wear the protective equipment designated by health authorities.
- Staff must wash or disinfect their hands upon exiting the room and, if possible, keep a distance of 1 to 2 meters (3 – 6 ft) from the guest.

- The cleaning cart should remain outside of the room.
- Remove bedding and towels and separate them into color coded bags (e.g. red and yellow bags) until wash time.
- Do not shake soiled clothes and avoid direct skin contact. Machine wash should be at 60°-90°C (140°-194°F) with separate ordinary detergent. In no way should soiled clothes be mixed with other linens.
- Any disposable material (handkerchiefs, masks, glasses, etc.) used by a symptomatic or exposed person must be disposed of in an airtight plastic bag.
- When the symptomatic or exposed person leaves the room permanently, all the amenities i.e. toilet paper rolls, Kleenex, etc. must be removed, discarded and replaced.
- Proper cleaning and subsequent disinfection with freshly prepared sodium hypochlorite solution in a concentration of 1/1000 (25 c.c. of lye in one liter of water), or any other chemical product valid for this task. Always use disposable paper for cleaning.
- Establish enhanced detailed cleaning of toilets and contact surfaces such as cranks, switches, telephones, thermostats, television or air conditioning control knobs, tables, etc.
- If more than 7 days since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary. Continue routine cleaning and disinfection. This includes everyday practices that businesses and communities normally use to maintain a healthy environment.

VACATION RENTAL INDUSTRY GUIDELINES

The vacation rental industry promoted through services such as Airbnb and HomeAway has experienced significant growth in recent years. In the September 2019 Quarterly Economic Review, the Central Bank reported that the private vacation rental market showed healthy demand for off resort businesses during the third quarter in terms of average pricing and sales volume. As such, its continued growth and viability is essential to the Bahamas' tourism repertoire. Due to COVID-19, it is important to take the necessary precautions to stay safe and reduce the risk of infection by utilizing inspection checks, physical distancing, enhanced cleaning protocols and the use of personal protective equipment when necessary. The following are recommendations and guidelines for hosting entities aimed to meet guests' expectations while minimizing and preventing the likelihood of transmission.

HEALTH AND SAFETY GUIDELINES FOR PROPERTY HOSTING ESTABLISHMENTS

Physical Distancing: Minimizing face-to-face interactions with guests is a key measure to reduce the risk of infection. Therefore, it is recommended to offer self-check-in and self-check-out options, where possible, which will eliminate the need for hosts and guests to interact. Furthermore, limiting routine cleaning or maintenance during the guests stay to instances in which the service is requested will reduce physical contact.

General Host Protocols

- Implement signage to encourage physical distancing in communal locations. **(Refer to Annex F - Sample signage).**
- Provide informational material about COVID-19 prevention and recommendations from the Ministry of Health inclusive of contact information for local health authorities.
- Self-managed protocol will be activated, if an extended stay is required.
- Remove all reusable items from guest rooms and replace with electronic versions where possible.

- Eliminate extra pillows and blankets from guest closets where applicable.
- Iron and iron boards to be provided upon request only.
- Eliminate glassware from rooms – replace with individually wrapped disposable cup.
- Utilize protective covers for pillows.

Personal protective equipment (PPE)

- Staff will wear disposable gloves, masks and disposable protective aprons/gowns at all times while cleaning and disinfecting the property.
- Gloves must be discarded after cleaning each room.
- Ensure a minimum supply of PPE and supplies for all communal workspaces are on hand for approximately thirty (30) days.
- Dispose of all PPE's in the designated waste/bio-hazard container.

Cleaning and Sanitizing

- Maintain a checklist to identify high touch areas.
- Disinfect all high touch surface areas after each guest departure.
- Ventilate rooms before cleaning to increase circulation in the space before beginning to clean and disinfect. Refer to CDC guidelines on proper ventilation.
- Utilize blacklights for enhanced sterilization evaluation.
- Wash all mattress pads after each guest departure.
- Utilize single use disposable bags to collect guest linens. If a receptacle is used ensure that it is cleaned after each use.
- Thoroughly clean and disinfect all door touch surfaces including frames, glass, and handles.
- Ensure the removal of trash daily.
- Thoroughly clean and disinfect stairwell, rails, and steps.
- Thoroughly clean and disinfect coffee stations, tables and countertops, chairs, refrigerators, and dividers.
- Iron and iron board to be sanitized after each use from the guest room.
- Where practical, consideration may be given to utilize electrostatic sprayers or UV-C wand/devices.

Chemicals, tools, and equipment

- Use only approved Environmental Protection Agency (EPA) registered disinfectants on touched surfaces following established standard operating procedures.
- Follow the instructions on the labels and avoid combining and/or mixing cleaning supplies.
- Follow the instructions on the labels when using cleaning products and avoid mixing chemicals.
- Use a microfiber cloth or disinfectant wipes where applicable for cleaning and disinfecting surfaces.
- Ensure chemical spray bottles are properly labeled with manufacturer's labeling.
- Consistently replace microfiber cloth to avoid cross contamination.
- Use antibacterial hand-soap in guest rooms.
- Installation of automatic hand sanitizers in common spaces.
- Adherence to "clean first then disinfect" protocols to lower risk of viral spread.

Deep cleaning protocol – (if outsourced to a commercial entity)

- Identify an approved external company that should carry out the deep cleaning activity.
- The selected company must have trained personnel to execute the process of cleaning, disinfection and disposal of hazardous waste. In addition, the selected company must have the proper equipment and PPE to perform the task, and should also have the following minimum requirements:
 - The use of PPE is to be determined by the cleaning contractor based on the chemicals used to conduct the disinfecting process including proper wearing, storage, cleaning, decontamination and disposal of PPE as biohazard waste.
 - All necessary procedures and local authorizations or permits to perform disinfection services and manage any wastes generated.
 - Use of approved COVID-19 disinfectant chemicals to perform this activity.
 - Only authorized personnel can access the site during the cleaning operation.
 - At the end of the process, the cleaning company must follow the local regulations to dispose of all PPE and cleaning materials.
- Service should be rendered within seventy-two (72) hours of vacancy, but no sooner than twenty (24) hours preceding said vacancy.
- Rooms must be ventilated before cleaning using ventilating fans to increase circulation in the space before beginning to clean and disinfect. Refer to CDC guidelines on proper ventilation.
- Ensure that the section of the facility to be deep cleaned is free of any other individuals at the time of cleaning.
- Ensure disinfectant is approved for usage against SARS-CoV-2, the coronavirus that causes COVID-19.
- Consider using equipment such as electrostatic sprayers, foggers and misters to facilitate cleaning and reduce the spread of infection.
- Remove any visible soil with a detergent-based cleaner before applying a disinfectant, following instructions on the product label for effective disinfecting.
- Ensure surfaces remain visibly wet for the contact time specified on the product label.
- Minimize cross contamination by disinfecting surfaces from clean areas to soiled areas (e.g. restrooms being one of the highly contaminated areas should be cleaned last).

Guidelines for Guest with Symptoms or COVID-19 Exposure

The following recommendations provide guidelines for hosts/staff for vacation rentals and boutique hotels that will not have in-house-medical professional staff to coordinate health protocols.

- Provide all guests and staff with Ministry of Health contact information, or nearest health professional contact information.
- Advise guests prior to arrival that if they display, report, or exhibit symptoms consistent with COVID-19 during the course of their stay, they must self-isolate.
- Self-managed protocol will be activated, if an extended stay is required.
- Limit or exclude any additional services to guests while they are on the property.
- No staff or guest should enter the room for a minimum period of 24 hours after the departure of the guest.

