



Ministry of Tourism

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PROTOCOLS FOR MANAGEMENT OF NOVEL CORONAVIRUS (COVID – 19)

TO ALL TOURISM ENTITIES

**March 16, 2020
(updated)**



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 now fifteen (15) confirmed 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 symptoms 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 meeting the case profile for coronavirus (high temperature, malaise et cetera) then the duty personnel should immediately isolate the guest. Isolation should be preferable in an enclosed space close to the nurse’s station. The MOH is to be immediately notified to remove the guest.
- 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. 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.
- IV. If the guest falls ill or requests assistance from their room, the guest should be isolated in-room. Companions travelling with the affected person(s) should also be isolated until the Public Health officials arrive on property.



- V. The MOH has recommended that the following steps be taken if someone has to be quarantined:
- Guest(s) must be confined to room at all times.
 - No staff should enter the room.
 - Mask(s) should be given to guest(s) and be worn by guest(s) when making any contact with staff.
 - A table should be set up at the entrance of room or outside door. This is to facilitate the transfer of food or other items. Limit any accidental contact with guest(s).
 - Disposables should be used at all times or assigned items (specifically assigned crockery, glasses and silverware) when serving food. When clearing all staff should wear gloves and dispose of them immediately after.
 - Cleaning supplies should be given to guests (mops, rags, chemicals) no housekeeping service should be provided.
 - All dirty linen should be placed in a separate labelled bag.
 - Room should be as isolated as possible (no shared balconies et cetera).
- VI. Immediately advise designated COVID-19 Coordinator (See Appendix 1).
- VII. COVID-19 Coordinator should immediately advise Ministry of Health and Wellness Public Relations & Communications Unit at 888-ONE-LOVE (888-663-5683) or email covid19@moh.gov.jm or the parish Medical Officer of Health (See Appendix 2).
- VIII. 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
- IX. Immediate property wide preventative cleaning regime to be actioned with guidance provided by MOH, especially in common areas and where the suspected case interacted.
- X. Ascertain from guest and/or companions where he/she has been on the property and with whom he/she might have been in contact.
- XI. Determine: Arrival/departure dates, flight details, nationality and country they are travelling from, tour operator or travel agent and any other pertinent information.
- XII. Record of guest interaction to be given to the MOH officials immediately on arrival.



- XIII. 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.
- XIV. MOH to determine, along with the accommodation management, the level of risk and if any further actions are needed.
- XV. MOH to take over all relevant care and actions to quarantine suspected case/s for prolonged periods at designated government quarantine site.
- XVI. 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 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 MOH officials 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.
- XVII. Association Presidents or designated authority should immediately advise Ministry of Health and Wellness Public Relations & Communications Unit at 888-ONE-LOVE (888-663-5683) or email covid19@moh.gov.jm or the parish Medical Officer of Health (See Appendix 2).
- VII. 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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 - Portland & St. Thomas, Mr. Daryl Whyte-Wong at (876) 553-7377
 - Ocho Rios, Ms. Anntonette Bernard at (876) 564-6995
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 - Negril, Mr. Lionel Myrie at (876) 416-6031



VIII. 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. MOH will provide further guidance.
- II. The MOH has recommended that the following steps be taken if someone has to be quarantined:
 - Isolated person(s) must be confined to a room or an enclosed area at all times.
 - No staff should enter the room or enclosed area.
 - Mask(s) should be given to isolated person(s) to be worn should there be a need to make any contact with staff.
 - A table should be set up at the entrance of enclosed area or room. This is to facilitate the transfer of food or other items. Limit any accidental contact with guest(s).
 - Disposables should be used at all times or assigned items (specifically assigned crockery, glasses and silverware) when serving food. When clearing all staff should wear gloves and dispose of them immediately after.
 - Cleaning supplies should be given to isolated person(s) (mops, rags, chemicals). No staff should perform any cleaning service of the isolated area.
- III. Immediately advise designated COVID-19 Coordinator (See Appendix 1).
- IV. COVID-19 Coordinator should immediately advise Ministry of Health and Wellness Public Relations & Communications Unit at 888-ONE-LOVE (888-663-5683) or email covid19@moh.gov.jm or the parish Medical Officer of Health (See Appendix 2).
- V. 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
- VI. Immediate preventative cleaning regime to be actioned, especially in areas where the suspected case interacted.
- VII. Ascertain from guest and/or companions where he/she has been and with whom he/she might have been in contact.



- VIII. Determine: Arrival/departure dates, flight details, nationality and country they are travelling from, tour operator or travel agent and any other pertinent information.
- IX. Record of guest interaction to be given to the MOH officials immediately on arrival.
- X. 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.
- XI. MOH to determine along with the entity management the level of risk and if any further actions are needed.
- XII. 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.



