

## INTRODUCTION

This document has been created for the Day Charter and Diving Industry, to provide current information on the COVID-19 disease and guidelines that assist in limiting its spread within the population. The advice is built on present global scientific data and expertise opinions. This material is subject to change as active global research is ongoing and The Government of The Virgin Islands is committed to providing up-to-date information on the new coronavirus (SARS-CoV-2 virus) and the disease it causes, COVID-19.

## GENERAL

1. The British Virgin Islands' COVID-19 hotline is 1 (284) 852-7650.
2. Be informed and stay updated about the COVID-19 disease and its impact locally, regionally and globally.
3. Work with local health authorities in combating the spread of the disease. Source up-to-date, credible information via the Government of The Virgin Islands website (<https://gov.vg/covid-19>), Caribbean Public Health Agency (CARPHA) website ([www.CARPHA.org](http://www.CARPHA.org)), Center of Disease Control (CDC) website (<https://bit.ly/3iAdQVY>)
4. or World Health Organization (W.H.O) website (<https://bit.ly/3d3S4Zy>)
5. Encourage employees to stay at home or return home if they are sick and experiencing signs or symptoms of COVID-19 to avoid the chance of infecting other people on the property:
  - Clinically extremely vulnerable individuals should be strongly advised not to work outside the home.
  - Clinically vulnerable individuals, who are at higher risk of severe illness, should take extra care in observing social distancing and should be given the necessary assistance to work from home, either in their current role or in an alternative role.
  - If clinically vulnerable (but not extremely clinically vulnerable)

## GENERAL (CONT'D)

individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to stay 6 feet away from others. If they must spend time within 6 feet of others, carefully assess whether this involves an acceptable level of risk. As for any workplace risk, consider specific duties to those with protected characteristics, such as, expectant mothers. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.

6. Inform the manager if there is a sick family member at home with COVID-19. When necessary, employees must self-isolate for the required amount of time from the onset of symptoms to be symptom-free for a minimum of three days without medication.
7. All staff shall report promptly to the manager or local health authority of any suspected COVID-19 cases on property.
8. Provide educational material to staff relating to the virus and the COVID-19 disease to assist with:
  - recognising associated signs and symptoms
  - how the disease is transmitted
  - safe handling of any potential exposure to the disease
  - the difference between cleaning and disinfecting
  - the types of surfaces and length of time the disease can survive on surfaces et cetera.
9. All employees shall be trained in the relevant COVID-19 safety protocols that include frequent guest contact such as, but not limited to:
  - Marina and Charter Operations
  - Public Spaces
  - Housekeeping
  - Food & Beverage
  - Security

**GENERAL**  
*(CONT'D)*

- Maintenance/Engineering

**10.** Employees shall adhere to all new procedures related to COVID-19 such as:

- Cleaning and disinfecting of high-touch surfaces
- Reporting guests or staff with symptoms and exposure history compatible with COVID-19 and social distancing measures.

**11.** Employees shall be informed about and trained in the necessary steps of reporting guests or other staff who may have symptoms and exposure history compatible with COVID-19 to the relevant health authorities.

**12.** If a suspected COVID-19 case is identified, follow the safety protocols established for safe quarantine. Basic cleaning and disinfecting agents will suffice in killing the virus and other pathogenic microorganisms.

**13.** Staff must always have access to the necessary personal protective equipment (PPE) for use.

**14.** Maintain records that will assist in tracing who has been in contact with any confirmed COVID-19 case on your property. Review and implement record keeping processes of guests and staff movements. Keep these records for a minimum of 90 days. Records such as guest registration, staff work assignments, document key control procedures such as security camera closed circuit tapes or electronic lock records.

**DESIGNATED  
COVID-19  
HEALTH &  
SAFETY STAFF**

Each operating business and/or premises should designate a COVID-19 Health and Safety Officer (COVID-19 Officer).

In a small business the owner or manager will take on the role of overseeing COVID-19 protocols, while in medium businesses it will be an additional formal role taken on by a manager, and large businesses should consider appointing a dedicated officer.

