

Tourism Accommodations Protocols for the Management of COVID Positive Guests

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MINISTRY OF
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Contents

Background	3
Isolation Requirements and Accommodation Services and Operations	3
Quarantine Requirements	3
Accommodation Services and Operations	4
Safety, Security and Welfare Checks.....	4
Welfare Checks.....	4
Security.....	4
Segregation of Guests	4
Workplace Safety	5
Managing Deliveries.....	5
Disaster Response Plan	5
Lodging and Amenities	5
Phone and Internet.....	5
Laundry, Cleaning/Decontamination, Maintenance and Garbage Collection	6
Provision of Meals	6
Ventilation and Balconies	6
Guests Early Departure and Transfer to Alternative.....	7
Early Departure	7
Transfer to Alternate Accommodations	7
Transportation	8
Exit PCR Test and Offboarding	8
PCR Testing.....	8
Offboarding	8
Emergencies	8

This strategy document forms part of the NATIONAL POLICY ON THE USE OF ANTIGEN-DETECTING RAPID DIAGNOSTIC TESTS (“LATERAL FLOW TESTS”) and has been developed in consultation with key stakeholders and approved by the Medical Officer of Health. The information contained within the document will be reviewed regularly and republished when new information becomes available and/or procedures changes.

Background

November 20th 2021 marks the date for Transition to Phase 4 of the Cayman Islands National Border Reopening Plan. In Phase 4 mandatory quarantine is removed for travellers that are:

- Fully vaccinated with an approved vaccine and have a securely verifiable vaccination record
- Fully vaccinated with an approved vaccine but have a non-securely verifiable vaccination record, and who have travelled from and for a minimum of two weeks been resident in country with a vaccination rate that is higher than 60% for one dose of an approved vaccine
- Children under the age of 18 with one dose of an approved vaccine who travel from a country where they are considered fully vaccinated with only one dose.

Travellers in the above category are required to undergo a total of three Antigen detecting Rapid Diagnostic Tests (lateral flow tests, LFT) each one taken on days 2, 5, and 10 after arrival on day 0. Any traveller who tests positive during their trip will be required to isolate. This document outlines the protocols for the management of guests in tourism accommodations who test positive for COVID-19 during their stay.

Isolation Requirements and Accommodation Services and Operations

Any guest of tourism accommodations that test positive for COVID-19 are required to go into immediate isolation and are subject to the instructions of the Medical Officer of Health. There are specific requirements that all guests are expected to observe whilst they are in isolation. Tourism accommodations are to assist in ensuring that guests in isolation are able to abide by these requirements. This is done through the services provided, the physical layout of facilities and the systems and protocols that the facility implement to monitor and manage persons in quarantine.

Quarantine Requirements

Below are the requirements that all guests are expected to abide by whilst they are in isolation:

- **Isolation Period:** COVID positive guests are required to isolate for 10 days and until they have returned a negative PCR test.
- **Travel Cohort:** All members of the positives guest's travel cohort will also need to be tested. If negative, they are not required to isolate and will be allowed to carry on with their regularly scheduled activities once they commit to undergo a daily Ag-RDT, in line with the National Lateral Flow (Ag-RDT) Policy. Where feasible, it is advised that guests who test positive be accommodated separately from their travel cohort during their period of isolation.
- **Visitation:** Guests in isolation are not allowed to have any visitation or direct in person contact with any member of the community, hotel staff, or other isolation groups or persons outside of their immediate isolation group.
- **Exit PCR Test:** Prior to being released from isolation, all guests are required to undergo a PCR test on a day and time as specified by Public Health.
- **Isolation Agreement:** All guests in isolation are required to sign a participation agreement indicating they understand and agree to the isolation requirements.

Accommodation Services and Operations

Tourism Accommodation providers should design their service delivery systems and operations to accommodate guests who may require extended stays due to isolation. This includes the ability to provide for the specific needs of guests who are in isolation. Systems should also be designed in a way that enable the safe operations and mitigate the spread of COVID-19 amongst guests and staff.

Safety, Security and Welfare Checks

Security

Accommodation providers are responsible for ensuring that persons in isolation are safe and have the necessary resources to be able to adhere to all isolation requirements, including remaining in their place of isolation unless they have authorisation from the Medical Officer of Health. The accommodation must be secure and have security measures that prevent persons from exiting isolation without permission, or members of the public from entering accommodations where a guest is in isolation.

Welfare Checks

Accommodation providers should provide regular checks to ascertain the welfare of all guests in isolation. If it is discovered that a guest is not feeling well, then this should be reported to Public Health.

Segregation of Guests

Accommodation providers are to ensure that guests in isolation are kept separate from other guests.

Where guests in isolation have been in contact with spaces and surfaces that the general public may also come into contact with, there must be measures in place for the immediate decontamination of those spaces and surfaces.

Workplace Safety

The below guidelines should be observed to ensure that the hotel or accommodation can safely operate whilst reducing the potential spread of COVID-19.

- All staff must be trained in Infection, Prevention and Control (IPC) measures and the proper use of personal protective equipment (PPE) prior to commencing their duties. This training should be provided by a certified body approved by the MOH.
- It is highly recommended that all staff who have direct contact with people in isolation, or their belongings or linens be fully vaccinated.
- Providers are to adhere to the CARPHA industry guidelines.
- In the absence of a 24 hour concierge/front desk service, there should be an after-hours on-call service for guests in isolation.

Managing Deliveries

All staff providing delivery services should wear a mask and gloves. They are to ensure they sanitise their hands once deliveries are completed. If a member of the public wishes to deliver something to a guest in isolation, these items should be taken to a designated area, such as the reception desk. Arrangements should then be made for a staff member to deliver these items to the guest. Guests in isolation should not pass anything from the isolation environment to a staff member, other guest, or member of the community.

