



# Hospitality Guidelines

June 2020 • COVID-19 protocol



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## SAFELY REOPENING CURAÇAO TO OUR DUSHI FRIENDS

Relaxing on the beach, staying at beautiful resorts and charming accommodations, enjoying our laidback island vibe; these are just a few things visitors have missed from our sunny island. Luckily, Curaçao is reopening and we're welcoming back our Dushi friends from abroad to once again enjoy all the great things our island has to offer.

Hotels, restaurants, coffee shops, beach clubs and any other tourist facility, you are what truly makes our guests' stay special. We've all felt the impact of the global pandemic and now is the time to look ahead and work on rebuilding the economy, together. Together we can ensure our island recovers from the pandemic safely. Together we can become a safe haven to escape from it all.

But to do so, guidelines are needed to ensure our reopening is safe and smart. That's where we come in. We're offering a helping hand in providing the protocols for your tourist facility in line with the guidelines created by public health authorities. These guidelines have been prepared and adapted by the Ministry of Public Health, Environment and Nature (GMN). The Curaçao Tourist Board is working in close collaboration with the Ministry of Public Health, Environment and Nature, the Curaçao Civil Aviation Authority and government agencies to monitor new developments and to continually adapt communications on policies accordingly. The Curaçao Tourist Board is actively involved to ensure that all parties follow proper safety precautions in following the World Health Organization guidelines.



# Checklist

A DUSHI STAY,  
THE HEALTHY  
WAY

## PREPAREDNESS CHECKLIST TO WELCOME BACK GUESTS

- You have received, reviewed and implemented the 'A Dushi Stay, the Healthy Way' hospitality protocol.
- All staff members are trained in safety and hygiene measures, ready to welcome guests for a safe stay.
- Signage can be found in and around your facility, explaining the protocol.
- Social/physical distancing (2 meters between people) are implemented at your facility.
- All areas and contact surfaces are cleaned more frequently and thoroughly with the appropriate cleaning products.
- There is sufficient and easy access to hand washing facilities and hand sanitizers.
- You have implemented new ways to minimize touchpoints and maintain social distancing.
- Management, staff and guests know what to do when someone presents COVID-19 symptoms (e.g. isolate, call public health).

For more information and access to the 'A Dushi Stay, the Healthy Way' protocol visit [curacaotouristboard.com](https://www.curacaotouristboard.com).

# CREATING YOUR ACTION PLAN

To make sure you are fully prepared for your reopening to guests, we advise you to have a preparedness plan that is followed in these stages:

## 1. BEFORE THE GUESTS ARRIVE

Protocols are made prior to the arrival of guests, having the necessary prevention measures ready will make sure your opening goes smoothly. Staff is also trained in hygiene and safety guidelines before the guests arrive.

## 2. DURING THE GUESTS STAY

From checking in up to checking out or from entering the tourist facility to leaving, every step of the guest's time at the facility is being considered with appropriate measures that follow the local health authorities' guidelines.

## 3. AFTER DEPARTURE

Contact details are kept of each guest for up to 14 days after guests have left the establishment.





*Keeping guests  
and staff up to date*

# INFORMING GUESTS

## BEFORE THEY ARRIVE AT YOUR FACILITY

We recommend that you inform guests both before they arrive and during their stay to make sure they know what guidelines to follow. You could do this by sending them information on current guidelines by local public health authorities, your protocol or a list of measures that are taken at your tourist facility.

In addition, travelers will be tested for COVID-19 max 3 days before they travel to Curaçao and can only enter the country with a negative test result. If they have been in contact with a person who has COVID-19 they will be monitored.

## DURING THEIR STAY

Throughout the tourist facility, signage is used to inform guests about the signs and symptoms of COVID-19, what to do if they develop symptoms as well as the measures to be followed by them and the staff. Leaflets with information can also help to inform guests or any other solution you can think of. It is also possible that during the first 14 days of their stay, guests will be contacted by public health authorities for monitoring purposes.

During the guests stay, a list containing names will be kept of reservations for restaurants, transportation, and activities. This is for possible contact tracing purposes.

## UPON DEPARTURE

Guests are explicitly requested to immediately notify the place of accommodation if they develop symptoms associated with COVID-19 or obtain a positive test result for COVID-19, within 14 days following departure.

## AFTER DEPARTURE

For accommodations, the contact details of the guests should be available in case they are needed for contact tracing.



