

ST. KITTS AND NEVIS

COVID-19 HEALTH AND SAFETY CRUISE PROTOCOLS

PHASE 1 (AUGUST – DECEMBER 2021)

Version 2





St. Kitts Tourism Authority

Overview

The protocols outlined in this document were created to provide guidance on the requirements for cruise lines and passengers traveling to St. Kitts and Nevis. Operators and Businesses that have completed training as part of the 'Travel Approved' program and have implemented these protocols will obtain a 'Travel Approved Seal' to permit them to offer services to cruise passengers. The protocols were designed by the St. Kitts Tourism Authority with input or information from the following:

- a) **CARICOM Member States**
- b) **Cruise Lines**
- c) **Ministry of Health**
- d) **Ministry of Tourism**
- e) **OECS Member States**
- f) **Tour Operators**

Disclaimer

The COVID-19 pandemic remains fluid and its status dynamic. Based on the foregoing, the Health and Travel Protocols for the Federation of St. Kitts and Nevis can change as the internal and external environment may require at any time without notice.



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Abbreviations

ARI	Acute Respiratory Illness
ATV	All-Terrain Vehicle
CARICOM	Caribbean Community
CARPHA	Caribbean Public Health Agency
CDC	Center for Disease Control
COVID-19	Novel Coronavirus
MARPOL	International Convention for Prevention of Marine Pollution for Ships
MDH	Maritime Declaration of Health
MOH	Ministry of Health
MOHN	Ministry of Health Nevis
MOT	Ministry of Tourism
MOTN	Ministry of Tourism Nevis
NASPA	Nevis Air and Sea Ports Authority
NEOC	National Emergency Operations Center
NTA	Nevis Tourism Authority
OECS	Organization of Eastern Caribbean States
PAHO	Pan American Health Organization
POS	Point of Sale
PPE	Personal Protective Equipment
SCASPA	St. Christopher Air and Sea Ports Authority
SKTA	St. Kitts Tourism Authority
WHO	World Health Organization



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Travel Approved Seal

All tourism stakeholders are required to attend “Travel Approved” training and have the “Travel Approved Seal” for their business and/or operation to provide services to international cruise passengers. The travel approved seal indicates to customers that the operators and/or businesses have met all COVID-19 Health and Safety Protocols for the Ministry of Health and the St. Kitts Tourism Authority. Travel Approved Seal businesses and/or operators are committed to adhering to the following:

1. Hand washing or sanitization
2. Physical distancing of 6 feet or 2 meters
3. Strict and frequent cleaning procedures
4. Wearing of masks
5. Adhering to Ministry of Health, St. Kitts Tourism Authority protocols.

Individuals or businesses that are approved for a seal but are found to be non-compliant in subsequent inspections, will lose their seal as well as their designation on the destination’s website. In addition, disciplinary action will be taken in accordance with the respective laws and regulations governing their business.



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Travel Approved Seal Pledge

The Travel Approved Seal represents St. Kitts and Nevis' tourism business' pledge to health and safety as per the St. Christopher and Nevis COVID-19 Protocols, Prevention and Control Act 2020. The Travel Approved Seal pledge confirms, businesses commitment to:

- a) Lead in safe sanitization practices.
- b) Monitor the health of all staff and cruise passengers.
- c) We will always maintain strict physical distancing guidelines and in all areas.
- d) We will clean and sanitize common areas and all surfaces regularly.
- e) We will make hand sanitizing/handwashing accommodations available at all entrances.
- f) We will clean and sanitize all tables, chairs, surfaces, equipment after every use.
- g) (Restaurants)We will sanitise place settings, menus, condiment holders etc. after every use/we will use single-use materials.



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General Requirements

Vaccination

- 95 % of all crew onboard the vessel must be fully vaccinated as per CDC guidelines.
 - All crew servicing guests onboard the vessel must be fully vaccinated
 - 5 % of crew may be unvaccinated only for the following:
 - Recently Signed on crew in the process of being vaccinated and are in quarantine.
 - Religious beliefs
 - Temporary contractors
 - Medical exemption
- All guest of age 12 and older must be fully vaccinated for Covid 19 with a World Health Organization (WHO) or U.S. Food and Drug Administration (FDA) approved vaccine for the ship to be allowed entry to the port. Emergency contractors required for critical ship maintenance can be exempted of the vaccination requirement as well as any medical / religious exemptions granted pursuant to applicable law (i.e., US law). This requirement will be in effect till December 31st, 2021.
- Individuals are considered fully vaccinated 2 weeks after a single dose in a one-dose series (only Johnson and Johnson vaccine in this instance) or last dose in a two-dose series (Pfizer/BioNTech, Moderna, AstraZeneca/Oxford, Sinopharm or Sinovac).
- A cruise operator's inadvertent errors regarding a guest vaccination status shall not prevent the vessel from making port provided that in all such cases the cruise operator must subject the passenger(s) whose vaccination status has caused such discrepancies to the same SARS-CoV-2 testing protocols required for unvaccinated guests. These guests will not be allowed to go ashore.

****Other vaccines may be added as per the approval of the Ministry of Health of St. Kitts and Nevis as per WHO approval.***

Testing

- All fully vaccinated passengers age of 2 and older must submit a negative RT PCR test or Antigen test approved by the WHO 72 hours/ 3 days before embarkation of vessel at homeport at the beginning of the cruise.
- Unvaccinated passengers over the age of 2 must submit a negative RT PCR test 72 hours/ 3 days within embarkation of vessel at homeport at the beginning of the cruise.



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- Unvaccinated passengers must be tested by the cruise line at the terminal on the day of embarkation at homeport before the beginning of the cruise using a RT PCR test to confirm a negative COVID-19 status.
- Self-samples, or unsupervised (not administered by approved medical professional) home test kits, and test with oral swabs, and RT PCR test with oral swabs will be considered invalid.
- Individuals who test positive for COVID-19 are not to board the vessel.
- Cruise passengers displaying symptoms of the following viruses will be subject to further screening by the Ministry of Health:
 - i. COVID-19
 - ii. Gastroenteritis
 - iii. Influenza
 - iv. Flu like symptoms
- St. Kitts and Nevis has a travel advisory in effect for passengers whose travel originated from Brazil, India and South Africa. Therefore, passengers that have been in these countries in the last 14 days will not be permitted access to St. Kitts and Nevis.

NB: Fully Vaccinated cruise passengers and accompanied unvaccinated children under 12 are only permitted to engage in vaccinated bubble excursions.



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General Requirements



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General Requirements

	Requirements
General Requirements	<p><u>Pre-Arrival</u></p> <p>1. General</p> <p>a) All vessels desirous of a berth in St. Kitts and Nevis must abide by all established laws and policies of St. Kitts and Nevis.</p> <p>2. Berthing Requests</p> <p>a) All cruise vessels requesting to visit the destination during phase 1 of the resumption of cruise during the pandemic must submit their request to the St. Christopher Air and Sea Ports Authority (SCASPA) copying the St. Kitts Tourism Authority (SKTA) and their ship agents. Requests must include the following:</p> <ul style="list-style-type: none"> i. Name of Vessel ii. Itinerary iii. Requested dates and times for berth. iv. Capacity of ship. v. Protocols as it relates to vaccinated passengers and children. vi. Quarantine and Isolation procedures. vii. Random testing protocols and procedures <p>b) Cruise Vessels will not be required to submit requests for each requested berth, but requests should be sent for each vessel. Once a ship has received approval to enter, they need not submit a request for approval for a subsequent berth.</p> <p>3. Approval</p> <p>a) Approvals will only be granted once cruise vessels meet the requirements as established in this protocol document.</p> <p>4. Vessel Entry Requirements</p> <p>a. Ship Manifests outlining the following for passengers and crew:</p> <ul style="list-style-type: none"> i. Health records: Vaccination status & RT PCR or Antigen COVID-19 test results conducted at homeport. (This



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	<p>information shall be submitted to the St Kitts Public Health department together with the MHD)</p> <p>ii. Nationality and all other national security related documentation. (The normal manifest submitted for ship clearance)</p> <p>b) All vessels must meet Maritime requirements to dock in St. Kitts and Nevis waters as per MARPOL.</p> <p>c) Advise all passengers and crew of health and safety laws, rules and protocols of St. Kitts and Nevis prior to the ship’s arrival.</p> <p>5. Vessel Entry Requirements- Health Reporting</p> <p>a) Prior to berthing, all vessels must comply with International, Regional and National Maritime Declaration of Health reporting requirements.</p> <p>b) Ships arriving at ports should alert national health authority of any illnesses on board the ship and/or deaths according to the IHR (2005).</p> <p>c) Immediate reporting of ALL Acute Respiratory Illnesses (ARI) cases and positive COVID-19 cases to the destination.</p> <p>d) The Maritime Declaration of Health (MDH) MUST have an attachment of a complete listing of ill persons, including <u>symptoms</u>, <u>temperature logs</u> and <u>travel histories</u> for any ill person declared on the MDH from start of the journey (both for crew and passengers)</p> <p>e) All vessels must submit health reports as per the three time slots as outlined below to allow for national medical professionals to review all required documents and can reasonably expect the respective response time as outlined below:</p> <table border="1" data-bbox="505 1335 1338 1570"> <thead> <tr> <th>Pre-Arrival Time</th> <th>Response Time</th> </tr> </thead> <tbody> <tr> <td>72 hours</td> <td>12 hours</td> </tr> <tr> <td>24 hours</td> <td>8 hours</td> </tr> <tr> <td>12 hours</td> <td>6 hours</td> </tr> </tbody> </table> <p>6. Berthing Clearance</p> <p>a) To obtain final clearance for berthing, the cruise line agent is required to provide relevant information to:</p> <ul style="list-style-type: none"> i. Immigration ii. Customs iii. Health <p>b) It is preferred that the clearance process be completed electronically.</p>	Pre-Arrival Time	Response Time	72 hours	12 hours	24 hours	8 hours	12 hours	6 hours
Pre-Arrival Time	Response Time								
72 hours	12 hours								
24 hours	8 hours								
12 hours	6 hours								



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- c) Each Entity would issue Clearance (usually on arrival, but conditional clearance can be issued within 24-48hrs of vessel arriving if vessel is already at sea) as approved by the Ministries of Health.

General Entry Requirements

1. Onboard Testing

- a) The results of onboard tests must be available to health professionals in the event of a medical query.

2. COVID-19 Medical Plan

- a) Each vessel shall have a COVID-19 plan which clearly outlines the following:
 - i. Measures to restrict positive COVID-19 cases from boarding.
 - ii. Treatment of cases if contracted while on the cruise.
 - iii. Contact tracing.
 - iv. Quarantine and isolation.
 - v. Isolation and clearance procedures.

Onboard Quarantine and Isolation

- b) Each Vessel is required to test suspected cases of COVID-19 ideally with an RT PCR test. An Antigen test may be used if no RT PCR test is available onboard. However, please note that a negative Antigen test may require a follow up negative RT PCR test for confirmation of negative result.
- c) Travelers who test positive for COVID-19 or are close contacts of individuals who test positive for COVID-19 must be isolated or quarantined as is required. These individuals must have no contact with other passengers onboard the vessel except in the case of a medical emergency. Ship is to adhere to CDC guidelines for Isolation and Quarantine of confirmed cases and close contacts.
- d) Travelers who test positive for COVID-19 will not be permitted to disembark the vessel, unless is required for a medical emergency or to be air evacuated home. Please note that the Federation of St. Kitts and Nevis does not have capacity for air evacuation at this time. Hence medical evacuation will be done through the port of St. Maarten.