Disaster Response Plan

All facilities should have a disaster response plan for the management of persons in isolation. This plan should include response to natural disasters, response to a staff member testing positive for COVID-19.

Lodging and Amenities

Phone and Internet

All guest accommodations should have a working phone that allows for communication with 911 emergency and the facility reception desk, or at minimum provide guests with open access to WiFi/internet during their isolation period.

Laundry, Cleaning/Decontamination, Maintenance and Garbage Collection

All regular cleaning and maintenance services should be suspended for guests in isolation. If urgent services are required whilst a person is in isolation, then approval is required from the MOH. All other services should be in accordance with the CARPHA industry guidelines.

Laundry services for guests in quarantine should have a separate workflow from laundry service for other guests. These services can either be outsourced to a professional and certified provider or provided on-site by the accommodation.

All rooms are to be thoroughly cleaned according to CARPHA guidelines before they can be used by another guest. When a guest is released from isolation, the accommodations should be thoroughly cleaned by an appropriately trained person. If a guest tested positive or leaves the facility before having been released from isolation following a negative PCR test, then the room is to **either**:

- a) Remain vacant for 72 hours before cleaning or;
- b) Be professionally decontaminated by a certified service provider.

Guests should double bag all of their garbage before leaving it for collection. Staff should ensure they wear personal protective equipment (PPE) when handling garbage.

Provision of Meals

- Guests should be provided with sufficient drinking water on a daily basis.
- Meals can be provided through the accommodation provider or delivered by a third party.
- Meals should only be delivered by hotel staff. These staff are to wear PPE (mask and gloves) when delivering meals or other items and should be fully vaccinated with an approved vaccine.
- Disposable biodegradable food service items (utensils, dishes) should be used. If disposable items are not feasible or desirable, ensure that all non-disposable food service items are handled with gloves. They are to be properly washed and sanitised.
- Staff should wash their hands after removing their gloves or after directly handling used food service items.
- Where drinks are provided, single use drink cartons are recommended. Where this is not provided cleaning protocols should be adhered to.

Ventilation and Balconies

There should be separate HVAC systems (that use HEPA filters) for each room to ensure that there is no sharing of air from one room to another. If adjoining rooms are connected by a door, then these doors should be sealed to prevent air-flow.

Any accommodation used for the purpose of the isolation of COVID positive guests must have access to adequate natural ventilation and lighting. Rooms with balconies are recommended but not required. Positive guests are only allowed to use balconies if a permanent solid barrier from floor to ceiling (like a wall) separates the balcony from another property or if a minimum distance of six feet to another property. If the physical distancing cannot be maintained with assurance, then the balcony should remain off limits.

Guests Early Departure and Transfer to Alternative Accommodations

Guests have the option to depart the country ahead of schedule or to be relocated to alternative accommodations for their isolation period provided the method of transfer is approved by the Medical officer of Health, the carrier and the Public Health officials of the receiving country. Public Health is to be advised whenever a COVID positive guest plans to depart early or is being transferred to a different location.

Early Departure

Guests who test positive have the option to leave the country ahead of their original date of departure instead of remaining in isolation for an extended period of time. However, arrangements would need to be made for a private flight or medevac by air. Guests who test positive are prohibited from commercial air travel until they have met the criteria for discontinuing quarantine. Positive COVID-19 persons should only be transported with other positive persons, as such arrangements for a private flight or medevac is at the expense of the guest. The receiving country's Public Health officials must confirm they are happy to receive the incoming traveller(s) before plans are completed.

Approval for an early departure should be sought through Public Health before arrangements are finalized. Public Health will assess whether or not a guest who is symptomatic is medically stable for transport as well as to identify the appropriate level of medical support required during transport. All appropriate Infection, Prevention and Control (IPC) protocols should be followed

during air transport.

Transfer to Alternative Accommodations

Accommodation Providers are strongly advised to stagger their bookings to accommodate the possibility of guests requiring extended stay due to testing positive for COVID-19. However, if an accommodation is not able to accommodate an extended stay, or a guest would prefer to isolate at a different location then arrangements can be made to transfer guests to an alternative accommodation.

Measures should be taken to ensure that COVID positive guests do not have any direct contact with other guests at the accommodation, this includes conducting transfers during accommodation low peak hours. Positives guests should wear PPE whilst being transferred and any touch points or areas occupied by the guest should be immediately decontaminated.

Transportation

Accommodations should make arrangements to transport guests to the airport for early departure or to their new accommodations. Transport can be through an authorized provider or as a service provided directly by the accommodation. However, transport providers are to be trained in the appropriate IPC and decontamination measures.

Exit PCR Test and Offboarding

PCR Testing

Arrangements for exit PCR tests will be made by Public Health. Guests will be notified of their testing date, time and locations. Accommodations are asked to ensure guests have access to appropriate approved transportation or that arrangements can be made for testing to be done onsite.

Offboarding

Once PCR test results are received, the Medical Officer of Health (MOH) will issue a list of all persons that can be released from isolation. Accommodation providers will be notified when a guest has been released from isolation and therefore no longer subject to quarantine requirements.

Emergencies

Guests in isolation are not allowed to leave their place of quarantine unless they have received authorisation from the Medical Officer of Health or in the case of an emergency. If there is an emergency requiring a guest to leave their place of isolation, telephone 911 to inform them of the emergency and the location of the person in isolation. If a person in isolation has a question or concern about an essential task that may require them to leave their place of isolation, they should seek specific guidance from the Travel Support Team at TravelSupport@gov.ky or by calling 945-0556 or 946-7858.