



**CONFIDENTIAL DRAFT**

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**Tourism Industry  
Covid-19 Recovery Protocol**

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## List of Abbreviations

AAJ	Airports Authority of Jamaica
BSJ	Bureau of Standards Jamaica
CDC	Centre for Disease Control and Prevention
GOJ	Government of Jamaica
GTRCM	Global Tourism Resilience and Crisis Management Centre
JAMVAC	Jamaica Vacations Limited
JAVA	Jamaica Association of Villas & Apartments Limited
JCF	Jamaica Constabulary Force
JCTI	Jamaica Centre of Tourism Innovation
JHTA	Jamaica Hotel and Tourist Association
JTB	Jamaica Tourist Board
LPU	Licence Processing Unit
MAJ	Maritime Authority of Jamaica
MOH	Ministry of Health and Wellness
PAJ	Port Authority of Jamaica
PPE	Personal Protective Equipment
PQ/TT	Product Quality and Tourism Training Department
TEF	Tourism Enhancement Fund
TPDCO	Tourism Product Development Company Limited

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## Overview

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Tourism is a key industry to Jamaica's economy. As at December 2019, tourism accounted for 9.2% of Jamaica's Tourism Direct Contribution to GDP and 9% of Jamaica's Tourism Direct Employment of Labour Force. COVID-19 has impacted travel and tourism across the world. Epidemics and pandemics have an immediate impact on tourism due to international travel restrictions, extensive media coverage and government measures. It is important for the Ministry of Tourism to implement measures to assist in the decision-making process on when and whether to travel. It has become apparent that the tourism industry worldwide should change its focus and evolve with the times.

Research has shown that Thailand's tourism industry has re-strategized from the Covid-19 impact by *"making investments to improve infrastructure and ease bottlenecks. The country is also starting to rethink its "more is better" attitude towards tourism and is looking to target high-end travellers seeking more value-added experiences."* Airlines are also changing their protocols for improved Covid-19 management. Adjustments are being made to seating policies, food and beverage services and improved safety and sanitation practices.

Jamaica continues to be competitive in tourism with product offerings such as sun, sea, sand, music, warmth of the people and rich heritage product offering.

The objective of this recovery planning is to provide guidance to the various sectors of the tourism industry on how to operate post Covid-19. The pandemic has forced the industry to review and implement new strategic and sustainable measures for rebuilding. When these

measures have been implemented, our visitors will know that they do not have to ‘wait until they go’ to be assured that Jamaica is safe. And when visitors arrive in Jamaica and see the procedures and safety standards implemented, they will ‘make it Jamaica, again and again’. The assurance of our destination will encourage visitors to share with others to make it Jamaica ‘heartbeat of the world’.

This Plan will be consistent with guidelines from the Ministry of Health and Wellness to reduce future risk of infection and to provide a higher level of safety for both visitors and citizens of Jamaica.

### **Scope**

This document covers the processes to be implemented by the Ministry of Tourism and TPDCo to guide the tourism industry’s post Covid-19 restorative systems such as Quality Assurance Assessments for tourism entities, training/sensitization of sector workers, communication and operation at all ports of entry and restoration of economic vitality to the tourism industry and its surrounding communities.

The new procedures elaborated in this document are to be implemented across the tourism sector island wide. This Plan provides a framework, policy guidance and methods for use during the post Covid-19 recovery process.

The scope of the Tourism Covid-19 Pandemic Recovery Plan is:

- To provide for efficient coordination and guidance towards the implementation of a recovery plan.
- To provide a framework to ensure quality assurance of implemented protocols and regular monitoring.
- To maximize effective recovery by facilitating and improving the flow of information and coordination within and between operational levels of the system.
- To provide for effective mobilization, deployment, utilization, tracking and demobilization of recovery processes.
- To enhance and coordinate recovery intelligence gathering and information sharing capabilities.

Tourism Product Development Company Limited (TPDCo) is an agency of the Ministry of Tourism with direct responsibility for product development and capacity building. This Plan will

provide for the assignment and understanding of responsibilities channeled through TPDCo in collaboration with key stakeholders within the industry. The plan, once adopted, will be reviewed regularly by the TPDCo.

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### ***PRESENT COVID-19 TOURISM PROTOCOLS***

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This phase includes all the efforts implemented by the Ministry of Tourism and the Ministry of Finance in Jamaica for the management of operations and assistance of the tourism industry at the time when the country was facing the Covid-19 pandemic.

Consideration was given to the potential impact of the pandemic on the tourism industry, both operational and economic disruption. It is during this phase that relationships with non-governmental organizations (NGOs) and associations were amplified to find a mutual solution. The following measures were activated:

1. Consultations were held with heads of tourism agencies, associations and stakeholder groups to discuss possible solutions and impact on the industry.
2. Protocols for the management of Covid-19 were established to guide operations for:
  - Airports; Cruise Ports;
  - Accommodations; Attractions;
  - Tourism Transportation Operators;
  - Craft Traders; Water Sports Operators;
  - General Security and Public Safety; and
  - Mega Events
3. Covid-19 tourism entity coordinators were established to manage the communication and reporting between entities and the ministry.
4. The Ministry of Finance established the COVID Allocation of Resources for Employees (CARE) Programme aimed at providing financial assistance to workers and businesses

impacted by the coronavirus (COVID-19) pandemic. The categories of tourism businesses and workers, who must all be registered and licensed operators to be eligible, are hotels, attractions, villas, apartments, water sport operators, in-bond merchants, tour operators, guest houses, homestay, car rentals, bike rentals, travel agencies, raft captains, craft vendors, craft producers, contract carriage, golf caddies, red cap porters and individual tour guides.

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## POST COVID-19 TOURISM PROTOCOLS

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The following are the protocols established for implementation post Covid-19 for the tourism sector. These protocols are comprehensive and speak to all subsectors within tourism and the partners of the industry. They are a quality assurance approach aimed at creating and maintaining a healthy environment for both staff and guests. Some of the protocols overlap for both groups of persons.