CASINO OPERATIONS GUIDELINES

Casino operations throughout the world have been deeply impacted by the COVID-19 pandemic largely as a result of the mandatory shutdowns and reduced economic activity. This has placed significant implications on staff and the businesses that employ them. These effects have been amplified in The Bahamas as casino operations are nearly entirely dependent on hotel operations and the sharp reduction of tourism coupled by the government shutdowns have led to a complete cessation of the industry. As casino operators look to reopen in the post-COVID-19 landscape, it has been imperative to outline best practices for health and sanitation protocols and to assess employee needs, guest needs, and facility needs. The protection and mitigation strategies for casino operations have been broken down into four themes as follows:

Theme 1: Employee Considerations

Theme 2: Guest Considerations & Casino Operations

Theme 3: Supplies Needed & General Requirements

Theme 4: Other Considerations & Advocacy Needs

THEME 1: EMPLOYEE CONSIDERATIONS

Training

- All employees must receive training on COVID-19, how the infectious disease is contracted and transmitted, the importance of sanitization, purpose and use of PPE, and how to respond to guests or other employees presenting with COVID-19 symptoms.
- Training will be conducted by organization's Human Resources Department and curated by the National Training Agency in partnership with the Ministry of Health and/or designated health professionals.
- All employees will be required to take a knowledge test that will be proctored using an online platform or in a dedicated work area that adheres to 3 ft. - 6 ft. physical distancing protocols.
- Physical distancing protocols will be followed during training.

Front of House

Personal Protective Equipment (PPE):

- All employees must wear face masks while on property.
- Face shields are required for guests facing associates where there is no plexiglass affixed.
- Gloves must be worn by sanitation workers and cage associates.
- PPE must be distributed upon entering the property and worn while on property.

Cleaning and Sanitization

- All employees must wash hands with soap for at least 20 seconds every 60 minutes and after using the restroom, cleaning, touching the face, eating, drinking, and entering & exiting the casino floor.
- Cage associates must use hand sanitizer on gloves or change gloves after completing each transaction with guests.
- PAD must maintain a slot machine cleaning schedule.
- All gaming related equipment must be sanitized by pit staff at minimum when starting shift, including but not limited to: on/off buttons, card shoe, roulette wheel head, ball and dolly, money paddle, and token boxes.

- Ticket writers at Race & Sports Book facilities must sanitize counters after each guest interaction.
- Casino cocktail servers, barbacks, and butlers must wash hands immediately after removing used glassware and chinaware from the casino floor.

Back of House

- All associates must wear face masks when on property.
- Back of house associates who enter the casino floor must adhere to front of house protocols.
- Administration should consider rotation of schedule, staggered arrival times, removal of furniture and where possible, remote working.
- Meetings and pre-shift briefings should be conducted via online platforms or in a space that can accommodate 3 ft. - 6 ft. physical distancing protocols.
- Hand sanitizing devices must be placed throughout the offices and timeclock locations.
- Associates must comply with physical distancing protocols in break rooms and dealer lounges.

THEME 2: GUEST CONSIDERATIONS & CASINO OPERATIONS

Rewards Desk, Credit Desk, & The Cage

Cleaning and Sanitization:

- Enhanced sanitization of guest countertops.

Physical Distancing:

- Visible markers must be placed on the floor to maintain 3 ft. - 6ft. separation between guests on line.

Guest Considerations:

- Guests must wear PPE at all times when on the casino floor.
- PPE stations must be made available across the casino floor for guests who do not have PPE.
- Touchless hand sanitization devices must be visible for guest use.
- All guests must lower masks briefly for identification purposes when required.

Slot Game Operations

Cleaning & Sanitization:

- Enhanced slot machine cleaning & disinfecting.
- Touchless hand sanitization stations must be placed on the slot floor.
- Mobile hand sanitization devices must be kept by slot attendants for guests requesting.
- PAD attendants will keep a cleaning and sanitization schedule of all slot machines.

Physical Distancing:

- Adjoined slot machines with two or less units must operate only one unit.
- Adjoined slot machines with three or more units must operate units within 3 ft. - 6 ft. of each other.
- All slot units that are powered off will have chairs removed.

Guest Considerations:

- Guests must wear PPE at all times when on the casino floor.
- All guests must sanitize hands before sitting at a slot machine.
- Signage reminding guests to sanitize before using slot machines will be placed on slot floor.

TABLE GAME OPERATIONS

Cleaning and Sanitization

- All gaming related equipment must be sanitized by pit staff at minimum when starting shift including but not limited to: on/off buttons, card shoe, roulette wheel head, ball and dolly, money paddle, and token boxes.
- All tables and chairs must be sanitized once a player leaves the game.
- Point of Discussion: Enhanced sanitization protocols for dice and chips to be determined pending expert guidance.

Physical Distancing

- Seating will be arranged to accommodate 3 ft. - 6 ft. physical distancing protocols depending on game type.
- Dealers and players will be separated by plexiglass where possible.
- No guests are allowed to spectate or congregate behind players.
- Dealers will verbally notify each other of breaks and shift changes instead of tapping the shoulder.
- Point of Discussion: Each player will be separated by plexiglass material.

Guest Considerations

- Guests must wear PPE at all times when on the casino floor.
- Touchless hand sanitization devices must be placed at every open pit.
- All guests must sanitize hands before sitting at a table game.
- All guests must lower masks briefly for identification purposes when required.

RACE AND SPORTS BOOK OPERATIONS

Cleaning and Sanitization

- Ticket writer must sanitize counter after each guest interaction.
- Enhanced sanitization of audiovisual equipment, computers, betting stations and hard surfaces.
- Seats will be sanitized once a guest leaves.

Physical Distancing

- Seating in Sportsbook lounge will be rearranged to ensure 3ft. - 6 ft. separation between patrons.
- Adjoined betting stations will operate stations within 3 ft. - 6 ft. of each other.
- Visible markers will be placed on the floor to maintain 6ft separation between guests on line for tickets.

Guest Considerations

- Guests must wear PPE at all times when in the lounge.
- Touchless hand sanitizing stations will be placed throughout the lounge.
- All guests must lower masks briefly for identification purposes when required.

THEME 3: SUPPLIES NEEDED & GENERAL REQUIREMENTS

Supplies Needed

Biohazard Waste Containers:

- Stationed at every exit point off the casino floor, back of house, and each pit and slot workstation.

Personal Protective Equipment (PPE):

- Face Shield or Plexiglass between guests and associates.
- Gloves (Optional with the exception of cage and sanitation workers).
- Hand Sanitizer.
- One month minimum supply stocked at all times.

Cleaning Supplies:

- Sanitization chemicals as deemed appropriate by the CDC is required.

Plexiglass

- Required between guests and employees at:
 - Table Games
 - Rewards Desk
 - Credit Desk
 - The Cage

General Requirements

PPE Stations:

- Distribution stations must be made available for guests on the casino floor.
- PPE must be made available for guests at Rewards Desk.

Prevention Proposal:

- All licensees must create and implement a proposal that outlines a plan to prevent the spread of the disease pursuant to the guidelines set forth in this document.
- All proposals must be submitted to the regulatory body 14 days prior to opening.

Deep Cleaning:

- All licensees must clean and disinfect all hard and soft surfaces in accordance with CDC guidelines before resuming operations.
- Conducted once every 24 hours of all hard & soft surfaces, and gaming equipment on the casino floor and back of house.