## DESIGNATED COVID-19 HEALTH & SAFETY STAFF (CONT'D)

In medium- and large businesses, the choice could be made to appoint multiple COVID-19 team leaders so that one is designated in each large department or business unit.

## COVID-19 OFFICER & TEAM RESPONSIBILITIES

### COVID-19 Officer & Team Responsibilities:

This cross- functional team will report to the COVID-19 Officer on implementation of COVID-19 protocols, and any issues related thereto.

#### 1. Develop, maintain and implement:

- a. Standard hygiene and sanitising procedures (including schedules / logbooks as needed) per area/facility/vehicle category etc.
  - b. Special area cleaning procedures – as required
  - c. Capacity limits and controls
  - d. Physical distancing plans
  - e. Guest/visitor/passenger/client (GVPCs) procedures
  - f. Staff procedures
  - g. PPE standards for staff
  - h. PPE standards for GVPCs
  - i. Procedures for staff with symptoms, and /or suspected COVID-19
  - j. Procedures for GVPCs with symptoms, and /or suspected COVID-19
- Monitoring the implementation of the protocols and the effectiveness of the measures undertaken

2. Monitoring overall compliance, identifying and correcting gaps, and adapting the plan to practical experience

3. Monitoring compliance with correct PPE usage – observing, CCTV, spot checks etc.

4. Maintain staff and guest/client/visitor/passenger health records

## COVID-19 OFFICER & TEAM RESPONSIBILITIES (CONT'D)

5. Maintain and checks logs of cleaning activities
6. Maintain and manage stock and use of PPE
7. Oversight of all staff and guest training and information provision
8. Independent Third-Party Hygiene Audits - as required
9. Independent Third-Party decontamination cleans - as required

The COVID-19 Officer must keep in touch with the Ministry of Health, the Environmental Health Division and BVI Tourist Board in order to keep abreast of any latest developments with respect to recommendations and guidelines for travel, tourism and hospitality operations during the COVID-19 pandemic.

## OVERSIGHT

### A. Scheduled Regulation

The BVI Tourist Board will schedule inspections to ensure adherence to the current protocols. Electronic notice will be sent to the email address provided by the Travel or Tourism Business giving at least three working days before the scheduled inspection. Rescheduling of inspections will be at the discretion of the Director of Tourism or his/her designate.

### B. Unscheduled Regulation

Unscheduled spot inspections will be conducted by the Government of the Virgin Islands Social Distancing Taskforce in accordance with the relevant Statutory Instruments governing its existence.

### C. Ramifications of Non-Compliance

Non-Compliance with Gold Seal Standards and Protocols will result in the business being fined in accordance with the ...

## UNDERSTANDING BUSINESS RISKS AND RISK MANAGEMENT

Tourism Businesses must seek to reduce risk to the lowest reasonably practicable level by taking preventative measures.

Employers:

1. Have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures; and

## UNDERSTANDING BUSINESS RISKS AND RISK MANAGEMENT (CONT'D)

2. Must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected.
3. Must pay attention to employees who are at risk / vulnerable to COVID-19.
4. Must establish procedure for daily temperature screening of staff.
5. Must submit daily report to the Epidemiology Unit on health status and staff.
6. Should complete a COVID-19 risk management plan before requesting an inspection to approve their operation; This plan must be submitted to the BVI Tourist Board for review and appraisal prior to opening. The plan must include detailed measures to be implemented in order to address all areas of operation thereby mitigating the spread of COVID-19 among guests and staff, taking into consideration but not limited to the following:
  1. The risk management plan must establish details for social distancing and use of PPEs for all appropriate areas including but not limited to grounds, office areas, reception, concierge, kitchen and restaurants, dining areas, bars, housekeeping, use of pool and pool decks, water sports, gyms, etc. as well as transportation of staff to and from work.
  2. The risk management plan must be adaptable.
  3. The risk management plan must continuously be integrated into staff orientation and briefing.
  4. The risk management plan should limit face to face interactions between guests and staff as much as possible by encouraging the use of various technologies.
  5. The risk management plan must take into consideration guests from areas which are considered high risk for COVID-19 and a system for checking on guests' welfare.
  6. The risk management plan should outline procedures for handling the management of potentially contaminated linen and clothing items.
  7. The risk management plan should outline procedures for solid waste management including biomedical waste.
  8. The risk management plan must make provisions for more frequent cleaning and sanitizing of equipment used in the handling and dispensing of foods.