### **1. General Protocols**

- 1.1.0 Government of Jamaica testing capacity to be increased and system in place to enhance accessibility by the tourism sector.
- 1.1.1 All First Aid Kits should be equipped with CPR masks or a resuscitation barrier and checked daily.
- 1.1.2 Where possible and overtime, hands free fixtures, automated doors, touchless switches et cetera should be installed in areas such as restrooms, to reduce individual touching.

#### Documents and Plans

- 1.1.3 Each operator should be in possession of the Ministry of Health “*Interim Guide for Covid-19 Recommendations for Infection Prevention and Control for Employers*” which shares possible scenarios for workplaces where COVID-19 exposure is suspected or confirmed.
- 1.1.4 Each sector to provide TPDCo with approved emergency plan (in collaboration with Ministry of Health and Wellness).
- 1.1.5 Each sector to provide TPDCo with approved screening and sanitation protocols (in collaboration with Ministry of Health and Wellness).

- 1.1.6 Each sector to provide TPDCo with approved social distancing plan (in collaboration with Ministry of Health and Wellness).
- 1.1.7 Each sector to provide TPDCo with established communication and reporting plan (include protective gear inventory monitoring, employee reporting channel et cetera).

#### Signage

- 1.1.8 The following notices are to be in at least English and if possible, Spanish.

##### *Good Hygiene/Health Practices*

- Maintain a distance of at least 2 metres/6 feet from persons who are coughing or sneezing.
- Frequently perform hand hygiene by washing hands thoroughly with soap and water or using a hand sanitizer if hands are not visibly soiled.
- Cover mouths and noses with a tissue when coughing or sneezing, and then discarding it in a waste bin.
- And avoid touching our faces unnecessarily.
- Eat a wide variety of fresh foods daily.
- Take regular physical exercise.
- Hydrate well and regularly.

#### Personal Protective Equipment (PPE)<sup>1</sup>

- 1.1.9 When selecting PPE, consider factors such as function, fit, decontamination ability, disposal, and cost. Sometimes, when PPE will have to be used repeatedly for a long period of time, a more expensive and durable type of PPE may be less expensive overall than disposable PPE. Each employer should select the combination of PPE that protects workers specific to their workplace.
- 1.1.10 Workers with medium exposure risk may need to wear some combination of gloves, a gown, a face mask, and/or a face shield or goggles. PPE ensembles for workers in the medium exposure risk category will vary by work task, the results of the employer's hazard assessment, and the types of exposures workers have on the job.
- 1.1.11 High exposure risk jobs are those with high potential for exposure to known or suspected sources of COVID-19.

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<sup>1</sup> <https://www.osha.gov/Publications/OSHA3990.pdf>



- 1.1.12 Very high exposure risk jobs are those with high potential for exposure to known or suspected sources of COVID-19 during specific medical, postmortem, or laboratory procedures that involve aerosol generation or specimen collection/ handling.

## **2. Cruise Ship Ports**

- 2.1.0 All passengers boarding commercial vessels to and from Jamaica should present with verifiable medical certificate.
- 2.1.1 Cruise passengers should be tested prior to arrival into the originating port.
- 2.1.2 Floor markers to be installed in areas where guests are required to be in line to maintain social distancing.
- 2.1.3 Alcohol-based automatic hand sanitizers to be installed at all ports of entry.
- 2.1.4 The terminal will be sanitized prior to the arrival of each vessel.
- 2.1.5 High touching/high trafficked areas will be consistently sanitized while ship is docked.
- 2.1.6 All staff facing passengers will be adequately equipped with protective gear.
- 2.1.7 Any passenger on incoming vessels that is demonstrating symptoms of illness, the Jamaican authority must receive a report from the vessel's medical doctor in command outlining the symptoms, treatment applied, medications given, and any other actions taken in the previous 12hours.

## **3. Airports**

- 3.1.0 All passengers boarding commercial vessels to and from Jamaica should present with verifiable medical certificate.
- 3.1.1 All passengers boarding flights to and from Jamaica should be scanned by thermal scanners. Where their temperatures are above normal, they will be denied boarding.
- 3.1.2 The walkway leading to and through security scanners are to be sanitized after each person passes through unshod, as are trays for placing personal items before putting them through scanners.
- 3.1.3 Floor markers to be installed in areas where guests are required to be in line to maintain social distancing.
- 3.1.4 Hand wash stations equipped with liquid soap dispensers, foot pressed bins and hand towels to be installed at all entrances.
- 3.1.5 All staff facing passengers will be adequately equipped with protective gear.

- 3.1.6 Handlers of suitcases and other personal items of travellers such as passports are to wear disposable gloves or sanitize hands after touching the personal effects of travellers.

#### **4. Visitor Information Kiosks**

- 4.1.0 Motion activated hand sanitizer dispensers to be placed at all kiosks and at all entrances and exits of the ports and in restrooms with signage such as “We care about your health. Please sanitize your hands”.
- 4.1.1 New kiosks to be designed to have at least two (2) windows to cut down on crowding by each window.
- 4.1.2 “Plexi glass” with speaking holes or intercom system to be installed to avoid persons speaking into each other’s faces.
- 4.1.3 Tablets and/or touch screens with information on various attractions and activities to be ‘anchored’ in cases/ wooden frames. Wipes are to be provided for each person to sanitize the screens before use OR Information Officers to wipe screens after each person, local worker or visitor uses them.
- 4.1.4 TV monitors at the locations displaying attractions to eliminate the constant touching of brochures.
- 4.1.5 Wi-Fi to be provided on all ports free of charge to cut down on persons using the tablets/touch screens.
- 4.1.6 Better procedures to be put in place for the dispatching of visitors at Cruise Ports. This is to reduce overwhelming crowds waiting a long time for their tours at one central location which leaves no space for social distancing.
- 4.1.7 Training for port employees as it regards social distancing and the procedure of conducting search exercises.
- 4.1.8 All staff facing passengers will be adequately equipped with protective gear.
- 4.1.9 Any suspected illnesses are to be logged and reported to the local Ministry of Health including dates and times, signs and symptoms observed, age and gender of the person(s) showing signs and symptoms and the activities that they engaged in.