Public Health Measures

- e) Vessels must enforce basic but key public health measures such as:



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	<ul style="list-style-type: none"> i. Hand Hygiene which includes hand sanitization and hand washing. ii. Physical Distancing iii. Wearing of masks as required. <p>f) All operators must follow on island regulations as it relates to non-pharmaceutical measures for the following:</p> <ul style="list-style-type: none"> i. Wearing of mask ii. Hand hygiene inclusive of hand sanitization and hand washing. iii. Physical distancing iv. Wearing of gloves where risk is elevated. <p><u>Thresholds and Reporting for Key Public health Issues on a Cruise Ship</u></p> <p>g) Acute Respiratory Illness (ARI) /Influenza Like Illness (ILI) that is tested COVID-19 negative.</p> <ul style="list-style-type: none"> i. Caribbean Public Health Agency (CARPHA) Threshold /Outbreak :1.38 cases per 1,000 passenger-days to Below 1.38/1000 person days: ONLY healthy persons disembark. ii. If >1.38/1000: person days: country decides to grant pratique/not (investigate and/or board ship) <p>h) Acute Respiratory Illness (ARI) /Influenza Like Illness (ILI) that is tested COVID-19 positive</p> <ul style="list-style-type: none"> iii. Destination Threshold /Outbreak: 1% of all individuals onboard: ONLY healthy persons disembark. iv. If >1%: country decides to grant pratique/not (investigate and/or board ship) <p>i) Acute Gastroenteritis (AGE)</p> <ul style="list-style-type: none"> i. CARPHA Threshold /Outbreak: 2% of passengers and/or of crew (separate) ii. Below 2%: ONLY healthy persons disembark. iii. Above 2%: country sovereign decision to grant pratique (investigate and/or board ship) <p>j) Other symptoms:</p> <ul style="list-style-type: none"> i. Acute Flaccid Paralysis, Fever & Haemorrhagic /Neurological/Jaundice: 1 case MUST be reported immediately. ii. Any death, other than as a result of accident, occurring on board the vessel: Immediate reporting.
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	<ul style="list-style-type: none"> iii. Any events that constitute a Public Health Emergency of International Concern (PHEIC). e.g., COVID -19 k) Vessels that are above the threshold, berthing will have to be considered and a discussion between the ship and local health authorities is required. l) Vessels that are below the threshold for any of the illnesses outlined in the table below may allow healthy individuals to disembark. The close contacts of positive COVID-19 cases shall not disembark.
	<p>7. Disembarkation of Vessel</p> <ul style="list-style-type: none"> a) All passengers and or crew may only disembark the vessel once it has been cleared by the following: <ul style="list-style-type: none"> i. Ministry of Health ii. Immigration iii. Customs b) All travellers disembarking the vessel above the age of 12 must be fully vaccinated and submitted a negative RT PCR or Antigen 72 hours/ 3 days of boarding the vessel. Children under the age of 12 must be accompanied by a fully vaccinated adult. c) Passengers displaying symptoms of the following are not permitted to disembark the vessel: <ul style="list-style-type: none"> i. COVID-19 ii. Influenza d) Passengers and crew disembarking the vessel will be required to follow the protocols below: <ul style="list-style-type: none"> i. Sanitize hands when departing the vessel. ii. Wear a mask in all public places including the arrival hall, tour vehicle and any tours that are inside a building. iii. Have their temperature checked at the port upon arrival. iv. Maintain physical distance of 6 feet or 2 meters from individuals who are not in their travel party. e) Travelers may only explore the destination via a ‘Travel Approved’ Fully Vaccinated Shore Excursion. Travelers must present proof of a booked tour prior to proceeding on tour. This applies to both ship-organized tours and independent tours. f) Travelers are not permitted to independently integrate into society. g) Anyone with a temperature above 99 degrees Fahrenheit will not be permitted to proceed beyond the terminal building. <p>8. Shore Excursions</p>



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- a) All individuals engaged in providing shore excursion services:
 - i. Must complete ‘Travel Approved’ Training as offered by the St. Kitts Tourism Authority or Nevis Tourism Authority and the Ministries of Health based on the island of operation
 - ii. Must be fully vaccinated.
- b) All operators must follow on island regulations as it relates to non-pharmaceutical measures for the following:
 - i. Wearing of mask
 - ii. Hand sanitization
 - iii. Wearing of disposable gloves
 - iv. Physical distancing a minimum of 3ft.
- c) Local Tour Companies are subject to spot checks where the St. Kitts Tourism Authority and the Ministry of Health in collaboration with the National COVID-19 task force may complete inspections to ensure compliance.
- d) Employees of local tour operators or contracted operators will be required to undergo random testing as required by the Ministry of Health and the Chief Medical Officer.
- e) Travelers undergo a temperature check prior to proceeding on their tour (This may be completed at the port or at the site).
- f) Local tour providers must be dressed in appropriate PPE when conducting a tour as may be applicable based on the nature of the tour:
 - i. Disposable 3 ply medical face mask
 - ii. Face shield
 - iii. Disposable gloves

9. Departure

Prior to departing the island, ship operators shall:

- a) Work with local agencies to ensure that passengers who breach national protocols are reprimanded.
- b) Individuals who may be in breach of protocols will be subject to on island fines and or imprisonment based on the level of the breach. Passengers may be denied return to the vessel.
- c) During departure procedure, if any passenger is not onboard in addition to the identification of passengers the ship shall provide the agent with the following information:
 - i. Vaccination status
 - ii. Results of COVID-19 RT PCR test submitted at homeport.



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	<p>10. Crew Exchange</p> <ul style="list-style-type: none">a) Crew may only be permitted to disembark the vessel to depart the island from the airport if they would have received negative results of a RT PCR test 72 hours prior to their departure from St. Kitts and Nevis. All departures must be approved by the Ministry of Health.b) Agents are responsible for the submission of all documents for departing crew to the Ministry of Health 7 days prior to the ship’s arrival for approval prior to disembarking crew for the departure at the RLB International Airport or Vance Amory Airport except in the case of an emergency <p>11. Crew Shore Excursions</p> <p>The crew is not permitted to disembark the vessel. (This can be reviewed as time progresses).</p>
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Arrival Hall



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Arrival Hall

	Requirements
Arrival Hall	<p>1. General Protocols</p> <ul style="list-style-type: none"> a) All employees or personnel interacting with cruise passengers must be fully vaccinated. b) Employees must be given appropriate PPE to complete the task assigned by the Employer. c) All Operations must pay special attention to the protection of the following high-risk employees and travellers: <ul style="list-style-type: none"> i. Over the age of 60 ii. Hypertensive iii. Diabetic iv. Pre-existing respiratory conditions such as asthma <p>2. General Operations</p> <ul style="list-style-type: none"> a) Install floor markers in areas where guests are required to be in line to maintain physical distancing. b) Design muster stations which allow for physical distancing to reduce overwhelming crowds waiting a long time for their tours at one central location. c) Limit the number of operators at the terminal building based on time of tours. d) Information booth to be designed with plexiglass between guest and employee. To improve audibility, speaking holes or intercom system may be installed. e) All tv monitors must be out of the reach of guests. <p>Signage</p> <p>The following notices are to be erected in English, French, Spanish, and German.</p> <p>Good Hygiene/Health Practices</p> <ul style="list-style-type: none"> i. Maintain a distance of at least 6 feet/2 meters from all individuals.



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	<ul style="list-style-type: none"> ii. Frequently perform hand hygiene by washing hands thoroughly with soap and water or using a hand sanitizer if hand wash station not in proximity. iii. Wear a mask in public areas. The following signage is not mandatory but recommended: iv. Cover mouths and noses with a tissue when coughing or sneezing, and then discarding it in a garbage can. Wash hands for a minimum of 20 seconds after with soap and water. v. Avoid touching our faces unnecessarily. <p>Management of Suspected Cases</p> <ul style="list-style-type: none"> a) Employees working in the area are required to report suspected cases or contact with COVID-19 positive persons in real-time to the local Ministry of Health representative including the date and time, signs and symptoms observed, age and gender of the person(s) showing symptoms and the activities they engaged in. b) Individuals who display symptoms of COVID-19 will be taken to the identified quarantine room at the terminal building and await assessment by an assigned medical professional. There should be no interaction with anyone except the assigned medical professionals. c) Individuals who test negative for COVID-19 after showing symptoms will be permitted to re-join the cruise vessel. Individuals who test positive will be isolated at their own cost until they receive a negative result at such time they will be permitted to depart the island unless arrangements are made for a MEDVAC. d) Erect hands-free sanitizing dispensers and/or hand wash stations at the entrance to the establishment (preference for contactless). If not hands-free, sanitize the dispenser continually throughout the day. <p>Communication and Information</p> <ul style="list-style-type: none"> a) A system for the sharing of information to a large group of people shall be identified. This system shall be audio and visual. Digital format is preferred. This information communication will consist of information for both internal and external customers. <p>3. Health and Safety</p> <p>Personal Protective Equipment – PPE</p> <ul style="list-style-type: none"> a) Staff shall wear any combination of the following PPE based on the task they are completing: <ul style="list-style-type: none"> • Disposable 3 ply medical face mask • Face shield
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	<ul style="list-style-type: none"> • Goggles • HAZMAT suit • Sleeve guards • Disposable gloves • Shoe sleeves <p>b) All employees are required to wear Disposable 3 ply medical face masks when in public areas.</p> <p>c) Please note the use of the following guidance for the use of disposable gloves:</p> <ul style="list-style-type: none"> • Polyethylene, latex (without powdery substance), vinyl – Food Preparation • Rubber- Cleaning and disinfecting • Latex- waste disposal <p>d) Employees shall be required to wear full PPE attire where applicable based on activities, role, and duties. These include:</p> <ul style="list-style-type: none"> • Disposable 3 ply medical face mask • Face Shield/ Goggles • HAZMAT suit • Disposable gloves • Sleeve guards • Shoe sleeves <p style="text-align: center;">Health and Safety -Employees</p> <p>a) Employees undergo random testing as required by the Ministries of Health and the Chief Medical Officer.</p> <p>b) Employees in the food and beverage sector or who have a high level of interaction with guests will be required to change into uniform when reporting to duty and change out of uniform before returning home.</p> <p>c) Employees are to complete a health questionnaire as part of the on-going health monitoring protocols.</p> <p>d) Employees who test positive for COVID-19 are to follow the established guidelines of the Ministries of Health for isolation.</p> <p>e) Employees will undergo temperature checks at the beginning of each shift. Those with an elevated temperature and/or visible symptoms should be documented and screened by an onsite or on-call medical professional for additional symptoms that may indicate a risk of COVID-19. Depending on the assessment, the medical professional will instruct the employee to return home or will assist the employee in contacting the relevant Ministry of Health.</p>
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- f) Employees are to be briefed at the beginning of their shift to remind them to disclose if:
 - They have knowingly been exposed to anyone with COVID-19,
 - They have symptoms of COVID-19.
 - They had an above normal temperature at check-in.
- g) Employees are encouraged not to share desks, office supplies, computers, chairs, phones etc. When there is a shift change, the employee is responsible for wiping down their workstation, if appropriate, using alcohol-based sanitizing spray (62% alcohol or above).
- h) Employees are required to sanitize or wash their hands regularly throughout their shift (minimum of twice an hour) and after the following interactions occur:
 - i) Handling/exchange of cash or credit cards
 - j) Handling items from a patron
 - k) Touching common areas
 - l) Upon serving food and drinks

Health and Safety – Cruise passengers

- a) All cruise passengers must sanitize their hands prior to entering the terminal building.
- b) Cruise passengers must maintain physical distance of 6 feet or 2 meters when in the arrival hall from individuals not in their travel party.
- c) All cruise passengers must wear a mask when booking independent tours and in the arrival hall.
- d) Congregating and crowding in the terminal building is not permitted.
- e) Queuing for waiting tours is discouraged.

