



Ministry of Tourism

Document Number	0001
Date Prepared	March 11, 2020
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# **PROTOCOLS FOR MANAGEMENT OF NOVEL CORONAVIRUS (COVID – 19)**

## **TO ALL TOURISM ENTITIES**

**March 11, 2020**



## PROTOCOLS FOR MANAGEMENT OF CORONAVIRUS (COVID-19)

Please see the following protocols, regarding sanitation and other procedures towards preventing the spread of Coronavirus.

At this time, the Ministry of Health and Wellness (MOH) has reported that there are two (2) confirmed imported cases of the Coronavirus (COVID-19) in Jamaica. The following measures should be adopted by all tourism entities to prevent the spread of COVID-19.

We encourage continuous monitoring of the advisories issued by the Ministry of Health and Wellness.

This document will be updated periodically as more information becomes available.

### General Practices – All Stakeholders

- Each tourism entity is to establish a COVID-19 Coordinator who will be the point of contact with the Ministry of Health and Wellness and Ministry of Tourism. The COVID-19 Coordinator should keep abreast of health protocols and preventative measures.
- Each entity should maintain communication with booking agencies to ensure that information on travel precautionary measures are observed.
- Ensure that all contact surfaces are cleaned on a regularly with clean cloth and sanitizing solution, for example, doorknobs, handles, rails.
- Ensure service staff use proper protective gear when cleaning guest rooms/common areas while observing proper sanitary practices.
- Ensure single-use gloves are worn while conducting any sanitary cleaning procedures.
- Discard torn gloves in a garbage receptacle, wash hands thoroughly and replace with a fresh pair.
- Minimize personal contact and avoid hugging and shaking hands.
- Wash hands frequently with soap for at least twenty (20) seconds.
- Avoid touching face – nose, eyes, mouth.
- Cover mouths and noses with a tissue when coughing or sneezing and then discard tissue after use.
- Persons who work in the receivals or high contact areas are required to wear gloves.



## Employees

- Maintain a distance of at least one (1) metre from persons who are coughing or sneezing.
- Contact first aid station while on duty if having any respiratory symptoms. If at home, see your personal doctor as soon as possible.
- All employees are to exercise good hand hygienic practices by using **\*alcohol-based sanitizers and/or liquid soap\*** with frequent handwashing for 20 seconds.
- Avoid close contact with anyone showing symptoms of respiratory illness such as coughing, sneezing and/or runny nose.
- If you observe a coworker or guest with respiratory symptoms, please report this to your Supervisor or Manager for their follow up. Upon being advised, the Supervisor or Manager should isolate the employee or guest and immediately notify the Medical Officer of Health for the parish.

## Protocols for Airports

- I. All arriving flights must be Advance Passenger Information System (APIS) compliant – this allows the Passport Immigration and Citizenship Agency (PICA) and the Airport to receive and interrogate the flight manifest for possible high-risk passengers. Non-APIS compliant flights or airlines should be notified that their passengers will be either subjected to MOH pre-screening or ultimately have their service denied entry.
- II. All attempts should be deployed to encourage all inbound passengers to complete the online C5 forms prior to boarding. This serves several good purposes in this period – (a) it allows PICA one more pre-screening point for the passengers before arrival (b), reduces the wait or congregation time in the immigration hall.
- III. Any passenger aboard the flight who has travelled to and from any of the listed high-risk countries or regions may be subjected to either being refused entry by PICA or to be subjected to be tested by the MOH officials or quarantined for a minimum period of fourteen (14) days. Non-nationals from countries of restricted travel will be denied entry.
- IV. The MOH reserves the right to deny arrival of the entire flight as they see fit.
- V. Quarantine stations (located in the incoming immigration hall) which facilitates a constant presence of public health nurses should be implemented. Passengers with a suspect travel history or showing signs or systems will be quarantined and transported to an off sight MOH facility.
- VI. All airport staff facing passengers must be adequately equipped with protective gear.
- VII. All passengers may be subjected to thermal scanning by public health officials to detect high body temperature.