#### **5. Accommodations and Attractions**

- 5.1.0 Thermal scanners to be installed at all entrances for visitors and staff. Where thermal scanners are unattainable, infrared handheld thermometers should be in place.
- 5.1.1 Handwash stations, equipped with liquid soap dispensers, foot pressed bins and hand sanitizers to be installed strategically around the property (the need for these to be determined if access to restrooms are limited by significant distances).
- 5.1.2 Alcohol-based hand sanitizer dispensers are to be mandatory for accommodations and all attractions, for example lobby, restaurants, bar, staff quarters (strategically placed and replenished daily or more often where necessary).
- 5.1.3 Use of sensor dispensers instead of press and release where possible.
- 5.1.4 Attractions which normally conduct tours with large groups should now operate with smaller groups for each tour. (refer to protocol 1.1.6)
- 5.1.5 As best as possible, remove/reduce customer telephones in common areas.
- 5.1.6 Suppliers are required to maintain strict sanitation mechanisms regarding production and delivery to entities.
- 5.1.7 Make sure that contractors have access to places where they can wash their hands with soap and water.
- 5.1.8 TPDco Product Quality team to verify that sanitation and quarantine protocols are in place and being observed (logbooks, checklists, chemical type et cetera).
- 5.1.9 Conspicuous signage is to be mounted in the reception area, on accommodation room key cards, on house television channels, websites et cetera imploring guests to exercise social distancing as far as possible and to report any ailments to the property nurse/management. Creative signage for example, “help us to keep you safe. Report any signs of fever, excess coughing, headaches or any symptoms et cetera so we can get you help.
- 5.1.10 Any suspected illnesses are to be logged and reported to the Ministry of Health and Wellness including dates and times, signs and symptoms observed, age and gender of the person(s) showing signs and symptoms and the activities that they engaged in.

#### Reception/Check-in

- 5.1.11 Floor markers to be installed in areas where guests are required to be in line to maintain social distancing.

5.1.12 Check-in counters are to be retrofitted with plexi/glass separation and a retractable tray to accept cash and facilitate the use of credit card machines.

5.1.13 Handlers of suitcases and other items of travellers are to wear disposable gloves while conducting duties.

5.1.14 Extensive sanitization should be done on suitcases and any other item of travelers.

On Property Activities

5.1.15 Public Health Department to check the efficacy of sanitation practices by swabbing plates /glasses routinely following cleaning procedures.

5.1.16 Virtual events instead of physical gatherings whenever and wherever possible, for example, staff meetings.

5.1.17 Where activities in accommodations and attractions (e.g. spas and ziplines) require staff-guest contact, the staff is to be provided with handwash and/or hand sanitizing items and PPEs where applicable.

5.1.18 Additional skips and tissues should be provided in common areas.

5.1.19 All accommodations and attractions should ensure that everyone is sanitized before participating in activities. This will include utilizing watersports equipment et cetera. For example, Dunn's River Falls have implemented sanitization practice before climbing the falls.

5.1.20 Temporarily reduce carrying capacity for swimming pools should be implemented according to MOH and TPDCo guidelines.

5.1.21 The seating arrangement in dining areas, at swimming pools and on the beach will be temporarily adjusted in accordance with MOH guideline of at least 6ft apart to maintain social distancing.

5.1.22 Bins to be mandatory in rest rooms and other strategic locations.

5.1.23 The wearing of gloves and face masks is mandatory for all cleaning activities to be done by staff.

5.1.24 Ensure all workspaces are clean and hygienic. Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly.

5.1.25 The staff handling of used linen (sheets, pillowcases, napkins, tablecloths et cetera) is to be done wearing gloves and a face mask.

5.1.26 Air conditioning vents are to be cleaned on a scheduled basis.

- 5.1.27 For accommodations, extensive sanitization of rooms to be conducted after guest check-out. This include sanitization of mattresses, pillows, furniture and equipment. Sanitization of small items such as remotes etc.
- 5.1.28 Areas must be thoroughly sanitized i.e. tables, chairs, floors. Employ disinfection process for all surfaces (doorknobs, telephones, counters, et cetera.).
- 5.1.29 All entities conducting operations with transporting passengers should adhere to the protocols outlined under 'Contract Carriage/Domestic Tour'.
- 5.1.30 All entities conducting operations with bar and/or food services should adhere to the protocols outlined under 'Restaurants and Bars'.
- 5.1.31 All entities conducting operations such as weddings or conferences should adhere to the protocols outlined under 'Events and Large Gatherings'.

#### Employees

- 5.1.32 There should be mandatory sanitation training for all categories of entities. TPDCo and MOH to develop and deliver across the sector.
- 5.1.33 There should be proper health screening to include Covid-19 testing for all returning employees. (refer to protocol 1.1.5).
- 5.1.34 All returning employees are to provide travel history and are to be screened/observed for any flu-like symptoms for a two-week period. If any signs/symptoms are evident they are to be immediately pulled from duty and asked to self-quarantine and visit the company doctor or their private doctor if there is no company doctor.
- 5.1.35 All staff facing guests will be adequately equipped with protective gear.
- 5.1.36 Cleaning staff should immediately report breaches in PPE such as a tear in gloves or any other potential exposures to their supervisor.
- 5.1.37 Seating arrangements in employee facilities (dressing and eating areas) to be organized based on recommended social distancing of 6ft.
- 5.1.38 Discourage employees from using other workers' phones, desks, offices, or other work tools and equipment, when possible.