4. Contact Tracing

- a) A record must be kept of all port employees, shore excursion representatives, government officials and any other non-cruise ship officers who enter the Arrival Terminal. This record shall include the following:
 - i. Full Name
 - ii. Address
 - iii. Contact Information

5. Cleaning & Sanitization

- a) The terminal building must be sanitized prior to the arrival of each cruise vessel using hospital grade cleaners.



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	<p>b) All cleaners are required to wear appropriate PPE while conducting their cleaning duties. These include:</p> <ul style="list-style-type: none">• Disposable 3 ply medical face masks• Disposable gloves• Disposable aprons• Shoe sleeves• Face shield and or goggles <p>c) Provide specific guidance on PPE use for workers to wear for the following activities:</p> <ul style="list-style-type: none">• Cleaning: surgical mask, face shield, disposable apron, disposable gloves• Disinfecting: surgical mask, face shield, disposable gloves• Sanitizing: Surgical mask, disposable glove <p>d) Enhance environmental cleaning procedures and protocols with special attention to high-touch surfaces and objects. Per guidance under development from the Ministry of Health:</p> <ol style="list-style-type: none">i. Use only approved hard-surface disinfectants.ii. If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.iii. For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective.iv. Diluted household bleach solutions can be used if appropriate for the surface. Follow manufacturer’s instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser.v. Unexpired household bleach will be effective against coronaviruses when properly diluted.vi. Prepare a bleach solution by mixing:<ul style="list-style-type: none">○ 5 tablespoons (1/3 cup) bleach per gallon of water or 4 teaspoons bleach per quart of water.○ Follow the manufacturer’s instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.). <p>e) For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners for use on these surfaces.</p>
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- f) If the items can be laundered, launder items in accordance with the manufacturer’s instructions using the warmest appropriate water setting for the items and then dry items completely.
- g) Increase frequency of routine cleaning and disinfection, emphasizing cleaning and disinfecting frequently touched objects and surfaces such as water coolers, desks, countertops, doorknobs, seating, faucet handles, phones.
- h) Use the proper concentrations of disinfectant and allow required wet contact time.
- i) Empty garbage cans regularly to prevent overflow and use gloves when emptying garbage bins.
- j) Perform routine maintenance of air conditioning vents or filters to promote indoor air quality and limit exposure.
- k) Ensure safe removal and disposal of PPE using the safety disposal guidelines of the World Health Organization (WHO).

Cleaning Procedures

- a) A cleaning schedule with accompanying check list must be kept and must be available for inspection by the Ministries of Health and the St. Kitts Tourism Authority or Nevis Tourism Authority for inspection based on island of operation.
- b) Schedules and Checklists shall be updated to reflect increased cleaning for high touch areas including door handles, counters, any equipment, and restrooms.
- c) Clean and sanitize shared equipment such as credit card machines, point of sale stations after every use.
- d) Make hand sanitizer available for staff and guests.
- e) Have deep cleaning response plan in place, in the event of an employee(s) testing positive for COVID-19.
- f) Public restrooms must be cleaned every 30 minutes during period of high frequency.

6. Public Restrooms

- a) Employees and cruise passengers shall not use the same restroom.
- b) All public restrooms shall be cleaned prior to the arrival of the cruise vessel each day and as per cleaning guidelines and checklist.
- c) Restrooms shall be cleaned with hospital grade or approved bleach solution (as outlined above) every 30 minutes with high frequency usage, paying attention to the following high touch areas.
- d) A cleaning schedule with accompanying checklist must be kept and must be available for inspection by the Ministry of Health and the St.



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	<p>Kitts Tourism Authority, or Nevis Tourism Authority for inspection based on the island of operation.</p> <p>e) Schedules and Checklists shall be updated to reflect increased cleaning for high touch areas.</p> <p>f) Restrooms shall be cleaned with hospital grade or approved bleach solution (as outlined above) every 30 minutes with high frequency usage, paying attention to the following high touch areas:</p> <ul style="list-style-type: none">• Door handles• Stall handles• Toilet handles• Toilet seats• Faucet handles• Soap, water, and disposable paper towels shall be provided in all restrooms.
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Shore Excursions



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Shore Excursions

	Requirements
Shore Excursions	<p>1. General</p> <ul style="list-style-type: none"> a) All employees or personnel interacting with cruise passengers must be fully vaccinated. b) Operators must ensure that there is someone identified on shift to enforce protocols. c) Employees must be given appropriate PPE to complete the task assigned by the employer where applicable. These include: <ul style="list-style-type: none"> • Disposable 3 ply medical masks • disposable gloves • disposable aprons • shoe sleeves • face shields d) All Operations must pay special attention to the protection of the following high-risk employees/customers: <ul style="list-style-type: none"> i. Over the age of 60 ii. Hypertensive iii. Diabetic iv. Pre-existing respiratory conditions such as asthma <p>2. Vaccinated Bubble Shore Excursions</p> <ul style="list-style-type: none"> a) All shore excursions are ‘vaccinated bubble’ excursions. b) All cruise passengers age 2 and older must be fully vaccinated or should have submitted a negative RT PCR or Antigen test 72 hours / 3 days before boarding the vessel at the homeport to engage in shore excursions or access the port’s retail shops and food and beverage outlets. c) Cruise passengers shall have their temperature checked before embarking on any shore related activities. d) Only operators who are fully vaccinated and approved by the Ministry of Health and the St. Kitts and Nevis Tourism Authorities are permitted to offer excursions based on the island of operation.



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- e) Fully Vaccinated cruise passengers and accompanied unvaccinated children under 12 are only permitted to engage in vaccinated bubble excursions.
- f) A 'vaccinated bubble excursion' is one where the cruise passengers, tour operators and any other personnel cruise passengers may interact with are fully vaccinated.
- g) Fully Vaccinated bubble experiences are from gangway to shore excursion back to gangway. This is defined as the corridor of sterilization.
- h) All tours or excursions departing the port must be recorded by the ship contracted tour operator if a ship contracted tour or the assigned port inspectors for contact tracing purposes.
- i) Cruise passengers who venture outside of the corridor of sterilization may risk denied access to the cruise vessel.

3. Requirements for the Approval of Vaccinated Bubble Shore Excursions

- a) All staff must be fully vaccinated, and operators must submit vaccinated cards to the St. Kitts Tourism Authority.
- b) All staff must complete Travel Approved training and are required to complete any subsequent training as may be required by the Ministry of Health and or the St. Kitts Tourism Authority.
- c) Properties must have protocols approved by the Ministry of Health and the St. Kitts and Nevis Authorities that outline the following:
 - i. Excursion capacity in keeping with COVID-19 guidelines to encourage physical distancing.
 - ii. Health and safety of employees and visitors
 - iii. Screening of Visitors
 - iv. Contact tracing.
 - v. Cleaning
 - vi. Management of potential COVID-19 cases.
- d) Successfully pass inspection of the COVID-19 task force.
- e) Identification and implementation of self-monitoring procedures for all excursions.

4. Health and Safety

Personal Protective Equipment – PPE

- a) Staff shall wear any combination of the following PPE based on the task they are completing:
 - Disposable 3 ply medical face mask
 - Face shield

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	<ul style="list-style-type: none"> • Goggles • HAZMAT suit • Sleeve guards • Disposable gloves • Shoe sleeves <p>b) All cruise passengers and employees are required to wear Disposable 3 ply medical face masks when in public areas.</p> <p>c) Please note the following guidance for the use of disposable gloves:</p> <ul style="list-style-type: none"> • Polyethylene, latex (without powdery substance), vinyl – Food Preparation • Rubber- Cleaning and disinfecting • Latex- waste disposal <p>d) Employees shall be required to wear full PPE attire if required to interact with a guest in quarantine These include:</p> <ul style="list-style-type: none"> • Disposable 3 ply medical face mask • Face Shield/ Goggles • HAZMAT suit • Gloves • Sleeve guards • Shoe sleeves <p style="text-align: center;">Health and Safety -Employees</p> <p>a) All employees must be dressed in appropriate PPE which may include but is not limited to the following based on the level of interaction with travellers and risk to the employee of contracting the virus:</p> <ol style="list-style-type: none"> i. Disposable 3 ply medical face masks ii. Face shields iii. Disposable gloves iv. HAZMAT suit <p>b) Employees undergo random testing as required by the Ministry of Health and the Chief Medical Officer.</p> <p>c) Employees in the food and beverage sector or who have a high level of interaction with guests will be required to change into uniform when reporting to duty and change out of uniform before returning home.</p> <p>d) Employees are to complete a health questionnaire as part of the on-going health monitoring protocols.</p> <p>e) Employees who test positive for COVID-19 are to report immediately to the relevant Ministry of Health for isolation procedures.</p> <p>f) Employees will undergo temperature checks at the beginning of each shift. Those with an elevated temperature and/or visible symptoms</p>
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	<p>should be documented and screened by an onsite or on-call medical professional for additional symptoms that may indicate a risk of COVID-19. Depending on the assessment, the medical professional will instruct the employee to return home or will assist the employee in contacting the Ministry of Health.</p> <p>g) Employees are to be briefed at the beginning of their shift to remind them to disclose if:</p> <ul style="list-style-type: none">• They have knowingly been exposed to anyone with COVID-19,• They have symptoms of COVID-19.• They had an above normal temperature at check-in.• Employees are encouraged not to share desks, office supplies, computers, chairs, phones etc. When there is a shift change, the employee is responsible for wiping down their workstation, if appropriate, using alcohol-based sanitizing spray (62% alcohol or above). <p>h) Employees are required to sanitize or wash their hands regularly throughout their shift (minimum of twice an hour) and after the following interactions occur:</p> <ul style="list-style-type: none">• Handling/exchange of cash or credit cards• Handling items from a patron• Touching common areas• Upon serving food and drinks <p>Health and Safety – Cruise passengers</p> <p>a) All cruise passengers must complete temperature checks at their entry point to the port. Anyone with a temperature above 99 degrees Fahrenheit will not be permitted to access the general port area.</p> <p>b) Cruise passengers will be required to wear their mask when on attractions in doors or close to individuals where social distancing is not possible.</p> <p>c) Cruise passengers are encouraged to maintain a physical distance of 6 feet or 2 meters away from individuals not in their travel party.</p> <p>d) Congregating and crowding is not permitted.</p> <p>e) Queuing for waiting tours is discouraged.</p> <p>5. Physical Distancing</p> <p>a) A plexiglass or sneeze guard shall be erected to create a physical barrier between the guest and the employee in the following areas:</p> <ul style="list-style-type: none">○ Demonstrations○ Cashiers○ Information Booths
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	<p>b) Mark the ground with 6 ft./2m of physical distance line spacing for queues and enforce physical distancing both inside and outside of an establishment.</p> <p>c) Erect hands-free sanitizing dispensers and/or hand wash stations at the entrance to the establishment (preference for contactless). If not hands-free, sanitize the dispenser continually throughout the day.</p> <p>d) Include signage in clear and visible areas throughout the property reinforcing COVID-19 protocols.</p> <p>6. Cleaning & Sanitization</p> <p>a) Individuals performing cleaning duties are required to wear appropriate PPE while conducting their cleaning duties.</p> <p>b) Provide specific guidance on PPE use for workers to wear for the following activities:</p> <ul style="list-style-type: none">• Cleaning: 3 ply disposable medical mask, face shield, disposable apron• Disinfecting: disposable 3 ply medical mask, face shield and disposable gloves• Sanitizing: Disposable 3 ply medical mask and disposable gloves <p>c) Enhance environmental cleaning procedures and protocols with special attention to high-touch surfaces and objects. Per guidance under development from the Ministry of Health:</p> <ol style="list-style-type: none">i. Use only approved hard-surface disinfectants.ii. If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.iii. For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective.iv. Diluted household bleach solutions can be used if appropriate for the surface. Follow manufacturer’s instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser.v. Unexpired household bleach will be effective against coronaviruses when properly diluted.vi. Prepare a bleach solution by mixing:<ul style="list-style-type: none">○ 5 tablespoons (1/3 cup) bleach per gallon of water or 4 teaspoons bleach per quart of water.○ Follow the manufacturer’s instructions for all cleaning and disinfection products (e.g.,
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	<p>concentration, application method and contact time, etc.).</p> <ul style="list-style-type: none"> d) For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners for use on these surfaces. e) If the items can be laundered, launder items in accordance with the manufacturer’s instructions using the warmest appropriate water setting for the items and then dry items completely. f) Increase frequency of routine cleaning and disinfection, emphasizing cleaning and disinfecting frequently touched objects and surfaces such as water coolers, desks, countertops, doorknobs, seating, faucet handles, phones. g) Use the proper concentrations of disinfectant and allow required wet contact time. h) Empty garbage cans regularly to prevent overflow and use gloves when emptying garbage bins. i) Perform routine maintenance of air conditioning vents or filters to promote indoor air quality and limit exposure. j) Ensure safe removal and disposal of PPE using the safety disposal guidelines of the World Health Organization (WHO). <p>Cleaning Procedures</p> <ul style="list-style-type: none"> a) A cleaning schedule with accompanying check list must be kept and must be available for inspection by the Ministry of Health and the St. Kitts Tourism Authority for inspection. b) Schedules and Checklists shall be updated to reflect increased cleaning for high touch areas including door handles, counters, any equipment, and restrooms. c) Clean and sanitize shared equipment such as credit card machines, point of sale stations after every use. d) Make hand sanitizer available for staff and guests. e) Have deep cleaning response plan in place, in the event of an employee(s) testing positive for COVID-19. f) Public restrooms must be cleaned every 30 minutes during period of high frequency. <p>7. Public Restrooms</p> <ul style="list-style-type: none"> a) Employees and cruise passengers shall not use the same restroom. b) All public restrooms shall be cleaned prior to the arrival of tours each day and as per cleaning guidelines and checklist.
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	<p>c) A cleaning schedule with accompanying checklist must be kept and must be available for inspection by the Ministries of Health and the St. Kitts Tourism Authority or Nevis Tourism Authority for inspection based on the island.</p> <p>d) Schedules and Checklists shall be updated to reflect increased cleaning for high touch areas.</p> <p>e) Restrooms shall be cleaned with hospital grade or approved bleach solution (as outlined above) every 30 minutes with high frequency usage, paying attention to the following high touch areas:</p> <ul style="list-style-type: none">• Door handles• Stall handles• Toilet handles• Toilet seats• Faucet handles• Soap, water, and disposable paper towels shall be provided in all restrooms. <p>8. Signage</p> <p>The following notices are to be erected in English, French, Spanish, and German.</p> <p>a) Good Hygiene/Health Practices</p> <ol style="list-style-type: none">i. Maintain a distance of at least 6 feet/2 meters from all individuals.ii. Frequently perform hand hygiene by washing hands thoroughly with soap and water or using a hand sanitizer if hand wash station not in proximity.iii. Wear a mask in public areas.iv. Cover mouths and noses with a tissue when coughing or sneezing, and then discarding it in a garbage can. Wash hands for a minimum of 20 seconds after.v. Avoid touching our faces unnecessarily.vi. Eat a wide variety of fresh foods daily.vii. Take regular physical exercise.viii. Hydrate well and regularly.
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St. Kitts Tourism Authority