Signage:

- Print and electronic signs must be used for messaging and communication of health & hygiene reminders for front and back of house, using universal verbiage provided by the competent authority.

THEME 4: OTHER CONSIDERATIONS & ADVOCACY NEEDS**Other Considerations:**

- The receipt and submission of online gaming licensing applications.
- Gaming interviews via online platforms.
- Locally sourced PPE and sanitization products.

Advocacy Needs

The Gaming Board for The Bahamas:

- Interviews
- Masks & Gloves
- Application Submissions

Training Needs:

- Technical Skills Dealer Training
- Trained Medical Professional or Health Care Task Force:
 - COVID-19 Awareness
 - Training on PPE Guidelines
 - Handling anyone presenting COVID -19 symptoms

Processes/Methods

Best practices for casino operations have been researched using:

- Wynn Las Vegas & Encore Resort Template.
- Industry standards in Las Vegas and The Bahamas.
- Surveyed best practices and guidelines established by the CDC, WHO, and OSHA.
- Utilized Emergency Orders issued by The Government of The Bahamas/ Competent Authority.

TRANSPORTATION INDUSTRY GUIDELINES

In the aftermath of the COVID-19 pandemic, the transportation industry of The Bahamas will play a key role in the prevention of any future outbreaks or resurgence of COVID-19. The industry is complex and has many different sub sectors, as such, each sub sector will require individual protocols. Furthermore, given the nature of the industry, the potential sources of exposure include having close contact with passengers who may be COVID-19 positive, or by touching surfaces handled by a person with COVID-19. Therefore, protocols and guidelines for health, sanitization, training and physical distancing must be implemented to ensure the safety of guests, staff and local patrons.

GENERAL STANDARD OPERATING PROCEDURES (SOP)

Health, Hygiene and Safety: Wash hands often with soap and water for at least 20 seconds. Additionally, where soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Additionally, staff must stay at home if they develop a fever or display symptoms such as a cough or difficulty breathing and visit a doctor if symptoms persist. Furthermore, staff should not return to work until they are cleared to do so by their medical doctor.

Personal Protective Equipment (PPE): All frontline staff must wear masks in an effort to slow the spread of the virus. Dispose of PPEs daily in accordance with environmental safety standards. (refer to Environmental Protocols).

COVID-19 Training: Mandatory training is to be provided to ensure all frontline staff are trained on newly enhanced protocols and are adhering to the safety guidelines of the MOH, WHO, and the CDC.

Signage: Signage must be provided at various loading points and in vehicles to remind passengers and drivers of health and safety protocols including, proper hygiene and physical distancing measures.

(Refer to [Annex F](#) – Sample signage).

Contactless Technology Options: Where possible, utilize contactless payment options, such as debit cards, credit cards and cash apps via smartphones in order to avoid handling cash and provide touchless appointment bookings. (**Refer to [Annex E](#)**, Central Bank of The Bahamas Health and Safety Directives for Cash Handling and Point of Sales Payments.).

TAXIS/INDEPENDENT CARS

Cleaning and Sanitizing

- Taxis/limousines to sanitize all high touch areas after each fare (i.e. Door handles, vehicle seats, wheel, side mirrors, radio CD player, dashboard, stick shift, power window controls).
- Sanitize and clean vehicles at each holding area.

Physical Distancing

- Reduce the maximum number of passengers that are in the vehicle by 50%. Total passenger capacity to be posted on signage.
- Sedans should only have passengers in the rear seat with a maximum of 2 persons and SUVs with maximum of 4 persons.
- Plexiglass is recommended for taxis to provide a partition between the driver and passenger where possible.
- Passengers should not ride in the front seat.

Guest Considerations

- All passengers must wear masks to cover their mouth/nose, for use at all times during their journey.
- Driver should open and close vehicle doors for all passengers.
- Driver should remove luggage from the car and place it on sidewalk.
- Denial of boarding in the event that the operator observes the following:
 - The passenger has COVID-19 symptoms.
 - That their response to any of the questions on the health check indicates a need to deny boarding.
 - The passenger is not in possession of a face covering.

TOUR OPERATORS

Cleaning and Sanitization

- Clean and disinfect high touch surfaces, such as door frames and handles, windows, seat belt buckles, steering wheel, gearshift, signalling levels, etc. on a regular basis daily.
- Sanitation sprayers should be located at each holding area at major hotels and airports.
- Disinfecting wipes should be placed in each vehicle.

Physical Distancing

- Reduce the maximum number of passengers that are in the vehicle by 50%. Total passenger capacity to be posted on signage.
- Sedans must only host passengers in the rear seat.
- Where guests queue at various locations physical distancing should be enforced at a minimum of 3 ft.
- Vehicles should be loaded from the back to the front.
- Plexiglass is recommended to provide a partition between the driver and passenger where possible.

Guest Considerations

- All passengers must wear masks to cover their mouth/nose, for use at all times during their journey.
- Driver should open and close vehicle doors for all passengers.
- Driver should remove luggage from the car and place it on sidewalk.
- Operators to maintain passenger records based on Ministry of Health instruction.
- Denial of boarding in the event that the operator observes the following:
 - The passenger has COVID-19 symptoms.
 - That their response to any of the questions on the health check indicates a need to deny boarding.
 - The passenger is not in possession of a face covering.

JITNEYS

Cleaning and Sanitization

- Clean and disinfect high touch surfaces, such as door frames and handles, windows, steering wheel, gearshift, signalling levels, etc. on a regular basis daily.
- Sanitation sprayers must be located at periodic stops.
- Customers should disembark and the vehicle must be sprayed before beginning a route.

Physical Distancing

- Reduce the maximum number of passengers that are carried onboard by 50%.
Total passenger capacity to be posted on signage.
- Jump seats should not be used.

Guest Considerations

- All passengers must wear masks to cover their mouth/nose, for use at all times during their journey.
- Ensure minimum 3 ft physical distancing when queuing in line at the bus stop.
- Denial of boarding in the event the bus operator observes the following:
 - The passenger has COVID-19 symptoms.
 - The passenger is not in possession of a face covering.

Transportation Industry Policy Considerations

- Suspend licensing and inspection fees until October 2020.
- Reduce or defer Road Traffic fees and airport fees.
- Waive the duty on sprayers and disinfectants.
- Provide businesses with access to purchase from government suppliers, if they are unable to source their own supplies.
- Provide periodic COVID-19 testing to all drivers and operators given their high exposure to people.

STRAW MARKET GUIDELINES

As a staple of The Bahamas' orange economy and tourism product, straw vendors (operating in straw markets and on other premises) must protect themselves and facilitate protective measures for patrons. With this in mind, the following protocols have been created.

COVID-19: Straw Market Protocols

Workforce Protection

- Install hand sanitizing dispensers or make sanitizer available at entrances and in common areas.
- Establish sign-in stations or check points for employees with health questionnaire on symptoms
- Perform thermal screening checks on all associates daily. Activate COVID-19 protocols as necessary.
- Perform deep disinfection of stored goods between shifts (i.e., mechanical sprayer / thermal foggers).
- Establish trainings for all personnel on new operating protocols and modifications to existing codes of conduct to deal with COVID-19 issues.