## **6. On-Property Spas**

According to the CDC, there is no evidence that COVID-19 can be spread to humans using pools and hot tubs. However, continuous review of operations, maintenance and sanitation of procedures should be employed in keeping with the MOH and CDC guidelines to preventing the spread of COVID-19.

- 6.1.0 Continue to observe guidelines under the 'Jamaican Standard Specification for Spa entities' established by the Bureau of Standards Jamaica.
- 6.1.1 Maintaining the water quality of your swim spa is essential. Use a test strip and check the pH and chlorine levels and adjust according to MOH recommended levels.
- 6.1.2 Cleaning staff should wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.
- 6.1.3 Staff should wear protective gears (e.g. face masks, aprons, gloves) while conducting duties.
- 6.1.4 Gloves should be removed and discarded in a closed bin immediately after use. Clean hands immediately after gloves are removed.
- 6.1.5 Follow normal preventive actions, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands.
- 6.1.6 Employers should develop workplace policies for worker protection and provide training to all staff on site.
- 6.1.7 Routinely clean and disinfect surfaces and objects that are frequently touched. Clean and disinfect all implements as well as furniture and equipment used.
- 6.1.8 Customers should be required to wash their bodies thoroughly before entering the swimming pool or the sauna area.
- 6.1.9 The customer's feet and hands should be thoroughly washed before each activity.
- 6.1.10 Fresh towels should be made available on demand in the spa area.
- 6.1.11 Cleaning staff should immediately report breaches in PPE such as a tear in gloves or any other potential exposures to their supervisor.
- 6.1.12 Air conditioning vents in are to be cleaned on a scheduled basis.
- 6.1.13 Any suspected illnesses are to be logged and reported to the Ministry of Health and Wellness including dates and times, signs and symptoms observed, age and gender of the person(s) showing signs and symptoms and the activities that they engaged in.

## **7. On-Property Recreational Facilities**

- 7.1.0 Hand wash stations, equipped with liquid soap dispensers, foot pressed bins and hand sanitizers to be installed at entrances (Use of sensor dispensers instead of press and release where possible).

- 7.1.1 Guests should properly sanitize hands before and after handling of equipment and use of golf carts.
- 7.1.2 All equipment and furniture should be arranged to maintain social distancing.
- 7.1.3 Floor markers to be installed to maintain social distancing in instances where guests gather for activities (e.g. golf courses, gyms et cetera).
- 7.1.4 Cleaning staff should wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.
- 7.1.5 Staff should wear protective gears (e.g. face masks, gloves) while conducting duties.
- 7.1.6 Gloves should be removed and discarded in a closed bin immediately after use. Clean hands immediately after gloves are removed.
- 7.1.7 Follow normal preventive actions, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands.
- 7.1.8 Routinely clean and disinfect surfaces and objects that are frequently touched. Clean and disinfect all implements as well as furniture, equipment and carts used.
- 7.1.9 Fresh towels should be made available, where applicable.
- 7.1.10 Air conditioning vents are to be cleaned on a scheduled basis, where applicable.

## **8. Restaurants and Bars**

- 8.1.0 Floor markers to be installed in areas where customers are required to be in line to maintain social distancing.
- 8.1.1 Where applicable, hand wash stations, equipped with liquid soap dispensers, foot pressed bins and hand sanitizers to be installed at entrances (Use of sensor dispensers instead of press and release where possible).
- 8.1.2 There should be proper health screening to include Covid-19 testing for all returning employees. (refer to protocol 1.1.5).
- 8.1.3 There should be proper sanitization practices in place. (refer to protocol 1.1.5).
- 8.1.4 Areas must be thoroughly sanitized i.e. tables, chairs, floors. Employ disinfection process for all surfaces (doorknobs, telephones, counters, et cetera.).
- 8.1.5 Public Health Department to provide post COVID-19 sensitization sessions for all employees.

- 8.1.6 All returning employees are to provide travel history and are to be screened/observed for any flu-like symptoms for a two-week period. If any signs/symptoms are evident they are to be immediately pulled from duty, asked to self-quarantine and contact the local Health facility.
- 8.1.7 No customers should self-serve on the buffet line. All Buffets are to be served by employees.
- 8.1.8 If drinks are served on a tray, they are to be covered preferably with disposable covers such as paper coasters.
- 8.1.9 All customers sitting/standing at bar counters are to be observing the acceptable social distance of 6ft apart (except for family association).
- 8.1.10 Seating arrangement at bar counter should be in keeping with the recommended social distancing of 6ft.
- 8.1.11 Carrying capacity for bars should be reduced and established based on size of bar and/or counter.
- 8.1.12 All staff facing customers should be adequately equipped with protective gear.
- 8.1.13 Air conditioning vents are to be cleaned on a scheduled basis.
- 8.1.14 Use separate utensils when cleaning and preparing food. Wash hands after each handling.
- 8.1.15 Seating arrangements in employee facilities (dressing and eating areas) to be organized based on recommended social distancing of 6ft.
- 8.1.16 Suppliers are required to maintain strict sanitation mechanisms regarding production and delivery to entities. For example, no unwashed fruits and vegetables will be accepted into the receival area OR each entity that provided food and beverage must have an outdoor area approved by the MOH for washing fruits, vegetables and ground provisions before they are received into kitchens/food storage areas.
- 8.1.17 Make sure that contractors have access to places where they can wash their hands with soap and water.
- 8.1.18 Public Health Department to check the efficacy of sanitation practices by swabbing plates /glasses routinely following cleaning procedures.
- 8.1.19 Any suspected illnesses are to be logged and reported to the local Ministry of Health including dates and times, signs and symptoms observed, age and gender of the person(s) showing signs and symptoms and the activities that they engaged in.