**VISITORS  
PROTOCOL:  
WHAT OUR  
VISITORS COMMIT  
TO BEFORE  
ARRIVAL IN BVI**

Will be shared upon Cabinet Approval

**GENERAL  
GUIDANCE ON  
HYGIENE, PPE,  
SANITATION  
AND SOCIAL  
DISTANCING**

- 1.** No-touch garbage containers must be available throughout the public areas of the marina facility (front office, restaurants, etc.)
- 2.** High-touch surfaces, tools and equipment (desks, tables, chairs, knobs, bell carts, door handles, room appliances, credit card machines, sinks, etc.) must be disinfected at least three times per day
- 3.** Ensure that adequate signage is placed in public spaces to inform about protocols and give reminders and guidelines on required behaviour, general etiquette and activity for the safety of all.
- 4.** Handwashing with soap and water is the preferable method of hand hygiene. Alcohol-based hand sanitizer should be provided when handwashing facilities are inconvenient. Either should be available throughout public areas
- 5.** Hand wash stations and restroom sinks must always be equipped with the necessary sanitary supplies such as:
  - Running water.
  - Liquid (or foam) soap. Touch-less automatic soap dispenser, where possible. Antibacterial soap is not required.

## GENERAL GUIDANCE ON HYGIENE, PPE, SANITATION AND SOCIAL DISTANCING (CONT'D)

- Disposable paper towel.
- An appropriate waste receptacle.

**6.** Provide a clear, step by step signage for hand washing at hand wash stations as well as in guests and employee restrooms. The signage should indicate the following:

- Wet your hands with clean, running water (warm or cold), turn off the tap and apply soap.
- Lather your hands by rubbing them together vigorously with the soap. Lather the back of the hands, between the fingers, thumbs, up to the wrists and under your nails.
- Scrub your hands for at least 20 seconds. The “Happy Birthday” song from beginning to end twice can assist with timing.
- Rinse your hands well under clean, running water.
- Completely dry your hands using a clean paper towel or touchless air-dryer. Turn off the faucet and open the restroom door, where applicable, with the used paper towel and safely dispose in an appropriate waste receptacle.

**7.** Ensure sanitary supplies are easily accessible to staff and always stocked.

**8.** Hand Sanitiser Guidelines:

- Use a liberal amount of hand sanitiser with at least 60% alcohol content and rub vigorously all over the hands. As with the hand-washing procedure, focus on the back of the hands, between the fingers, thumbs, up to the wrists and under your nails.
- Touchless hand sanitiser dispensers are recommended, where possible.
- Ensure that hands are washed with soap and water as soon as possible.

**9.** Refrain from hand to face contact.

- Avoid touching the eyes, nose or mouth with uncleaned hands.
- Hands shall be cleaned before eating, drinking, touching the face, an employee shift and whenever deemed necessary.
- Hands shall be cleaned after using the restroom, sneezing or



**GENERAL  
GUIDANCE ON  
HYGIENE, PPE,  
SANITATION  
AND SOCIAL  
DISTANCING**  
*(CONT'D)*

coughing into the hands, cleaning, touching the face, eating, drinking, smoking, accepting items from guest (such as cash, credit card, keys/key cards, I.D), taking a break, and through an employee shift and whenever deemed necessary.

- Gloves shall be used for additional protection and sanitation efforts, where necessary.