Staff Considerations

- Ensure that masks are available for all employees who are in contact with other people (including customer facing vendors, warehouse workers unable to physical distance, and delivery workers), as well as sufficient quantities of soap, hand sanitizer and gloves as necessary. Staff must always wear PPEs.
- Ensure that employees follow COVID-19 symptom protocols (i.e. stay home if sick or caring for a family member).
- Recommend the structuring of merchant times to reflect peak visitor times, thereby reducing overcrowding to ensure physical distancing. Ensure that lines are monitored with extra staffing during peaks times.
- Install barriers between all vendor booths.
- Reconfigure the straw market locations for physical distancing
- Divide vendors into critical teams with persons alternating work at Downtown Market or using satellite sites to discourage overcrowding.

Guest Considerations

- Place signs notifying visitors, other non-employees of strict PPE requirements (i.e., masks for all visitors) and ensure signs are posted in multiple languages (English, Spanish, Creole).
- Use supplier and customer networks to inform non-employees of new safeguarding protocols.
- Streamline visiting process and communicate to employees, including no-contact warehouse pickups and no in-person supplier/distributor meetings.
- Demarcate 6 feet of spacing in check-out lines to demonstrate appropriate spacing for physical distancing, where practical or possible.
- Play Health and Safety Advisories over the PA Systems to keep guests and staff aware of their own responsibility to stay safe.
- Merchandise, particularly clothing, must not be handled or tried on by customers and returned to shelves or display racks before being properly cleaned.

Business Process Considerations

- Occupancy limits should be determined by physical distancing goals and tied to a clear and familiar standard, such as no more than 50% of the stated maximum store capacity according to Fire Codes.
- Mark with arrows, entry and exit points, creating one-way circulation paths inside and outside markets.
- Ensure acquisition of equipment to be able to limit workers from sharing; institute policies to sanitize equipment where sharing of equipment is unavoidable.
- Institute protocols for touchless paperwork, including acquiring tablet computers or setting guidelines for employees to use their own emails or mobile phones, if necessary.
- Change and/or upgrade site HVAC filters (per MOH/ DEHA guidelines).
- Remove public seating areas, if possible, and enforce distancing through signalling.
- Acquire necessary technology to enable adoption of contactless payment mechanisms (e.g., credit cards).
- Institute cashless transactions where possible (i.e. credit card).

Enforcement of Cleaning Protocols and Safeguards

- Clean and disinfect multi-touch equipment like handgrips, doorknobs, frequently throughout the shifts.
- Wash hands or use hand sanitizer between deliveries and utilize alternative delivery options to minimize personal contact (i.e. pick up and drop off locations) and touchless paperwork
- Setup clear reporting protocols based on leading (e.g., thermometer temp spikes, thermal scanning spikes, increased absenteeism) and lagging indicators (e.g., staff health visits above pre-defined rate, community spread in market locations).
- Acquire contactless (or regular, with heavy sanitization protocols) thermometers for daily employee check in monitoring of temperatures.
- Evaluate the need for testing program for high risk employees.
- Establish a Health and Safety Monitoring Team with responsibility of overseeing and enforcing the Safety Protocols.

RETAIL INDUSTRY GUIDELINES

As the borders, and consequently the tourism industry, reopens in The Bahamas, the country must develop a comprehensive strategy that protects the residents, citizens, and tourists as they engage in one of the critical components of the country's economy – i.e. shopping. In this vein, the following section outlines measures to ensure that patrons have a safe, healthy, sanitary, and enjoyable shopping experience while in their chosen retail operator. Considerations range from identifying which employees resume work to preparing and maintaining a sanitary work environment.

Employee Considerations: Pre-entry

Identify Who Returns to Work and When:

- Consider timing issues (e.g. bringing back all employees, or staggering return to work dates), amount of notice to provide employees, and how many employees will be allowed in store at once (including any applicable occupancy limits required by law).
- Determine if individual employees are safe to return to work by implementing screening measures. Consider different screening processes and protocols, including questionnaires, self-certifications, temperature and other symptom checks, and virus and/or antibody testing, if available and legally permissible.

Establish Well-Defined Protocol in advance for Dealing with Suspected and Confirmed Cases of COVID-19:

- What specific information is the employee required to disclose and to whom?
With whom will the information be shared?
- Plan ahead for the need to contact trace by limiting scope of employee contact through scheduling and limiting workspaces.
- Develop protocol for how long employees with suspected or confirmed cases of COVID-19, as well as the individuals in contact with those employees, must remain away from work.
- Consider how to respond if the contact is from a customer or a close contact of an employee.

Training

- Share with and train employees on what to expect when returning to the workplace
- Try to establish remote training protocols, where possible
- Wherever remote training is not possible, limit in person training to groups of no more than 10 persons with physical distancing protocols in place allowing for a minimum of 3 - 6 feet of space between employees
- Ensure employees have completed all return to work trainings prior to entry
- Establish two-way communication channels as employees prepare for return
- Proactively engage employees to gather feedback on measures adopted and to inform new workplace safety measures

Preparing the Store for reopening: Facilities

- Clean premises and prepare equipment for startup
- For high traffic retailers and retailers with checkout counters that do not allow adequate distance between the customer and employee, consider installing sneeze guards or other protective measures, as necessary
- PPE & Cleaning Products
 - Cleaning “kits” including disinfectant wipes or sprays, disposable gloves, paper towels, masks, hand sanitizer and other cleaning supplies are readily accessible throughout the store, including point of sale terminals and other stations that will be cleaned periodically throughout the day.
 - Create a plan for how you will source and distribute cleaning products and PPE, accounting for existing and/or future shortages. Establish a protocol to monitor this on a frequent basis as rules and health guidance ebb and flow with the prevalence of the virus.
 - Hand sanitizer is available throughout the store for customers and employee use, including store entrance(s), fitting areas, and checkouts.
- Provide easy access to tissues and garbage receptacles on the retail floor.
 - Consider additional garbage receptacles placed near entrance for customers to dispose of any food or beverage prior to entry.

Preparing the Store for opening: Signage

- Promote healthy personal habits with high-visibility signage reinforcing expectations for both employees and customers
- Place signage in conspicuous locations throughout the store, particularly high-traffic areas such as entrances and exits, checkouts, fitting rooms, etc. Signage may include:
 - Asking invitees and employees not to enter the store if they are sick or have felt sick within the last 72 hours.
 - Encouraging invitees and employees to maintain six feet of distance at all times
 - Floor markers located six feet apart any place where invitees are likely to queue.

- Recommended hygiene practices, how to stop the spread of germs.
- Posters promoting frequent and thorough handwashing in all restrooms.
- Requesting customers temporarily cease using reusable bags, or to bag their own purchases if they choose to use reusable bags, and to clean reusable bags
- Information on pick-up/carryout options.
- Indicate any occupancy restrictions for safety of customers & employees.
- PPE requirements for customers to enter premises.
- Signage suggesting customers disinfect accessories (such as jewelry, sunglasses, etc.) or wash merchandise (such as clothing, swimwear, intimates, etc.) at home prior to use.



Preparing the Store for Opening: Procedures

- In multi-tenant situations, obtain clarity on what customer screening (e.g., temperature) may be required and who will perform it (landlord on behalf of all mall or hotel tenants, each individual tenant, etc.).
 - If customer screening is to occur within your store, identify an appropriate location for such screening (such that privacy and physical distancing protocols are respected).
- Establish protocol for monitoring store occupancy.
 - Recommended occupancy of no more than five persons per 1,000 square feet.

Preparing the Store for Opening: Updating Standard Store Policies

Business Hours

- Adjust store hours of operation, as necessary, to support physical distancing efforts by limiting store traffic.
- Ensure staff has sufficient time to rest, sanitize and restock inventory.