## **9. Watersports**



- 9.1.0 Thermal scanners to be installed at all launch sites.
- 9.1.1 Floor markers to be installed in all areas requiring guests to be in line to maintain social distancing.
- 9.1.2 The number of passengers per vessel (party boats, glass bottom boats et cetera) will temporarily be curtailed, for example, the seating capacity for a banana boat is 4 or 5 passengers, this should be reduced to half capacity to maintain social distancing.
- 9.1.3 All staff should be adequately equipped with protective gear.
- 9.1.4 Handrails are to be put in place for guests to board vessels to replace crew members extending their hands to assist guests while embarking and disembarking. Any alternative measures will be considered. This is to eliminate direct contact with guests in keeping with the social distance recommendations.
- 9.1.5 Before and after each excursion/trip, vessels are to be thoroughly sanitized as per MOH guidelines.
- 9.1.6 Ensure that everyone is sanitized before and after participating in all activities.
- 9.1.7 As far as possible, social distancing should be observed during tours.
- 9.1.8 CPR masks are to be available on board in first aid kits to be used by crew as circumstances dictate.
- 9.1.9 All food and beverage to be served by employees. Food and beverage are to be covered.
- 9.1.10 Scuba and snorkeling gear are to be subject to strict sanitization protocols, which must include users seeing such equipment taken from its sanitized container.
- 9.1.11 The Ministry of Health is to conduct periodic swabbing of scuba and snorkeling gear.
- 9.1.12 Any suspected illnesses are to be logged with contact tracing information and reported to the local Ministry of Health including dates and times, signs and symptoms observed, age and gender of the person(s) showing signs and symptoms and the activities that they engage in.

## **10. Training**

- 10.1.0 Masks are to be worn by trainees and trainers (where possible and as the time permits) after the government's strictures are lifted as there is constant talking in training sessions.
- 10.1.1 No obviously ill person is to be allowed in training rooms.

- 10.1.2 Thermometers to be provided for temperature screening.
- 10.1.3 Where small groups are not feasible, PPEs are mandatory.
- 10.1.4 Face-to-face training should have a maximum carrying capacity of 15 persons per room. Social distancing must be implemented with at least one desk/chair space between each participant.
- 10.1.5 Training rooms must be thoroughly sanitized before and after sessions i.e. desks, chairs, floors. Employ disinfection process for all surfaces (doorknobs, computer keyboards telephones, counters, et cetera.).
- 10.1.6 Attendance registers are to be signed with attendees' own pens. Communal pen/pencil is discouraged. Where unavoidable, pens/pencils are to be sanitized.
- 10.1.7 Touching should be prohibited during role plays.
- 10.1.8 Videos should be encouraged for traditionally high contact sessions, for example, dancing, cuisine.
- 10.1.9 Hand sanitizers are to be provided at the entrance of all training rooms. Participants must be required to sanitize before entering.
- 10.1.10 Hands are to be sanitized before distributing handouts or training material.
- 10.1.11 Reduce the need for handouts. Training material can be emailed et cetera.
- 10.1.12 Air conditioning vents in training rooms are to be cleaned on a scheduled basis.
- 10.1.13 Where possible training in partially open well-ventilated rooms as opposed to closed air-conditioned rooms.
- 10.1.14 Role Plays can be replaced by more in-class discussions; use of individual activities to have persons use flipchart paper to re-enact scenarios.
- 10.1.15 Provide PowerPoint information or activities before training so that persons can prepare their information before time to participate in discussions and activities.
- 10.1.16 Utilize video technology.
- 10.1.17 Reassign the rating for assessment to have more weighting on content and style.
- 10.1.18 Aim to have training via online platforms (Zoom, Microsoft Team et cetera). All these platforms have licenses that the company can invest in.
- 10.1.19 If groups are minimized (for example, maximum eight (8) persons per group), the length/duration of the programs if possible, can be shorter with less in classrooms. This way more programs can be done over a timeframe.
- 10.1.20 Any suspected illnesses are to be logged with contact tracing information and reported to the local Ministry of Health including dates and times, signs and

symptoms observed, age and gender of the person(s) showing signs and symptoms and the activities that they engaged in.

### **11. Craft Markets/Shops**

- 11.1.0 Secured hand wash stations equipped with liquid soap dispensers, foot pressed bins and hand towels to be installed at all entrances to markets. Shopper's own personal sanitizer may be considered in lieu of what is provided to facilitate those who may have sensitive skin.
- 11.1.1 Vendors are to limit the number of patrons entering their shops/stall area to avoid crowding at any time.
- 11.1.2 Carrying capacity to be established based on square footage of shops.
- 11.1.3 Store operators must have shoppers sanitize before entering shops.
- 11.1.4 All vendors should wear adequate protective gear.

### **12. Contract Carriage and Tour Operators**

- 12.1.0 Tour buses and cars are to reduce the number of passengers per trip.
- 12.1.1 Cars are to carry a maximum of three passengers.
- 12.1.2 Bus drivers/tour guides are to use microphones/an intercom system to avoid shouting and close contact.
- 12.1.3 Buses are to reduce number of passengers to seventy percent (70%) of total seating capacity to allow spacing between persons, for example, 15 seaters to carry 10; 29 seaters to carry 20; 5 seaters to carry 3. Passengers must always be seated to maintain social distancing.
- 12.1.4 Guests are to sanitize hands at the beginning and between tours/stops.
- 12.1.5 Passengers boarding buses are to maintain distance of at least six (6) feet apart or as guided by the MOH.
- 12.1.6 Buses and limousines are to be equipped with bins. Cars are to have disposable garbage bags.
- 12.1.7 Operators are to wear masks during tours and first aid kits to be onboard.
- 12.1.8 Practice routine cleaning and disinfection of frequently touched surfaces, such as steering wheels, door handles, levers, and control panels. Key times for cleaning include:
  - At the beginning and end of every shift

- After anyone else uses your vehicle or workstation<sup>2</sup>

### **13. Resort Areas**

- 13.1.0 Appropriate signage installed to remind/educate visitors and the local populace alike.
- 13.1.1 Install secured hand wash stations at strategic locations.
- 13.1.2 Continuous sanitation exercises across all public spaces.
- 13.1.3 Increased public health inspections of attractions and accommodations.
- 13.1.4 Increased TPDCo Quality Assurance Assessments of tourism sectors.
- 13.1.5 Guest areas require proper signage to encourage healthy practices.
- 13.1.6 Increased engagement/sensitization of communities within resort areas in collaboration with MOH.