- 10.** All staff must be trained in the safe handling (wearing and removing) of PPE.
- 11.** Employees must be trained in the proper handling and removal of gloves to avoid cross-contamination and limit spreading the virus to themselves, other people or other surfaces.
- 12.** Proper hand hygiene must be encouraged prior to and after use of gloves.
- 13.** Employees must wear a disposable facemask, gown, and gloves when you touch or have contact with an infected person's bodily fluids (blood) and/or secretions (sweat, saliva, sputum, nasal mucus, vomit, urine, or diarrhea).
- 14.** Safely dispose of used PPE by bagging into a 'biohazard' bag or a non-absorbent, leak resistant bag into the appropriate waste receptacle. The bag must be clearly labelled.
- 15.** Hands shall be washed thoroughly after PPE removal, following the necessary guidelines on handwashing, afterwards.
- 16.** Encourage staff to implement personal hygiene activities that limit the spread of COVID-19 or other communicable diseases, such as influenza or the common cold.
- 17.** Employees and guests should cough or sneeze into the elbow crease or cover the mouth with a disposable paper towel. Immediately dispose of the soiled paper towel into an appropriate trash receptacle and wash hands properly.

## GENERAL GUIDANCE ON HYGIENE, PPE, SANITATION AND SOCIAL DISTANCING (CONT'D)

- 18.** Ensure guests (single person or groups of people) are standing at least 6 feet away from other guests not traveling with them, including where guests and staff frequently interact.
- These areas must be accurately measured and distinctly marked to be in compliance with the social distancing advice.
  - A one-way guest flow highlighting entrances and exits is encouraged.
  - At all public seating areas, the furniture must be rearranged to encourage physical distancing.

**19.** During this time where mask usage is recommended, reminders must be in place at highly trafficked areas. At minimum, the signage will be about the wearing of them while in high risk areas. Other helpful signs can include the proper way to wear, handle and dispose of masks.

## SAFETY AND SECURITY

- 1.** All equipment (phones, radios, walkie-talkies etc.) should be completely sanitised at the beginning and end of each shift.
- 2.** Security must follow and enforce social distancing protocols of six feet.  
Security stations should have adequate supplies and guides for hygiene and sanitisation, including required PPE (masks, face shields, gloves, etc)

## WHEN SOCIAL DISTANCING IS IMPRACTICAL OR IMPOSSIBLE, THE FOLLOWING IS ADVISED (CONT'D)

- 1.** Further increasing the frequency of hand washing and surface cleaning.
- 2.** Keeping the activity time involved as short as possible.
- 3.** Using screens or barriers to separate people from each other.
- 4.** Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
- 5.** Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).

## SAFETY AND SECURITY (CONT'D)

**6.** Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, break rooms and canteens and similar settings. These are often the most challenging areas to maintain social distancing.

## VESSEL AND PLEASURE CRAFT PROTOCOLS

The following protocols are to reduce the risk and spread of Covid-19 within the territory of the British Virgin Islands while on yachts, pleasure crafts, and other vessels. Maintaining the highest standards of cleanliness and sanitation throughout the tourism product and country. In response to the coronavirus pandemic, additional measures will be needed to ensure that all facilities and operating businesses adhere to cleaning and disinfection protocols for the overall safety of our guests and crews.

All charter companies, boat rental agencies and other marine operators will be required to stagger office working hours where possible, place barriers and provide PPE items for staff and guests.

For the effective health and safety of guests and your staff the following protocols have been established and must always be adhered to. Use pre-trip tutorials, added signage and frequent announcements to reinforce health safety practices and protocols.

### **STEP ONE:** Vessel Quarantine and/or Disinfection

After each chartered vessel returns all interior cabins and surfaces must be sanitised using commercial grade disinfectants to kill viruses and bacteria in the air and surfaces. This must include an anti-viral, anti-bacterial disinfectant. The germicide eliminates viruses and bacteria as well as neutralising bad odours.

Cleaning crews must wear PPE while cleaning, disinfecting and sterilizing vessels.

Sanitation stations should be immediately available upon boarding and prior to disembarking vessel.

