



## **COCOLAPALM HEALTH AND SAFETY MEASURE FOR RE-OPENING POST COVID-19**

Thank you for making CocoLaPalm your hotel of choice for the vacation needs for you and your family. The safety and well being of you our valued guest and our staff is our top priority and as a result we have made some changes to how we operate in this Post Covid-19 environment. We will still be your home away from home in Negril but with additional health and safety measures for your protection. Some of these new measures are as follows:

### **Ground Transportation:**

- Drivers will be required to reduce their carrying capacity per trip. Buses will now be required to carry seventy percent (70%) of their total seating capacity to allow for proper social distancing to be maintained.
- Drivers will sanitize their buses after each trip.
- Drivers will provide Hand Sanitizer for all guests boarding their buses.
- Drivers will be required to wear mask and equip their buses with step on bins.
- Guests are required to wear a mask.
- Guests will be required to maintain social distancing while queueing.
- We recommend that guest use the service of our drivers because our drivers will follow strict protocols established by the Ministry Of Health and Wellness with regards to cleaning and sanitizing their vehicles.

### **Arrival at the resort:**

- Upon arrival at the resort you will be greeted by our Security personnel wearing the required PPE who will direct you to our Lobby area. At the lobby a Front Office Agent will greet you and assist you with your luggage.
- Hand sanitizer will be available and all guests' temperature will be checked with a non-contact hand held thermometer upon arrival at the hotel.
- The Front Office Agent will be wearing the appropriate PPE (masks, gloves and face shields).
- Floor markers will be installed in the lobby area to maintain social distancing.



### **Accommodation:**

- All employees' must be checked for Covid-19 before returning to work.
- All employees' temperature will be checked on entering the property.
- All returning employees will be screened and temperature checks will be done. Employees are to provide travel history and are to be observed for any flu-like symptoms for a two week period.
- Front Office and Lobby area will be sanitized twice daily and between arrivals.
- Hand sanitizer dispensers will be placed in strategic positions around the property.
- Luggage trolley will be cleaned and sanitized after each use
- Guests' luggage will be sanitized upon arrival.
- Front Office Agents and Bellman will wear their PPE (nose mask, gloves & face shield) daily.
- Each Bellman's uniform will be laundered daily and kept on site.
- Check-out time will be 11:00 am and check-in at 4:00 pm to allow for the cleaning and sanitization of rooms and surfaces.
- Guest will make request for what days they will need service and guest should not be in the room while the room is being cleaned.
- Guest will now only be allowed to sign in five visitors as their guest.

### **Dining at the Resort:**

- Guests dining in the restaurant will be required to do temperature checks.
- Reservations will now be required for persons dining in the restaurant for breakfast and dinner. Room service will still be available and strongly encouraged.
- Seating in the Restaurant will be arranged in accordance with the social distancing requirements.
- Floor markers to be installed in these areas to maintain social distancing.
- The Restaurant and Grill will adapt a single use paper menu to be discarded after each use.



- Bar stools will be arranged in accordance with the Ministry Of Health and Wellness guideline of at least 6ft apart to maintain social distancing.
- For lunch at the grill, benches will be arranged 6ft apart maintaining the social distancing requirement.
- Tables, chairs, counter and floor etc. will be thoroughly sanitized after each use.
- Cheque holders will be sanitized after each use
- Hand sanitizer dispenser will be placed at all entrance and exit of the restaurant
- All hand wash stations will be equipped with liquid soap dispensers and step-on bins.

#### **Watersports:**

- The seating arrangement on the beach and the swimming pools will be adjusted in accordance with the Ministry Of Health and Wellness guidelines of at least 6ft apart to maintain social distancing.
- We recommend that guest shower before using the pool and Jacuzzi.
- Paddle boards and paddles will be sanitized after each use.
- Beach chairs and benches will be properly sanitized after each use.

#### **Visiting the Gift Shop and Spa:**

- Hand sanitizers dispenser will be installed outside the gift shop and the spa.
- Guests entering the gift shop and spa will be required to do temperature checks.
- Guests entering the gift shop and spa are required to wear a mask and sanitize their hands.
- Gift Shop and Spa Attendants will wear a face mask and face shield.
- Counters will be sanitized after each guest leaves the area
- Gift shop and spa will be sanitized twice daily and after each guest departure from area.