### **14. Events and Large Gatherings**

- 14.1.0 Hand sanitizer stations equipped with liquid soap dispensers, foot pressed bins and hand towels to be installed at all entrances.
- 14.1.1 Host virtual events instead of physical gatherings whenever and wherever possible (meetings, conferences, et cetera). To follow established social distancing guidelines.
- 14.1.2 Display posters promoting proper hand-washing procedure and social distancing.
- 14.1.3 Where face to face is required, it is recommended that technology be widely integrated to limit physical contact (conference registrations, material sharing, wedding materials et cetera).
- 14.1.4 Ensure service staff wear proper protective gear when catering or cleaning common areas while observing proper sanitary practices.
- 14.1.5 Ensure admission staff wear proper protective gear when executing functions.
- 14.1.6 Staff should minimize personal contact and avoid hugging and shaking hands.
- 14.1.7 Anticipate travel delays for airport screenings and flight and/or registration cancellations from affected areas. Monitor government travel notices for additional information.
- 14.1.8 Review organizational protocol for sanitization and communication plans.
- 14.1.9 Prepare a communication plan to keep participants and partners informed, especially in the case of an event postponement.

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<sup>2</sup> <https://www.osha.gov/Publications/OSHA3990.pdf>

- 14.1.10 Proactively communicate any cancellation of the event and act in accordance with the contract established.
- 14.1.11 For indoor events, designated personnel should open and close the doors to prevent multiplicity of persons touching door handles.
- 14.1.12 Social distancing should be considered when organizing seating arrangements.
- 14.1.13 Where applicable, event attendees are to maintain distance of at least six (6) feet apart or as guided by the MOH when entering and utilizing venues.
- 14.1.14 Carrying capacity to be established based on square footage of venues in keeping with social distancing guidelines.
- 14.1.15 Routinely clean and disinfect surfaces and objects that are frequently touched. Areas must be thoroughly sanitized i.e. tables, chairs, floors. Employ disinfection process for all surfaces (doorknobs, telephones, counters, et cetera.).
- 14.1.16 Air conditioning vents are to be cleaned on a scheduled basis.
- 14.1.17 Seating arrangements in employee facilities (dressing and eating areas) to be organized based on recommended social distancing of 6ft.
- 14.1.18 All entities conducting operations with transporting passengers should adhere to the protocols outlined under 'Contract Carriage/Domestic Tour'.
- 14.1.19 All entities conducting operations with bar and/or food services should adhere to the protocols outlined under 'Restaurants and Bars'.
- 14.1.20 All entities conducting operations with training services should adhere to the protocols outlined under 'Training'.

## **15. Shopping Malls in Resort Areas**

- 15.1.0 Hand wash stations, equipped with liquid soap dispensers, foot pressed bins and hand sanitizers to be installed strategically around the property (the need for these to be determined if access to restrooms are limited by significant distances or based on size of shopping mall).
- 15.1.1 Floor markers to be used in areas where guests are required to be in line to maintain social distancing.
- 15.1.2 All staff are to be adequately equipped with protective gear.
- 15.1.3 Any suspected illnesses are to be logged and reported to the local Ministry of Health including dates and times, signs and symptoms observed, age and gender of the person(s) showing signs and symptoms and the activities that they engaged in.
- 15.1.4 Covered bins to be mandatory in rest rooms and other strategic locations.

- 15.1.5 The wearing of gloves and face masks are mandatory for all cleaning activities.
- 15.1.6 Hand sanitizer dispensers are to be mandatory for all shops, for example restaurants, in bond stores (strategically placed and replenished daily or more often where necessary).
- 15.1.7 The number of patrons entering each shops area to be limited to avoid crowding at any time (capacity to be determined based on store size).
- 15.1.8 Air conditioning vents are to be cleaned on a scheduled basis.
- 15.1.9 Carrying capacity to be established based on square footage of shops.
- 15.1.10 Store operators must have shoppers sanitize before entering shops.
- 15.1.11 Suppliers are required to maintain strict sanitation mechanisms regarding production and delivery to entities.
- 15.1.12 Ensure that contractors have access to places where they can wash their hands with soap and water.
- 15.1.13 Public Health Department to routinely check the effectiveness of sanitation practices
- 15.1.14 Conspicuous signage is to be mounted to encourage social distancing as far as possible, for example, “help us to keep you safe”.
- 15.1.15 Host virtual events instead of physical gatherings whenever and wherever possible e.g. staff meetings.
- 15.1.16 Where activities require staff-guest contact, the staff is to be provided with handwash and/or hand sanitizing items where applicable.
- 15.1.17 Ensure all areas are clean and hygienic. Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly.
- 15.1.18 Cleaning staff should immediately report breaches in PPE such as a tear in gloves or any other potential exposures to their supervisor (methodology to be stated in screening and sanitation protocols).
- 15.1.19 Ensure that sanitation training for staff is conducted in collaboration with the MOH.
- 15.1.20 Seating arrangements in employee facilities (dressing and eating areas) to be organized based on recommended social distancing of 6ft.

## **16. Car Rentals**

- 16.1.0 Alcohol-based hand sanitizer dispensers are to be placed at the entrance of all offices (strategically placed and replenished daily or more often where necessary).