**VESSEL AND  
PLEASURE  
CRAFT  
PROTOCOLS**  
(CONT'D)

**STEP TWO: Standard Deep Clean and Guest Services**

Overall enhanced cleaning and hygiene regiments should be implemented to ensure health and safety for all guests and crews. Ensure guests are thoroughly familiar with Covid-19 health and safety standards and protocols. All guests and crew should be temperature checked and screened for symptoms at the start of each day. Results should be logged by Captain or designated person.

Ensure standard deep cleaning techniques disinfecting all surfaces with heavy emphasis on the galley and heads.

**STEP THREE: Final Checks and Guest Information**

On the day the charter begins, execute a final round of cleaning with an anti-viral and anti-bacterial disinfectant. Wipe down all the “high touch” areas such as handrails, grabrails, the saloon table, door handles, throttle and wheel shrouds, before your client arrives. Ensure Covid-19 protocols and hand washing signs are easily visible.

Ensure that all COVID-19 Officers have gone through the required training from the BVI Tourist Board/HLSCC and have delivered relevant subsequent training to additional staff members. All staff and crew members should be familiar with health and safety protocols and distancing guidelines. Hand sanitiser should be given to each staff member, as well as disposable gloves, face masks, visors and overalls. It is important to update your Standard Operating Procedures (SOPs) to include what PPE is used and when.

Encourage staff to be vigilant in maintaining and enforcing health safety protocols for guests and staff, as well as social distancing guidelines. Guests should be supported in any way possible, while following the prescribed safety precautions.

While on Board: Frequently disinfect common touch areas, at least once per day.

Schedule shoreside activities and dining. Complete any necessary paperwork in advance to reduce the number of people gathering at reception or intake areas. Wear masks and do your best to maintain social distancing from crew members, staff and other guests you may encounter.

**Checking- Out:** Upon return of the vessel, the vessel must be thoroughly and entirely cleaned and sanitised prior to boarding by any additional personnel, refuelling and carrying out internal return checks to minimise risk of spread to staff, crews and other guests.

Where pillows and tea towels are not currently being provided as part of charter amenities, for purchase options should be made available, as are sleeping bags and towels if required.

## CHECK IN, CONCIERGE AND LUGGAGE SERVICES

In fine weather, conduct the final paperwork procedures outside and in inclement conditions limit the number of clients entering the office to ensure social distancing accordingly at any given time.

As far as possible, decrease face to face interaction and allow for enough social distancing between guests and staff including:

1. Select spot so that guests' bags can be sanitised before they are delivered to yacht
2. Hand wash station or alcohol-based hand sanitizer must be positioned at the entrance of marina.
3. All guests are requested to have their body temperature checked and hands washed with soap or sanitised at the entrance.
4. If possible, use technology to allow for check-ins. Use video handovers and boat notes, in advance of charters and carry out final handovers in open air.
5. Ensure that guests have read and signed in confirmation that they agree to the protocols and guidelines of the property and other authorities during their stay
6. Ensure that the correct physical barriers (such as plexiglass) and appropriate PPE (face shields) for any area where staff must speak to the guest face to face for extended periods
7. Use markers six (6) feet apart to show guests where to stand while queuing
8. A comprehensive and accurate log of which guests are assigned to which yacht/berth is essential

## CHECK IN, CONCIERGE AND LUGGAGE SERVICES (CONT'D)

9. Reception and Concierge staff should have the most relevant emergency numbers including the Health Department, the Hospital, Fire and Rescue/Police/Emergency, Environmental Health and the BVI Tourist Board
10. Encourage your guests to pay without cash and ensure that your staff have written procedures that they understand for all transactions.
11. Ensure that when any items have to be returned, they are sanitised before reuse.
12. High-touch surfaces, tools and equipment (counters, desks, tables, chairs, knobs, luggage carts, ice machines, ATM Machines, Handrails, door handles, credit card machines, etc.) must be disinfected at least three times per day
13. Luggage handlers must wear appropriate PPE and sanitise before and after touching luggage.
14. Luggage is stored in a manner to ensure no guest luggage comes into contact with another guest's luggage

