



TRINIDAD & TOBAGO  
BEVERAGE ALCOHOL ALLIANCE



# Health & Safety Protocols and Guidelines for the Re-Opening of the Food & Beverage Sector of Trinidad & Tobago

Updated: June 2020

# Background & Objectives

It is critically important that a significant level of health & safety protocol establishment and business preparedness exercises be conducted over the next few weeks by restaurants, bars and food establishments in order to achieve the following **overarching core objectives**:

- Minimize the risk of secondary or tertiary infection waves of COVID-19 across the population and build operator resilience to address future outbreaks
- Restore a degree of confidence in the wider population that patronage of these establishments can be done safely
- Ensure a degree of economic stimulation and employment levels
- Promote a culture of health, safety, and hygienic practices across this sector that would raise and maintain operating standards and at the same time, reduce risks of foodborne diseases in Trinidad & Tobago

# Technical Working Committee

These necessary operating and human capacity building intervention require a multi-sectoral collaborative approach in order to reduce duplication of effort, ensure widespread uptake and adoption, and to combine the various best practices and resources available. A Food & Beverage Industry Technical Working Committee (TWC) was convened to examine all available health recommendations from international bodies to assist with the development and implementation of Health and Safety protocols, guidelines, and training programmes for restaurants, bars, food establishments, food providers, and liquor marts operating in Trinidad & Tobago.

The membership of the F&B Industry Technical Working Committee (TWC) included:

- Ministry of Health – Principal Medical Officer (Environmental Health)
- Trinidad Hotels, Restaurants & Tourism Association (THRTA)
- Trinidad & Tobago Beverage Alcohol Alliance (TTBAA)
- Trinidad & Tobago Hospitality & Tourism Institute (THTI)

# Remit of the Technical Working Committee

The remit of the TWC was as follows:

- Identify the various business types and categories that comprise the Food & Beverage industry for the purposes of this intervention
- Development of Health & Safety protocols and guidelines to address and mitigate the health and safety risks as well as provide best practices and tools to aid with re-opening and operating Food & Beverage businesses in a post-COVID-19 environment
- Development and Implementation of training courses (on a modular basis) for various target audiences (owners, business types, etc.) and prepare for offering through online learning platform and with an associated certification regime

# Remit of the Technical Working Committee

- Development and implementation of a PR / Communication / Industry-sensitization plan to promote the importance of adherence to new Health & Safety protocols and guidelines and encouraging owners and operators to undertake relevant training and coaching programmes. Digital/social 'celebration' strategy embedded to highlight compliant and progressive businesses
- Development and implementation of a Public Awareness campaign to provide guidance to the wider population on new Health & Safety practices in keeping with the Public Health recommendations
- Development and proposing of incentives and programmes to assist Food & Beverage businesses to adapt and innovate their operations and create more hygienic and efficient businesses.
- Establishment of hotline and feedback channels for public in support of Ministries of Health and National Security efforts to ensure industry compliance with new Health & Safety protocols & guidelines.



Government of the Republic of Trinidad and Tobago

Ministry of Health

## Ministry of Health of Trinidad & Tobago

### Reopening Guidelines for Businesses, Facilities & Institutions

On May 15<sup>th</sup>, the Ministry of Health released Reopening Guidelines for Businesses, Facilities & Institutions.

The Guidelines are generalized, setting out basic parameters for the conduct of business. The Ministry further advised that businesses/facilities/institutions would need to develop contextualized plans, informed by these Guidelines.

The Ministry provided guidance documents from the World Health Organization (WHO) as well as the Centers for Disease Control and Prevention (CDC) to assist Specialised Establishments (Accommodation Sector, Restaurants, Bars) in developing more detailed guidelines that could be incorporated into contextualized plans.

# THE NEW NORMAL

REOPENING GUIDELINES  
FOR BUSINESSES  
FACILITIES AND  
INSTITUTIONS

MAY 2020

# Protocols & Guidelines – Authorities and Sources

The TWC recognized the importance of ensuring that all proposed Health & Safety Protocols & Guidelines for the Food & Beverage Sector of Trinidad & Tobago are fully aligned and in keeping with current international and local Public Health authorities and best-practices for operating within a COVID-19 global environment. Additionally, industry-specific measures should also be congruent with well-established, international Food & Beverage associations.