## TRAINING STAFF

To ensure that tourists can safely visit the island again, it is important that staff are trained properly. Tourist facilities can do so by maintaining the following guidelines:

- All members of staff working in tourist facilities are aware of COVID-19 symptoms (e.g. fever, cough, sore throat) and are briefed on basic infection prevention and control (IPC) measures.
- There is specific training available for staff on basic infection prevention and control measures (IPC) for the steps to take when a guest is presenting COVID-19 symptoms.





## MANAGING STAFF

- Any member of staff that is experiencing symptoms related to COVID-19 should avoid entering the work environment, self-isolate, and inform the public health authorities for further evaluation.
- If an employee or a member of the employees' household is a confirmed COVID-19 patient, they will not enter the working environment during the infectious period. This period is defined by local health authorities and depends on each individual case.
- Elderly staff and staff with predisposing chronic medical conditions (e.g. heart disease, lung disease, immunodeficiency, recent cancer treatment) that are known to place them at a higher risk of COVID-19 critical course of infections – are, where possible, assigned to activities that will reduce the contact with guests.
- Where applicable, measures are taken to decrease the number of staff at the establishment. For example, if the employees' work and duties can be done from home they should do so.
- Measures decreasing the number of physical contacts and the time a contact takes between people in the establishment are considered. These could be shifts in work, shifts in mealtimes and using electronic devices as communication tools.



*Safety measures  
for tourist facilities*



## MEASURES TO PREVENT THE SPREAD OF INFECTIONS

Part of the 'New Normal' is that physical distancing, or social distancing, should take place anywhere where people may come in contact with each other. Transmission of the COVID-19 virus predominantly goes through respiratory droplets, which travel 1.5 meters when breathing and 2 meters when coughing. For this reason, measures will need to be taken by the tourist facility in order to maintain the physical distance between guests and staff.

### PHYSICAL DISTANCING

Physical distancing, also referred to as social distancing, between people is key to avoid the transmission of the COVID-19 virus. Taking measures to maintain physical distancing between people is therefore recommended as the virus often goes through respiratory droplets, which travel 1.5 meters when breathing and 2 meters when coughing. We recommend the following:

- Physical distancing is ensured with the appropriate measures, following the latest guidelines from the local health authorities.
- Guests who are travelling together and sharing rooms are not required to maintain the appropriate physical distancing among themselves.
- When physical distancing cannot be guaranteed, specific measures are considered to prevent droplets from spreading in common areas such as the reception with the use of glass or plastic teller panels.
- Tourist facilities, including hotels and restaurants, establish a maximum number of guests allowed in each facility and space to guarantee the required physical distancing. The maximum number of guests is not to be exceeded.
- Events for entertainment purposes are postponed or cancelled unless the appropriate physical distancing can be guaranteed.
- Special arrangements for transportation are considered to ensure physical distancing.
- If physical distancing is not possible or difficult to maintain, guests should wear surgical or home-made masks.

## HYGIENE MEASURES

Hygiene measures are important to maintain a healthy environment. This includes both respiratory etiquettes and hand hygiene measures and we advise to implement the following:

- Signage (informational graphics) that promotes the importance of hand hygiene and explains how to perform effective hand hygiene, is placed in different areas (e.g. at the entrance, in the toilets, at the cashier, etc.) of the tourist facility.
- Members of staff and guests sneeze and cough in a paper tissue and clean paper tissues are available. If paper tissues are not available, coughing or sneezing into the elbow is recommended.
- Paper tissues are disposed of immediately after use, ideally into bins with covers, and hands are washed/cleaned right away using the correct procedure.
- Access to handwashing facilities with soap, single-use paper towels or automatic dryers for drying, and alcohol-based hand rub solutions (with a minimum of 60% alcohol) are always available for guests and members of staff.



## FACE MASKS

The proper use of face masks is mandatory as soon as airport travelers exit the plane. We also recommend that guests wear face masks in the tourist facility. There are a few things to consider when using a face mask in the tourist facility:

- The use of face masks is considered only as a complementary measure, not replacing core preventive measures.
- Appropriate use of face masks is important. The face mask covers the face from the bridge of the nose down to the chin.
- Information about the proper use of face masks is available, highlighting the importance of cleaning hands with soap and water or alcohol-based hand sanitizers before wearing and after removing the face mask.
- Medical and non-medical face masks are acceptable in community settings, taking into account issues of availability and ensuring that medical face masks are prioritized for use in healthcare settings.

## VENTILATION

Poor ventilation of indoor spaces can increase transmission of respiratory infections therefore, we want to highlight the importance to consider the following:

- Increasing the number of air exchanges per hour and supplying as much outdoor air as possible.
- Using natural or mechanical ventilation, depending on the facility.
- Changing the filter or cleaning the mechanical ventilation system as frequently as possible or as recommended by the manufacturer.

