

TOURISM SANITIZATION GUIDANCE RESTAURANTS AND BARS

The Cayman Islands has positioned itself as the Culinary Capital of the Caribbean. With numerous and diverse dining experiences available to its residents and visitors, food preparation and consumption safety is important in maintaining this positioning. The transmission of COVID-19 is possible through respiratory droplets and surface contact which requires that food-related establishments take the necessary precautions to reduce these risks in alignment with public health policies, guidelines and best practices. Enhanced efforts to create and maintain hygienic environments for food handling and consumption are therefore warranted and provide an opportunity for strengthening our Culinary Capital destination positioning with safer dining environments.

This document has been created to provide restaurants and bar operators in the Cayman Islands with guidance on safety and health related measures that should be put in place in response to the COVID-19 pandemic. Following collaboration with Government partners such as the Ministry of Health, Department of Environmental Health, private sector stakeholders, and principles of international health entities such as the UK Health Security Agency (UKHSA) (formerly Public Health England), these standards of practice have been developed to establish industry guidelines for sanitization.

Each operator is responsible for ensuring that current regulations and legislation of the Cayman Islands Public Health Law regarding the prevention, control, suppression, and management of COVID-19 are adhered to. Please verify the most current laws and regulations with official Government sources. This document is in addition to the public health policy and guidelines and is created to support the “Readiness Plan” for **Phase 4** implementation and should be reviewed and revised upon the implementation of new phases in the future.

The document includes the following information to support restaurant and bar operators:

- Minimum Standard Commitment Requirements
- Restaurant/Bar Operational Guidance (To be adjusted as seen fit by the Management of the Restaurant).
 - o Pre-arrival to Restaurant/Bar
 - o Arrival at Restaurant/Bar
 - o Dining
 - o Back of House
 - o Restrooms
 - o Payment

Minimum Standard Commitment Requirements for all Restaurants and Bars in the Cayman Islands

To safely re-open/operate a restaurant/bar in the Cayman Islands, the following protocols must be adhered to prior to the re-opening of a restaurant/bar:

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1. An official COVID-19 sanitization, health, and safety protocol must be adopted by every restaurant/bar. Information on guidance on how to draft your own specific protocol can be found here: (<https://cayman.simpleviewcrm.com/images/tiny/mce/Guidelines-and-Advice-on-Writing-Your-COVID-19-Policy0.pdf>)
 - a. This protocol will be subject to review for auditing purposes at any time by official government agency.
2. All staff members must be trained with regard to official protocol and any new protocols that are established by the CIG will be incorporated.
3. All restaurants/bars will adhere to official regulatory guidelines with regards to personal protective equipment (PPE).
4. Follow current regulations in effect regarding spacing between tables. Outside dining should be encouraged.
5. Testing of employees (including Lateral Flow Testing) as required by the CIG should be implemented.
6. Additional information can be found at www.gov.ky or email sanitization@caymanislands.ky.
7. For more information on the National Policy: [NATIONAL POLICES LFT](#)

Best Practice Measure	What are the risks to your customers and staff?	Where are the risks?	Actions to help control risks?	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?
PRE-ARRIVAL TO RESTAURANT/BAR						
1	Lack of information	Displayed on Visit Cayman Islands	Information from HSA and Ministry of Health.	Policy placed within the restaurant	CIG and Restaurant	Updated as needed
2	Staff Health	Ongoing monitoring of staff health	Adopt and implement LFT screening protocols for employees	Staff members with a fever, sent home	Management	Weekly
3	Staff Health	Mandatory use of masks for Indoors and Outdoor Terrace/Patio	All staff to wear masks when providing service to a guest indoors and terrace		Management	Ongoing

