

HEALTH & SAFETY PLAN



**GOLD STANDARD
PROGRAM**

REV JULY 2020

Health & Safety Plan

Captain Jak's has developed the following Health and Safety Plan in response to the COVID-19 Pandemic.

Gold Standard Policy

Captain Jak's has developed a Gold Standard Policy to ensure compliance with the requirements of the Belize Tourism Board, Ministry of Health, and other governmental agencies with regulatory authority related to the COVID-19 Pandemic.

Captain Jak's has also achieved the Gold Standard Certificate for Tour Operators from the Belize Tourism Board, certifying we meet or exceed the standards for guest and employee health and safety.

How We're Keeping You Safe

Captain Jak's has implemented enhanced **cleaning and sanitization** procedures to help ensure a safe environment for guests and employees. These measures include:

- Increased cleaning schedules for common areas
- The use of UV wands and a UV Light Box to sanitize small, commonly touched items (tablets pens, doorknobs, and restaurant menus, etc.)
- The use of an electrostatic sprayer to sanitize guest rooms (between guests), vehicles (after each guest transport), common areas and furniture (at least weekly)
- Sanitizing luggage upon arrival at the resort using the electrostatic sprayer
- The use of UV filters on our resort pool
- Additional hand wash / sanitization stations throughout the Resort properties

You'll also find our staff **wearing masks** at all times. Employees who handle food, luggage, or any items passed between guests and employees will also wear gloves. From time to time, you may see employees wearing additional PPE (face shields and disposable aprons, for example) depending on the tasks they are currently performing. While in Belize, we'll also ask that you comply with the local regulations and wear a mask in all public areas.

CREATING A SAFER ENVIRONMENT FOR STAFF AND GUESTS.

We've implemented procedures to ensure **social distancing**:

- Floor markers and signage will remind guests and encourage social distancing while waiting in line
- We're offering a reduced housekeeping schedule. Unless requested, housekeeping services will not be performed during your stay. Of course, at any time you can request service. Whether it's clean towels, a linen change, or a room refresh we're happy to provide those services.
- Our employees will not enter your room (except in case of emergency). Any housekeeping services requested during your stay will be performed while you are enjoying the Resort grounds. Room service, towels, etc., will be left at your door.
- Some services have been suspended or modified. Turn down service will not be available, and you may notice some additional safety measures at the spa (e.g., facials and services that require direct face-to-face contact have been suspended).
- We've limited the number of guests allowed in our vehicles (vans and boats) for tours.
- Tours are limited to members of the same family or groups from the same Gold Standard Resort.

Temperature checks will be required prior to getting into our vans or boats for tours, vehicles for transfers, and prior to check in for accommodations. We are required to log the results of these temp checks (including your name, date/time, pass/fail, and the employee conducting the screen) and provide them to regulatory agencies if asked.

Our employees are complying with temperature checks twice daily: once prior to beginning their shift and again during their shift. The same information is logged for each of these checks as well.

We are participating in THIS (the Tourism Health and Information System) for **contract tracing** as required by the Belize government. From time to time, you may be required to provide information about your activities and/or those you had contact with. Any trips taken in our vehicles must also be logged, including tours. We appreciate this may feel invasive or inconvenient, but your cooperation in providing this information helps keep everyone safe and will only be used for contact tracing in the event of a confirmed case of COVID-19.

What Happens if COVID-19 is Suspected?

Captain Jak's has developed a formal Response Plan to handle suspected or confirmed COVID-19 patients. Guests may request to see a copy of the full Response Plan at any time. The following is a summary of the Plan:

If a guest or employee is displaying symptoms of COVID-19 (including but not limited to elevated temperature or respiratory symptoms), they may not be allowed in our vehicles or on property.

Employees who are denied entry will be asked to return home and seek medical treatment. They will not be allowed to return to work until cleared by a medical professional.

Guests who are denied entry will be directed to seek medical treatment, up to and including quarantine at an approved facility. Any required testing or quarantine will be at the guest's expense.

If an employee develops symptoms of COVID-19 (including but not limited to elevated temperature or respiratory symptoms), while at work they will be immediately relieved of all duties and escorted to an isolation area. Depending on the symptoms, the employee may be asked to go home and seek medical treatment or be quarantined on property until otherwise advised by a medical professional.

Tour Guests: If a guest becomes ill during a tour, they will be isolated from the rest of the tour as much as possible. A temperature check will be conducted and logged.

If a guest appears ill or has a confirmed elevated temperature at check in or pick up, the guest will not be allowed in Captain Jak's vehicles or on property. In this case, the guest will be directed to isolate in their accommodations, and the Program Manager of the guest's accommodations will be notified and assume control of the situation. The incident will be logged and reported to Captain Jak's Program Manager as well.

If a guest exhibits symptoms, including a confirmed elevated temperature or respiratory or flu-like symptoms, during a tour, the tour may be terminated immediately. The guest will be separated as much as possible from other guests during the return to trip to where the tour initiated from.. All guests will be required to wear masks and distance as much as possible from the guest.

If the guest was picked up at their accommodations, they will be returned to those accommodations and the response plan of the Gold Standard Resort will take over. If the guests arrived at Captain Jak's on their own, they will be returned to their vehicle and advised to return to their accommodations for further instructions. The accommodations listed for the guest will be notified. If a guest is unable to transport themselves, they may be quarantined on property in an empty and unscheduled room.

Accommodation Guests: If a guest develops symptoms of COVID-19 (including but not limited to elevated temperature or respiratory symptoms), while on property, they will be asked by a manager to return to their accommodations immediately. Depending on the symptoms, the guest may be asked to quarantine in their room until further instructions are received by the Ministry of Health and/or medical professionals. Any testing, transportation, or quarantine will be at the guest's expense. If travelling with others, the other members of the group may also be asked to self-isolate either in the same accommodations or in another accommodation, if available.

Once quarantined, all further interactions and services to a guest will be contactless via WhatsApp, including housekeeping, room service, and general communication.

If necessary, we have agreements in place with other resorts to accept healthy and non-exposed guests who may need to be evacuated. Transportation will be provided to these resorts by Captain Jak's and accommodations provided for the original length of the guests' stay; any further expenses will be the responsibility of the guest.

Questions related to our Health & Safety Plan should be directed to our Program Manager at goldstandard@captainjaks.com.