Taxi and Tour Bus Operators



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Taxi and Tour Bus Operators

Sector	Requirements
<p>Ground Transportation Taxi and Tour Bus Operators</p>	<p>1. General Requirements</p> <ul style="list-style-type: none"> a) Employees must be given appropriate PPE to complete the task assigned by the Employer. b) All businesses must operate under the laws of the Federation of St. Kitts and Nevis. They are required to have the following: <ul style="list-style-type: none"> i. Business Licence ii. St. Kitts Tourism Authority Permit iii. Nevis Tourism Authority Permit iv. St. Kitts Tourism Authority/Nevis Tourism Authority “Travel Approved” Seal c) Operator must play special consideration to declared high risk employees/customers in the following categories: <ul style="list-style-type: none"> i. Over the age of 60 ii. Hypertensive iii. Diabetic iv. Pre-existing respiratory conditions such as asthma d) Operation must keep a record of all customers/guests for contact tracing purposes. e) All operators and vehicles are required to undergo an inspection each ship day prior to being approached to provide transportation service for any tour. f) All vehicles shall be subject to inspection and spot checks by the Ministry of Health and the St. Kitts or Nevis Tourism Authorities appointed inspectors when operating based on the island of operation. g) Once taxis or tour buses are cleared for operation, they will receive a card of approval from the inspector. Taxis without the approval card should not be given jobs at Port Zante, or any other area where a ship is docked. h) Taxi Operators will be encouraged to invest in an electronic system to limit cash transactions.



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- i) Operators are not permitted to transport locals, visitors from CARICOM and International Cruise passengers in the same vehicle at the same time.
- j) Operators are not permitted to make stops for any reason outside of the approved transfer when carrying international cruise passengers.

2. Health and Safety

- a) All taxi and tour bus operators must wear a disposable 3 ply medical face mask. Passengers must wear a cloth or disposable medical mask when in operation.
- b) Passengers and driver must sanitize their hands prior to entering the vehicle.
- c) Taxi and Tour Bus Operators are always required to have a minimum of two hand sanitizers in the vehicle. One for the guest and the other for the driver
- d) Taxi Operators will be required to wash or sanitize their hands before and after servicing each guest.
- e) Taxi and Tour Bus Operators are not allowed to congregate at the attraction and wait for the guests. Taxi Operator may leave the attraction and return for the guest or wait in their vehicle at an approved parking area.

3. Physical Distancing

- a) A plexiglass division or other approved Velcro division as approved by the Ministry of Health and the St. Kitts Tourism Authority or Nevis Tourism Authority based on the island of operation is required to separate the driver from the passenger.
- b) A membrane for the Air Conditioning (AC) unit that allows airflow in one direction shall be installed in vehicles of 8 seats or less if no separate airflow is available or the airflow must be set to circulate air from the exterior.
- c) The number of passengers to be carried in each vehicle will be reduced to meet social distancing standards. Please see below proposal:
 - i. 25-seater -15 passengers
 - ii. 15-seater- 10 passengers
 - iii. 7-seater – 4 passengers
 - iv. 4-seater -2 passengers



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	<p>d) Taxi Operators will no longer be permitted to gather and solicit on Port Zante. All ground transportation will be facilitated by a dispatching line which will follow strict social distancing protocols.</p> <p>4. Cleaning</p> <p>Cleaning Products</p> <p>a) Enhance environmental cleaning procedures and protocols with special attention to high-touch surfaces and objects shall be followed as per guidance under development from the Ministry of Health:</p> <ul style="list-style-type: none">• Use only approved hard-surface hospital grade or approved bleach solution disinfectants.• If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.• For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective.• Diluted household bleach solutions can be used if appropriate for the surface. Follow manufacturer’s instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser.• Unexpired household bleach could be effective against coronaviruses when properly diluted.• Prepare a bleach solution by mixing:<ul style="list-style-type: none">○ 5 tablespoons (1/3 cup) bleach per gallon of water or 4 teaspoons bleach per quart of water.○ Follow the manufacturer’s instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.). <p>b) For soft (porous) surfaces remove visible contamination if present and clean with appropriate cleaners for use on these surfaces e.g., steam cleaning Disinfect surface once cleaned. These include seats and headrests.</p> <p>c) Use the proper concentrations of disinfectant and allow required wet contact time.</p> <p>Cleaning Procedures</p> <p>a) A cleaning schedule with accompanying check list must be kept and must be available for inspection by the Ministry of Health and</p>
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	<p>the St. Kitts Tourism Authority and Nevis Tourism Authority for inspection based on the island of operation.</p> <ul style="list-style-type: none">b) Schedules and Checklists shall be updated to reflect increased cleaning for high touch areas including door handles, front of house counters, restrooms as well as in the back of house.c) Thoroughly clean the vehicle prior to each workday. Both the interior and the exterior of the vehicle must be cleaned and disinfected using approved solutions as outlined in this document.d) Keep cleaning schedules and logs to reflect increased cleaning for high touch areas including door handles and seat belts. Please note the following:<ul style="list-style-type: none">• <u>At the Beginning and End of The Day</u><ul style="list-style-type: none">○ Clean interior and exterior of the bus paying special attention to high touch areas which include seat belts, door handles and window handles.○ Check all hand sanitizers and back up masks to ensure sufficient inventory.• <u>Before and After Each Trip</u><ul style="list-style-type: none">○ Disinfect all high touch areas - sea belts, door handles, seat handles.○ Dispose of any waste using disposable gloves.○ Disinfect the interior of the vehicle- spray disinfectant spray on all seats.e) Cleaning schedule/ proof of cleaning (sticker provided by cleaning agencies) shall be made available to assigned inspectors from the Ministry of Health and the St. Kitts Tourism Authority where applicable.f) All vehicles shall be disinfected after each trip, paying special attention to high touch areas such as seatbelts, seat handles, window handles and door handles.g) Clean and sanitize shared equipment such as credit card machines.
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Physical Attractions



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Physical Attractions

Sector	Requirements
<p>Physical Attractions</p> <ul style="list-style-type: none"> • Black Rocks • Brimstone Hill • Caribelle Batik • Dolphin Discovery • Eco Park • Fairview Inn 	<p>1. General Requirements</p> <p>a) Employees must be given appropriate PPE to complete the task assigned by the Employer. These may include:</p> <ul style="list-style-type: none"> • Disposable 3 ply medical face masks • Disposable gloves • face shield • shoe sleeves <p>b) All employees interacting with guests and or operating in a ‘Travel Approved’ Bubble must be fully vaccinated.</p> <p>c) All businesses must operate under the laws of the Federation of St. Kitts and Nevis. They are required to have the following:</p> <ul style="list-style-type: none"> i. Business Licence ii. Health Certificate (where applicable) iii. Food Handlers Permits for employees (where applicable) iv. St. Kitts Tourism Authority/Nevis Tourism Authority “Travel Approved” Seal <p>d) Employer must play special consideration to declared high risk employees/customers in the following categories:</p> <ul style="list-style-type: none"> i. Over the age of 60 ii. Hypertensive iii. Diabetic iv. Pre-existing respiratory conditions such as asthma <p>e) Operation must keep a record of all customers/guests for contact tracing purposes.</p> <p>f) Hand Sanitizers shall be prominently placed around the attraction.</p> <p>g) Employees and customers who display symptoms of COVID-19 or any contagious illness shall not be permitted to enter any attraction.</p> <p>h) Each Operator shall have an established health and safety policy that is updated annually before October that outlines the following:</p> <ul style="list-style-type: none"> i. Name and telephone number of on-call doctor.



