

*Sugar Boat Charters Inc*



**COVID** PROTOCOLS 



# OUR STAFF

## Medical Certification

- All our staff must obtain an updated medical certificate
- These certificates will be shared with Department of health and wellness
- Employees who have symptoms of acute respiratory illness should notify their supervisor and stay home.

## Temperature Scanning

- At the beginning and at the end of each trip our staff temperature will be scanned
- Record of the temperature will be kept and monitor
- This record will be shared with local authorities if needed for contact tracing
- Sick employees cannot come to work until they are free of fever (temperature of 100.4° F [37.8° C]) or greater, signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines.

## PPE (Personal Protection Equipment)

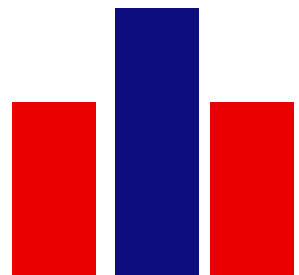
- Company provides all PPE
- Usage of PPE (Mask and Face shield) is MANDATORY during excursions

## Hygiene requirements

- Employees and passengers should wash hands after using the toilet, before eating, and after cough/sneezing (follow the 20 second rule). If soap and running water are not immediately available, use alcohol-based sanitizers.
- Cough/sneeze into your sleeve, preferably into your elbow. If you use a tissue, discard it properly and clean/sanitize your hands immediately.
- Avoid touching your face, particularly eyes, nose, and mouth with your hands to prevent from being infected.

## Uniforms

- Uniforms will be washed and sanitized by employer
- Uniforms will be provided to staff prior shift starting





# PROTOCOLS

## Signs & Signals

Vessel will be equipped with signs & signals to reinforce:

- Social distancing
- Hand sanitization
- Temperature Scanning
- Mask usage

## Temperature Scanning

- Guests' temperature will be scan and record prior boarding the vessel
- Guests' temperature will be also scan and record at the end of the trip

## Hand sanitizer

- Staff and guests must sanitize their hands prior boarding vessel
- Hand sanitizer will be placed in strategic locations of vessel for usage during navigation

## Social Distancing

- Our vessel capacity will be decreased to 60%
- Social distancing signs will identify the sitting areas

## Disinfection of gears

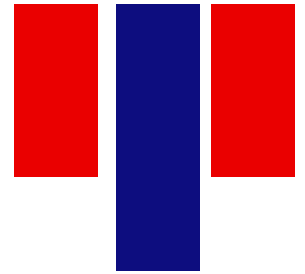
- Masks, snorkels, regulators, BCD (buoyancy control device) oral inflators, whistles, orally inflated SMBs and any device which will be shared should be disinfected after use: A solution of 22ml bleach to 1 litter water and 1/3 cup (5tbsp) bleach to 1 gallon

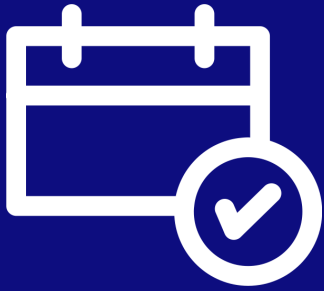
## Guests' PPE (Personal Protection Equipment)

- Wearing of face mask is mandatory for guests and vessel crew
- If guest do not have mask, the crew will provide it

## Vessel Cleaning

- Vessel must be washed down and disinfected between, before and after all trips.
- Cleaning and disinfection will be done every 30mins while trip or excursion is performed, emphasizing cleaning and disinfecting frequently touched objects and after every journey/when visibly dirty, wipe all surfaces that a passenger may have touched with antiseptic wipes or disinfectant e.g. door handles rails, handles, seats etc.
- If surfaces are dirty/soiled they will be cleaned using a detergent/soap and water prior to disinfection.
- Appropriated PPE must be worn when cleaning.
- Diluted household bleach will be used in the appropriated surfaces.





# RESERVATIONS

## Booking process

**-Most of our reservations are done through**

- Website
- Social Media
- Phone contact

**-No face-to-face transaction required**

## Pre-scanning Survey

- Upon reservation is confirmed all must complete a pre-scanning survey and share screenshot of results
- Screenshots will be filed for record and contact tracing if needed.
- PRESCREENING QUESTIONER

**Dear guest,**

**This serves to remind you of our appointment today and that our covid-19 protocols are still in effect and you need to fill out this questionnaire below before every trip. Click the link below to complete the test and please send us a SCREENSHOT of your test results.**

<https://t.co/xFzIqsGaeB> 

## NEW PROTOCOLS ARE AS FOLLOWS:

- Please wear your masks as you board the vessel.
- Your temperature will be taken upon arrival and recorded as per State Requirements.
- Please confirm whether you have performed a COVID-19 test
- Please share results of the test by email
- Please sanitize your hands upon entry and exit of the vessel.
- Please remember that we prioritize electronic payments (Credit or Debit Card, PayPal, etc.). Unless coming with exact cash amount.

**YOUR TRIP WILL DEPART ONLY UPON LOW TEST RESULTS AFTER YOU HAVE DONE THE QUESTIONER. THANK YOU!**

**Sugar Boat Charters Inc**

## Payment

- Electronic transactions will be prioritized (Credit or Debit Cards, PayPal, Etc.).
- If guests choose to pay by cash, they must present the exact amount.

## Tipping

- Tips are allowed
- All tips must be placed in the Tip Jar and shared at the end of each trip after vessel full cleaning and sanitization



# OUR SERVICES

## **Catering** **For services with meals:**

- Guests must use hand sanitizer before meals.
- Food will be placed onto individual disposable trays.
- Eating utensils will be provided in individually wrapped sets.
- Snacks and finger food will be also served in a pre-packaged individual tray.
- While serving food or drinks staff must reinforce 6ft social distancing.

## **Private Charters & Sunset cruises**

- The Private package will only be water-based tours and will not enter any communities.
- All Land & Sea activities are out of our catalogue until further notice.

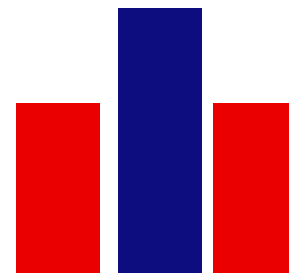
## **Snorkeling**

- Use defog solution instead of saliva on your mask prior to entering the water. This will reduce the risk of cross contamination
- For buddy checks and air sharing training exercises the usage of the same mouthpiece as your dive buddy is forbidden unless it's an emergency
- All rental equipment will be disinfected before use
- Touching other's gear is forbidden
- Divers' hands must be sanitized before and after touching their own gear
- Groups of families will be trained together as they have more latitude in terms of risk reduction
- Snorkel tips must be pointed away from other snorkelers; for snorkel exercises, buddies take turns, with snorkelling buddy positioned with snorkel opening pointed away from other snorkelers
- Social distancing will be reinforced between buddy pairs

## **Transportation** **Sugar Boat Charters provides COVID-19 CERTIFIED taxis**



- Reducing sitting capacity
- Hand sanitizer is provided at pick up and drop off
- Mask use is mandatory





# MEDICAL SUPPORT

## **Duty Doctor**

-Dr Thadee Alexis, who is based in Soufriere is our primary local support in case of emergency

-A complete first aid kit is kept in each vessel as per recommendations of Dr Thadee Alexis and according to COVID-19 protocols

-In case of a guest displaying symptoms of COVID-19, guest will be DENIED OF BOARDING and referred to the local authorities.

-Associates that were in contact with these guests will be sent home under mandatory quarantine measures and tested for covid-19

-Upon noticing guests with symptoms, it will be reported to management and the local authorities.