- 16.1.1 Only Customers directly involved in the business transaction should be permitted to enter the office and must wear masks. Hands must be sanitized immediately upon entering the office. Carrying capacity to be established based on square footage of shops.
- 16.1.2 Customers should be encouraged to use their own pens to sign the forms. Where this is not possible and pens have to be passed from the employee to the customer, the pen should be sanitized after each use by the customer.
- 16.1.3 Floor markers to be installed in areas where guests are required to be in line to maintain social distancing.
- 16.1.4 Premises should be sanitized prior to the start of each business day, and at regular intervals throughout the day.
- 16.1.5 All equipment and furniture should be arranged to maintain social distancing.
- 16.1.6 Staff should wear protective gears (e.g. face masks, gloves) while conducting duties; if possible, drivers should wear gloves when delivering and/or collecting vehicles.
- 16.1.7 Cleaning staff should wear disposable gloves for all tasks in the cleaning process, including handling trash.
- 16.1.8 Staff should minimize personal contact and avoid hugging and shaking hands. Social distancing must always be maintained.
- 16.1.9 Ensure all areas are clean and hygienic. Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly.
- 16.1.10 Air conditioning vents are to be cleaned on a scheduled basis.
- 16.1.11 Premises should be sanitized prior to the start of each business day, and at regular intervals throughout the day.
- 16.1.12 Where activities require staff-guest contact, the staff is to be provided with handwash and/or hand sanitizing items where applicable.
- 16.1.13 Staff should minimize personal contact and avoid hugging and shaking hands. Social distancing must always be maintained.
- 16.1.14 Covered bins to be mandatory in rest rooms and other strategic locations.
- 16.1.15 The wearing of gloves and face masks are mandatory for all cleaning activities.
- 16.1.16 Discourage employees from using other workers' phones, desks, offices, or other work tools and equipment, when possible.

- 16.1.17 A sanitized mat should be placed at all entrances to the rental entities' premises.
- 16.1.18 Where transporting customers or employees, cars are to carry a maximum of three passengers exclusive of the driver.
- 16.1.19 Ensure that sanitation training for staff is conducted in collaboration with the MOH.
- 16.1.20 There should be proper health screening to include Covid-19 testing for all returning employees. (refer to protocol 1.1.5).
- 16.1.21 All returning employees are to provide travel history and are to be screened/observed for any flu-like symptoms for a two-week period. If any signs/symptoms are evident they are to be immediately pulled from duty and asked to self-quarantine and visit the company doctor or their private doctor if there is no company doctor.
- 16.1.22 Any suspected illnesses are to be logged and reported to the local Ministry of Health including dates and times, signs and symptoms observed, age and gender of the person(s) showing signs and symptoms and the activities that they engaged in.

## **17. Other Tourism Entities**

**This area is applicable to all other categories of tourism entities not captured above including, Travel Agencies, Travel Halts et cetera.**

- 17.1.0 All entities conducting operations with transporting passengers should adhere to the protocols outlined under 'Contract Carriage/Domestic Tour'.
- 17.1.1 All entities conducting operations with bar and/or food services should adhere to the protocols outlined under 'Restaurants and Bars'.
- 17.1.2 Alcohol-based hand sanitizer dispensers are to be placed at the entrance of all offices (strategically placed and replenished daily or more often where necessary).
- 17.1.3 Floor markers to be installed in areas where guests are required to be in line to maintain social distancing.
- 17.1.4 Ensure all areas are clean and hygienic. Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly.
- 17.1.5 Air conditioning vents are to be cleaned on a scheduled basis.
- 17.1.6 Where activities require staff-guest contact, the staff is to be provided with handwash and/or hand sanitizing items where applicable.
- 17.1.7 Staff should minimize personal contact and avoid hugging and shaking hands. Social distancing must always be maintained.
- 17.1.8 Ensure that sanitation training for staff is conducted in collaboration with the MOH.



- 17.1.9 All staff are to be adequately equipped with protective gear.
- 17.1.10 Any suspected illnesses are to be logged and reported to the local Ministry of Health including dates and times, signs and symptoms observed, age and gender of the person(s) showing signs and symptoms and the activities that they engaged in.
- 17.1.11 Covered bins to be mandatory in rest rooms and other strategic locations.
- 17.1.12 The wearing of gloves and face masks are mandatory for all cleaning activities.
- 17.1.13 The number of customers entering each office to be limited to avoid crowding at any time. Carrying capacity to be established based on square footage of offices.
- 17.1.14 Premises should be sanitized prior to the start of each business day, and at regular intervals throughout the day.
- 17.1.15 All equipment and furniture should be arranged to maintain social distancing.

## **18. Waste Management<sup>3</sup>**

- 18.1.0 Generally, management of waste that is suspected or known to contain or be contaminated with COVID-19 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.
- 18.1.1 Use typical engineering and administrative controls, safe work practices and PPE, such as puncture-resistant gloves and face and eye protection, to prevent worker exposure to the waste streams (or types of wastes), including any contaminants in the materials, they manage. Such measures can help protect workers from sharps and other items that can cause injuries or exposures to infectious materials.
- 18.1.2 Workers and employers should manage solid waste (e.g. household, business) with potential or known SARS-CoV-2 contamination like any other non-contaminated waste.
- 18.1.3 Employers and workers in the recycling industry should continue to use typical engineering and administrative controls, safe work practices, and PPE, such as puncture-resistant gloves and face and eye protection, to prevent worker exposure to recyclable materials they manage, including any contaminants in the materials.
- 18.1.4 There is no evidence to suggest that additional, COVID-19-specific protections are needed for employees involved in wastewater management operations, including those at wastewater treatment facilities. Wastewater treatment plant operations

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<sup>3</sup> <https://www.osha.gov/SLTC/covid-19/solid-waste-wastewater-mgmt.html>

should ensure workers follow routine practices to prevent exposure to wastewater, including using the engineering and administrative controls, safe work practices, and PPE normally required for work tasks when handling untreated wastewater.