The TWC therefore sourced and researched the guidelines and recommended practices provided by the following institutions/agencies:

- Ministry of Health – Trinidad & Tobago
- World Health Organization (WHO)
- Centers for Disease Control and Prevention (CDC) – USA
- Food & Drug Administration (FDA) – USA
- National Restaurant Association – USA
- Restaurants Canada – Restaurant Association of Nova Scotia

The relevant sensitization training courses and modules that have been developed are fully aligned with the protocols and guidelines sourced from the foregoing bodies.

# Core Health & Safety Protocols and Guidelines

From all research conducted, the TWC has proposed that the following key themes form the core of the Health & Safety Protocols and Guidelines for the Food & Beverage industry. These core themes would be incorporated into the accompanying training & certification programme for both Owners/Operators and the Food & Beverage workforce and provides best-practices and guidance for both reopening as well as continuing operations in a COVID-19 environment.

- **Food Safety**
- **Cleaning and Sanitizing**
- **Employee Health Monitoring and Management**
- **Personal Hygiene**
- **Personal Protective Equipment (PPE)**
- **Physical Distancing**
- **Operator / Employee Training**



# Food & Beverage Industry - Business Type Identification

The TWC recognizes that there are several Business Types that comprise the Food & Beverage sector of Trinidad & Tobago, with unique characteristics related to operating dynamics, staffing, and patron interaction. In order to provide comprehensive and tailored sensitization workshops, the following Business Types have been identified for engagement:

## 1. Restaurants, Caterers, Food Establishments

- ❖ Fine Dining and Casual Dining establishments
  - In House Dining / Full-service Kitchen on Premise
  - Limited Dining
  - Takeout / Delivery and Catering Service
  - Free-standing or in Hotel / Accommodation
- ❖ Takeout / Takeaway Service only (including bakeries)
- ❖ Quick-service Restaurants (Fast-Food outlets)
- ❖ Cafeterias & Food Courts (Malls)

# Food & Beverage Industry - Business Type Identification

## 1. Restaurants, Caterers, Food Establishments (cont'd)

- ❖ Food Trucks
- ❖ Caterers & Food Preparation Services
- ❖ Stationary Vending and Itinerant Vendors

## 2. Wholesalers & Liquor Marts

## 3. Bars

## 4. Entertainment Venues

RAW  
HEALTHY  
MICROORGANISM  
PROGRAM  
TEMPERATURE  
SAFETY  
DISEASE  
CONSUMER  
MEAT  
HAZARDS  
VIRUS  
CLEANLINESS  
BACTERIA  
COOKING  
HAZARDS

# FOOD SAFETY

FREEZE  
SAFE  
BACTERIA  
HEALTH  
MARKET  
MICROORGANISM  
CONSUMER  
VIRUS  
MEAT  
INSPECTOR  
COOKING  
CLEANNESS  
LIFE  
DISEASE  
HEALTH  
CONSUMER  
BOTULISM  
EXPIRATION  
VIRUS  
BACTERIA

# Food Safety

- ❖ All members of management and staff to have valid Food Badges prior to resumption of duties. In addition all employees will be required to undergo Covid 19 training.
- ❖ Highly recommended that buffets / salad bars / self-service options be discontinued and instead cafeteria style (worker served) methods be pursued by operators with appropriate barriers in place. Change, wash and sanitize utensils frequently and place in separate containers.
- ❖ Ensure that at least one (1) member of management (preferably from kitchen area) be ServSafe Food Manager certified and their certification is up to date. This individual to be charged with responsibility to provide guidance and oversight of food practices at the establishment.
- ❖ Ensure that at least one (1) Supervisor (front-of-the-house) per shift is ServSafe Food Handler certified and their certification is up to date. Highly recommended that all employees that handle and serve food pursue certification.

