

U.S. Virgin Islands Economic Development Authority



Webinar: COVID-19 Resources for Restaurants and Bars

Moderator: Cusa Holloway, USVIEDA Incubator Program Manager

June 3, 2020

10:00amAST

Welcome

CEO Kamal I. Latham
USVIEDA



Speakers



Alani Henneman

Assistant Commissioner
VI Department of Tourism



Wanson Harris

Director of Environmental
Health
VI Department of Health



Ted Gutierrez

State Director
VI Small Business
Development Center



Agenda



Credible Sources for COVID-19 Updates in the USVI

VI Department of Health
[@virginislandsDOH](#)

USVI Department of Tourism
[@visitusvi](#)

VI Small Business Development Center (VI SBDC)
[@visbdc](#)

Credible Sources for COVID-19 Resources

- Virgin Islands Department of Health – www.doh.vi.gov/coronavirus or Text COVID19USVI to 88877 or call 340-713-6200 or 340-776-1519
- VI Territorial Emergency Management Agency: www.vitema.vi.gov
- Office of the Governor of the USVI:
www.facebook.com/GovernmentHouseUSVI
- Center for Disease Control & Prevention (CDC): www.cdc.gov
- World Health Organization (WHO): www.who.int

Department of Health



Wanson Harris

Director of Environmental Health

For guidance on businesses and workplaces please visit <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

For general COVID-19 USVI information , please visit the Department of Health's website at <https://www.covid19usvi.com/>

Employee Protection

- Work from home as much as possible.
- Screen all employees reporting to work for COVID 19 symptoms.
- Temperatures should not exceed 100.4°F
- All employees are to wear dedicated face masks and gloves.
- Social Distancing. "Further is safer"
- Increase hygiene practices.
- All employees should stay home if feeling ill, report any symptoms of illness to supervisor.
- Employers should maintain the confidentiality of employee health information.
- Families First Coronavirus Response Act
- Update the Employee Illness Policy OR create a COVID-19 specific policy.

Consumer Protection



Limit the number of customers in the restaurant to 50% of seating capacity.



Tables should be spaced at least 6 feet apart.



6 guests per table.



Mark any indoor or outdoor waiting area so that social distancing standards are met.



Live music is not permitted.



Screen customers for illness via questions or temperature.

Business Process Adaptations

- Sanitization of high-contact surfaces at least every 2 hours.
- Place hand sanitizer stations in lobby, bathrooms, and cashier stations.
- Use disposable menus OR sanitize between use.
- Use rolled silverware stored in sealed bins (gloves should be used when rolling silverware)
- Sanitize chairs after each table turns.
- Sanitize all tabletop items, including condiments, after each table turns (or use disposables)
- Do not offer self-serve buffets, condiments for use by multiple tables, or beverage station re-use.

Additional Guidance for bars

- 6 feet spacing between bar seating or standing.
- Sanitizer should be used upon entering and should be available at each seating.
- Disposable drink containers only.
- Clean and disinfect bar and seating with every change in patron.
- Parties and live music are not permitted.

USVI Department of Tourism



Alani Henneman Todman

Assistant Commissioner

www.visitusvi.com

COVID-19 Economic Impact on Tourism Industry



Messaging to the Public / Travel Advisories

- As part of a phased re-opening, Leisure Travel restrictions have been lifted effective June 1, 2020. An “Open Door” policy is now in effect.
- [Travel Update – June 1, 2020](#)



Marketing / Advertising

- All national media advertising has been paused
- Digital and social media awareness campaign encourages visitors and diaspora to stay connected
- The Department is in crisis communication and conservation modes
- Resources will be deployed to attract visitors as the recovery continues.