Appendix 1

Covid-19 Coordinators					
Company	Name	Email Address	Direct Line	Cell Number	Notes
Marriott	Lee-Ann Godfrey	lee-ann.godfrey@marriott.com	876-997-6791	876-619-900	
Go Jamaica Travel	Dave Chin-Tung	dchintung@gojamaicatravel.travel	876-906-3946	876-782-1217	
Moon Palace	Clifton Reader	creader@palaceresorts.com		876-878-2573	
Bahia Principe Hotel	Leon Jarrett	ehsdirectorbpj@bahia-principe.com	876-973-7000	876-361-1166	
Bahia Principe Hotel	Gabriel Salom Ferrer	generalmanagerbjam@bahia-principe.com	876-973-7000		
Jewel Dunns River	Saleem Miller	Saleem.miller@jewelresorts.com		876-303-6667	
Negril Idle Awhile	Tanya Kisna Allen	tanya@idleawhile.com	876-957-3302	876-409-3477	
Hilton Rose hall	Carol Bourke	Carol.bourke@playaresorts.com		876-383-6872	
Tryall Club	Richard Ferdinand	rferdinand@tryallclub.com	876-609-7988	876-376-2543	
Shields Negril	Shaunna Shields	shieldsnegril@hotmail.com		876 -783-9049	
Shields Negril	Tameka Thomas		876-957- 3112	876 -783-9045	
Fun Holiday Beach Resort	Michael Gayle	onemichaelgayle@gmail.com	876-957-3585	876-501-0754	
Fun Holiday Beach Resort	Michael Gayle	funholidaybeachresort@cwjamaica.com	876-957-3585	876-501-0754	
White Sands Negril	Michael Russell	michael@whitesandsnegril.com		876.840.3409	
Jamaica Pegasus	Peter Hilary			876-863-1914	
Courtleigh Hotel & Suites	Cecille Hyatt-Reynolds			876-853-0334	
Knutsford Court Hotel	Saran Hutchinson			876-389-6986	
Holiday Inn Resort	Clark Lobban			876-387-7746	
Courtleigh Hospitality Group	Nicola Madden-Greig	nmg@courtleigh.com		876-849-6087	all media inquiries



Covid-19 Coordinators					
Company	Name	Email Address	Direct Line	Cell Number	Notes
Amstar DMC	RICHARD BOURKE	rbourke@amstardmc.com	876-971-9887	876 550 9107 876 382 7424	first point of contact for Amstar DMC
Amstar DMC	ANGELINE CARTER	acarter@amstardmc.com	876-971-9887	87663505365	
Riu Reggae:	Jose Grandio	hotel.reggae@riu.com		8764483047	
Azul Beach Resort Negril By Karisma	Justyn Jones	jjones@azulbeachresorts.com	(876)620-0081		
Budget Car Rental	DONETH BURNETT	dburnett@stewartsautosales.com	876-759-1793	876-875-0140	
ATL Automotive Car Rental	Mark Pike	mark.Pike@ehiglobal.com.jm	876-906-0084	876-527-5950	
Echos Consulting	Richard A. May	rmay@echosconsulting.com	876- 633-2467	1.876.457.5392	
Coral Spring	Desmond Kelly	ehsmanager.ocs@oceanhotels.net	8766158100	8765454225	
Coral Spring	Mrs. Kelly Ann Garrick	hr.ocs@oceanhotels.net			
Kiuki Tours and Transportation Limited	Chrystal-Jae Wallace	cwallace@kiukitours.com	876-654-5160 ext 1234	876-365-3207	
Riu Ocho Rios	TILL KOEHLER			876 280-7376	
Riu Ocho Rios	CARLINGTON PRYCE			876 280-7376	
Riu Ocho Rios	ASRE RUTTY	arutty@riu.com		876 352-2781	
AC Hotel Kingston	Junior Blackwood	Junior.Blackwood@achotelsjm.com		876-552-7038	
Roundhill Resort and Villas	Valerie Harrison	Valrie@roundhill.com			
Couples Swept Away	Karen Lanigan	csa.gm@couple.com.	8769574061	8763835264	
Couples Swept Away	Konrad Malcolm	csa.rm@couple.com	8769574061		
Decameron Hotels Jamaica	Wendy Muirhead	healthandsafety.jam@decameron.com		876-418-9963	
Chartered Memories	Aliesha Lawrence	lawaliesha@gmail.com		(876) 446-0258 and	