Payment

- Cash Protocols: Credit cards are encouraged over the handling of cash. However, if you must handle cash for a transaction then ensure you wash your hands afterwards.
- Credit Card Protocols: Do not handle the customer cards. Allow the customer to insert or swipe the card themselves.

Returns & Exchanges

- Consider suspending or modifying return and exchange policies.

PPE Policies

- Require employees and customers to always wear approved facial coverings, gloves, and personal protective equipment (PPE) while operating on-site, if possible.
 - Determine whether employees will be permitted to use their own face masks and PPE, and on what terms and conditions.
 - Offer or sell face masks and/or PPE to customers who enter the store without any.
- Employees Training on PPE
 - How to properly wear, remove, and dispose of face masks and PPE.
 - Guidance on how to launder cloth face masks and uniforms.



Cleaning/Sanitization: High-Touch Surfaces checklist

Implement a cleaning regime that targets frequently touched surfaces and spaces, which are most likely to result in the transmission of communicable diseases:

General:

- Phones.
- Door and drawer handles.
- Light and other power switches (consider signage to keep lights on at all times, or utilizing exiting motion sensor capabilities).
- Shared tools such as pricing guns, tape guns, box cutters, etc.
- Chairs, tables, and benches.
- Refrigerators, microwave, and other frequently touched objects and surfaces in employee breakroom.
- Time clocks.

Sales floor:

- Fixtures with handles or pulls.
- Fitting Rooms.
- Any other identified “high-touch” surfaces.

Point of sale/checkout:

- Cash register, including touch screens, keyboards, mouse
- PIN Pads (touch screen, keypad, and pen)
- Checkout counter
- Cabinet pulls
- Checkout dividers

Restrooms (consider temporarily closing restrooms to public, if possible):

- Door handles and flush levers.
- Toilet bowl and toilet paper holder.
- Sinks and faucets.
- Paper towel holders and/or air dryers.
- Diaper-changing stations.

Cleaning/Sanitization: Scheduling

- Emphasize high-frequency, high-visibility cleaning
- Cleaning schedules will vary based on low or high traffic and number of employees. Here are some tips to consider:
- Point of sale (POS):
 - Consider having only one employee assigned to man the point of sale.
 - At a minimum the POS should be cleaned at beginning and end of day as well as in between any shift changes.
- Sales floor:
 - In high traffic conditions, consider a cleaning schedule for high-touch surfaces regularly every 1 to 3 hours (dependent on store traffic).
 - In low traffic conditions clean any surfaces touched by customers after each customer.
- Fitting Rooms:
 - Ensure fitting rooms are “customer ready” by cleaning prior to any customer usage. Similarly, ensure that fitting room is properly sanitized after customer use.
- Phone:
 - Should be disinfected before or after every use.
- General:
 - Cleaning and disinfecting all high-touch surfaces should be performed beginning and/or end of day at a minimum.



Handling of Merchandise

- Deliveries
 - Establish procedure for regularly disinfecting inventory and newly received deliveries.
- Returns & Exchanges
 - Establish procedures for processing, handling, and disinfecting returns and exchanges. Consider requiring returned items to be sealed and stored separately, requiring employees to use PPE to process, handle and disinfect returns, and storing returns in isolation for a safe period before returning them to sales floor.
- Fragrance & Beauty
 - Cosmetics: Prohibit customer use of beauty testers & place signage on them referring customers to a sales associate.
 - Fragrance: Testers should only be handled by sales personnel and disinfected frequently.
- Clothing, Jewelry & Accessories

- Clothing, swimwear & intimates: Consider having items that have been tried on segregated and/or steamed, and wait a safe time period before putting items back on sales floor.
- Eyewear & Jewelry: Disinfect any items which have been tried on or handled by customers.
- Shoes & Handbags: Consider segregating any product that has been tried on for a safe period of time before returning goods to the sales floor.
- Handling of Merchandise/Pre-Fitting Protocols for Customers
 - Only employees can handle merchandise until such time as customer has selected an item to try on.
 - Encourage customers to use hand sanitizer/wipes before trying on items or handling any merchandise.
 - Shoes: Customer required to wipe down feet with alcohol wipes, then sanitize hands prior to trying on goods.
 - Garbage receptacles placed near shoe fitting station for customers to dispose of their alcohol wipes
 - Clothing: Customers required to keep protective mask on during fitting.

Physical Distancing

- Physical distancing should be reinforced for both employees and guests through signage and training:
 - Persons should maintain a minimum of 6 feet apart where possible.
- Rearrange furniture/fixtures layout where possible to accommodate physical distancing:
 - Where floor plan cannot be adjusted to allow for physical distancing high volume retailers should consider placing directional arrows to direct flow of guests.
- Consider placing markers for queuing based on floor plan and standard volume of traffic:
 - Shops with a high volume of traffic should space out customer queues for fitting rooms and at cashiers with floor markers.
 - They can also develop a virtual waiting area / queue and use online appointment scheduling where feasible.



Standard COVID-19 Employee Protocols

- Encourage workers to stay home if they are sick.
 - If possible, consider temporarily giving employees an additional 5 sick days, if needed to encourage them to stay home, if sick.
- Employees are required to advise employer if any person in their household has been diagnosed with Covid-19 or under self-isolation or if they have encountered an infected person.
- Required to wash and/or sanitize hands regularly.
- Try to stop touching their faces as much as possible and follow proper sneeze & cough hygiene.

ENVIRONMENTAL PROTOCOLS

Disposal of Waste, PPEs, and Other Contaminated Materials

Measures to monitor the management of waste to avoid contamination and the possible spread of COVID-19 must be implemented across all sectors and industries. The CDC continues to recommend wearing gloves and masks in public, however, as the COVID-19 pandemic intensifies, tainted gloves, masks, and disinfectant wipes are creating a public health hazard.

As the use of PPEs in the ‘nonmedical’ workplace and in day to day life significantly expands, it is important to safely dispose of PPEs such as masks and gloves. In England, the National Health Service labels waste as either “infectious” (contaminated with bodily fluids), “offensive” (contaminated but not infectious) or “municipal” (similar to household waste). Mask, gloves or other PPE’s worn by the public at home or in most nonmedical workplaces is considered normal household or business waste. Generally, management of such waste does not require special precautions beyond those already used to protect workers from the hazards they encounter during their routine job tasks in solid waste and wastewater management. Nonetheless, these items should be placed in a trash bin as soon as they are removed, and care should be taken to ensure they do not end up elsewhere in the community. Disinfectant wipes and other wipes labelled “flushable” also need to be placed in the trash and never in the toilet. Wipes that are flushed into the sewer system can cause clogs, hazardous sewage backups and overflows.

Used PPE can be labelled as infectious or offensive if exposure to the COVID-19 virus is suspected. In this instance, disposal needs to prevent the potential transmission of disease to the wider population. PPE and other wastes that may be contaminated with the virus should be managed with, and in the same manner as medical waste. Proper segregation, storage and disposal of PPE’s and other related wastes that may have been exposed to the virus must be done. In order to protect sanitation workers, waste that is or suspected to be contaminated should be carefully and tightly enclosed in heavy-duty bags and the bag must be double bagged for additional protection.

Biohazard waste containers must be used for any waste that has been in contact with a person who is infected or suspected to be infected with the COVID-19 or through exposure to blood, bodily fluids or anything else from an infected or suspected infectious person.

Use of Chemicals

All sanitizing products must meet EPA-approved criteria.