Public Relations

- PR activity remains strong, active and robust
- Messages are created to educate travelers about COVID-19 and to encourage them to remain safe
- Channels include:
 - Media outlets
 - Tourism’s social media handles
 - Commissioner of Tourism’s Facebook Page
 - www.usviupdate.com

COVID-19 Economic Impact on Tourism Industry



Airports

- Flight schedules ramping up and incoming passenger loads predicted to increase
- American Airlines, Delta Air Lines, JetBlue, Silver Airways, Spirit, United, Cape Air and Air Sunshine continue to service the Territory
- Health screening has begun
- [COVID-19 Flight updates](#)



Seaports

- Seaports remain open
- Cruise activity not expected to return until at least late summer/early fall 2020



Marine

- Marine guidelines include health screening
- Vessels are required to abide by orders and compliance requests of the USCG, CBP, DPNR, and all government Emergency Executive Orders
- Charter vessels can conduct day charters for VI residents & visitors
- Charter vessels can conduct weekly charters with VI residents or visitors



Accommodations

- As part of a phased re-opening, Leisure Travel restrictions have been lifted effective June 1, 2020. An “Open Door” policy is now in effect, and accommodations providers are opening up.



Department of Tourism

- Offices are open and staff are on rotating schedule.
- Some communications are being managed through Public Relations agency
- Key messaging platforms:
 - www.usviupdate.com
 - Facebook pages
 - Social media handles



COVID-19 UPDATES

www.usviupdate.com

Click on the image above for USVI COVID-19 related postings



NO MASK, NO SERVICE

PLEASE WEAR YOUR MASK AS WE COVID-PROOF OUR ISLANDS



The U.S. Virgin Islands welcomes all travelers

Visitors are requested to follow all health and safety measures
Effective June 1, 2020



Travel with personal protective equipment
Masks, wipes, sanitizers etc.



Health screening for all arrivals

Symptomatic guests will be referred to the Department of Health



Sanitizing measures available

50%
of seating capacity
in vans and safaris

Use authorized
transportation



Restaurants and bars

Call ahead for
reservations and
seating plans

Maintain physical distance

Guest rooms and
surfaces will be
thoroughly cleaned

No Mask,
No Service.

To report symptoms, please contact the Department of Health at
340 712-6299 (St. Croix) and 340 776-1519 (St. Thomas/St. John/Water Island)



Toolkit for Travelers



YOUR HEALTH IS OUR #1 PRIORITY



Retail Businesses and Attractions

HERE ARE THE ACTIONS WE ARE TAKING

- Wear a facial covering: "No Mask, No Service"
- Temperature checks may be performed on arrival
- Symptomatic persons will be referred to the Department of Health
- Physical distance measures are in place
- Hand sanitizing measures will be available

To report symptoms, please contact the Department of Health at 340 712-6299 (St. Croix) and 340 776-1519 (St. Thomas/St. John/Water Island)



YOUR HEALTH IS OUR #1 PRIORITY



Taxi, van, safari and limo services

HERE ARE THE ACTIONS WE ARE TAKING

- Use authorized taxis, safaris and limo services
- Wear a facial covering
- Cover mouth and nose with tissues if coughing or sneezing; on exiting the vehicle dispose of tissues in a secured plastic bag
- Vehicles will be cleaned and disinfected at frequent intervals
- All taxicabs and safaris operating are limited to one half of their previously allowable capacity

To report symptoms, please contact the Department of Health at 340 712-6299 (St. Croix) and 340 776-1519 (St. Thomas/St. John/Water Island)



YOUR HEALTH IS OUR #1 PRIORITY



Hotels, motels and lodging

HERE ARE THE ACTIONS WE ARE TAKING

- Temperature and health screening checks will be performed on arrival
- Symptomatic guests will be placed in isolation
- Wear a facial covering in public spaces
- Physical distance measures are in place
- Hand sanitizing measures will be available
- All rooms and public spaces will be cleaned and sanitized at regular intervals

To report symptoms, please contact the Department of Health at 340 712-6299 (St. Croix) and 340 776-1519 (St. Thomas/St. John/Water Island)



