

COVID 19 PROTOCOLS

Action Plan for Independent Restaurants Hotel Guest dining experience

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Action Plan

Following is the action plan for the Independent Restaurants to ensure that the COVID-19 protocols for Restaurants and Bars are duly followed for the health and safety of our guests, for the well-being of our employees and to mitigate community spread.

This Action Plan includes guidelines for:

1. Maintaining healthy environments.
2. Employees and service providers wellbeing.
3. Guests wellbeing and interactions.
4. Protocols for tourist only evenings.
5. Appendix: required supplies

This Plan is dynamic and will be updated as the situation changes and under the advisement of the Government of Saint Lucia.

All necessary licenses and medical certificates obtained for the Independent Restaurants will be displayed at the establishment.

1. Maintaining Healthy Environments

Management will implement the following strategies to maintain a healthy environment.

Cleaning Protocols

- Clean and disinfect frequently touched surfaces (e.g., door handles, cash registers, workstations, sink handles, bathroom stalls) at least daily, or as much as possible and as required by food safety requirements. Clean shared objects (e.g., payment terminals, tables and chairs, countertops/bars, receipt trays, condiment holders) between each use.
- Continue to follow all required safety laws, regulations, and rules.
- Use products that meet disinfection approved standards and that are appropriate for the surface. Allow the disinfectant to remain on the surface for the contact time recommended by the manufacturer.
- Establish a disinfection routine and train staff on proper cleaning timing and procedures to ensure safe and correct application of disinfectants.
- Wash, rinse, and sanitize food contact surfaces with an approved food contact surface sanitizer. If a food-contact surface must be disinfected for a specific reason, such as blood or bodily fluid cleanup or deep clean in the event of likely contamination with SARS-CoV-2, use the following procedure: wash, rinse, disinfect according to the label instructions for the disinfectant, rinse, then sanitize with a food-contact surface sanitizer.
- Ensure that cleaning or disinfecting product residues are not left on table surfaces. Residues could cause allergic reactions or cause someone to ingest the chemicals.
- Develop a schedule for increased, routine cleaning and disinfection.
- Ensure safe and correct use and storage of disinfectants to avoid food contamination and harm to employees and other individuals. This includes storing products securely away from children.
- Use gloves when removing garbage bags or handling and disposing of trash. Wash hands after removing gloves.

Shared Objects

- Discourage sharing of items that are difficult to clean, sanitize, or disinfect.
- Limit any sharing of food, tools, equipment, or supplies by staff members.
- Ensure adequate supplies to minimize sharing of high-touch materials (e.g. serving spoons) to the extent possible; otherwise, limit use of supplies and equipment by one group of workers at a time and clean and disinfect between uses.
- Avoid using or sharing items that are reusable, such as menus, condiments, and any other food containers. Instead, use cleanable menus or digital menus; single serving condiments, and no-touch trashcans and doors.
- Avoid direct hand to hand contact as much possible. Clean and disinfect frequently touched surfaces such as pens, counters, or hard surfaces between use and encourage patrons and employees to use their own allocated pens.
- Ensure that all non-disposable food service items are handled with gloves and washed with dish soap, hot water and sanitized with the correct solution of chlorine and water or in a dishwasher. Change and launder linen items (e.g. napkins and tablecloths) after each customer or party's use. Employees should wash their hands after removing their gloves or after handling used food service items.

Ventilation

- Ensure that ventilation systems operate properly and increase circulation of outdoor air as much as possible, for example by opening windows and doors and prioritizing outdoor seating.

Water Systems

- To minimize the risk of other diseases associated with water, take steps to ensure that all water systems and features (e.g. sink faucets, decorative fountains, drinking fountains) are safe to use after a prolonged facility shutdown.