## HOUSEKEEPING, MAINTENANCE AND LAUNDRY

1. Document and ensure that housekeeping, maintenance and laundry staff are trained and that they that they strictly adhere to protocols.
2. Housekeeping, maintenance and laundry staff must be assigned and trained in the use of PPE that is specific to the task being undertaken. Adequate and appropriate PPEs are to provide for tasks to be undertaken (face masks, gloves, disposable aprons, disposable gowns, face shields, shoes and shoe liners).
3. Housekeeping, maintenance and laundry staff must be trained in proper hygiene techniques after removal of PPE.
4. Berths of perceived uninfected guests should be cleaned first.
5. A dedicated specifically trained cleaning crew must be assigned to clean berths housing guests, which fit the case definition for COVID-19.

## HOUSEKEEPING, MAINTENANCE AND LAUNDRY (CONT'D)

6. Ensure all potentially contaminated areas are appropriately cleaned and sanitised using appropriate disinfectants according to manufacturer's instructions.
7. Ensure that housekeeping and maintenance are given SOPS and a checklist of areas to be cleaned and sanitised including the following; toilets, face basins and vanity, faucets, showers, shower heads, all furnishings, chairs, bedside tables, lamps, light switches, base boards, televisions, remotes, telephones, doors, door knobs, handrails, carpets etc.
8. Ensure that an adequate supply of cleaning agents is provided to clean and sanitise.
9. Ensure the regular cleaning and disinfecting of areas with frequent or heavy usage.
10. Ensure that rooms are adequately ventilated during cleaning.
11. Ensure that air conditioning units and filters are cleaned and disinfected.
12. Berths should be cleaned according to these protocols at minimum.
13. Ensure that window coverings can be easily cleaned and sanitised
14. All unused linen and other items in guest rooms must be thoroughly laundered before accommodating new guests..
15. All bed linens and laundry are washed at no lower than (58 C) and in accordance with EHD Guidance
16. Guest linens are to be removed from guest rooms in single use sealed bags (including extra blankets, etc.) and taken straight to the laundry facility.
17. Dirty linen is to be bagged in the guest room to eliminate excess contact while being transported to the laundry facility
18. Housekeeping and maintenance service only upon departure or on request (guest must not be in room)
19. Disposable promotional material is to be replaced and disposed of after each guest

## HOUSEKEEPING, MAINTENANCE AND LAUNDRY (CONT'D)

20. Hand sanitizer and masks should be added to guest room amenities.
21. Management should provide specially marked sealable bags for linen and other clothing items that are potentially contaminated by guests displaying signs and symptoms of COVID-19. A specific protocol must be documented and followed for these circumstances.
22. Housekeeping staff must always wear aprons and gloves and should use masks as much as possible. They should attempt to maintain social distance from each other and from guests if proximity is unavoidable.
23. Housekeeping and laundry staff must avoid allowing their bodies to touch dirty linen or linen from used rooms.
24. Staff uniforms, linens and all other materials must be laundered with detergent and hot water of at least (58 C)
25. Cloths, mops and all other equipment should not be reused before being properly cleaned and sanitised.
26. Use disposable cleaning materials as much as possible.

## STAFF HYGIENE AND BACK OF HOUSE

1. COVID-19 Officers must attend all COVID-19 related training organized by the BVI Tourist Board/HLSCC and should then deliver related training to all other staff.
2. Staff must have body temperature measured and recorded at least once daily.
3. Staff must sanitise or wash hands with soap and correctly wear masks before entering the hotel/accommodation establishment, before signing on and off from shifts. Shift sign-on must use social distancing for queueing
4. Staff workstations and desks should be six (6) feet apart
5. All food-handling staff must wear gloves and masks to perform assigned tasks. Reusable masks must be washed with soap before reuse.



