U.S. Virgin Islands Economic Development Authority

Webinar: Shifting & COVID-19 Resources for Restaurants
Moderator: Wayne Biggs Jr., USVIEDA Assistant CEO
May 27, 2020
10:00amAST
Welcome
CEO Kamal I. Latham
USVIEDA
Speakers

Alani Henneman
Assistant Commissioner
Department of Tourism

Kalunda Cuffy
Environmental Health Inspector
Department of Health

Ted Gutierrez
State Director
VI Small Business Development Center

Jessica DeJongh
Local Restaurant Owner
Agenda

Credible Sources for COVID-19 Updates in the USVI
USVI Department of Tourism @visitusvi
VI Department of Health @virginislandsDOH
VI Small Business Development Center (VI SBDC) @visbdc
Shifting Your Business during COVID-19 – Local Restaurateur
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
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.
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
Assistant Commissioner
COVID-19 Economic Impact on Tourism Industry

Messaging to the Public / Travel Advisories

- Governor Bryan’s Executive Orders effectively restricts all leisure travel through end of May 2020
- Business travelers, flight crews, health officials, emergency personnel, government guests, and residents may travel to and from the Territory
  - *Travel Update – May 22, 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 once the recovery begins.

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 at home during the pandemic
- Channels include:
  - Media outlets
  - Tourism’s social media handles
  - Commissioner of Tourism’s Facebook Page
    - [www.usviupdate.com](http://www.usviupdate.com)
## COVID-19 Economic Impact on Tourism Industry

### Airports
- Airports remain open
- Incoming passenger loads significantly reduced
- 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 and 14-day quarantine for passengers aboard vessels
- Vessels are required to abide by orders and compliance requests of the USCG, CBP, DPNR, and all government Emergency Executive Orders

### Accommodations
- Through May 31, 2020, hotels and other providers may not accept any new leisure guests
- Despite strong messaging, the Department continues to respond to numerous inquiries from travelers regarding planned trips

### Department of Tourism
- Offices are slowly reopening with abbreviated shifts – employees continue to telework
- Most communications are being managed through Public Relations agency
- Key messaging platforms:
  - [www.usviupdate.com](http://www.usviupdate.com)
  - Facebook pages
  - Social media handles
The U.S. Virgin Islands welcomes all travelers

Visitors are requested to follow all health and safety measures

- Health screening for all arrivals
  - Symptomatic guests will be referred to the Department of Health
- Travel with personal protective equipment
  - Masks, wipes, sanitizers etc.
- Sanitizing measures available
- Use authorized transportation
  - 50% of seating capacity in vans and safaris

Restaurants and bars

- Call ahead for reservations and seating plans
- Maintain physical distance
- No Mask, No Service

Guest rooms and surfaces will be thoroughly cleaned

If you have any questions, you can reach the Department of Health at 340 712-6299 (St. Croix) and 340 776-1519 (St. Thomas/St. John/Water Island)
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
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.
Shifting your Business

Jessica De Jongh
Sabroso Restaurant
Co-Owner
Together We will Thrive.

We Support Small Business.

Thank you to DOT, DOH, VI SBDC, and local restaurants for participating!

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