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ANNEX A. PHASED REOPENING OF THE BAHAMIAN ECONOMY

Phase 1a	Phase 1b	Phase 2	Phase 3	Phase 4	Phase 5
<p>ESSENTIAL SERVICES & HURRICANE PREPAREDNESS</p> <p>Economic</p> <p>Essential businesses.</p> <p>NGOs & churches providing food to the needy by permission.</p> <p>Home & Hardware, nurseries and auto parts stores permitted 2 days in store.</p> <p>Property management, and Landscaping, Monday - Friday.</p> <p>Manufacturing of PPE and sanitizers, Monday - Friday.</p> <p>Social</p> <p>24-hour curfew, Monday 5 AM - Friday 9 PM.</p> <p>Exercise 90 minutes in neighborhood, Monday - Friday</p> <p>Lockdown Friday 9 PM - Monday 5 AM.</p> <p>Exercise on own property.</p>	<p>DELIVERY & CURBSIDE SERVICE & CONSTRUCTION</p> <p>Economic</p> <p>Businesses that can provide goods and services through delivery and curbside pick-up, Monday - Friday.</p> <p>Home & Hardware, nurseries and auto parts stores can expand to 5 day online delivery and curbside services.</p> <p>Permit construction in Nassau with Industry Protocols, Monday - Friday.</p> <p>Social</p> <p>Relax restrictions on exercise.</p>	<p>EXPANDING OPERATIONS</p> <p>Economic</p> <p>Resume business operations in Family Islands with no presence of COVID-19.</p> <p>Increase businesses that can scale up to operate via delivery and curbside.</p> <p>Add service, healthcare and manufacturing industries that can develop industry protocols to maintain social distancing and safety precautions.</p> <p>Social</p> <p>Worship services with strict social distancing and masks.</p> <p>Relax restrictions on exercising even further.</p>	<p>BEGINNING THE NEW NORMAL</p> <p>Economic</p> <p>Introduce non-essential storefront business operations with essential staff required to allow the business to function.</p> <p>Must have posted protocols and train staff. Number of customers limited based on store square footage.</p> <p>Manage lines in store and outside with markers and security staff.</p> <p>Social</p> <p>Limited educational operations (including national examinations based on appropriate social distancing and masks).</p> <p>Relax restrictions on weddings, funerals and social gatherings.</p> <p>Re-open beaches and public parks with social distancing.</p>	<p>MOVING FORWARD</p> <p>Economic</p> <p>Introduce restaurants, cultural facilities, gyms, movie theaters and entertainment facilities to operate with social distancing protocols inclusive of masks.</p> <p>Resume office operations with strict social distancing.</p> <p>Personal services such as hair care and nails with PPE.</p> <p>Social</p> <p>Expanding educational operations with social distancing protocols.</p> <p>Domestic travel to commence with strict screening and protocols.</p> <p>Group exercise or recreation with social distancing.</p>	<p>RE-STARTING TOURISM & OPENING THE BORDERS</p> <p><i>Currently working with industry and regional partners to ensure a strong rebound that will meet global health standards and protocols.</i></p> <p>Economic</p> <p>International travel resumes with strict safety protocols to ensure The Bahamas is a safe destination.</p> <p>Hotels in full operation with appropriate safety protocols.</p> <p>Tourism and transportation related businesses resume with safety protocols.</p> <p>Social</p> <p>Public transportation resumes with safety protocols.</p> <p>Restrictions lifted on movement.</p>

Hotels and other tourism and transportation-related businesses are scheduled to be reopened during Phase 5 of the plan (the final phase), in tandem with the reopening of the country's borders. By that time, the beaches and many allied industries and services, including restaurants, entertainment, and domestic inter-island transportation, would already have been reopened.

ANNEX B. BAHAMAS CUSTOMS ATTACHMENT TO MODEL MARITIME DECLARATION

BAHAMAS CUSTOMS ATTACHMENT TO MODEL MARITIME DECLARATION OF HEALTH	
Name:	
Class or Rating:	
Age:	
Gender:	
Nationality:	
Port of origin:	
Date Joined vessel:	
Illness Nature, if any:	
Date of onset of symptoms:	
Reported to a port medical officer? Name and contact info:	
Disposal of case*:	
Drugs, medicines or other treatment given to patient:	
Comments:	
<p>Signature:</p>	
<p>* State: (1) whether the person recovered, is still ill or died and (2) whether the person is still on board, was evacuated (including the name of the port or airport) or was buried at sea.</p> <p>Note: In the absence of a surgeon, the master should regard the following symptoms as grounds for suspecting the existence of a disease of an infectious nature:</p> <p style="margin-left: 40px;">a) fever, persisting for several days or accompanied by (i) prostration; (ii) decreased consciousness; (iii) glandular welling; (iv) jaundice; (v) cough or shortness of breath ; (vi) unusual bleeding; or (vii) paralysis.</p> <p>With or without fever: (i) any acute skin rash or eruption; (ii) severe vomiting (other than sea sickness);(iii) severe diarrhea; or (iv) recurrent convulsions.</p>	

ANNEX C. HOTEL SCENARIO COVID-19 EXPOSURE STAFF & GUEST PROCEDURES

COVID-19 Guest and Employee Guidelines

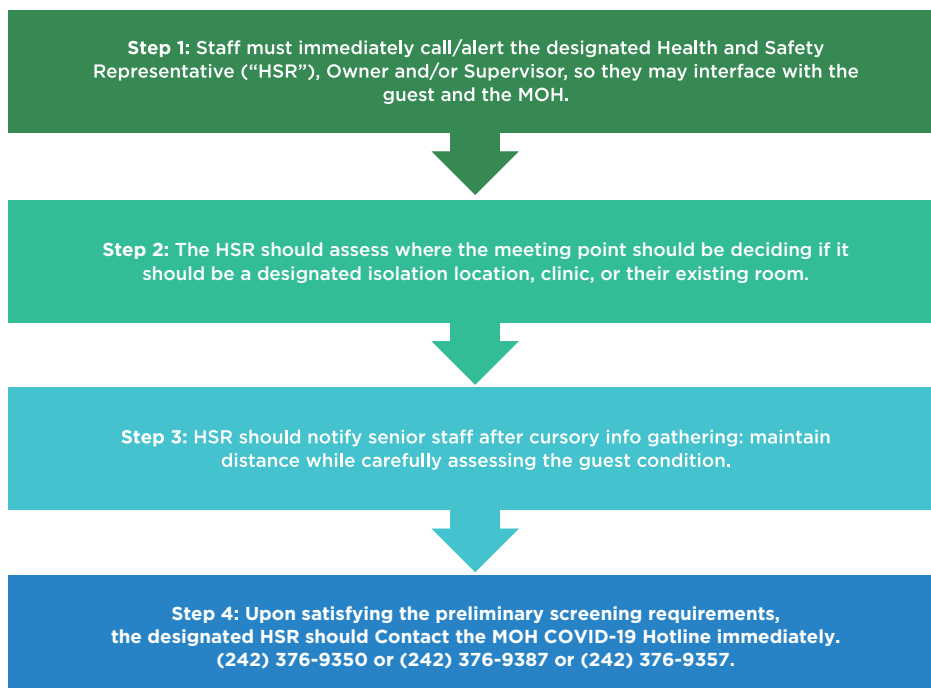
The intention of these guidelines are to provide uniform guidance to reduce the spread of infection, while cognizant of the diversity of hosts in every facet of the hospitality industry.