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	Staff Health	Outdoor restaurant only	No masks			
4	Accurate information	Communication	Ensure all staff are trained in new hygiene measures and protocols	Signage should be placed in staff areas as reminders	Management	Ongoing
5	Accurate information	Reservations	Provide staff with clear and consistent messages to guests enquiring about booking their reservation and sanitization measures that have been put in place.		Management	Ongoing
6	Accurate Information	Reservations	Encourage patrons to book reservations in advance.	This should be clearly stated on website, social media, etc.	Management	Ongoing
7	Health	Staff and Guests	Guests to wear masks when entering/exiting indoor restaurants.	If moving around the restaurant, masks are to be worn.	Management	Ongoing
8	Health	Staff and Guests	Restaurants and bars to be thoroughly disinfected overnight/prior to opening	Proper disinfecting solutions and disposable paper towels to be used for sanitising	Management	At all times
ARRIVAL TO RESTAURANT						
9	Physical Greeting	Reception Area	Verbal greetings only and physical distancing to be maintained.	Signage placed at reception desk to inform guests of social distancing protocols	Management	Ongoing
10	Entrance	Door handles	Signage and hand sanitiser to be available at the entrance of each restaurant.	Encourage all guests to use hand sanitiser when entering the restaurant.	Management	Ongoing

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11	Guest Management	Reception	Guests should not congregate at the entrance.	Encourage reservation system should be adhered to and staff to ensure there are no large groups congregating at the entrance.	Management	Ongoing
12	Staff members	Throughout Restaurant and Bar	Consistent and frequent hand washing/sanitising for employees	Signage should be placed in staff areas as reminders	Management	At all times
13	Staff members	Cross Contamination	Proper PPE use to be enforced in BOH	Management to monitor	Management	At all times
DINING AREA						
14	Menus	Dining Area	Present menu offerings via blackboards, QR codes/digitally or verbal communication – avoid hard copy menus where possible.	Menu covers are sanitized after each use.	Management	Ongoing
15	Order Taking	Dining Area	Appropriate physical distancing between guests and staff member	Individual pads and pens for each staff member. Where possible, utilise digital ordering via electronic device.	Management	Ongoing
16	Order Placing	Dining Area/Staff area	Staff members to sanitise hands before logging food order into computer touch screen.	Hands to be sanitised before and after order is placed.	Management	Ongoing

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17	Hygiene Practices	Dining Areas	Proper hygiene practices as outlined by Public Health.	Review requirements from Public Health	Management	Public Health/Government site
18	Handling of equipment (glassware, cutlery, crockery, and condiments)	Dining Areas	Minimal handling of utensils and condiments	Proper disinfecting of reusable condiments or use disposable sachets for condiments	Management	Regular sanitising
19	Buffets	Dining Areas	Guests are to wear masks when going to the buffet	Guests are recommended to maintain physical distancing around the buffet	Management	At all times
19	Buffets	Dining Areas	If buffets are offered, utensils will be changed frequently.	Where possible use of sneeze guards are recommended	Management	At all times
20	Hand Sanitizer	Dining Areas	Sanitising stations available in the restaurant for guests to use		Management	At all times
21	Delivery of ordered food	Room Service/In Room Dining	Proper PPE should be used by staff members.	Staff members to wear mask to deliver food. Staff are to wash hands between services.	Management	At all times
23	Hard and Soft surfaces (Bar)	Tables and counter tops	Disinfect with sanitiser and disposable paper towels	Should be completed periodically	Management	At all times
24	Cross Contamination (Bar)	Bar utensils, bar equipment, located on or under the bar	Thorough cleaning of all equipment	Shield to be installed where possible when distance between customer and bar is short	Management	At all times

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25	Cross Contamination (Highchairs and booster chairs)	All over	Sanitise equipment after each use		Supervisors/ Management	As needed
BACK OF HOUSE						
26	Kitchen	Kitchen	Practices should be aligned with the DEH inspection	Food safety and handling guidelines as outlined by the DEH food handling course and inspection	Supervisors/ Management	At all times
RESTROOMS						
27	Doors	Public toilets	Disinfect door handles and areas to push door	Hand sanitiser available prior to entering washroom	Supervisors/ Management	Disinfect frequently
28	General Contamination	Public toilets and baby changing facilities		Ensure hot water and liquid soap is available to guests.		
29	General Contamination	Hand dryers	Where possible, limit hand dryers (which require touching) and offer paper towels	Hand sanitiser available		At all times
PAYMENT						
30	Payment	Payment Methods	Encourage contactless payments (such as tap-to-pay debit or credit card purchases).	Credit card machine wiped down frequently.		At all times
31	Payment	Payment Methods	In the event of cash or non-contactless card payments, staff should sanitise or wash hands promptly after handling.	Sanitiser with 70% alcohol should be used after each transaction.		At all times

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