# Food Safety

- ❖ All restaurants are to ensure compliance with all Ministry of Health rules, regulations, standards and guidelines already existing.
- ❖ Check expiration dates across dry, refrigerated and frozen food storage, and dispose of any foods that are past expiration date.
- ❖ Ensure that climate controls in facility are food safe (temperature, humidity, cleanliness, pest-proofing). Temperatures of 4°C or below in coolers; -18°C or below in freezers; and 10-21°C in dry stores.
- ❖ Store cooked and ready-to-eat food items on shelves above raw food.
- ❖ Cook all food to their recommended minimum internal cooking temperature.
- ❖ Cover food with lids or wrap.
- ❖ Use proper utensils to reduce direct hand contact with prepared food.
- ❖ Use water that is safe to drink for food preparation and cleaning activities.
- ❖ Correctly label chemicals and pesticides and store them away from food and the food preparation area.
- ❖ Keep all food items 15 cm/6 inches off the floor on shelves, racks or pallets.
- ❖ If providing a “grab and go” service, stock coolers to no more than minimum levels.

# Food Safety

- ❖ Ensure all food and beverage suppliers adhere to COVID-19 health and safety requirements when entering your establishment. Design a control policy for external personnel and visitors.
- ❖ Check that chemicals used for cleaning, sanitizing and disinfecting, including dishwasher chemicals, have not expired. Use test strips to confirm proper chemical concentration.
- ❖ Flush your plumbing to remove stagnant water from the cold and hot water systems, replenishing it with fresh treated water from the well or surface water source. Flushing times will depend on the length and diameter of piping, flushing rates and system storage capacity. All appliances connected to the water system such as ice machines, soft drink and slushie machines, refrigerators with water dispensers or ice makers and water fountains must be cleaned and disinfected following the manufacturer's recommendations. Before you clean, all product in the machine must be thrown out.
- ❖ Thoroughly clean the entire restaurant upon reopening. Avoid food contact surfaces when using disinfectants.

# Food Safety

- ❖ Ministry of Health requires trained and knowledgeable Food Handlers working at establishments to ensure that existing Public Health and Food Safety regulations are maintained at all times.
- ❖ Operators should make use of these guidelines as they relate to their existing policies and procedures and in conjunction with instructions they receive from authorities during their reopening.

# CLEANING & SANITIZING





# Cleaning & Sanitizing

- ❖ Please ensure the use of approved cleaning products as per guidance from the Ministry of Health
- ❖ Use only approved hard-surface disinfectants and sanitizers that have been approved by the EPA.

## Disinfecting Procedures

- ❖ Thoroughly clean the entire restaurant upon reopening. Clean and sanitize food contact surfaces. Clean and disinfect all other surfaces.
- ❖ Update cleaning schedules and logs to reflect increased disinfecting for high touch areas including door handles, front of house counters, restrooms as well as in the back of house. Do not overlook seldom-touched surfaces.
- ❖ Clean and disinfect shared equipment such as kitchen equipment, credit card machines, point of sale stations, cold room coats, headsets, etc. after every use.
- ❖ Follow disinfecting material guidance to ensure it's at effective disinfection strength and to protect surfaces. Remember to avoid all food contact surfaces when using disinfectants.
- ❖ Check restrooms (guest and staff) regularly and clean and disinfect them based on frequency of use.

# Cleaning & Sanitizing

- ❖ Wash and rinse food contact surfaces, food preparation surfaces, and beverage equipment after use.
- ❖ Clean and disinfect any other equipment by suppliers and subcontractors including dolly's, and janitorial equipment.
- ❖ When cleaning tables between every seating, (if you choose to use) any cutlery, salt and pepper shakers, sauce dispensers, or other items must be removed and cleaned then sanitized or disinfected. Tables should be left empty until the new guest arrives and only those items needed should be provided to customers.
- ❖ Clean and disinfect reusable menus (if used). Paper menus (if used) should be disposed of after each customer use.
- ❖ Have deep cleaning response plan in place, in the event an employee(s) tests positive for COVID-19.
- ❖ Use gloves when handling and disposing of trash, dispose of gloves immediately after and wash hands.

## **Key Touch Points**

High risk infection areas need to be cleaned and disinfected on a regular basis to protect against pathogen spread. These key touch points include areas where traffic is high, bodily spills may be frequent or where there is a generally low level of hygiene.

# Cleaning & Sanitizing

- ❖ Clean all areas frequently, as to your standard cleaning procedures.
- ❖ Maintain excellent hand hygiene.
- ❖ Use a disinfectant with a virucidal/bactericidal claim to disinfect frequently touched surfaces.
- ❖ Deal with blood and bodily fluid spills immediately.
- ❖ Manage laundry, kitchen utensils, and medical waste in accordance with safe routine procedures.