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## Collaboration and Partnership

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The Ministry of Tourism and its agencies maintain a robust public-private partnership with other government agencies and stakeholder groups for the development of tourism in Jamaica. The points mentioned below will be used to guide collaborative discussions towards achieving the effective implementation of the protocols. Sectors may submit proposals for changes in operational protocols at any time based on scientific information and verifiable data.

### **Ministry of Health and Wellness**

- ❖ Endorse all recommended health protocols in this document.
- ❖ Advise industry on appropriate screening system at ports of entry which gives health security.
- ❖ Implement system to regularly test tourism industry workers.
- ❖ MOH is to conduct periodic swabbing of scuba and snorkeling gear for watersports operations.
- ❖ To advise on protocols for food handling at tourism entities and airports.
- ❖ To guide tourism entities on proper waste management.

#### **Tourism Product Development Company Limited**

- ❖ In collaboration with the MOH, develop and finalize protocol document.
- ❖ Collaborate and coordinate dissemination of protocol document to the sector.
- ❖ Increased TPDCo Quality Assurance Assessments of tourism sectors.
- ❖ Collaborate with the Jamaica Constabulary Force (JCF) and JTB to monitor the non-regulated participants within the sector.

#### **Jamaica Tourist Board**

- ❖ Establish a marketing campaign in collaboration with industry representatives to promote Jamaica as a safe destination.
- ❖ To ratify TPDCo's revised Destination Assurance protocols as being necessary for the issuance of Jamaica Tourist Board licences.

#### **Municipal Corporations**

- ❖ To install thermal scanners and sanitizing stations at craft markets.

#### **All Tourism Associations**

- ❖ Ensure members comply with these and other health standards.
- ❖ Collaborate with TPDCo for pre assessment of compliance with established protocols before reopening.
- ❖ Collaboration with TPDCo and MOH in training and sensitization of staff to ensure that required standards are maintained.
- ❖ Provide the necessary material to inform/ educate guests in accommodations.
- ❖ Collaborate with stakeholders to establish standard operating procedures throughout the tourism sector.

### **Airports Authority of Jamaica**

- ❖ Maintain thermal scanning at airports.
- ❖ Implement health protocols for employees and passengers mentioned in this document.
- ❖ Provide information at airports regarding the various health protocols that must be observed while on the island.

### **Port Authority of Jamaica**

- ❖ Collaborate with MOH to implement appropriate screening system at ports of entry which gives health security.
- ❖ Implement health protocols for employees and passengers mentioned in this document.
- ❖ Provide information at ports of entry regarding the various health protocols that must be observed while on the island.

### **Transportation Associations and Operators**

- ❖ Ensure drivers are equipped with appropriate PPE.
- ❖ Establish protocol to have vehicles sanitized after each trip.
- ❖ Ensure installation of sanitizing methods in vehicles.
- ❖ Ensure provision of paper towels et cetera for guest use.
- ❖ Ensure that guests are only taken to facilities which adhere to the established health protocols.
- ❖ Collaborate with MOH to conduct sensitization training for drivers.

### **Transport Authority**

- ❖ In conjunction with the JCF should conduct regular checks to ensure that contract carriage operators are upholding the required safety standards.

### **Maritime Authority of Jamaica**

- ❖ Temporarily amend existing safety certificates lowering the number of passengers per vessel, including inflatable tubes to facilitate social distancing.

### **National Environment and Planning Agency**

- ❖ To guide tourism activities related to the natural environment.
- ❖ To guide tourism entities on proper waste management.

### **Water Resource Authority**

- ❖ To guide tourism activities related to the water supply sources.

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IMPLEMENTATION PLAN

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General Activities	Stakeholders / Critical input	Macro Nuances	Timeline for implementation
1.Implementing framework for tourism protocols 2.Align with Global protocols 3.Finalize protocols	<ul style="list-style-type: none"> <li>Ministry of Health and Wellness</li> <li>Ministry of Tourism and agencies</li> <li>GCTRM</li> <li>Port Authority of Jamaica</li> <li>Airport Authority</li> <li>Ministry of National Security (Police and Customs Department),</li> <li>JHTA,</li> <li>JAVA</li> </ul>	<ul style="list-style-type: none"> <li>Global travel industry implementing new protocols “the new normal for the industry”</li> <li>Greater information garnered re epidemiological traits of pandemic</li> <li>Collation of behavioural data from current outbreak</li> </ul>	<ul style="list-style-type: none"> <li>April 14 - May 14, 2020</li> <li>Or 2 weeks</li> </ul>
1.Implement national online training/sensitization programs. 2.Implement digital component of training. 3.Establishment of task force, response teams across industry.	<ul style="list-style-type: none"> <li>TPDCO</li> <li>MOH</li> <li>LPU</li> <li>JCTI</li> <li>GTRCM</li> <li>JHTA</li> <li>All interaction points</li> </ul>	<ul style="list-style-type: none"> <li>Local reinfection rate is at acceptable levels</li> <li>Source markets begin to reopen facilitating travel, bookings</li> <li>Whether a Vaccine is developed</li> <li>First visitor arrives</li> <li>10% Local attractions reopening with basic staff</li> </ul>	<ul style="list-style-type: none"> <li>Begin May 15, 2020</li> <li>Or 8 Weeks</li> </ul>
1.Implementation of new programs. 2.Dry run and scenario testing.	<ul style="list-style-type: none"> <li>TPDCO</li> <li>JAMVAC</li> <li>GTRCM</li> </ul>	<ul style="list-style-type: none"> <li>Sufficient supply of testing apparatus.</li> <li>GTRCM establishes task force and response nodes within the industry.</li> </ul>	<ul style="list-style-type: none"> <li>June 2020</li> </ul>
1.Ratification of protocols and implementation.	<ul style="list-style-type: none"> <li>TPDCO</li> </ul>	<ul style="list-style-type: none"> <li>Minimal infection transmission rate</li> <li>Normality returns to industry</li> </ul>	<ul style="list-style-type: none"> <li>April 14 through to June 2020</li> </ul>

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