YOUR HEALTH IS OUR #1 PRIORITY



Visiting restaurants and bars

HERE ARE THE ACTIONS WE ARE TAKING

- Call ahead to confirm reservations and seating arrangements
- Wear a facial covering, and remember "No Mask, No Service"
- Temperature checks will be done on arrival
- Symptomatic guests will be referred to the Department of Health
- Physical distance measures are in place
- Hand sanitizing measures will be available

To report symptoms, please contact the Department of Health at 340 712-6299 (St. Croix) and 340 776-1519 (St. Thomas/St. John/Water Island)



YOUR HEALTH IS OUR #1 PRIORITY



Travelers to the USVI

HERE ARE THE ACTIONS WE ARE TAKING

- Travel with facial coverings (such as cloth masks), sanitary wipes and hand sanitizer
- Temperature and health screening checks will be performed on arrival
- Symptomatic passengers will be placed in isolation
- Expect physical distance measures at the airport and throughout your stay
- Use authorized taxi services
- All taxicabs and safaris operating are limited to one half of their previously allowable capacity

To report symptoms, please contact the Department of Health at 340 712-6299 (St. Croix) and 340 776-1519 (St. Thomas/St. John/Water Island)





Toolkit for Service Providers



YOUR HEALTH IS OUR #1 PRIORITY



Ports of the U.S. Virgin Islands staff

HERE ARE THE ACTIONS TO TAKE

- Wear a facial covering
- Use hand sanitizer with at least 60 percent alcohol at frequent intervals
- Conduct temperature checks on arriving and departing passengers
- Refer passengers with temperatures above 100.4 degrees Fahrenheit to Department of Health authorities
- Enforce physical distance measures at the ports of entry
- Clean and sanitize restrooms at frequent intervals

To report symptoms, please contact the Department of Health at 340 712-6299 (St. Croix) and 340 776-1519 (St. Thomas/St. John/Water Island)



YOUR HEALTH IS OUR #1 PRIORITY



Retail Businesses and Attractions

HERE ARE THE ACTIONS TO TAKE

- Stay at home if employees are ill
- Wear a facial covering
- Conduct temperature checks on employees and guests
- Refer symptomatic guests to the Department of Health
- Enforce physical distance measures
- Ensure hand sanitizing measures are in place for employees and staff
- Clean and sanitize restrooms and other public areas at regular intervals

To report symptoms, please contact the Department of Health at 340 712-6299 (St. Croix) and 340 776-1519 (St. Thomas/St. John/Water Island)



YOUR HEALTH IS OUR #1 PRIORITY



Restaurants and bars

HERE ARE THE ACTIONS TO TAKE

- Stay at home if employees are ill
- Wear a facial covering
- Conduct temperature checks on employees and guests
- Refer symptomatic guests to the Department of Health
- Enforce physical distance measures
- Ensure hand sanitizing measures are in place for employees and staff
- Clean and sanitize restrooms and other public areas at regular intervals

To report symptoms, please contact the Department of Health at 340 712-6299 (St. Croix) and 340 776-1519 (St. Thomas/St. John/Water Island)



YOUR HEALTH IS OUR #1 PRIORITY



Hotels, motels and lodging

HERE ARE THE ACTIONS TO TAKE

- Stay at home if employees are ill
- Wear a facial covering
- Conduct temperature checks on employees and guests
- Refer symptomatic guests to the Department of Health
- Enforce physical distance measures
- Ensure hand sanitizing measures are in place for employees and staff
- Clean and sanitize all room and public places at regular intervals

To report symptoms, please contact the Department of Health at 340 712-6299 (St. Croix) and 340 776-1519 (St. Thomas/St. John/Water Island)



YOUR HEALTH IS OUR #1 PRIORITY



Taxi, van, safari and limo services

HERE ARE THE ACTIONS TO TAKE

- Stay at home if employees are ill
- Wear a facial covering
- Use hand sanitizer with at least 60 percent alcohol at frequent intervals
- Cover mouth and nose with tissues if coughing or sneezing; on exiting the vehicle dispose of tissues in a secured plastic bag
- Clean and disinfect vehicles at frequent intervals