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	<ul style="list-style-type: none"> ii. Policy and procedures for staff members who become ill (e.g., contraction of COVID-19) as a proven result of contact with guests. This policy must be communicated to all staff members. i) Each operator shall create a policy regarding the cancellation of reservations or denying access to any guest who display symptoms of H1N1, COVID-19 or any other contagious illness. This policy must be clearly outlined on the website of the Operator and within the physical surroundings of the establishment. When a reservation is made, the policy must also be clearly communicated to the guests. j) Each operator must have a crisis management plan that includes the following: <ul style="list-style-type: none"> i. Adequate communication measures between managers, supervisors, and staff to ensure proper functioning and rapid information exchange in the establishment and ensuring proper understanding of protocols including measures for crisis management. ii. Protocols for Sick Employees: <ul style="list-style-type: none"> o Sick Employees must remain at home. o Staff must be adequately sensitized to the signs and symptoms of COVID-19 and be able to identify both guest and staff exhibiting symptoms. o Emergency Numbers for Government Agencies e.g., Police, Fire and Rescue. o Emergency contact for doctors – must be available and readily displayed. o Management of suspected COVID-19 cases. j) A record must be kept of all customers which shall include their full names, addresses, and contact information. k) A cleaning schedule with accompanying check list must be kept and must be available for inspection by the Ministry of Health and the St. Kitts Tourism Authority and Nevis Tourism Authority for inspection. l) Schedules and checklists shall be updated to reflect increased cleaning for high touch areas including door handles, front of house counters, restrooms as well as in the back of house. <p>2. Health and Safety Customer Areas</p> <ul style="list-style-type: none"> a) Each customer shall wear a mask when entering any attraction.
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- b) As part of the check in process, customers shall have their temperature checked.
- c) Customers shall have their hands sanitized upon entering an attraction.
- d) Customers shall sanitize their hands when leaving an attraction.

Employee Areas

- a) Each employee shall have their temperature checked upon arrival to the attraction.
- b) Each employee working at an establishment shall wash their hands before and after duty.
- c) Each employee shall wear a Disposable 3 ply medical face mask when on duty.

Social Distancing

- a) Plexiglass screens must be erected at cashier stations and demonstration areas. Where this is not evident, the 6 feet requirement for social distancing must be adhered to.
- b) Floor demarcations shall be used to mark 6 feet distance to ensure physical distancing.
- c) A minimum of 30 square feet shall be adhered to for all employees and customers.
- d) Each establishment shall post social distancing signs outlining new COVID-19 acceptable capacities as approved by the Ministry of Health.
- e) Crowding at establishments is not permitted.

Food and Beverage

- a) No self-serve food or beverage is permitted.
- b) Employees shall wear gloves when serving food or beverage to any customer.
- c) Utensils shall not be left in the open but shall be provided upon request or with meal or beverage.



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Water Based Excursions



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Water Based Excursions

Sector	Requirements
<p>Water Based Excursions</p>	<p>1. General Requirements</p> <ul style="list-style-type: none"> a) All employees must be fully vaccinated. b) Employees must be given appropriate PPE to complete the task assigned by the Employer. c) All businesses must operate under the laws of the Federation of St. Kitts and Nevis. They are required to have the following: <ul style="list-style-type: none"> i. Business Licence ii. St. Kitts Tourism Authority/Nevis Tourism Authority “Travel Approved” Seal d) Operation must keep a record of all customers/guests for contact tracing purposes. e) All vessels must be cleaned between trips. f) There shall be no mixing of nationals and residents and residents with international cruise passengers who are considered high risk. g) All equipment must be sanitized before and after use. h) All high touch areas must be cleaned and disinfected every hour. These include seats and railings. i) Customers must sanitize their hands and complete a temperature check before boarding any watercraft. j) Websites shall outline all approved safety protocols or provide a link to all approved protocols. k) Equipment such as catamarans and boats shall carry the following: <ul style="list-style-type: none"> • Hand sanitizer • Disinfectants for cleaning • Wipes & Disposable paper towels • PPE such as masks and gloves • Foot press waste disposal bins. l) Each operator must have a crisis management plan that includes the following: <ul style="list-style-type: none"> i. Adequate communication measure between managers, supervisors, and staff to ensure proper functioning and rapid information exchange in the establishment and ensuring proper

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	<p>understanding of protocols including measures for crisis management.</p> <p>ii. Protocols for Sick Employees:</p> <ul style="list-style-type: none"> ○ Sick Employees must remain at home. ○ Staff must be adequately sensitised to the signs and symptoms of COVID-19 and able to identify both guest and staff exhibiting symptoms. ○ Emergency numbers for Government Agencies e.g., Police, Fire and Rescue. ○ Emergency contact for doctors – must be available and readily displayed. ○ Management of suspected COVID-19 cases. <p>2. General check-in</p> <p>a) Temperature check and hand sanitization will be done during check – in</p> <p>b) Customers will be required to complete manifest, indicating where they are staying on island, and email address for contact tracing.</p> <p>c) Check in offices shall include the following:</p> <ul style="list-style-type: none"> ● Hand sanitizer ● Disinfectants for cleaning ● Wipes & Disposable paper towels ● PPE such as masks and gloves ● Thermometers <p>3. Onboard</p> <p>a) One (1) crew member per vessel or operation will be designated as Safety Officer to ensure that each vessel remains compliant to protocols put in place.</p> <p>b) For intimate excursions such as kayaking, groups shall be grouped by travel bubble or family.</p> <p>c) Sanitize Equipment (Boat, kayak etc.) - Equipment will sanitize every hour, wipe, clean, all interior and exterior surfaces, bathrooms, and objects that persons may come into contact.</p> <p>d) Dispensers – Each Equipment will have at least one (1) sanitizing station on deck. 2 sanitization stations will be required for vessels that carry more than 50 individuals.</p> <p>e) Reduce passenger capacity- Customers will be required to social distance while onboard. Capacity numbers shall allow for adherence to established social distance of 32 square feet for each passenger.</p>
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	<ul style="list-style-type: none">f) Before and after boarding- Personal protective equipment (masks/face coverings and gloves) will be used, and physical distances will be observed when at marinas, Equipment docks, ramps, and other marine venues and facilities.g) Provide markings- Floor markings or tape on seats, docks, railings, and the deck will be used to help passengers follow social distancing.h) Wash your hands thoroughly and frequently- Passengers and crew will wash/ sanitize hands every 30 minutes to 1 hour.i) Safe Handling of Food – Buffets are not permitted. A server shall serve all food items while onboard.j) Snorkeling Equipment – Snorkeling equipment is disinfected before and after each use. <p>4. Cleaning and Sanitization</p> <ul style="list-style-type: none">a) All operators must have hand washing stations for all staff.b) Enhance environmental cleaning procedures and protocols with special attention to high-touch surfaces and objects. Per guidance under development from the Ministry of Health:<ul style="list-style-type: none">i. Use only approved hard-surface disinfectants.ii. If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.iii. For disinfection, hospital grade solution, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective.iv. Diluted household bleach solutions can be used if appropriate for the surface. Follow manufacturer’s instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser.v. Unexpired household bleach will be effective against coronaviruses when properly diluted.vi. Prepare a bleach solution by mixing:<ul style="list-style-type: none">o 5 tablespoons (1/3 cup) bleach per gallon of water or 4 teaspoons bleach per quart of watero Follow the manufacturer’s instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).
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	<ul style="list-style-type: none">c) For soft (porous) surfaces such remove visible contamination if present and clean with appropriate cleaners for use on these surfaces.d) Increase frequency of routine cleaning and disinfection, emphasizing cleaning and disinfecting frequently touched objects and surfaces such as water coolers, desks, countertops, doorknobs, seating, faucet handles, phones.e) Use the proper concentrations of disinfectant and allow required wet contact time. <p>Cleaning Procedures</p> <ul style="list-style-type: none">a) Thoroughly clean all equipment before reopening.b) Update cleaning schedules and logs to reflect increased cleaning for high touch areas including door handles, counters, and restrooms.c) Clean and sanitize shared equipment such as credit card machines, point of sale stations after every use.d) Make hand sanitizer available for staff and guests.e) Have deep cleaning response plan in place, in the event of an employee(s) testing positive for COVID-19.f) Public restrooms must be cleaned every 30 minutes during period of high frequency.
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St. Kitts Tourism Authority

St. Kitts Scenic Railway



St. Kitts Tourism Authority

St. Kitts Scenic Railway

Sector	Requirements
<p>St. Kitts Scenic Railway</p>	<p>1. General Requirements</p> <p>a) Employees must be given appropriate PPE to complete the task assigned by the Employer. These include:</p> <ul style="list-style-type: none"> • Disposable 3 ply medical face masks • disposable gloves • disposable aprons • shoe sleeves <p>b) All employees interacting with guests and or operating in a ‘Travel Approved’ Bubble must be fully vaccinated.</p> <p>c) All businesses must operate under the laws of the Federation of St. Kitts and Nevis. They are required to have the following:</p> <ul style="list-style-type: none"> i. Business Licence ii. St. Kitts Tourism Authority/Nevis Tourism Authority “Travel Approved” Seal <p>d) Employer must play special consideration to declared high risk employees/customers in the following categories:</p> <ul style="list-style-type: none"> i. Over the age of 60 ii. Hypertensive iii. Diabetic iv. Pre-existing respiratory conditions such as asthma <p>e) Operation must keep a record of all customers/guests for contact tracing purposes.</p> <p>f) Hand Sanitizers shall be prominently placed around the attraction.</p> <p>g) Employees and customers who display symptoms of COVID-19 or any contagious illness shall not be permitted to enter any attraction.</p> <p>h) Each Operator shall have an established health and safety policy that is updated annually before October that outlines the following:</p> <ul style="list-style-type: none"> i. Name and telephone number of on-call doctor ii. Policy and procedures for staff members who become ill (e.g., contraction of COVID-19) as a proven result of contact with guests. This policy must be communicated to all staff members.



