

## **TOURISM SANITIZATION GUIDELINES RETAIL OPERATORS**

This document has been created to provide tourism partners that are retail operators in the Cayman Islands with guidance on safety and health-related measures, 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, 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.

This document includes recommended guidelines for the following areas of retail operations:

- Retail Staff
- Arrival/Store Operations
- Payment

### **Recommended Guidelines for all retail operators in the Cayman Islands**

1. An official COVID-19 sanitization, health, and safety policy should be created by all retail operators for every store location. Information on how to draft your own policy can be found here: <https://www.visitcaymanislands.com/en-us/ourcayman/sanitization-guidelines>.
2. All staff members should be trained with regard to this official policy and any new protocols that will be put in place by the establishment.
3. All retail stores will adhere to official guidelines with regards to personal protective equipment (PPE) as outlined by the Cayman Islands Government (CIG).
4. Any new protocols that are established by the CIG will be adhered to, as necessary.
5. Testing of employees as required by the CIG.

This guidance document is based on CARPHA (2020). Caribbean Public Health Agency Technical Guidance for Tourism: Guidelines and Checklists for Reopening of Caribbean Tourism and Travel (Recreation & Entertainment-sites and Attractions) COVID-19 Series.

6. Additional information can be found at [www.gov.ky](http://www.gov.ky) or email [sanitization@caymanislands.ky](mailto:sanitization@caymanislands.ky).  
 For more information on the National Policy: [NATIONAL POLICES LFT](#)

Best Practice Measures	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?	Control Check
<b>RETAIL STAFF</b>							
1	Staff Health	Monitoring of staff health	Ongoing monitoring of staff members' health.	Staff members with a fever and/or displaying other COVID-19 symptoms should be sent home and advised to follow Public Health COVID-19 protocols.	Management	Ongoing	
2	Staff Members	Mandatory use of face masks or covering.  Consider having stock of clear masks available for staff to use to communicate with hearing impaired customers.	All staff to wear face masks or covering when providing service to a guest.	Patrons are required to wear a face mask or covering prior to entering.	Management	Ongoing	
3	Staff Members	Staff Scheduling	Creation of a schedule for smaller	Schedule released to all staff.	Management	At all times	

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			shifts for staff members.				
4	Staff Members	Hygiene Practices	Staff members to wash their hands every hour or more frequently as outlined by Management.		Management	Ongoing	
<b>ARRIVAL/STORE OPERATIONS</b>							
5	Entrance	Hygiene Practices	Signage and hand sanitiser with a minimum of 70% alcohol in dispensers near entrance door and other high-touch locations for customer and staff use. If alcohol-based sanitiser is not available, do not substitute an alcohol-free sanitiser.	All guests to use hand sanitiser upon entering the business. Signage to be placed at the entrance and throughout the building to build awareness of good hand washing techniques as well as remind patrons to avoid touching their face and to cough/sneeze into a tissue which is binned safely.	Retail team/Management	Ongoing	
6	Customer Management	Physical Distancing	Determine the occupancy limit for each store and post it at the entrance to the store. Occupancy limits should be based on the size of	Create a queuing system outside the store with physical-distancing markers.	During peak traffic periods where there will be long lines, consider allocating staff to help monitor and	Ongoing	

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			the store and the ability to appropriately and safely distance customers and staff.		manage physical distancing.		
7	Customer Management	Spacing of Customers	Customers should be spaced out when queuing up at check out.	Signage should be placed, and floor markers installed.	Retail team	Ongoing	
8	Customer management	Touching of Stock	Encourage customers to not touch stock unless purchasing it.	Signage should be placed throughout the store reminding customers of this.	Retail team	Ongoing	
9	Customer management	Touching of Stock	In the case where stock must be touched/tried on, it should be sanitised immediately after as appropriate.	Sanitise stock (UV electrolyte sanitiser/CDC approved sanitisation solution) in a separate area away from untouched stock.	Retail team	Ongoing	
10	Customer management	Fitting Rooms	Consider closing every other fitting room to reduce overall number of people in the changing area.	Fitting rooms are separated by barriers, limiting risk of transmission between rooms.	Management/Retail team	Ongoing	
11	Hygiene Practices	All Sreas	Proper hygiene practices as outlined by Public Health.	Review requirements from Public Health.	Management/Retail team	Public Health/Government Sites	
<b>PAYMENT</b>							
12	Payment	Payment Methods	Encourage contactless payments	Install signage indicating store	Retail team	Ongoing	

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			(such as tap-to-pay debit or credit card purchases).	preference for card payments.			
13	Payment	Cash or Card Handling	In the event of cash or non-contactless card payments, staff should sanitise or wash their hands promptly after handling.	Sanitiser with 70% alcohol should be used after each transaction.	Retail team	Ongoing	
14	Hygiene Practices	Reusable Bags	If reusable bags are accepted, consider asking customers to pack the bags themselves.		Retail team	Ongoing	
15	Hygiene Practices	Checkout counter	Provide physical barriers, such as plexiglass, between staff and customers.		Retail team	Ongoing	
16	Hygiene Practices	Checkout counter	Hand sanitiser placed at checkout counter.	Staff should use hand sanitiser before and after each customer.	Retail team	Ongoing	

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