Modified Layouts and Procedures

- Change restaurant and bar layouts to ensure that all customer parties remain at least 6 feet apart (e.g. marking tables/stools that are not for use).
- Limit seating capacity to allow for social distancing.
- Offer drive-through, curbside take out, or delivery options as applicable. Prioritize outdoor seating as much as possible.
- Ask customers to wait in their cars or away from the establishment while waiting to pick up food or when waiting to be seated. Inform customers of food pickup and dining protocols on the business' website and on posted signs.
- Discourage crowded waiting areas by using phone app, text technology, or signs to alert patrons when their table is ready. Avoid using shared objects.
- Consider options for dine-in customers to order ahead of time to limit the amount of time spent in the establishment.
- Avoid offering any self-serve food or drink options, such as buffets, salad bars, and drink stations.
- Should self-serve options be required, sneeze guards should be installed for the stations and staff should serve the food to avoid more than one person touching utensils.

Physical Barriers and Guides

- Install physical barriers, such as sneeze guards and partitions, particularly at any self-serve food areas or the cash desk.
- Provide physical guides, such as tape on floors or sidewalks and signage, to ensure that individuals remain at least 6 feet apart.
- These guides will be put in place where lines form, at the reception desk.
- One way arrows will be placed on the floor to direct traffic near the toilet area.

Communal Spaces

- Stagger use of the staff changing room and bathroom and clean and disinfect regularly.
- Encourage employees to take breaks outside in the open air.

2. Employees and Service Providers Well-Being

- All employees will be required to have a valid health card.
- The temperature of each employee/service provider will be checked prior to and on arrival at the property, logging the date, time and result. Those with an elevated temperature and with other symptoms related to COVID-19 will be referred to the relevant medical authorities
- All employees will be required to change clothes to a fresh set, or to a work provided uniform upon arrival. A designated room/space to change will be provided for staff to change.
- For employees who commute to work using public transportation or ride sharing, encourage them to use transportation options that minimize close contact with others (e.g. walking or biking, driving or riding by car – alone or with household members only) Ask employees to wash their hands as soon as possible after their trip.
- All employees will be educated and trained on all COVID-19 protocols implemented at the property.
- Employees are required to wipe down their workstations and employee designated areas with disinfectant at the end of the work day.
- Employees are to sanitize and wash their hands regularly throughout the day especially when in contact with guests and when serving different tables of guests.
- Employees should cover coughs and sneezes with a tissue. Used tissues should be thrown in the trash and hands washed immediately with soap and water for at least 20 seconds.
- Discourage sharing of personal items among staff.
- Employees are required to practice minimum 6 feet social distancing with each other and with guests.
- All staff will be required to wear cloth face covering – masks - for the duration of their shift. Information will be provided to staff on proper use, removal, and washing of cloth face coverings.
- A continuous education and training system will be implemented at the property to ensure all employees are fully aware of the risk that exists according to duties undertaken as well as the mitigation measures to minimize risk and exposure to COVID-19.
- Offer options for employees at higher risk for severe illness (including older adults and people of all ages with certain underlying medical conditions) that limits their exposure risk (e.g. modified job responsibilities such as managing inventory rather than working as a cashier, or managing administrative needs).
- Management will ensure adequate supplies to support healthy hygiene behaviors. Supplies include soap, hand sanitizer containing at least 60% alcohol (placed on every table), paper towels, tissues, disinfectant wipes, cloth face coverings (as feasible), and no-touch/foot pedal trashcans.

- Management will post signs in highly visible locations (e.g. at entrances, in restrooms) that promote everyday protective measures and describe how to stop the spread of germs such as by properly washing hands and properly wearing a cloth face covering.
- Including messages about behaviors that prevent spread of COVID-19 when communicating with vendors, staff, and customers.

Staying Home when Appropriate

- Management will educate employees about when they should stay home and when they can return to work.
- Employees will be required to stay home if they have tested positive for or are showing COVID-19 symptoms.
- Management will actively encourage employees who are sick or have recently had close contact with a person with COVID-19 to stay home and monitor their health
- Management will implement flexible sick leave policies and practices that enable employees to stay home when they are sick, have been exposed, or caring for someone who is sick.
- Management will develop policies for return-to-work after COVID-19 illness.