Protocol Objective

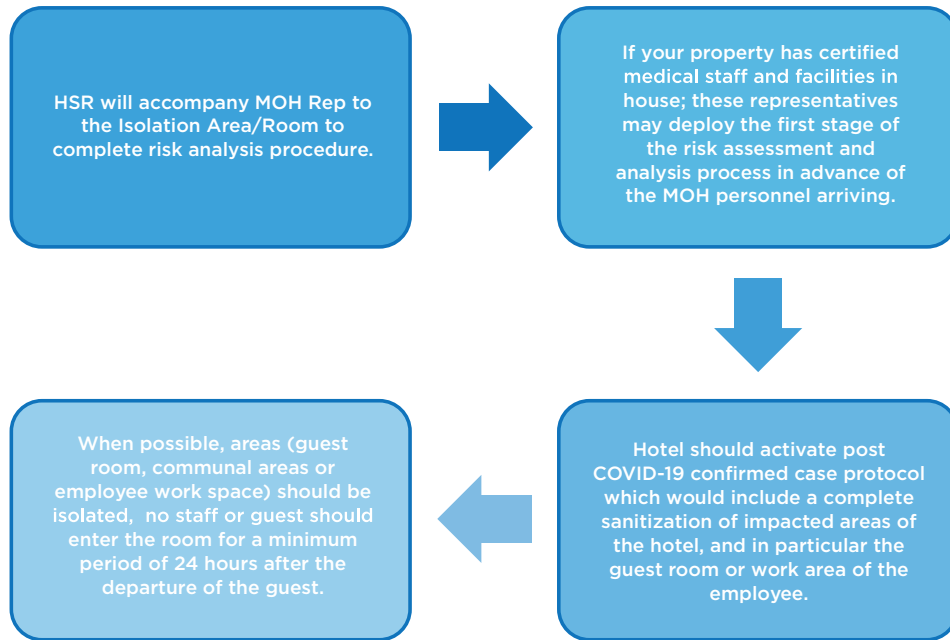
SCENARIO	Scenarios in which the guest or staff may either display symptoms consistent with COVID-19, scenarios in which the facility receives notification from external sources of instances of exposure, and/or reports exposure to Covid-19.
ISOLATE	Place the concerned individual(s) in a designated isolated room/area. Designated areas are guest rooms only if the guest is registered and has already been in the room, else designated isolation rooms. Any guest calling from a guest room should be instructed to remain there.
ALERT	If alerted of a suspected COVID-19 case, the hotel staff alerted should contact the in-house health and safety representative immediately. Thereafter the designated health and safety representative should execute protocol. Health and Safety Representative should ask all questions provided by the Ministry of Health. DO NOT DIAGNOSE – GIVE SIGNS, SYMPTOMS (if any) and all known information about guest.

Large Hotel- SCENARIO 1

Hotel Guest NOT currently in room presents symptoms and/or reports symptoms consistent with possible exposure to COVID-19; and/or where there are any concerns regarding a guest and COVID 19



On Site Assessment by Health and Safety Representative or designee



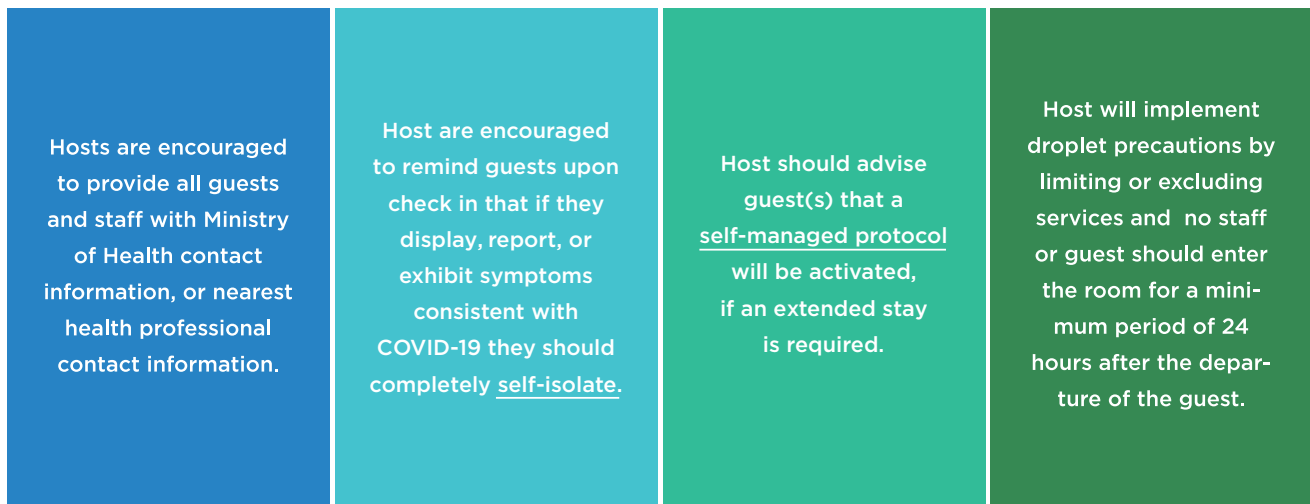
Large Hotel- SCENARIO 2

Hotel Guest currently IN ROOM presents symptoms and/or reports symptoms consistent with possible exposure to COVID-19; and/or where there are any concerns regarding a guest and COVID 19.



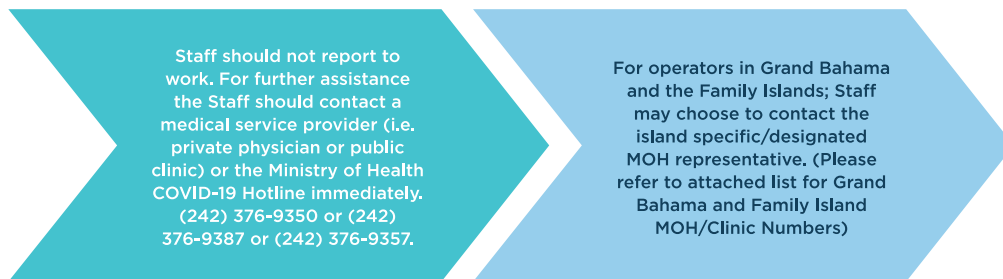
SCENARIO 3 -Property Hosting and Boutique Hotels

Most boutique facilities and vacation rentals will not have in house-medical professional staff, said spaces will be conducive to self-isolation.



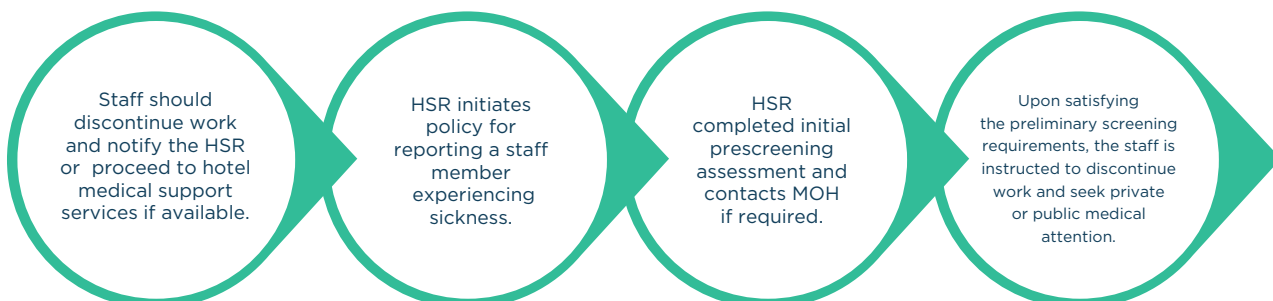
SCENARIO 4

Staff not currently at work reports symptoms consistent with possible exposure to COVID-19; and/or tested positive for COVID-19.