Covid-19 Coordinators					
Company	Name	Email Address	Direct Line	Cell Number	Notes
R Hotel Kingston	Melissa Delapenha	mdelapenha@rhotelja.com	876-968-6222	876-361-1488	
Fishermans Point	Kaylor Tomlinson	fishermanspoint2010@gmail.com	876-974-4147	876-894-1533	
Sunflower Villas	Vana Taylor	vanataylor@gmail.com	876-469-3915 909-6036/ 550-2112/ 973-4528		
Jamaica Inn	Leila Love	ehs@jamaicainn.com		8764622837	
SNL Jamaican Tours Ltd.	Lindsay McFarlane	lindsay@snljamaicantours.com		876-412-4298	
SNL Jamaican Tours Ltd.	Natalia McFarlane	natalia@snljamaicantours.com		876-852-7519	
Half Moon	Joeliffe Cox	Joeliffecox@halfmoon.com		876-997-7321	
Half Moon	Shernette Crichton	SCrichton@halfmoon.com			
Negril Palms Hotel	Joseph Smith	e.smith@cwjamaica.com or manager@negrilpalmsotel.com	876 999-4321 or 357-2264		
Negril Palms Hotel	Evelyn Smith	e.smith@cwjamaica.com or manager@negrilpalmsotel.com	876 869-8156		
Tensing Pen Hotel	Joseph Smith	smith@tensingpen.com	876 999-4321 or 357-2264		
Tensing Pen Hotel	Evelyn Smith	smith@tensingpen.com	876 869-8156		
Dolphin Cove ocho Rios	Nadecia murray	paramediccare@dolphincoveja.com		876-564-2144	
Palm View Guest House	Doris Morgan	palmview23@yahoo.com		876 874 2342	
Couples Tower Isle	Wayne Williams	wayne@couple.com	876-867-8290		
Couples Tower Isle	Charmaine Bailey	corom@couple.com	876-437-7989		
Hotel Mockingbird Hill	Angela Krueger	info@hotelmockingbirdhill.com	(876) 619-1215/6	(876) 562-0570	
RIU Palace Tropical Bay Negril	Janel McDowell Hamilton	Supervisorssh.tropicalbay@riu.com janel.mcdow@gmail.com	876-957-5900 ext 888	(876) 582-3429, (876) 422-8599	



Covid-19 Coordinators					
Company	Name	Email Address	Direct Line	Cell Number	Notes
Tryall Club	Richard Ferdinand	rferdinand@tryallclub.com	(876)609-7988 876 619 8799 ext. 4371	(876)376-2543	
Charela Inn	Sophie Grizzle - Roumel	chareca@cwjamaica.com			

Source: Jamaica Hotel and Tourist Association



Appendix 2

CONTACT LIST FOR PARISH MEDICAL OFFICERS OF HEALTH

SERHA				
Name	Parish	Email	Telephone	
Heather Reid-Jones	KSA	hreidjones.ksahd@gmail.com	317-8998	
Debbie Carrington		dcarrington.ksahd@gmail.com	317-9566	
Audré McIntosh		m.audre.ksahd@gmail.com	317-9563	
Kimberley Myers		myerskimberley.moh@gmail.com	317-9707	
Aleiya Virgo-Herron		avirgoherron@gmail.com	997-9287	
Stephan Figueroa		sfigueroa.ksahd@gmail.com	549-5228	
D'Oyen Smith	St Thomas	doyenssmith@gmail.com	317-8985	
Dianne Jackson		robjack2005@yahoo.com	549-3158	
Francia Prosper Chen	St Cath	prosper.chen@gmail.com	317-9439	
Pauline Weir		weirpauline@gmail.com	317-8990	
Katherine Gordon-Robinson		kejg.robinson@gmail.com	542-3618	
Kemisha Shaw Kelly		kemishashaw@yahoo.com	358-7473	
Carissa Burgess		carissacb16@gmail.com	313-5404	
Gail Evering Kerr		gailevering@gmail.com	383-0186	
SRHA				
Tonia Dawkins-Beharie	St Elizabeth	stelizabethmoh@gmail.com	318-0349	
Kara Malcom		karaeyap@yahoo.com	386-1609	
Nadine Williams	Manchester	nadine.williams@srha.gov.jm	318-0476	
Kimberly Scarlett Campbell	Clarendon	k_scalett@yahoo.com	318-0940	
		kimberly.campbell@srha.gov.jm		
NERHA				
Tamika Henry	St Ann	tamika.henry@nerha.gov.jm	829-4056	
Sharon Lewis	Portland	sharon.lewis@nerha.gov.jm	318-0086	
Tamara Henry	St Mary	tamara.henry@nerha.gov.jm	318-0229	
WRHA				
Diahann Dale	Trelawny	diahannd@yahoo.com	318-1232	
Kaushal Singh	Hanover	kaushal_health@yahoo.co.uk	318-1197	
Marcia Graham	Westmoreland	marcia.graham@wrha.gov.jm	776-3987	
Marcia Johnson-Campbell	St James	moh.stjames@gmail.com	318-1208	
Tanique Bailey		tanique.bailey@yahoo.com	771-0758	
Francine Phillips Kelly		stjhs4work@gmail.com	770-8143	

Source: Ministry of Health and Wellness