Preparing for Sick Employees

- Employees will have their temperature taken before starting the shift, should an employee have an elevated temperature they should return home to monitor their health and follow CMO guidance for caring for oneself and others who are sick.
- Should an employee develop COVID-19 symptoms during their shift (i.e. fever, cough, shortness of breath) they should be isolated in a sick bay and a medical practitioner should be contacted for further instructions.
- Communicate to sick employees that they should not return to work until they have met CMO's criteria to discontinue home isolation.
- Close off areas used by a sick person and do not use these areas until after cleaning and disinfecting them.
- Wait at least 24 hours before cleaning and disinfecting. If 24 hours is not feasible, wait as long as possible. Ensure safe and correct use of cleaning and disinfection product.
- In accordance with government laws, management should notify local health officials and staff immediately of any case of COVID-19 among employees, while maintaining confidentiality.
- Advise those who have had close contact with a person diagnosed with COVID-19 to return home and self-monitor for symptoms and follow CMO guidance if symptoms develop.

Designated COVID-19 Point of Contact

- Designate a staff person for each shift to be responsible for responding to COVID-19 concerns. All staff members should know who this person is and how to contact them.

Communication Systems

Put systems in place for:

- Having staff self-report to the establishment's point of contact if they have symptoms of COVID-19, or a positive test for COVID-19, or were exposed to someone with COVID-

19 within the last 14 days, and other applicable privacy and confidentiality laws and regulations.

- Notifying staff, customers, and the public of business closures, and restrictions in place to limit COVID-19 exposure (e.g. limited hours of operation).

Delivery of Supplies

- Suppliers must remain in their vehicles as much as possible. Where there is need to enter the establishment, they must undergo temperature checks, sanitize their hands and wear a cloth face covering.
- Staff must wear cloth face covering and maintain physical distancing to receive food and beverages items from suppliers.
- Establish an area for fruit and vegetables to be washed and sanitized upon receipt from suppliers and before being stored.
- Implement proper scheduling to reduce congregation of suppliers at any given time.

Food Pick-up and Delivery Services

- Ensure time and temperature guidelines are strictly adhered to.
- Ensure frequent handwashing and sanitization.
- Delivery implements should be frequently washed and sanitized.
- Pick-up zones should be clearly identified and encourage physical distancing.
- Physical distancing should be adhered to upon delivery.
- Face covering should be worn by staff during pick-up and delivery.
- As much as practicable, utilize disposable items for delivery service.
- Used items should be appropriately handled by staff as prescribed above.

Waste Management and Removal

- Waste will be put out for collection by 6:30am on the day of collection or the evening before, if it can be secured outside.
- Hand washing will be done before putting the waste out for collection and after bringing in the bin.
- Handles of bins will be disinfected before and after collection.

3. Guests wellbeing and Interactions

Signs and Messages

- Post signs in highly visible locations (e.g. at entrances, in restrooms) that promote everyday protective measures and describe how to stop the spread of germs such as by properly washing hands and properly wearing a cloth face covering.
- Include messages about behaviors that prevent the spread of COVID-19 when communicating with vendors, staff, and customers (such as on business websites, in emails, and on social media platforms).

Booking procedures

- Guests will be advised to make reservations in advance, contact details such as hotel name and room number will be recorded in the reservation book.
- Customers will be advised of the establishments protocols upon taking the reservation.

- Reservations will be staggered to avoid too many people arriving at once.

Guest arrival protocols

- On arrival the guest's reservation will be checked and contact details re-confirmed and recorded in the reservation book.
- Social distancing of 6ft will be observed between all groups of guests arriving to dine.
- Guest's temperature will be checked using no-contact thermometers upon arrival and recorded.
- Hand sanitizer will strategically be placed throughout the restaurant for guest use. Hand washing will be encouraged.
- Guests will be encouraged to use digital menus, however wipeable menus will also be available and cleaned between each use with the required cleaning solution as mandated in the protocols.
- Guests will be reminded to wear masks when moving about the restaurant. (Masks will not be required whilst sitting at the table.)
- Disposable face coverings will be available for guests who do not arrive with one.