## CLEANING AND DISINFECTING

Proper measures for cleaning and disinfecting the tourist facility is important to avoid the spread of COVID-19. We advise to implement the following measures:

- Cleaning high-touch surfaces as often as possible (at least daily and if possible, more frequently). Examples of these surfaces are doorknobs and door bars, chairs and armrests, table-tops, light switches, handrails, water taps, elevator buttons, etc.
- Thorough cleaning with standard detergents and increasing ventilation of rooms for at least one hour are recommended after the guest checks out.
- Desinfect the cleaning equipment properly at the end of every cleaning session.
- Performing hand hygiene after cleaning.
- Following standard procedures for waste management and placing waste material produced during the cleaning in the unsorted garbage.
- Following the standard procedures for laundering bed linen, towels and table linen.



# WHAT TO DO WHEN SOMEONE HAS COVID-19 SYMPTOMS

If there is any indication of a COVID-19 infection amongst guests or staff members, the tourist facility has a plan to put into action immediately, this includes:

## 1. ASKING THE SUSPECT TO FOLLOW HYGIENE MEASURES

The suspect case is to be immediately isolated and instructed to wear a mask and follow respiratory etiquette and hand hygiene practices. The suspect case is separated from other persons by at least 2 meters and given their own room for isolation with their own bathroom facilities, if possible.

## 2. NOTIFYING THE EPIDEMIOLOGY & RESEARCH UNIT-GMN

The suspect case is notified to the public health doctor who will advise with regards to testing and further management and relocation of the case to a place of care (e.g. hospital), if this is considered necessary and in accordance with local medical care pathways.

## 3. CONTACT TRACING AFTER CASE IS CONFIRMED

Contact tracing will generally begin immediately after a confirmed case of COVID-19 is identified. Contact tracing will be performed by the public health authorities.

## 4. PROVIDING INFORMATION ABOUT GUEST OR EMPLOYEE

Tourism establishments are requested to cooperate and provide any necessary information regarding fellow guests or staff members who may have been in contact with the case at the facility from 2 days before and 14 days after the onset of symptoms in the case.

## 5. ISOLATING STAFF MEMBERS WITH SYMPTOMS

Staff members who develop symptoms are isolated at home, seek medical attention and the public health authorities are notified.

## 6. CLEANING INDOOR SPACES

In case a suspect or confirmed case of COVID-19 has been present in an indoor space, this space should be well ventilated for a minimum of 1 hour, and then carefully cleaned with a neutral detergent, followed by decontamination of surfaces using a disinfectant effective against viruses. Alternatively, 0.05-0.1% sodium hypochlorite or products based on ethanol (at least 70%) can be used for decontamination after the cleaning with a neutral detergent.

## 7. CLEANING ALL POTENTIALLY CONTAMINATED TEXTILES

This includes towels, bed linens, curtains, tablecloths, etc. which are washed using a hot-water cycle (90°C) with regular laundry detergent. If a hot-water cycle cannot be used due to the characteristics of the material, bleach or other laundry products for decontamination of textiles are added to the wash cycle.





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*What a protocol  
can look like*



# RECOMMENDING A PROTOCOL FOR YOUR TOURIST FACILITY

Recommendations for an appropriate protocol are site-specific and therefore vary across different tourist facilities. To create the right guidelines, you can refer back to the guidelines of the local public health authorities and the information you find in this document. To show you what a protocol can look like, and how detailed it can be, we have used a hotel as an example.

## RECOMMENDATIONS FOR THE REOPENING OF A HOTEL

Great news, your hotel can reopen. But to do so safely and minimize the likelihood of COVID-19 transmissions, we have the following recommendations for you:

### ADMINISTRATION / MANAGEMENT

- Establish a preparedness plan addressing hygiene and safety measures.
- Follow the recommendations by the public health authorities closely to ensure awareness of the current situation and assessment of the risk of infection for the staff and guests.
- Ensure staff is trained in all procedures to prevent infections, including the management of suspected COVID-19 cases, disinfection and cleaning and the proper use of face masks.
- Establish a maximum number of guests at any time in shared spaces to guarantee physical distance in line with local guidelines.
- Ensure availability of information material for guests on symptoms of COVID-19, instructions in case of illness and local procedures, instructions on hand hygiene and the proper use of face masks.
- Use signage to inform guests about measures taken to minimize contact between staff and guests.
- Consider cancelling activities in closed spaces where physical distance cannot be guaranteed. Or schedule those activities to take place outdoors.

