



Department of Health and Wellness

Communications on this subject
should be addressed to:
Permanent Secretary

Sir Stanislaus James Building
Waterfront, Castries
Saint Lucia, West Indies

Protocols for Restaurants/ Eating establishments

Administration

- Management must ensure that they are in possession of valid public health licence to operate their restaurant/eating establishment.
- Restaurants/eating establishments must submit to the Department of Environmental Health for review and appraisal a complete Covid-19 Action plan for the establishment prior to opening. The plan must detail measures in place to address all areas of the operation to mitigate spread of covid-19 virus amongst guest and staff, taking into consideration but not limited to the following;
 1. Implementation of a robust continuing education and training system at the establishment to ensure all staff members are fully aware of the risk that exists according to duties and mitigation measures to minimise risk and exposure to covid-19.
 2. Implementation of adequate communication measures between managers, supervisors and staff to ensure proper functioning and rapid information exchange in the establishment and ensuring proper understanding of protocols including measures for crisis management.
 3. Management of eating establishments must ensure that there is a clear line of communication to a focal point of the Health Department for guidance on management of suspect Covid-19 cases.
 4. Emergency numbers must be readily available and displayed.
 5. Implementation of clear measures approved by the Department of Health to manage suspect covid-19 cases in house while leasing with the quarantine authority or designated focal point.
 6. Training Plans must be put in place and tailored to ensure that staff working at restaurants is adequately versed to carry out their duties whilst minimising exposure and risk of spreading of covid-19.
 7. Staff must be adequately sensitised to the signs and symptoms of covid-19 and be able to identify both guest and staff exhibiting symptoms.

8. Adequate posters and information should be placed in an around restaurants and eating establishments to provide relevant information/ reminders on Covid-19 action plan to both guest and staff for example frequent handwashing, frequent use of hand sanitizers, cough and sneeze etiquette etc.
9. Frequent cleaning and disinfection of all frequently touched surfaces for example counters, hand rails etc.
10. Action plan must establish details for social distancing and use of PPEs for all appropriate areas including but not limited to staff working in , office areas, kitchen and restaurants and bars etc.

Action plan must be flexible continuously updated as new information becomes available and forms part of staff orientation and briefing.

- Management must ensure that staff maintain safe distance during food production in establishments (minimum three 3 feet).
 1. Personal protective equipment must be provided to include but not limited to hair restrains, face mask, disposable gloves, food coats/ overalls shoe covers.
 2. PPE must always be used in areas where the risk for food contamination is high especially where ready to eat food items such as salads and cooked food are prepared, displayed and served,
 3. Limit the number of food handlers/ employees on the floor at any one point, be minded that this may lead to slower processing at the establishment.
 4. Where possible rearrange food production areas so that employees are staggered on either side of the work station in such a manner where they are not facing each other.
 5. Consider providing disinfecting mats/foot baths at the entrance to food establishments.
 6. Consider organising staff in smaller teams and in such a manner to minimise staff interactions during work and shift change.
 7. Food handlers must practice high level of personal hygiene

Signage:

- Adequate posters and information should be placed in an around the call center to provide relevant information/ reminders on COVID-19 action plan to both guest and staff for example frequent handwashing, frequent use of hand sanitizers, cough and sneeze etiquette etc.
- Signage must be installed in high-traffic area indicating proper use and disposal procedures for masks.

Separation of sick employees:

1. Employees who appear to have developed respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick while at work should be separated from other employees. (isolate within a designated room until this potentially sick person can be removed from the worksite)
2. If employees develop fever and respiratory symptoms they must notify supervisor immediately.
3. If you have a positive COVID-19 diagnosis, you can return to the office only after you have fully recovered, with a doctor's note confirming your recovery.

1. Restaurants/ eating establishments must provide adequate wall mounted sanitizer dispensers at strategic locations for both guest and staff.
2. Good personal hygiene frequent hand washing should be heightened
3. Gloves must be changed frequently and frequent hand washing/ hand-hygiene practiced in between glove changes and when gloves are removed
4. More frequent disinfection/ sanitizing of food and non-food contact surfaces should be heightened.
5. Food handlers must report illness
6. Food handlers who are not well must not be allowed to work in the food establishment.
7. Food equipment and utensils must be frequently washed rinsed and sanitized using appropriate sanitizers
8. Establishments must be equipped with 3 compartment utensil wash sink with a plumbed supply of hot and cold water under pressure.
9. Buffet areas must be equipped with sneeze guards.
10. Consideration must be given to whether guests are allowed to dispense food at buffet or staff are provided for dispensing of food at large buffets.
11. Consideration must be given as to the temporary suspension of self-serving buffet.
12. Action plan must make provisions for more frequent sanitizing and changing of equipment used in the handling and dispensing of foods.
13. Adequate cold and hot holding equipment must be provided.
14. Management must ensure adequate number of hand wash stations are provided through out the establishment equipped with wall mounted detergent dispenser and hand drying facilities.

15. Management must ensure that adequate change rooms are provided for staff and staff do not prepare food with the same clothing that they walk the street.

16. Adequate measures must be place to ensure physical distancing is maintained. Ensuring 6ft minimum physical distance to the back of chairs when guests are seated at tables.

- Consider pre bagging pastry/bakery items and other similar items using appropriate bags and tongs to handle items.
- Ensure there are appropriately designed glass display cabinets attaining required temperature which will ensure no risk of food contamination by customers where food can be plated by staff using equipment designed for that purpose.

ENVIRONMENTAL CLEANING/JANITORIAL SERVICES

Personal Protective Equipment (PPE):

Cleaning staff should wear the recommended personal protective equipment including, disposable gloves and face mask for all tasks in the cleaning process and handling trash.

- Gloves should be compatible with the disinfectant products being used.
- Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
- Gloves should be removed carefully to avoid contamination of the wearer and the surrounding area. Be sure to clean hands after removing gloves.
- Gloves should be removed after cleaning a room or area occupied by ill persons. Clean hands immediately after gloves are removed.
- Cleaning staff should immediately report breaches in PPE (e.g., tear in gloves) or any potential exposures to their supervisor.
- Cleaning staff and others should clean hands often, including immediately after removing gloves.

Equipment and supplies for cleaning staff

- disposable gloves
- mop;
- paper towel and/or absorbent material;
- detergent solution;
- water
- sanitizing agent, such as 5% domestic liquid bleach for disinfecting solutions or commercially prepared disinfecting chemicals.
- Cleaning staff should clean and disinfect all areas (e.g., offices, bathrooms, and common areas), focusing especially on frequently touched surfaces.

How to Clean and Disinfect

Surfaces

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective.
 - Diluted household bleach solutions can be used if appropriate for the surface. Follow manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.
- Prepare a bleach solution by mixing:
 - 5 tablespoons (1/3rd cup) bleach per gallon of water or
 - 4 teaspoons bleach per quart of water
 - Follow the manufacturer's instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).
 - For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners for use on these surfaces.
 - If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.
- Increase frequency of routine cleaning and disinfection, emphasizing cleaning and disinfecting frequently touched objects and surfaces such as water coolers, desks, countertops, doorknobs, seating, faucet handles, phones.
- Use the proper concentrations of disinfectant and allow required wet contact time.