Gatherings

- Avoid group events, gatherings, or meetings where social distancing of at least 6 feet between people cannot be maintained.
- Break down larger groups into tables of 6 people.

Payment protocols

- Guests will be encouraged to pay with credit card. They will insert the card into the machine themselves and remove it after use.
- Point of sales terminals and pens will be cleaned and sanitized regularly after each guest using sanitizing wipes, or each time a staff member comes in contact with these items.

End of service

- As per the protocols outlined above all table linen will be removed and left to soak in a mild bleach and water solution overnight before washing the next day.
- All cutlery, crockery, glass wear will be washed and sanitized with a bleach solution as per required safety laws, regulations and rules.
- All door handles, surfaces and frequently touched areas will be cleaned and sanitized.
- Bathrooms, kitchens and public areas will be cleaned and sanitized following all required safety laws, regulations, and rules.
- All restaurants that are open air will be well ventilated and aired out before business the next day.

In the case of infected persons on property

- If a guest develops signs and symptoms indicative of COVID-19 (e.g. acute respiratory infection, coughing, sneezing), efforts will immediately be made to minimize contact of the ill person with other guests and staff at the establishment and transfer the suspected case to a medical establishment for testing and/or treatment using an ambulance if advised by the medical establishment.
- All persons travelling with the infected person will be advised to report to the Ministry of Health as part of contact tracing.

4. Protocols for tourist only evenings

The following protocols will be implemented in tandem with the above stated protocols.

Arrival and seating

- Guests from COVID-19 certified hotels will be required to make reservations via the front desk at their hotel so that we are able to verify their name, hotel and room number.
- Guests will be transported to the restaurant from their hotel with COVID-19 certified transport.
- The taxi driver will call the restaurant to let us know that they have arrived and a staff member will meet them and escort them to the restaurant entrance, checking that they are all wearing masks. If not, they will be given one.
- At the entrance, their names and contact details will be verified.
- They will have their temperature taken with a no contact thermometer and recorded on the daily record sheet with date and time.
- They will be required to sanitize their hands, and it will be explained to them that they must continue to wear a mask until seated, and that if they leave the table for any reason they must put the mask on.
- Social distancing of 6ft will be observed between all groups of guests arriving to dine and while moving about the restaurant.
- Guests will be encouraged to use digital menus, however wipeable menus will also be available and cleaned between each use with the required cleaning solution of as mandated.

Payment protocols

- Guests will be encouraged to pay with credit card. They will insert the card into the machine themselves and remove it after use.
- Point of sales terminals and pens will be cleaned and sanitized regularly after each guest using sanitizing wipes, or each time a staff member comes in contact with these items.

Departure

- Once the guest has finished their meal and paid their bill with the required protocols as set out above, the restaurant will call the guests hotel to send the COVID-19 certified taxi to pick them up.
- Guests will wait at their table until the taxi arrives.
- The taxi will come to the approved area closest to the restaurant entrance and call the restaurant to let us know of their arrival.
- A staff member will escort them to the taxi.

End of service

- As per the protocols outlined above all table linen will be removed and left to soak in a mild bleach and water solution overnight before washing the next day.
- All cutlery, crockery, glass wear will be washed and sanitized with a bleach solution as per required safety laws, regulations and rules.
- All door handles, surfaces and frequently touched area will be cleaned and sanitized.
- Bathrooms, kitchens and public areas will be cleaned and sanitized following all required safety laws, regulations, and rules.

- All restaurants must be well ventilated and aired out before commencement of business the next day.

Appendix 1: Required Supplies

- No contact hand-held thermometer
- Face masks - enough for each staff member, extras for guests if required.
- Alcohol (EPA Approved) based hand-sanitizer.
- Spray disinfectant/wipes.
- Soap dispensers/and or hand sanitizers one for each entrance point.
- Cleaning agents (including those with 62% alcohol and above)
- First aid kit
- Signage or documents with COVID-19 Protocols, including Ministry of Health reporting contact number and location of nearest Respiratory Clinics