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	<ul style="list-style-type: none">i) Each operator shall create a policy regarding the cancellation of reservations or denying access to any guest who display symptoms of H1N1, COVID-19 or any other contagious illness. This policy must be clearly outlined on the website of the Operator and within the physical surroundings of the establishment. When a reservation is made, the policy must also be clearly communicated to the guests.j) Each operator must have a crisis management plan that includes the following:<ul style="list-style-type: none">i. Adequate communication measures between managers, supervisors, and staff to ensure proper functioning and rapid information exchange in the establishment and ensuring proper understanding of protocols including measures for crisis management.ii. Protocols for Sick Employees:<ul style="list-style-type: none">○ Sick Employees must remain at home.○ Staff must be adequately sensitized to the signs and symptoms of COVID-19 and be able to identify both guest and staff exhibiting symptoms.○ Emergency Numbers for Government Agencies e.g., Police, Fire and Rescue.○ Emergency contact for doctors – must be available and readily displayed.○ Management of suspected COVID-19 cases.j) A record must be kept of all customers which shall include their full names, addresses, and contact information.k) A cleaning schedule with accompanying check list must be kept and must be available for inspection by the Ministry of Health and the St. Kitts Tourism Authority or Nevis Tourism Authority for inspection based on the island of operation.l) Schedules and Checklists shall be updated to reflect increased cleaning for high touch areas including door handles, front of house counters, restrooms as well as in the back of house. <p>2. Health and Safety</p> <p>Customer Areas</p> <ul style="list-style-type: none">a) Each customer shall wear a mask when entering any attraction.b) As part of the check in process, customers shall have their temperature checked.c) Customers shall have their hands sanitized upon entering an attraction.
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	<p>d) Customers shall sanitize their hands when leaving an attraction.</p> <p>Employee Areas</p> <ul style="list-style-type: none">a) Each employee shall have their temperature checked upon arrival to the attraction.b) Each employee working at an establishment shall wash their hands before and after duty.c) Each employee shall wear a Disposable 3 ply medical face mask when interacting with guests. <p>Social Distancing</p> <ul style="list-style-type: none">a) Plexiglass screens must be erected at cashier stations and demonstration areas. Where this is not evident, the 6 feet requirement for social distancing must be adhered to.b) Floor demarcations shall be used to mark 6 feet distance to ensure physical distancing.c) A minimum of 30 square feet shall be adhered to for all employees and customers.d) Each establishment shall post social distancing signs outlining new COVID-19 acceptable capacities as approved by the Ministry of Health.e) Crowding at establishments is not permitted. <p>Food and Beverage</p> <ul style="list-style-type: none">a) No self-serve food or beverage is permitted.b) Employees shall wear gloves when serving food or beverage to any customer.c) Utensils shall not be left in the open but shall be provided upon request or with meal or beverage. <p>3. Tour Execution</p> <ul style="list-style-type: none">a) Temperature checks to be done at all check in areas before passengers enter tour buses.b) All passengers entering tour buses and train cars are required to wear face masks.c) Drivers of tour buses and train car attendants shall sanitize their hands and the hands of passengers before they enter the tour buses and train cars.
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	<ul style="list-style-type: none">d) Before the tour begins, tour guides on buses and train shall inform passengers of all the sanitization and physical distancing protocols that are to be observed during the tour.e) Calculate the number of passengers that can be accommodated on tour buses and train cars based on the physical distancing protocols. Markers or tapes may be used to show or indicate the 6 feet distance to comply with the physical distancing protocols.f) Tour bus drivers are to be guided by the traffic regulations which permit only two passengers per row, seated at the end in a stagger manner.g) In cases where the passengers are from the same household or suite, then the physical distancing protocols will not apply. This means that passengers can sit together on train, buses, and catamaran without being six feet apart.h) Physical contact among passengers is not allowed in cases where passengers are not from the same household or suite.i) Toilet facilities shall be furnished with adequate supplies of running water, soap, paper towels, toilet paper, hand sanitizer and disinfectant on all train cars.j) A sanitizing station or dispenser must be installed close to the door or entrance in a visible location, for passengers entering and leaving the tour buses and train cars.k) Train car attendants shall ensure that passengers follow all sanitization and social distancing protocols during tours.l) Car attendants involved in serving beverages and food must wear gloves and face masks when serving passengers.m) Display signs and notices encouraging passengers to observe the protocols and practices to prevent the spread of COVID-19.n) Sanitize the train cars and tour buses before and after each tour. Frequently touched areas must be carefully sanitized before, during and after each tour. All cleaning products must be used according to the directions on the labels and guidance from the Bureau of Standards. Masks and gloves must always be used by persons responsible for doing the cleaning.
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St. Kitts Tourism Authority

Port Zante



St. Kitts Tourism Authority

Port Zante

	Requirements
Port	<p>1. General</p> <ul style="list-style-type: none"> a) All employees or personnel interacting with cruise passengers must be fully vaccinated. b) Employees must be given appropriate PPE to complete the task assigned by the Employer. c) All Operations must pay special attention to the protection of the following high-risk employees/customers: <ul style="list-style-type: none"> i. Over the age of 60 ii. Hypertensive iii. Diabetic iv. Pre-existing respiratory conditions such as asthma <p>2. Port Access</p> <ul style="list-style-type: none"> a) Only fully vaccinated individuals with approved excursions shall be permitted to access the port for the purpose of transferring passengers. b) Employees employed by retail and food and beverage outlets must be fully vaccinated if working at the port. c) Operators who do not have approved business at the port will not be permitted to access the port on a ship day. <p>3. Contact Tracing</p> <ul style="list-style-type: none"> a) A record must be kept of all port employees, shore excursion representatives, government officials and any other non-cruise ship officers who enter the Port. This record shall include the following: <ul style="list-style-type: none"> i. Full Name ii. Address iii. Contact Information <p>4. Reporting</p> <ul style="list-style-type: none"> a) Report suspected cases or contact with COVID-19 positive persons in real-time to the local Ministry of Health representative including the date and time, signs and symptoms observed, age and gender of the person(s) showing symptoms and the activities they engaged in. b) Compile a full report at the property at a minimum on a weekly basis to review suspected contact or positive and actions taken by the management team.

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	<p>c) Train all employees in identifying suspected cases or contact with COVID-19 positive persons, the procedures which are in place and what customers can expect and how they can comply. Include penalties for non-compliance.</p> <p>d) Erect signage indicating instructions for guests who do not feel well. Include the location of the medical facility or isolation room as well as the information for the onsite medical professional.</p> <p>5. Health and Safety</p> <p>Personal Protective Equipment – PPE</p> <p>a) Staff shall wear any combination of the following PPE based on the task they are completing:</p> <ul style="list-style-type: none"> • Disposable 3 ply medical face mask • Face shield • Goggles • HAZMAT suit • Sleeve guards • Disposable gloves • Shoe sleeves <p>b) All cruise passengers and employees are required to wear Disposable 3 ply medical face masks when in public areas.</p> <p>c) Please note the use of the following guidance for the use of disposable gloves:</p> <ul style="list-style-type: none"> • Polyethylene, latex (without powdery substance), vinyl – Food Preparation • Rubber- Cleaning and disinfecting • Latex- waste disposal <p>d) Employees shall be required to wear full PPE attire if required to interact with a guest in quarantine These include:</p> <ul style="list-style-type: none"> • Disposable 3 ply medical face mask • Face Shield/ Goggles • HAZMAT suit • Gloves • Sleeve guards • Shoe sleeves <p>Health and Safety -Employees</p> <p>a) All employees at the cruise ports must be dressed in appropriate PPE which may include but is not limited to the following based on the level of risk to the employee of contracting the virus:</p>
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	<ul style="list-style-type: none">i. Disposable 3 ply medical face masksii. Face shieldsiii. Disposable glovesiv. HAZMAT suitv. Disposable apron <p>b) Employees undergo random testing as required by the Ministries of Health and the Chief Medical Officer.</p> <p>c) Employees are to complete a health questionnaire as part of the on-going health monitoring protocols.</p> <p>d) Employees who test positive for COVID-19 are to follow the guidelines of the Ministries of Health in relation to isolation requirements.</p> <p>e) Employees will undergo temperature checks at the beginning of each shift. Those with an elevated temperature and/or visible symptoms should be documented and screened by an onsite or on-call medical professional for additional symptoms that may indicate a risk of COVID-19. Depending on the assessment, the medical professional will instruct the employee to return home or will assist the employee in contacting the Ministry of Health.</p> <p>f) Employees are to be briefed at the beginning of their shift to remind them to disclose if:</p> <ul style="list-style-type: none">• They have knowingly been exposed to anyone with COVID-19.• They have symptoms of COVID-19.• They had an above normal temperature at check-in.• Employees are encouraged not to share desks, office supplies, computers, chairs, phones etc. When there is a shift change, the employee is responsible for wiping down their workstation, if appropriate, using alcohol-based sanitizing spray (62% alcohol or above). <p>g) Employees are required to sanitize or wash their hands regularly throughout their shift (minimum of twice an hour) and after the following interactions occur:</p> <ul style="list-style-type: none">• Handling/exchange of cash or credit cards• Handling items from a patron• Touching common areas• Upon serving food and drinks <p>Health and Safety – Cruise Passengers</p>
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	<ul style="list-style-type: none">a) All cruise passengers must complete temperature checks at their entry point to the port before disembarking the cruise vessel. Anyone with a temperature above 99 degrees Fahrenheit will not be permitted to access the general port area.b) Cruise passengers must maintain physical distance of 6 feet or 2 meters when in the arrival hall from individuals not in their travel party.c) Congregating and crowding in the terminal building is not permitted.d) Queuing for waiting tours is discouraged. <p>6. Physical Distancing</p> <ul style="list-style-type: none">a) A plexiglass or sneeze guard shall be erected to create a physical barrier between the guest and the employee in the following areas:<ul style="list-style-type: none">o Demonstrationso Cashierso Information Boothsb) Mark the ground with 6 ft./2m of physical distance line spacing for queues and enforce physical distancing both inside and outside of an establishment.c) Erect hands-free sanitizing dispensers and/or hand wash stations at the entrance to the establishment (preference for contactless). If not hands-free, sanitize the dispenser continually throughout the day.d) Include signage in clear and visible areas throughout the property reinforcing COVID-19 protocols. <p>7. Cleaning & Sanitization</p> <ul style="list-style-type: none">a) All cleaners are required to wear appropriate PPE while conducting their cleaning duties.b) Provide specific guidance on PPE use for workers to wear for the following activities:<ul style="list-style-type: none">• Cleaning: surgical mask, face shield, disposable apron, disposable gloves.• Disinfecting: surgical mask, face shield, disposable gloves.• Sanitizing: Surgical mask, disposable gloves.c) Enhance environmental cleaning procedures and protocols with special attention to high-touch surfaces and objects. Per guidance under development from the Ministry of Health:<ul style="list-style-type: none">i. Use only approved hard-surface disinfectants.ii. If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
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	<ul style="list-style-type: none"> iii. For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective. iv. Diluted household bleach solutions can be used if appropriate for the surface. Follow manufacturer’s instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. v. Unexpired household bleach will be effective against coronaviruses when properly diluted. vi. Prepare a bleach solution by mixing: <ul style="list-style-type: none"> o 5 tablespoons (1/3 cup) bleach per gallon of water or 4 teaspoons bleach per quart of water. o Follow the manufacturer’s instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.). d) For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners for use on these surfaces. e) If the items can be laundered, launder items in accordance with the manufacturer’s instructions using the warmest appropriate water setting for the items and then dry items completely. f) Increase frequency of routine cleaning and disinfection, emphasizing cleaning and disinfecting frequently touched objects and surfaces such as water coolers, desks, countertops, doorknobs, seating, faucet handles, phones. g) Use the proper concentrations of disinfectant and allow required wet contact time. h) Empty garbage cans regularly to prevent overflow and use gloves when emptying garbage bins. i) Perform routine maintenance of air conditioning vents or filters to promote indoor air quality and limit exposure. j) Ensure safe removal and disposal of PPE using the safety disposal guidelines of the World Health Organization (WHO). <p>Cleaning Procedures</p> <ul style="list-style-type: none"> a) A cleaning schedule with accompanying check list must be kept and must be available for inspection by the Ministry of Health and the St. Kitts Tourism Authority and Nevis Tourism Authority for inspection.
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	<p>b) Schedules and Checklists shall be updated to reflect increased cleaning for high touch areas including door handles, counters, any equipment, and restrooms.</p> <p>c) Clean and sanitize shared equipment such as credit card machines, point of sale stations after every use.</p> <p>d) Make hand sanitizer available for staff and guests.</p> <p>e) Have deep cleaning response plan in place, in the event of an employee(s) testing positive for COVID-19.</p> <p>f) Public restrooms must be cleaned every 30 minutes during period of high frequency.</p> <p>8. Public Restrooms</p> <p>a) Employees and cruise passengers shall not use the same restroom.</p> <p>b) All public restrooms shall be cleaned prior to the arrival of the cruise vessel each day and as per cleaning guidelines and checklist.</p> <p>c) Restrooms shall be cleaned with hospital grade or approved bleach solution (as outlined above) every 30 minutes with high frequency usage, paying attention to the following high touch areas:</p> <p>d) A cleaning schedule with accompanying checklist must be kept and must be available for inspection by the Ministry of Health and the St. Kitts Tourism Authority and Nevis Tourism Authority for inspection.</p> <p>e) Schedules and Checklists shall be updated to reflect increased cleaning for high touch areas.</p> <p>f) Restrooms shall be cleaned with hospital grade or approved bleach solution (as outlined above) every 30 minutes with high frequency usage, paying attention to the following high touch areas:</p> <ul style="list-style-type: none">• Door handles• Stall handles• Toilet handles• Toilet seats• Faucet handles <p>Soap, water, and disposable paper towels shall be provided in all restrooms.</p> <p>9. Signage</p> <p>The following notices are to be erected in English, French, Spanish, and German.</p> <p>a) Good Hygiene/Health Practices</p> <p>i. Maintain a distance of at least 6 feet/2 meters from all individuals.</p>
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	<ul style="list-style-type: none">ii. Frequently perform hand hygiene by washing hands thoroughly with soap and water or using a hand sanitizer if hand wash station not in proximity.iii. Wear a mask in public areas. <p>The following signage is not mandatory but recommended:</p> <ul style="list-style-type: none">iv. Cover mouths and noses with a tissue when coughing or sneezing, and then discard the tissue in a garbage can. Wash hands for a minimum of 20 seconds afterwards.v. Avoid touching our faces unnecessarily.vi. Eat a wide variety of fresh foods daily.vii. Take regular physical exercise.viii. Hydrate well and regularly.
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St. Kitts Tourism Authority

