

## COVID-19 Quarantine Safety Operating Protocols – Vx

### Bequia Beach Hotel 'Resort Zone' Protocols:

- Upon entering & exiting the resort zone, all persons' details (name, contact) and temperature will be recorded and logged
- Face masks/covering must be worn by all within the resort zone
- Hand sanitisation stations available in public & staff areas
- Resort gate will be closed at all times and non-essential thru-access discouraged
- Bi-weekly antibody tests for staff

### Guest Arrival Process in Detail:

- Hotel team to request in advance of guest arrival and receive evidence of negative PCR COVID-19 Test if travelling in from outside of CARICOM Bubble zone
- Upon landing at Bequia airport, a nurse will be present and undertake a health assessment and verify proof of negative PCR test and conduct the 'upon-arrival' swab test prior to immigration and customs
- You will be met outside the terminal and escorted to hotel upon arrival and temperature checked, we kindly ask face masks to remain on until you are checked into your room.
- You will be shown to your room with a brief orientation, luggage handled with gloves

## Quarantine protocols & restrictions for Guests

- In public areas, please use a face mask/covering and hand sanitisation provided
- You can use the property's beach, swim in the sea & beach loungers that will be designated for your use only, you can take walks in our garden
- Please refrain from any close interaction with anyone outside your personal bubble and maintain a safe physical distance of 2m from other guests or staff
- Different coloured armbands will signify different phases and must be worn

### Phase 1

≈ Day 1-2

- You and others in your personal bubble must remain on the Hotel property.
- We are unable to welcome you to the bar, restaurants and spa
- In-Room Dining service will be provided for all meals / drinks / special requests, menus will be available in your room.

Once your & your bubble's negative arrival test results are confirmed to us from MOH, you will enter into phase 2, and free to enjoy dining in any of our two (2) restaurant's while remaining on property until you are re-tested on Day 4-5.

## **Phase 2**

**≈ Day 3-5**

- You and others in your personal bubble must remain on the Hotel property.
- We can now welcome you to the bar, restaurants and spa

**On Day 4-5 guests will be re-tested, once you & your bubble's negative arrival test results are confirmed to us from MOH, you will enter into phase 3.**

## **Phase 3**

**≈ Day 5-10**

- Once your Day 4-5 test results return negative, guests are allowed outside the Hotel property and can participate in activities or approved tours such as diving, snorkelling, island tours and dine in selected restaurants. Please contact Guest Services to advise and arrange accordingly.
- Our sister restaurant Jack's Beach Bar on Princess Margaret Beach will be available. Guests are asked to remain in their bubble whilst enjoying the beach.
- Land tours will be conducted with approved open-back taxis and are asked to wear their mask throughout the trip.

**As per 23/12/2020 Government protocols, mandatory quarantine expires after day 10 in a tourism approved hotel.**

### **During Stay:**

- In public areas, please use a face mask/covering and hand sanitisation provided
- Designated staff member/on-site qualified nurse will continue to monitor and record guests' daily temperatures in a log throughout your stay
- If feeling ill please dial 600 and Request to speak to Rima Ali (Guest Service Manager) or Isola Giddings (Operations Manager) this can also be done after hours or late night if needed, a reception agent will contact a member of senior staff.

### **Guest Departure Process:**

- If a further PCR test is required for transit through Barbados on your return journey the hotel will be happy to arrange this. (at present this is a requirement)
- This PCR test can be conducted by our qualified nurse at the hotel

### **Staff Protocols:**

- Upon entering & exiting the resort zone, staff member's temperature will be recorded and logged
- Updated database of staff will be kept on file. Name, current address, active telephone number and emergency contact number.
- Staff members must at all times wear face mask/covering inside the resort zone
- RT- PCR testing should be done for all staff before the resort reopens.
- Testing will be undertaken and coordinated weekly at random
- We encourage staff to make frequent use of hand sanitizers
- Housekeeping team to take additional care when cleaning and preparing rooms, additional airing out, use of single use gloves, face masks and face shields, gowns etc as required.
- Staff members who are not feeling well should remain at home, inform our qualified nurse of symptoms and seek medical care if required.

**Protocols for a Positive Guest Test:**

- If a guest should test positive whilst staying at the hotel and are deemed to be asymptomatic or have mild symptoms by our qualified nurse or Doctor; they should isolate in their designated accommodation (together with any other persons in their personal bubble)
- Further testing & monitoring will be undertaken on the Ministry of Health's advice
- Period of isolation to be determined by MOH
- Tracing of movements and contact with other guests, staff to be checked and tests carried out where necessary
- In-Room Dining service will be provided for all meals / drinks / special requests
- If symptoms worsen, we will be guided as necessary by the Taskforce

**Protocols for a Positive Staff Test:**

- If a staff member tests positive whilst on property, they will immediately be isolated in a dedicated room if deemed to be asymptomatic or have mild symptoms by our qualified nurse or Doctor, unless the option exists for them to safely isolate at their place of residence.
- Tracing of movements and contact with colleagues and guests to be checked and tests carried out where necessary
- Period of isolation to be determined by Ministry of Health
- If symptoms worsen, we will be guided as necessary by the Taskforce

Revised 23/12/2020