SCENARIO 5

Hotel Staff currently at work presents symptoms and/or reports symptoms consistent with possible exposure to COVID-19; and/or where there are any concerns regarding an Employee and COVID 19



ANNEX D. SAMPLE HEALTH CHECK QUESTIONNAIRE

Sample Health Check Questionnaire		
*Applicable to Tour Bus, Vessels, Ferry Jet Ski Operations	YES	NO
	Select 'YES' or 'NO'	
1. Do you have a fever and a cough?	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you have a fever and breathing difficulty?	<input type="checkbox"/>	<input type="checkbox"/>
3. Have you been positively tested in the past 30 days due to Covid-19 or for a medical reason related to COVID-19?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are you in possession of a face covering that covers your mouth and nose, and do you agree to wear this covering in situations where you cannot maintain six feet of physical separation from your fellow passengers?	<input type="checkbox"/>	<input type="checkbox"/>

Health Check Questionnaire Explained

If the response (or non-response) to any of the four questions results in the following answers below, then a denial of boarding should be applied.

- 1. If YES or passenger refuses to answer, deny boarding.**
- 2. If YES or passenger refuses to answer, deny boarding.**
- 3. If YES or passenger refuses to answer, deny boarding.**
- 4. If NO or passenger refuses to answer, deny boarding.**

Alternative to the above Health Check Questionnaire

If the vessel operator has no practical means to direct an employee to perform a health check or face covering check, the operator should instead post signage advising passengers of questions they should consider, prior to boarding, to confirm they are not showing signs of COVID-19 and that they are in possession of a face covering.

In the situation where they answer yes to the self-assessment questions or no to the face covering question, advice should be provided on boarding restrictions.

ANNEX E. CENTRAL BANK OF THE BAHAMAS HEALTH AND SAFETY DIRECTIVES FOR CASH HANDLING AND POINT OF SALES PAYMENTS.

“Due to workplace health and safety concerns surrounding the Novel Coronavirus (COVID-19), the Currency Department of the Central Bank of The Bahamas consulted with its international partners to co-opt and develop guidance and recommendations for financial institutions, businesses and the general public around sanitary practices for cash handling and processing; and for electronic point of sales transactions.” Full Document: <https://www.centralbankbahamas.com/download/069034400.pdf>.

CASH & ELECTRONIC PAYMENTS HEALTH & SAFETY TIPS

COVID-19 ADVICE FOR THE GENERAL PUBLIC

Report suspected illness
fever or other Covid-19 symptoms
to your personal physician or
Covid-19, 24 hr. hotline.

Wash hands frequently
& avoid touching face
particularly after handling
banknotes and coins.

Practice social distancing.
Avoid crowds - sporting events,
concerts, theaters, etc.

Disinfect common areas
& devices regularly
door knobs, laptops, tablets,
phones, steering wheels, etc.

**Maintain a healthy
immune system.**
Lower stress, improve sleep,
balance diet, exercise, etc.

**Use contactless
payments where
available.**

Stay informed.
Pay attention to reports
from established news media
outlets only.

**Use a pen or other
object to pin codes on
ATM & POS machines.**

The Central Bank of The Bahamas provides these brief health safety tips on cash and electronic transactions, and encourages all persons to exercise care and good sanitation practices. For more detailed information please see the “Coronavirus (COVID – 19) Updates” on the Bank’s website and social media pages.

www.centralbankbahamas.com

ANNEX F. SAMPLE SIGNAGE

Hand Washing Protocol Signage

- Demonstrates the proper technique for hand washing and can be posted in restrooms or at handwash stations.



Source: PAHO (2020) Covid-19: Communication Materials.

Stay At Home Signage

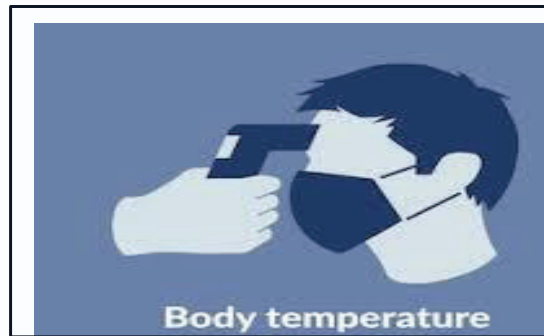


Source: Creative Safety Supply (2020)



- Protect Yourself & Others

Temperature Check Signage



Source: Shutterstock (2020) *Temperatura Images*

- ❑ Thermal Scanners are efficient devices that provide quick temperature measurements using infrared sensors without making any contact with a person's skin. They can detect people who have developed a fever (i.e. have a higher than normal body temperature). Persons presenting with a fever can indicate a possible or suspect case of Covid-19 (WHO).
- ❑ May be strategically positioned at points of entry or checkpoints where temperature checks are required.

Brand Marketing Signage

- ❑ The opportunity to promote your brand should not be underestimated. Seek to create brand awareness and incorporate your brand's logos and/or images as part of strategic plans.

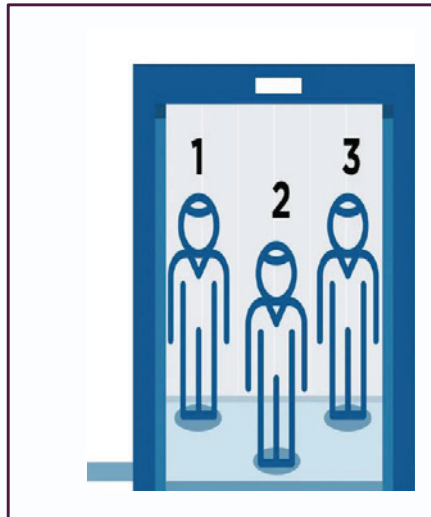


Example: Sanitizer Station

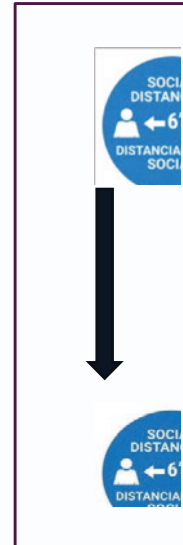
Source: Medicus Health Direct (2020) *Custom Branded Infection Control Kiosk*.

Social Distancing Signage

- ❑ Floor Markers (e.g. tapes or dots) are a great option for creating non-intrusive aesthetically appropriate separation for elevators and queue lines.



Source: Toronto(2020) Social Distancing on Elevators



Social Distancing Signage Cont'd.

- ❑ A “No Seat Sign” will limit seating options and aid in alleviating *bunching* in tight quarters such as in a restaurant or on a bus



Source: The Oregonian (2020) TriMet placing 'don't sit here' signs on bus seats, limiting passengers to 15 per bus.



Feeling Sick Signage

- Help workers by postings signage identifying symptoms of Covid-19 to protect and mitigate spread in workplace environments.



Source: Center for Disease Control (2020) *Feeling Sick?*

Digital Signage

- Taking advantage of digital signage to convey messages of safety are equally impactful and often, an economically feasible option.



Source: KUT 90.5(2020) *Covid 19 April 5th Updates. Austin Travel County Recommend People Use Fabric Face Softening.*



Source: TIME (2020) *The Coronavirus Is Starting to Spread Across Britain. Here's What to Know*