To report symptoms, please contact the Department of Health at 340 712-6299 (St. Croix) and 340 776-1519 (St. Thomas/St. John/Water Island)





U.S. VIRGIN ISLANDS (USVI)

TRAVEL ADVISORY

General guidance for COVID-19 passenger screening for Domestic/International Arrivals

- All arriving passengers **MUST** wear a facial covering upon terminal disembarkation in accordance with USVI guidelines.
- All arriving passengers are hereby given notice that upon arrival into a U.S. Virgin Islands port they will be subject to certain COVID-19 screening procedures outlined below and that **ALL** arriving passengers by embarkation on an arriving aircraft or vessel grant their consent to these procedures upon arrival.
- Upon aircraft or vessel arrival, a representative will advise passengers about the screening procedures.
- Upon exiting the aircraft or vessel, **ALL** passengers will be escorted to the Virgin Islands Port Authority temperature checkpoint and will be required to complete a Traveler Screening Questionnaire.
- At this checkpoint, **ALL** passengers will have their temperatures taken.
 - If the passenger has a temperature reading below 100.4°F and answers "NO" to all questions on the COVID-19 Traveler Screening Tool, he/she will be given a Virgin Islands Department of Health (VIDOH) COVID-19 Health Alert Card and will be free to leave.
 - If the passenger screens above 100.4°F, he/she will be escorted by the Department of Health (VIDOH) for purposes of quarantine and a second temperature screening, due to possible atmospheric temperature effects on body temperature.
 - After a 10-minute break, VIDOH personnel will retake the passenger's temperature.
 - If the passenger's temperature is below 100.4°F after the second temperature reading, and the passenger has answered "NO" to all the questions, he/she will be given a Virgin Islands Department of Health COVID-19 Health Alert Card and will be free to leave.
 - If the passenger's temperature remains at 100.4°F or above and/or the passenger has answered "YES" to any of the questions, the following steps should be taken:
 - If the passenger is a visitor, he/she will be required to go directly to his/her accommodations provider and will be required to self-quarantine while awaiting COVID-19 testing by the VIDOH Epidemiology Team within the next 24 hours.
 - If the arriving passenger is a resident, he/she will be required to head directly to his/her residence or place of abode and self-quarantine until an appointment for COVID-19 testing is arranged by the VIDOH Epidemiology Team the following day.



VI Small Business Development Center



Ted Gutierrez

State Director

info@visbdc.org



Back to Business

Key items to consider while reopening your business

Virgin Islands Small Business Development Center

St Thomas/St John 340-693-1694

St. Croix 340-692-4294

info@visbdc.org

www.visbdc.org

www.facebook.com/visbdc



Back to Business

Key items to consider while reopening your business

- Plan
- Employees
- Vendors
- Customers
- Cash Flow

VI Small Business Development Center

► How is the VI SBDC helping nonprofits during this critical time?

- SBDC staff are working with clients via email, telephone, and Zoom meetings.
- SBDC staff is well-versed on the process for the Economic Injury Disaster Loan (EIDL) application process.
- SBDC continues to post critical updates on Social Media platforms & shares the updates with other VI Territory partners.
- SBDC has emailed critical information to its database.
- SBDC has shared webinars from partner SBDCs to help assist Spanish speaking clients.
- SBDC staff will counsel and help interpret EIDL responses.
- SBDC State Director is in constant contact with SBA and other Federal partners to relay important information.
- SBDC State Director is coordinating local efforts with Territory partners such as SBA, USVIEDA, & Government officials.
- SBDC has daily conference calls with staff to discuss any issues, best practices, or miscellaneous items that arise.

SBDC staff will continue to assist any way possible.

Contact information for the VI SBDC.
Phone: 340-693-1694
Web: www.visbdc.org
Email: info@visbdc.org



Together We will Thrive.

We Support Small Businesses.

Thank you to DOH, DOT, & VI SBDC for
participating!

The recording & PPT will be uploaded at: www.usvieda.org/webinars



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