## STAFF HYGIENE AND BACK OF HOUSE (CONT'D)

6. Guidelines on the proper use of masks, sanitisation and personal hygiene shall be posted in staff areas and general areas.
7. Staff training must explain that high risk behaviours such as hand shaking, hugging etc), should be avoided and social etiquette should be observed if sneezing or coughing
8. Staff should be provided with facilities to shower and change after ending their shift and before leaving. Staff uniform laundry to be undertaken by employer.
9. If staff have shown respiratory symptoms, they must remain at home until certified by a Medical Doctor to return.
10. If staff have locker room facilities or other areas where they store personal possessions, they should allow for social distancing and proper hygienic behaviour.
11. Ensure that all staff areas have adequate signage and hand sanitation facilities.
12. Staff canteens must follow same protocols as restaurants. Mealtimes should be scheduled to allow for social distancing. Staff who are considered high risk should have unique meal/break times
13. Wherever staff must queue or wait, social distancing and sanitisation should be adhered to.

## ON CHARTER PROTOCOLS

1. COVID-19 Officers must attend all COVID-19 related training organized by the BVI Tourist Board/HLSCC and should then deliver related training to all other staff.
2. Staff must have body temperature measured and recorded at least once daily.
3. Staff must sanitise or wash hands with soap and correctly wear masks before entering the marina or yacht, before signing on and off from shifts. Shift sign-on must use social distancing for queueing

## SCUBA -SPECIFIC PROTOCOLS

Internationally recognized standards for safety, sanitization and good practice have been prepared by Divers Alert Network International in “Dive Operations and COVID-19 – Prepping for Return.” The protocols prescribed within this document should be adhered to by all SCUBA operators. “Dive Operations and COVID-19 – Prepping for Return” has been provided as an Appendix to this document. In the event that there is conflict between “Dive Operations and COVID-19 – Prepping for Return” and the protocols previously established within this document, the previously established protocols shall take precedence.

## WATERSPORTS SPECIFIC PROTOCOLS

1. The use of masks or face coverings is required, except when taking part in water sport activities.
2. Managers are required to ensure that there is adequate PPE available for staff.
3. Staff should be trained on proper hand hygiene techniques and respiratory etiquette.
4. Operators, employees, and customers should frequently wash their hands or use hand sanitizer.
5. Staff records and client contact information (e.g. full name, telephone/email), including date and time at premises, are to be maintained on-site for contact tracing purposes, should the need arise.
6. Schedule adequate time between bookings to ensure thorough cleaning and disinfection of equipment and workstations between clients.
7. No need for masks in the water, but practice social distancing protocols as far as possible
8. Groups should be limited to no more than 10 persons. Customers within a group should not share water sport equipment at the same time
9. Staff should minimize face-to-face employee and customer interaction where possible.
10. Operators unable to maintain the strict cleaning regimes, should not provide this equipment.



**BVI LOVE**  
BRITISH VIRGIN ISLANDS

## EMERGENCY PROTOCOLS AND OTHER SAFETY CONSIDERATIONS

1. Evaluate and revise CPR protocol as needed (example: acquire bag valve mask to eliminate the need for mouth to mouth resuscitation).
2. Any emergency customers should be treated as COVID-19 positive until otherwise determined.
3. Specify areas and equipment that need to be cleaned (for example: frequently touched surfaces such as ladders and handrails, diving equipment, tables, doorknobs, switches, deck furniture, drinking fountains, emergency phones, toilets, faucets, sinks).
4. Work surfaces and equipment should be thoroughly cleaned with soap and water before disinfection.
5. Ensure that equipment rented or loaned (rafts, tubes, lounge chairs, life jackets or other shared 'equipment') are disinfected appropriately between uses
6. Sanitize equipment after each trip, paying particular attention to high-touch surfaces such as handholds and grab bars, rails, lids and coolers.
7. Showers and restrooms should be cleaned and sanitized regularly. Hand sanitizers must be provided on the deck and in restrooms.



**WATERSPORTS  
SPECIFIC  
PROTOCOLS**  
*(CONT'D)*

**EMERGENCY  
PROTOCOLS  
AND OTHER  
SAFETY CON-  
SIDERATIONS**