## Protocols for Cruise Ports

- I. All arriving vessels must provide their passenger list to PICA 12 hours prior to arrival at the port – this allows PICA, Port Authority and MOH to receive and interrogate the manifest for possible high-risk passengers. Noncompliant vessels should be notified that their passengers will be either subjected to MOH pre-screening or ultimately have their vessels denied entry to our ports.
- II. Any passenger aboard the vessel that has or is demonstrating symptoms of illness, the Jamaican authority must receive a report from the vessel’s medical doctor outlining the symptoms, treatment applied, medications given, and any other actions taken in the previous 12 hours.
- III. Any passenger aboard the vessel that has travelled to and from any of the listed high-risk countries or regions in the past fourteen (14) days, must be subjected to either being refused entry by the Jamaican authorities or be subjected to be tested by the MOH officials or remain aboard the vessel in quarantined space for the duration of the docking.
- IV. The MOH reserves the right to deny arrival of the entire vessel as they see fit.
- V. All seaport staff facing passengers must be adequately equipped with protective gear.

## Protocols for Tourism Entities

### Accommodations

- I. If the guest comes to the Nurses/First Aid station, the duty personnel should immediately isolate the guest and administer care until Ministry of Health and Wellness personnel arrive on property.
- II. During the quarantine period, it is important that staff take precautions to prevent the spread of the virus. Staff should avoid close contact with these guests unless duly authorized by a trained medical professional. If food and other services are to be delivered to guest(s) in quarantine, ensure staff member is properly fitted with the recommended safety gear. The MOH will provide additional guidance.
- III. Accommodation Nurse/First Aid staff to take all necessary precautions to protect themselves as it relates to a suspected case while administering care.
- IV. If the guest falls ill or requests assistance from their room, the guest should be isolated in-room and care administered until Public Health and/or Ministry of Health and Wellness personnel arrive on property. Companions travelling with the affected person(s) should also be placed under self-isolate until Public Health and or Ministry of Health and Wellness personnel arrive on property.



- V. Immediately advise designated COVID-19 Coordinator.
- VI. COVID-19 Coordinator should immediately advise Ministry of Health and Wellness Public Relations & Communications Unit at 888-ONE-LOVE (888-663-5683).
- VII. COVID-19 Coordinator should immediately advise the Ministry of Tourism through the Tourism Product Development Company Limited Destination Managers.
- Kingston & South Coast, Mr. Jonathan Bamidele at (876) 397-3614
  - Portland & St. Thomas, Mr. Daryl Whyte-Wong at (876) 553-7377
  - Ocho Rios, Ms. Anntonette Bernard at (876) 564-6995
  - Falmouth, Mr. Stainton Baker at (876) 564-8151
  - Montego Bay, Mrs. Kenya Keddo-Laing at (876) 383-6548
  - Negril, Mr. Lionel Myrie at (876) 416-6031
- VIII. Immediate property wide preventative cleaning regime to be actioned with guidance provided by MOH, especially in common areas and where the suspected case interacted.
- IX. Ascertain from guest and/or companions where he/she has been on the property and with whom he/she might have been in contact.
- X. Determine: Arrival/departure dates, flight details, nationality and country they are travelling from, tour operator or travel agent and any other pertinent information.
- XI. Record of guest interaction to be given to the MOH officials immediately on arrival.
- XII. Once instructed by the MOH, guests and/or staff who may have been in contact with the suspected case are to be advised to self-isolate pending further instructions.
- XIII. MOH to determine, along with the accommodation management, the level of risk and if any further actions are needed.
- XIV. MOH to take over all relevant care and actions to quarantine suspected case/s for prolonged periods at designated government quarantine site.
- XV. It is recommended that accommodations implement a dining room protocol to have food served by staff and to discontinue buffet service until further advised.

Contract Carriage Operators, Craft Traders and Water Sports Operators

- I. All tourism operators who are required to interface with guests are to ensure that they pay attention to any sign of severe coughing or sneezing from guests with whom they are interacting.



- II. All effort must be made by all tourism operators who are required to interface with guests, to protect themselves by having sanitizers, gloves et cetera or any other item(s) required for personal safety, available in their workspace, such as vehicles, stalls, vessels et cetera.
- III. All tourism operators should minimize personal contact with guests with whom they must interact.
- IV. All vehicles should to be sanitized with disinfectant wipes and/or sprayed between each transfer.
- V. Immediately advise respective Association Presidents or other designated authority, of any suspicious cases.
- VI. Should there be a suspected case, make note and report case to the ONE LOVE hotline immediately. Information should include, if possible, person(s) name and address of accommodation and a basic description including identifiable features. Record of guest interaction to be given to the MOH officials immediately on arrival.
- VII. Association Presidents or designated authority should immediately advise Ministry of Health and Wellness Public Relations & Communications Unit at 888-ONE-LOVE (888-663-5683).
- VIII. Association Presidents or designated authority should immediately advise the Ministry of Tourism through the Tourism Product Development Company Limited Destination Managers.
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- IX. In the event the tourism operator encounters a guest who displays any such signs of severe coughing or sneezing, then seek guidance from MOH while self-isolating.