## RECEPTION AND CONCIERGE SERVICES

- Make sure alcohol-based hand sanitizer is available.
- Consider solutions such as online or self-check-in and check-out to minimize contact between guests and staff. If touch screens or keyboards are used for self-check-in, ensure that such devices are cleaned regularly.
- Ensure appropriate physical distancing of 2 meters between the receptionist and other staff members and guests.
- Ensure appropriate physical distance between the guests by using solutions such as floor markers.

## RESTAURANTS, BREAKFAST AND DINING ROOMS AND BARS

- Make sure alcohol-based hand sanitizer is available and signage at the entrance reminding to practice proper hand hygiene.
- Where possible, food is served to the customers instead of self-service at a buffet.
- Limit the number of guests present in the facility at any time to ensure physical distancing.
- Avoid queues or ensure physical distancing in the queue by using solutions such as floor markers.
- Ensure a physical distance of 2 meters between tables.
- Ensure sufficient ventilation in line with guidelines for ventilation of restaurants, both in terms of changes of air per hour and introduction of outdoor air per hour.
- Ensure that air-conditioning filters are cleaned regularly according to the manufacturer's instructions.
- When air-conditioned air is used for ventilation, minimize recirculation as much as possible.
- Ensure regular cleaning of high-touch surfaces with standard detergent.

## FITNESS AREAS

- Ensure availability of alcohol-based hand sanitizer.
- Ensure cleaning of equipment and in particular of high-touch surfaces (such as handles) after use by each guest with appropriate cleaning equipment.
- Ensure appropriate physical distancing between guests.
- Limit entrance of guests to guarantee physical distancing.
- The use of changing rooms should be avoided, and guests should be encouraged to change in their room.

## SPAS AND INDOOR SWIMMING POOLS

- Ensure availability of alcohol-based hand sanitizer and access to handwashing facilities.
- As physical contact cannot be avoided with spa treatments, we recommend that guests wear face masks. If this is not possible the staff member should wear a face mask or face shield.
- Use hand sanitizer or wash hands before and after each treatment.
- Ensure regular maintenance and environmental cleaning of these facilities.

## OUTDOOR FACILITIES

### (SWIMMING POOLS, THE BEACH, PLAYGROUNDS ETC.)

- Ensure that alcohol-based hand sanitizer is available as well as handwashing facilities.
- Tables, beach lounge sets, pool beds etc. as well as guests should have a physical distance of 2 meters between them.
- Guests that are sharing the same room can share tables, beach lounge sets etc.
- These facilities should be cleaned regularly and thoroughly.



## **INDOOR RECREATION ZONES FOR CHILDREN (E.G. THE HOTEL DAYCARE)**

- Consider using face masks by staff caring for children.
- Ensure that alcohol-based hand sanitizer is available as well as handwashing facilities.
- Limit the number of children visiting the areas.
- Ensure regular maintenance and cleaning of these facilities.
- Children who show any symptoms such as a cold, coughing or a fever, related to COVID-19 as well as any other illness like diarrhea or vomiting should not enter these facilities.

## **CONFERENCE AND MEETING ROOMS**

- We recommend conference and meeting organizers to follow the local guidelines on the number of permitted participants.
- Ensure that alcohol-based hand sanitizer is available as well as handwashing facilities.
- Ensure that physical distancing of at least 2 meters is maintained between participants.

## **TOILETS**

- Ensure uninterrupted availability of soap and water and single-use paper towels or automatic dryers for drying.

## ELEVATORS

- It is recommended to discourage sharing the elevator among persons not sharing a room as much as possible to ensure the appropriate physical distance. Elevators should be prioritized for use by physically challenged individuals and by persons carrying luggage.
- Encourage the use of stairs if possible and practical (e.g. in low-rise buildings).
- Ensure regular cleaning of high-touch surfaces (e.g. elevator button panels and handrails).
- Ensure proper ventilation of the elevator as per manufacturer instructions and building regulations.

## VULNERABLE GUESTS

- Vulnerable guests are discouraged from participating in activities where physical distancing cannot be guaranteed at all times and especially when such activities take place in closed spaces. Providing meals in the room should be considered as an option to further shelter vulnerable guests.

## WELCOME BACK OUR DUSHI FRIENDS

We are all looking forward to receiving our guests again, on our beautiful island and in our hearts. Together we create a safe haven, a place for them to relax, sit back and take a moment to reflect and re-energize. They will be looking forward to seeing us, and our smiles, to welcome them back to their home away from home.



A DUSHI STAY,  
THE HEALTHY  
WAY

Thank you

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