

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



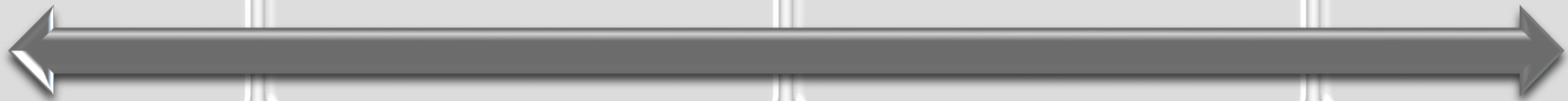
Ted Gutierrez

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

Department of Health



Kalunda Cuffy

Environmental Health Inspector

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
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

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
 - Facebook pages
 - Social media handles



The U.S. Virgin Islands welcomes all travelers

Visitors are requested to follow all health and safety measures



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

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

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



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



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@usvi_eda