All Other Tourism Entities

- I. If a guest shows symptom, he/she should be placed under isolation until Public Health and or Ministry of Health and Wellness personnel arrive on location or be immediately transported to the nearest health facility, where applicable.
- II. Staff to take all necessary precautions as it relates to a suspected case while administering care.
- III. Companions travelling with the affected person(s) should also be isolated in an enclosed room until Public Health and/or Ministry of Health and Wellness personnel arrive on location or immediately transported to the nearest health facility, where applicable.



- IV. Immediately advise designated COVID-19 Coordinator.
- V. COVID-19 Coordinator should immediately advise Ministry of Health and Wellness Public Relations & Communications Unit at 888-ONE-LOVE (888-663-5683).
- VI. COVID-19 Coordinator should immediately advise the Ministry of Tourism through the Tourism Product Development Company Limited Destination Managers.
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- VII. Immediate preventative cleaning regime to be actioned, especially in areas where the suspected case interacted.
- VIII. Ascertain from guest and/or companions where he/she has been and with whom he/she might have been in contact.
- IX. Determine: Arrival/departure dates, flight details, nationality and country they are travelling from, tour operator or travel agent and any other pertinent information.
- X. Record of guest interaction to be given to the MOH officials immediately on arrival.
- XI. Once instructed by the Ministry of Health and Wellness, guests and/or staff who may have been in contact with the suspected case are to be advised to self-isolate pending further instructions.
- XII. MOH to determine along with the entity management the level of risk and if any further actions are needed.
- XIII. MOH to take over all relevant care and actions to quarantine suspected case/s for prolonged periods at designated government quarantine site.



## **Protocols for Security & Public Safety**

- I. There will be heightened presence at all our airports and seaports to provide reinforcement of all requisite protocols.
- II. Officers will be empowered to detain any passenger attempting to resist application of the rules by staff.
- III. Permits for large public gatherings, international events are subject to postponement or cancellations by the issuing authority under advisement from the MOH if they pose a risk to public health.
- IV. Schools that are geographically spread in areas that do not have proper sanitary conveniences, running water and/or nurses service, should be closed as needed to prevent spreading.

## **Protocols for Mega Events**

- I. Monitor publications from the MOH for changes in recommendations about events and travel.
- II. Ensure service staff wear proper protective gear when cleaning common areas while observing proper sanitary practices.
- III. Staff should minimize personal contact and avoid hugging and shaking hands.
- IV. Prepare for attendees to have concerns and provide them with resources updated by the MOH about travel precautions.
- V. Anticipate travel delays for airport screenings and flight and/or registration cancellations from affected areas. Monitor government travel notices for additional information.
- VI. Plan for and implement, if necessary, an alternative plan to host event such as, option for virtual participation.
- VII. Review organizational protocol for sanitization and communication plans.
- VIII. Prepare a communication plan to keep participants and partners informed, especially in the case of an event postponement.
- IX. Provide education to destination partners on health, safety and communications protocols as published by the MOH.
- X. Proactively communicate any cancellation of the event and act in accordance with the contract established.





- XI. Create a quarantine zone for anyone who may fall ill. Work with MOH to determine how to treat staff members or participants who may need to be isolated.
- XII. Plan for employee absences. If necessary and where possible, develop a staggered shift schedule to allow for operations to continue.
- XIII. For indoor events, it is recommended that designated personnel open and close the doors to prevent multiplicity of persons touching door handles. If sanitizers are available, designated personnel should squeeze a few drops into the hands of each person entering the facility to sanitize hands before entering.
- V. Permits for public gatherings, international events are subject to postponement or cancellations by the issuing authority under advisement from the MOH if they pose a risk to public health.

**Contact information for the Medical Officer of Health for each parish and COVID-19 Coordinators from properties will follow.**