Beach Clubs and Bars and Restaurants



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Beach Clubs Bars and Restaurants

Sector	Requirements
<p>Beach Clubs Bars & Restaurants</p>	<p>1. General Requirements</p> <p>a) Employees must be given appropriate PPE to complete the task assigned by the Employer. These include:</p> <ul style="list-style-type: none"> • Disposable 3 ply medical face masks • Disposable gloves • Face shields • Disposable Aprons <p>b)</p> <p>c) All staff interacting with guests and or in a Travel Approved Bubble must be fully vaccinated.</p> <p>d) Each establishment shall adhere to all applicable laws of Saint Christopher and Nevis and is required to have the following where applicable:</p> <ol style="list-style-type: none"> i. Food Handlers’ Permit for all employees preparing food. ii. Business Licence iii. Health Certificate iv. Fire Certificate v. St. Kitts Tourism Authority/Nevis Tourism Authority “Travel Approved” Seal <p>e) Employer must pay special consideration to declared high risk employees/customers in the following categories:</p> <ol style="list-style-type: none"> i. Over the age of 60 ii. Hypertensive iii. Diabetic iv. Pre-existing respiratory conditions such as asthma <p>f) Operation must keep a record of all customers/guests for contact tracing purposes which shall include the following:</p> <ul style="list-style-type: none"> • Name • Physical Address



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	<ul style="list-style-type: none"> • Phone Number • Email Address <p>g) All staff members must complete the mandatory training for the sector offered by the St. Kitts or Nevis Tourism Authority.</p> <p>h) Staff who are sick shall not be permitted at the establishment.</p> <p>i) All staff who are non-nationals and residents must possess a valid work permit, CSME Skills Certificate or legal work status through residency.</p> <p>j) Operators must submit to the Ministry of Health for review and approval a complete COVID-19 Action plan for the establishment. The plan must entail the following:</p> <ul style="list-style-type: none"> • Implementation of a robust continuing education and training system at the establishment to ensure all staff members are fully aware of the risk that exists according to duties and mitigation measures to minimise risk and exposure to COVID-19. • Implementation of a crisis management plan that includes the following: <p>k) Communication plan: Adequate communication measures between managers, supervisors, and staff to ensure proper functioning and rapid information exchange in the establishment and ensuring proper understanding of protocols including measures for crisis management.</p> <p>l) Protocols for Sick Employees:</p> <ul style="list-style-type: none"> ○ Sick Employees must remain at home. ○ Staff must be adequately sensitised to the signs and symptoms of COVID-19 and be able to identify both guest and staff exhibiting symptoms. ○ Emergency Numbers for Government Agencies (e.g., Police, Fire and Rescue, etc.) ○ Emergency contact for doctors – must be available and readily displayed. ○ Management of suspected COVID-19 cases. <p>m) Action plans must be flexible continuously updated as new information becomes available and forms part of staff orientation and briefing.</p> <p>n) Adequate posters and information should be placed in an around establishment to provide relevant information/reminders on COVID-19 action plan to both guest and staff (e.g., frequent handwashing, frequent use of hand sanitizers, cough, and sneeze etiquette, etc.).</p>
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- o) Frequent cleaning and disinfection of all frequently touched surfaces (for example: counters, handrails etc.). Cleaning shall be completed every 30 minutes to 1 hour.
- p) Management must ensure that staff maintain safe distance during any transaction (minimum six (6) feet or two (2) meters).
- q) Cashiers shall sanitize hands after each transaction.

2. Personal Protective Equipment (PPE)

- a) Use of PPE should be aligned with guidance from Ministry of Health.
- b) Disposable 3 ply medical face masks required for all staff.
- c) Guests entering the establishment shall wear a mask, which shall only be removed when eating and drinking.
- d) Disposable gloves must be used when changing waste, handling crockery and flatware and when necessary.
- e) Please note the use of the following guidance for the use of disposable gloves:
 - *Polyethylene, latex (without powdery substance), vinyl – Food Preparation
 - *Rubber, neoprene, nitrile- Cleaning and disinfecting
 - *Latex, neoprene, nitrile- waste disposal
- f) Remind third-party delivery drivers and suppliers of all PPE requirements e.g., Disposable 3 ply medical face masks are required.

3. Physical Distancing General

- a) Operators shall ensure that all customers and staff maintain physical distancing of at least six feet (6ft.) or 2 meters (2m) in or outside of their business. Tables shall be placed to ensure that 6 feet/2 meters distance is maintained between tables.
- b) Demarcate floor with markers for any areas where a line up may occur (restrooms, pick up areas, etc.) and/or provide directional signage to indicate flow through the restaurant as well as outside.
- c) No more than eight (8) individuals of the same household/travel group shall be permitted to sit at the same table.
- d) No more than two (2) individuals who are not of the same household will be permitted to sit at the same table.
- e) The number of individuals in an establishment shall not exceed a capacity of 30 square feet per individual.



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	<p>Customer Areas</p> <ul style="list-style-type: none">a) A Plexiglass divider shall be erected at cashier stations to create a barrier between the guest and the employee.b) Post signage promoting physical distancing upon entry.c) Display signs in multiple locations that indicate the maximum number of customers and staff a restaurant can accommodate at any one time.d) Signs shall be erected to designate entrances and exits, pick up areas and washrooms.e) Where furniture cannot be removed to adjust for physical distancing, mark certain tables and chairs unavailable for use.f) Temporary table dividers may be installed to make social distancing easier for restaurants with communal seating or larger tables.g) Where practical, separate booth seating with physical barriers. <p>Staff Areas</p> <ul style="list-style-type: none">a) Create separation from action stations or open kitchens. Separate guest from the kitchen or plating team with high, clear dividers if the distance between guest and staff is less than six (6) feet/two (2) meters.b) Stagger workstations so employees avoid standing directly opposite one another or next to each other.c) Use directional arrows on the floor in kitchen settings to control flow of traffic and reduce interaction and crossover between cooking and clearing areas.d) Remind third-party delivery drivers and suppliers of internal distancing requirements.e) Provide separate entrances for staff and service personnel and guests. <p>4. Dining Experience</p> <p>Pre-Dining</p> <ul style="list-style-type: none">a) Establishments shall use a reservation system to manage capacity and gain a record for guests dining for use contact tracing purposes.b) Hand sanitizers shall be placed at the entrance of the restaurant and all public restrooms.c) All tables and chairs shall be disinfected before the establishment is opened each day, before and after each use.
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	<p>d) If a tablecloth is used, the table shall be disinfected after each use and a new tablecloth used.</p> <p>Check In</p> <ul style="list-style-type: none">a) Customers may be required to have their temperature checked and recorded before proceeding to their seats.b) Customers who are displaying symptoms of COVID-19 or H1N1 are not permitted to dine at the restaurant.c) All guests shall wear a mask when entering and exiting any eating establishment which shall only be removed during the dining process.d) Guests shall sanitize their hands upon entering the restaurant before proceeding to the restaurant.e) Customers who are not of the same household are encouraged not to congregate. <p>Table Setting</p> <ul style="list-style-type: none">a) Reduce the number of items on tables – discontinue on-table condiments, marketing paraphernalia.b) QR codes and digital menus are preferred. Menus shall be covered in plastic protector to allow for ease of sanitation where QR codes or digital options are not possible.c) Bring customer items only once they are seated: glasses, cutlery, rolls, condiments (as needed), etc.d) Leverage technology where possible to reduce person-to-person interaction, e.g., mobile ordering, menu tablets, text on arrival for seating.e) Do not touch water glasses or coffee cups when refilling.f) Straws shall be individually wrapped. <p>Food Safety</p> <ul style="list-style-type: none">a) Food and Beverage entities shall maintain all health and safety guidelines as stipulated by the Ministry of Health.b) Discard all food items that are out of date.c) No self-service.d) Cafeteria style (worker serves) is permissible with appropriate barriers e.g. plexiglass in place.e) Food shall be prepared, stored, and served in a manner that prevents contamination.f) Utensils and Crockery must not be left open in the public.g) Utensils and Crockery must be free of chips and cracks.
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	<ul style="list-style-type: none">h) Staff shall exercise caution when handling all kitchen equipment.i) All utensils and crockery used to prepare food must be properly sanitized. <p>Food Preparation</p> <ul style="list-style-type: none">a) All employees engaged in the preparation of food must wear a hair covering.b) Employees engaged in food preparation and service must practice strict sanitation and hygiene practices.c) Hands must be washed for 20 seconds minimum or sanitized before and after preparation of each meal in the case of the kitchen team and after serving each customer or every 30 minutes.d) All kitchen counters shall be disinfected before each service using food safe disinfectant.e) The quality cuisine, service, accommodation, and amenities should meet international standards.f) Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant.g) Policies where customers can be refused entry if displaying signs of COVID-19 shall be prominently placed on the exterior of the restaurant.h) Appoint a Health and Safety Point Person for every shift to ensure protocols are being adhered to and education is provided.i) Have the supervisor do roll call and sign-in for staff, provide separate pens or have staff use their own pens.j) Clean any sign-in devices between users.k) Stagger start times and/or minimize contact during sign-in.l) Implement a pre-work screening “health check” for employees returning to work after laid off periods and vacation.m) Provide separate lockers or sealed bins/bags for employees to store their personal items. Do not allow staff to leave any items overnight.n) Limit the number of employees allowed simultaneously in break rooms to allow for physical distancing.o) Based on Ministry of Health Guidelines Staff shall:p) Practice physical distancing by keeping more than 2 metres (6 feet) apart from co-workers and customers as much as possible.q) Stay home if they are sick or might be sick.r) Follow the Ministry of Health’s steps for self-assessment if they have symptoms of COVID-19 or any other contagious illness.s) Wash or sanitize their hands at the start of their shift, before eating or drinking, after touching shared items, after using the washroom,
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	<p>after handling cash or credit/debit cards, after touching common items, after each transaction if contact was made, and at the end of their shift.</p> <p>t) Employees shall avoid touching their face.</p> <p>u) Separate staff handling cash transactions from those serving customers.</p> <p>Buffet Environment</p> <p>a) Buffets are not permitted.</p> <p>Quick Service (Grab & Go)</p> <p>a) Establish an online ordering system to limit queuing.</p> <p>b) Demarcate floor with markers for any areas where a line up may occur (order stations, pick up areas).</p> <p>c) Provide clear signage and guidance to guests regarding ordering and pick-up areas, including mobile orders.</p> <p>5. Check-Out (Bill Payment)</p> <p>a) Credit/Debit card payments shall be used (non-cash payments are preferred).</p> <p>b) If non-cash payment is not possible, employees who take cash shall be separate to servers and must use disposable gloves.</p> <p>c) Tables should be cleared one at a time to reduce potential for cross-contamination.</p> <p>d) Gloves shall be worn when clearing the table.</p> <p>6. Cleaning and Sanitization</p> <p>Cleaning Products</p> <p>a) All food and beverage establishment must have adequate potable water.</p> <p>b) Enhance environmental cleaning procedures and protocols with special attention to high-touch surfaces and objects. Per guidance under development from the Ministry of Health:</p> <ul style="list-style-type: none"> • Use only approved hard-surface hospital grade or approved bleach solution disinfectants. • If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection. • For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered hospital disinfectants should be effective.
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	<ul style="list-style-type: none"> • Diluted household bleach solutions can be used if appropriate for the surface. Follow manufacturer’s instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. • Unexpired household bleach will be effective against coronaviruses when properly diluted. • Prepare a bleach solution by mixing: <ul style="list-style-type: none"> ○ 5 tablespoons (1/3 cup) bleach per gallon of water or 4 teaspoons bleach per quart of water. ○ Follow the manufacturer’s instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.). <p>c) For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners for use on these surfaces e.g., steam cleaning at least once per week or for carpets mix carpet cleaner with hospital grade disinfectant.</p> <p>d) If the items can be laundered, launder items in accordance with the manufacturer’s instructions using the warmest appropriate water setting for the items and then dry items completely.</p> <p>e) Increase frequency of routine cleaning and disinfection, emphasizing cleaning and disinfecting frequently touched objects and surfaces such as water coolers, desks, countertops, doorknobs, seating, faucet handles, phones.</p> <p>f) Use the proper concentrations of disinfectant and allow required wet contact time.</p> <p style="text-align: center;">Cleaning Procedures</p> <p>a) A cleaning schedule with accompanying check list must be kept and must be available for inspection by the Ministry of Health and the St. Kitts Tourism Authority and Nevis Tourism Authority for inspection.</p> <p>b) Schedules and Checklists shall be updated to reflect increased cleaning for high touch areas including door handles, front of house counters, restrooms as well as in the back of house.</p> <p>c) Thoroughly clean the entire restaurant upon reopening.</p> <p>d) Avoid food contact surfaces when using disinfectants unless using a food safe disinfectant.</p>
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	<ul style="list-style-type: none">e) Clean and sanitize shared equipment such as credit card machines, point of sale stations, safety vests, headsets, etc. after every use.f) When cleaning tables between every seating, any cutlery, salt and pepper shakers, sauce dispensers, or other items must be removed and cleaned as well. Tables should be left empty until the new guest arrives and only those items needed should be provided to customers.g) Clean and sanitize laminated menus.h) Hand wash stations must be provided for staff.i) Make hand sanitizer available for staff and guests.j) Have deep cleaning and sanitization plan in place, in the event of an employee(s) testing positive for COVID-19.k) Public restrooms must be cleaned every 30 minutes. <p>7. Swimming Pools</p> <ul style="list-style-type: none">a) Pool access granted by reservation only. This is to ensure physical distancing protocols are followed.b) Pools must be cleaned and sanitized as per international standards of use and records kept for monitoring.c) Pool attendants must wear Disposable 3 ply medical face masks when interacting with the guest and wash their hands before and after serving guests.d) Pool parties are not permitted for guests who are not of the same party.e) All poolside chairs must be cleaned sanitized before and after use by each guest.f) All poolside chairs must be cleaned and sanitized at the beginning of the day before use by any guest.g) Pool chairs shall be separated at six (6) feet apart or more.h) Pool towels shall not be left in the open but shall be properly stored in a clean covered linen bin.i) Pool towels shall be made available upon demand only.
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St. Kitts Tourism Authority