#### **Going off property:**

- We recommend that guests wear masks and maintain social distancing when off property.
- We recommend that guests take with them hand sanitizer and always sanitize after touching any surface.



## **PROTOCOL FOR SUSPECTED GUESTS CASES OF THE COVID-19**

Two bedrooms will be provided preferably on the ground floor; one room for possible relocation of the Nurse's Station should a suspected case be present. The other room will be used as a temporary quarantine room for any suspected symptomatic guest whose registered room is not located on the ground floor.

1. Once a suspected case is present at the station, it will be closed to general traffic, and everyone needing assistance from the nurse be redirected to the temporary station provided. The nurse's station will be reopened only after being thoroughly disinfected.
2. Frontline staff including Housekeepers, who might come into close contact with these guests before the nurse is contacted, will be properly informed of the protocols in place including use of personal protective equipment (PPE).
3. If there is a guest displaying symptoms suggestive of the Corona Virus with a recent history of travel to one of the countries with suspected cases, the nurse will be advised to make immediate contact with Public Health Officials who will then take control of the situation, while the guest remains quarantined in his/her room. NEITHER the NURSE nor any other STAFF MEMBER will be encouraged to visit the room before the Public Health team arrives.
4. The transportation of the guest back to his/her room (only done in cases where the registered guest's room is on the ground floor), or to the assigned Quarantine Room should be done using a wheelchair by the nurse or her designate.



## PROTOCOL FOR POST PUBLIC HEALTH VISIT FOR COVID-19

The following procedures will be followed after the visit of the Public Health Team.

1. The hotel Doctor will be made aware when officers from the Ministry of Health and Wellness (MOH) are visiting the hotel.
2. The guest in quarantine will be given a digital thermometer for self-monitoring as there will be no staff contact with the guest thereafter.
3. The hotel nurse will be responsible to call the guest every 4 hours to remind him/her to take their temperature. The nurse will record the reading to be given to the health authorities. If the temperature goes beyond 99 degrees, the Ministry Of Health and Wellness will be recalled immediately for a secondary visit.
4. For guest under quarantine all food will be left on the outside of the room on a hard surface tray (away from the ground) with all foods being placed in disposable containers.
5. Upon finishing meals the guest must call to have trays removed from the outside of their rooms.
6. The staff clearing the disposable containers must use a single gloved hand. This gloved hand is used to place the disposable material in a thick plastic garbage bag or paper bag without touching the side. The glove should be removed by the non-touch method (to be demonstrated by the nurse), dropped in the bag and then secured with a tie for disposal. The person doing the clearing should then do 20 seconds of hand washing.
7. All linen will remain in the room except for towels which will be removed in a similar manner to the food items.
8. Public areas will continue to be disinfected, especially, beach chairs, door handles, pens, particularly at the front desk, telephones, staircases, elevators, handrails and high traffic areas, at least every 3hrs.



## **PROTOCOLS FOR HOTEL STAFF WITH SUSPECTED CASES OF THE CORONA VIRUS/ COVID -19**

1. If a hotel staff presents with a history of respiratory illness, the staff member is to be evaluated by the hotel nurse. The Public Health Department is to be contacted immediately.
2. The Nurse will contact the Public Health Department to alert them that a staff member will be sent for swabbing, as per the Ministry Of Health and Wellness guidelines.
3. Hotel protocols are followed with respect to sending staff for further medical evaluation. Once agreed by the hotel, the staff member is transported, via the Omega Ambulance, to the health facility suggested by the Ministry of Health and Wellness, where they will be left under the care of the Ministry Of Health and Wellness.
4. It is important to note that the Ministry Of Health and Wellness is operating at peak capacity. Therefore, the staff member should be made aware that there may be lengthy/long wait times at these Ministry Of Health and Wellness facilities.
5. It is recommended that any staff member displaying symptoms of Upper Respiratory Tract infections (FEVER AND COUGH must be present), will be encouraged to see a medical doctor, and **MUST** be given a doctor's note before returning to work.

The guidelines will undergo constant review as new and effective measures come on stream.