# U.S. Virgin Islands Economic Development Authority



### Webinar: COVID-19 Resources for Restaurants and Bars Moderator: Cusa Holloway, USVIEDA Incubator Program Manager

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# Welcome CEO Kamal I. Latham USVIEDA



### Speakers



#### Alani Henneman

Assistant Commissioner VI Department of Tourism

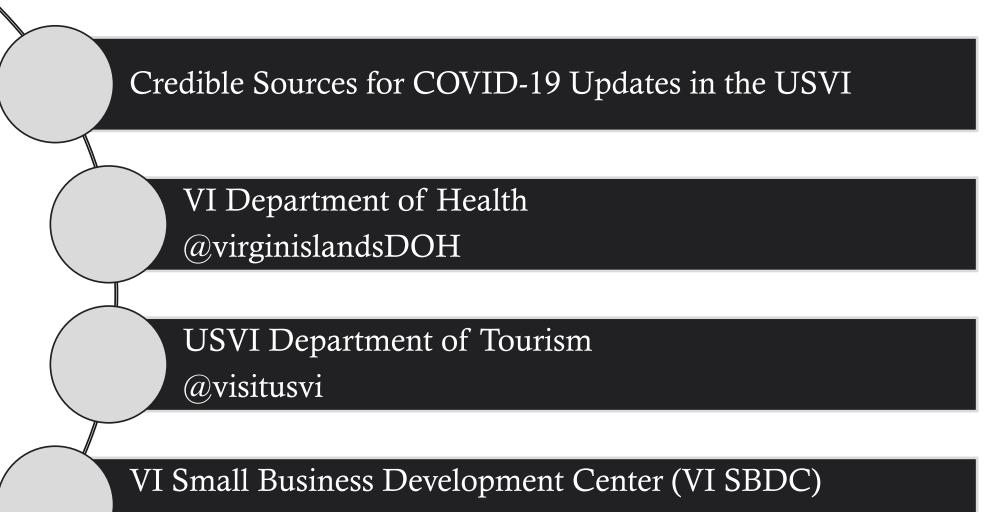


Wanson Harris Director of Environmental Health VI Department of Health



**Ted Gutierrez** State Director VI Small Business Development Center





@visbdc

### **Credible Sources for COVID-19 Resources**

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

## **Department of Health**



### Wanson Harris Director of Environmental Health

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

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

### **Employee Protection**

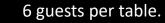
- Work from home as much as possible.
- Screen all employees reporting to work for COVID 19 symptoms.
- Temperatures should not exceed 100.4°F
- All employees are to wear dedicated face masks and gloves.
- Social Distancing. "Further is safer"
- Increase hygiene practices.
- All employees should stay 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**

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

Tables should be spaced at least 6 feet apart.



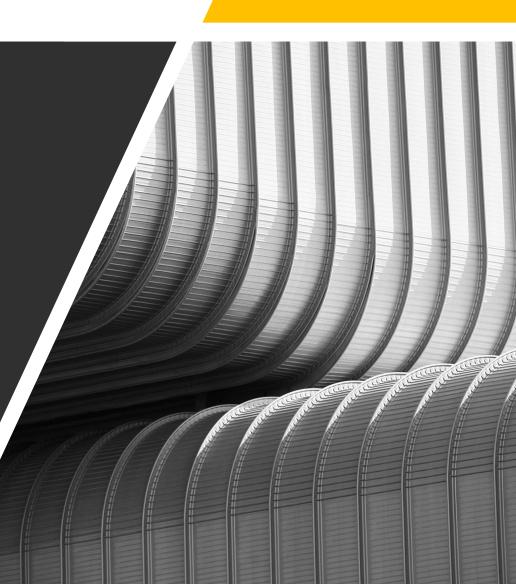


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Mark any indoor or outdoor waiting area so that social distancing standards are met.

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

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#### 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**



- 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
- <u>COVID-19 Flight updates</u>



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



- 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



 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



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



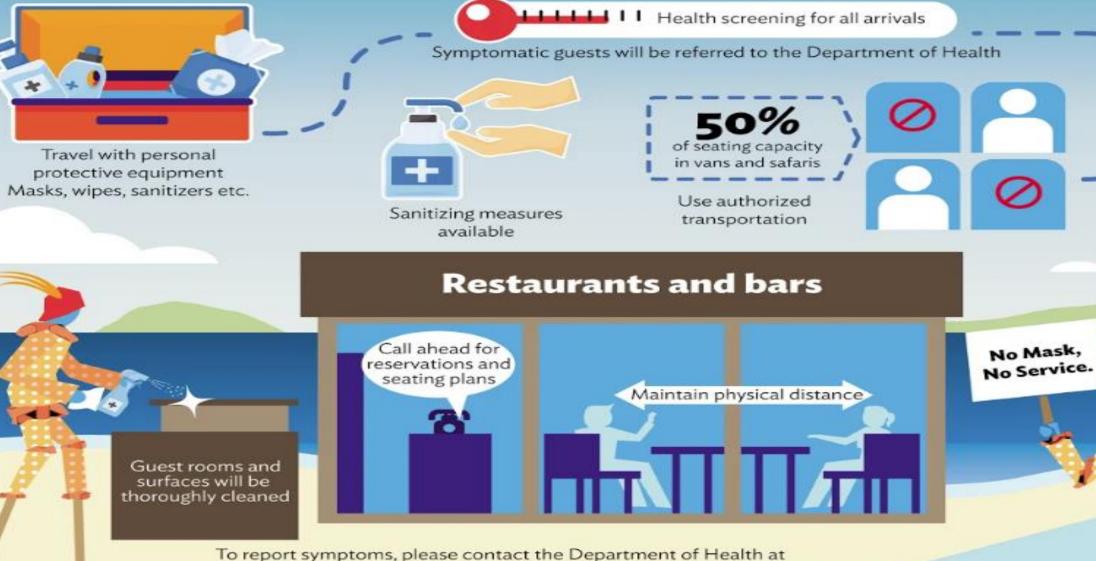


# NO MASK, NO SERVICE

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



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

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

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)





#### 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.









Together We will Thrive.

We Support Small Businesses.

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

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