Beach Chairs and Umbrella Rental



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Beach Chairs and Umbrella Rental

Sector	Requirements
<p>Beach Chairs and Umbrella Rentals</p>	<p>1. General Requirements</p> <p>a) Employees must be given appropriate PPE to complete the task assigned by the Employer. These include:</p> <ul style="list-style-type: none"> • Disposable 3 ply medical face masks • Face Shields • Disposable Aprons • Shoe sleeves • Disposable gloves <p>b) Each employee interacting with guests or operating in Travel Approved Bubble must be fully vaccinated.</p> <p>c) Each establishment shall adhere to all applicable laws of St. Kitts and Nevis and are required to have the following where applicable:</p> <ol style="list-style-type: none"> i. Business Licence ii. St. Kitts Tourism Authority/Nevis Tourism Authority “Travel Approved” Seal <p>d) Employer must play special consideration to declared high risk employees/customers in the following categories:</p> <ol style="list-style-type: none"> i. Over the age of 60 ii. Hypertensive iii. Diabetic iv. Pre-existing respiratory conditions such as asthma <p>e) Hand washing stations or hand sanitizers must be available at the location or establishment.</p> <p>f) All staff members must complete the mandatory training for the sector offered by the St. Kitts Tourism Authority.</p> <p>g) Operators must have a list of all individuals who rented their chairs or visited their establishment throughout the day. The record must be available for inspection upon request by any of the inspecting agencies. Record must include the following:</p> <ul style="list-style-type: none"> • Full Name • Address/ Accommodation • Telephone Number • Email Address <p>h) Sick employees must remain at home.</p> <p>i) Employees who contract COVID-19 shall follow all protocols as established by the Ministry of Health.</p>

2. Health and Personal Hygiene

Customers

- a) Customers shall be directed to public restrooms to wash their hands.
- b) Operator must provide hand sanitizer and have renters sanitize their hands before renting chairs and umbrellas.
- c) Renters shall sanitize their hands every hour.
- d) Upon check in, renters shall have their temperature checked prior to renting chairs and umbrellas.

Employees

- a) Employees shall have their temperature checked when they report to duty.
- b) Employee shall wash their hands upon arrival to their location.
- c) Employees shall wear a Disposable 3 ply medical face mask when interacting with customers.
- d) Employees shall sanitize their hands after interacting with each customer.

3. Personal Protective Equipment (PPE):

- a) Use of PPE should be aligned with guidance from Ministry of Health.
- b) Disposable 3 ply medical face masks must be worn by employees and customers during exchanges or interactions with each other.
- c) Disposable gloves must be used when necessary:
 - Changing waste.
 - Erecting chairs and umbrellas and must be changed after.
 - When disinfecting chairs.
- d) Please note the use of the following guidance for the use of disposable gloves:
 - Polyethylene, latex (without powdery substance), vinyl – Food Preparation
 - Rubber- Cleaning and disinfecting
 - Latex- waste disposal

4. Check In

- a) Customers shall have their temperature checked upon arrival at the establishment/ location.
- b) Customers shall wash/sanitize their hands upon arrival at the establishment/ location.
- c) A record shall be taken of each guest which shall include:
 - Full Name



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- Accommodation
- Telephone number and email address for the purposes of contact tracing

5. Physical Distancing

- a) Post signage promoting physical distancing – standing signs.
- b) Display signs in multiple locations that indicate the maximum number of customers permitted.
- c) All beach chairs and umbrellas shall be placed a minimum of 6 feet/2 meters apart. Chairs may not be placed beyond the area of assigned operation for the business.
- d) Customers who are not of the same household are not permitted to congregate.

6. Cleaning

- a) Chairs and umbrellas must be cleaned and disinfected before rental by any customer.
- b) A minimum of 1 hour shall pass before chairs can be rented to another individual after use if cleaned with hospital grade solution or bleach.
- c) Chairs and umbrellas that have not been cleaned and disinfected shall not be rented.

Cleaning Products

- a) All establishments must have adequate potable water.
- b) Establishments must enhance environmental cleaning procedures and protocols with special attention to high-touch surfaces and objects. Per guidance under development from the Ministry of Health:
 - Use only approved hard-surface hospital grade or approved bleach solution disinfectants.
 - If surfaces (chairs, door handles, umbrella handles) are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
 - For disinfection, hospital grade disinfection, diluted household bleach solutions and alcohol solutions with at least 70% alcohol.
 - Diluted household bleach solutions can be used if appropriate for the surface. Follow manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never



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	<p>mix household bleach with ammonia or any other cleanser.</p> <ul style="list-style-type: none"> • Unexpired household bleach will be effective against coronaviruses when properly diluted. • Prepare a bleach solution by mixing: <p>c) 5 tablespoons (1/3 cup) bleach per gallon of water or 4 teaspoons bleach per quart of water.</p> <p>d) Follow the manufacturer’s instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).</p> <p>e) For soft (porous) surfaces such as fabric day beds or beach chairs and umbrella coverings, remove visible contamination if present and clean with appropriate cleaners for use on these surfaces. Fabric chairs/day beds shall be steam cleaned a minimum of once per week.</p> <p>f) If the items can be laundered, launder items in accordance with the manufacturer’s instructions using the warmest appropriate water setting for the items and then dry items completely at least twice per week.</p> <p>g) Increase frequency of routine cleaning and disinfection, emphasizing cleaning and disinfecting frequently touched objects and surfaces such as water coolers, countertops, doorknobs, seating, faucet handles, phones, chair surfaces and umbrella handles).</p> <p>h) Use the proper concentrations of disinfectant and allow required wet contact time.</p> <p>i) Seek technical advice from Bureau of Standards regarding cleaning solutions.</p> <p>Cleaning Procedures</p> <p>a) Thoroughly clean all furniture and umbrellas at opening and after each use.</p> <p>b) Each chair and umbrella must be cleaned and disinfected between each use. Chairs and umbrellas shall not be rented within one hour of use by a previous guest.</p> <p>c) A cleaning schedule with accompanying checklist must be kept and must be available for inspection by the Ministry of Health and the St. Kitts Tourism Authority and Nevis Tourism Authority for inspection.</p> <p>d) Schedules and Checklists shall be updated to reflect increased cleaning for high touch areas including door handles, counters, any equipment, and restrooms.</p>
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- e) Clean and sanitize shared equipment such as credit card machines, point of sale stations, furniture, etc after every use.
- f) Clean and sanitize laminated beverage menus.
- g) Hand wash stations and sanitizers must be provided for staff and customers.
- h) Have deep cleaning and sanitization plan in place, in the event of an employee(s) testing positive for COVID-19.
- i) Public restrooms must be cleaned every 30 minutes.
- j) When removing waste, a glove must be worn. The glove shall be discarded in the garbage after use. Customers must not be served with a glove used for waste removal or general cleaning.
- k) Soiled cleaning rags shall be disinfected after each use using hospital grade disinfectant or approved bleach solution. Soiled rags must not be used on multiple occasions without disinfecting them.

7. Restrooms

- a) Employees and customers shall not use the same restroom.
- b) All public restrooms shall be cleaned prior to the opening of the establishment each day and as per cleaning guidelines and checklist.
- c) Restrooms shall be cleaned with hospital grade or approved bleach solution (as outlined above) every 30 minutes with high frequency usage, paying attention to the following high touch areas:
 - Door handles
 - Stall handles
 - Toilet handles
 - Toilet seats
 - Faucet handles
- d) Soap and water shall be provided in all restrooms.

8. Beverage Service

- a) All employees shall wear a disposable 3 ply medical face mask serving a beverage.
- b) All employees shall wash hands for a minimum of 20 seconds or sanitize their hands with a minimum of 70 percent alcohol-based hand sanitizer before and after serving a customer a beverage.
- c) Only beverages that are in a sealed bottle or container may be served at this type of location unless attached to a full-service restaurant or bar.