## Guest Contact Areas

- ❖ Make hand sanitizer readily available to guests. Consider touchless hand sanitizing solutions.
- ❖ Make individual disinfectant wipes available in bathrooms.
- ❖ Avoid sharing items such as menus, condiments and food orders. Use disposable or digital menus; toss disposable menus after each use. Opt for single-use condiments. Use no-touch trash cans.

# Cleaning & Sanitizing

- ❖ Use contactless payment options as far as possible. Ask customers and employees to exchange cash or cards by placing them on a receipt tray or on the counter to avoid hand-to-hand contact.
- ❖ Clean and disinfect any pens, counters, or hard surfaces between use or customer.
- ❖ Use disposable foodservice items (utensils, dishes). If disposable items are not feasible, ensure that all non-disposable foodservice items are handled with gloves and wash according to MOH standard requirements. Employees should wash their hands after removing their gloves or after directly handling used food service items.
- ❖ Avoid using food and beverage containers or utensils brought in by customers.
- ❖ Ensure that ventilation systems operate properly and increase circulation of outdoor air as much as possible such as by opening windows and doors. Do not open windows and doors if doing so poses a safety risk to employees, children, or customers.

# Employee Health Monitoring & Management



# Employee Health Monitoring & Management

## Customers

- ❖ Implement policies and post signage where customers can be refused entry if displaying signs of fever and/or cough, or symptoms of COVID-19.
- ❖ Customers are required to wash their hands or use hand sanitizer upon entrance and prior to their meal.
- ❖ Customers will be required to enter the establishment with a mask, but once at the table the mask can be removed. Mask must be worn if leaving the table to use the bathroom facilities.
- ❖ Customers temperature may be taken. Customers full name, address and contact number must be taken, and the table that they were assigned to for contact tracing.

## Staff

- ❖ Appoint a Health and Safety point-person/monitor for every shift to ensure protocols are being adhered to and education is provided.
- ❖ Have the supervisor do roll call and sign-in for staff, provide separate pens, or have staff text the supervisor when they start. If staff sanitize their hands after signing in, there is no need for separate pens.
- ❖ Clean any sign-in /POS electronic devices between users.
- ❖ Stagger start times and/or minimize contact during sign-in.
- ❖ Implement a pre-work screening “health check” for employees at the beginning of each shift which may include temperature checks and questionnaire. Where available, the use of mobile health applications is highly recommended.

# Employee Health Monitoring & Management

- ❖ Do not allow staff on-site if they are sick or might be sick; they should return home or stay home. Identify personnel who are considered “high risk” of severe illness and minimize their exposure based on their duties assigned.
- ❖ Establish a clear policy based on MOH guidelines for what is expected of workers if they get sick, have symptoms, or if an exposure is reported at the restaurant or store in accordance with Public Health ordinances.
- ❖ Provide separate lockers or sealed bins/bags for employees to store their personal items. Do not allow staff to leave any items overnight.
- ❖ Limit the number of employees allowed simultaneously in break rooms to allow for physical distancing.
- ❖ With larger staff teams, use communication boards or digital messaging to convey pre-shift meeting information.
- ❖ Practice physical distancing by keeping more than two metres (six feet) apart from coworkers and customers as much as possible.
- ❖ There should be workplace policies and messaging to inform workers and customers to stay home if they are feeling unwell.
- ❖ All staff must wash their hands at the start of their shift, before eating or drinking, after touching shared items, after using the washroom, after handling cash or credit/debit cards, after touching common items, after each transaction if contact was made, and at the end of their shift. At a minimum staff should wash their hands a minimum of every 30 minutes.

# Employee Health Monitoring & Management

- ❖ Where handwashing after each transaction is not possible, establish clear procedures to have separate staff handle cash transactions than those serving customers.
- ❖ Staff should all properly wear PPE in keeping with the guidelines issued by the Ministry of Health and WHO.
- ❖ Physically distancing of six (6) feet is always the first choice for protection from other staff or customers. For staff that cannot always physically distance by six (6) feet, the use of plastic face shields with the mask is advised. Operators should supply this equipment for all their staff.
- ❖ Employees should be reminded not to touch their faces.

## Gloves

- ❖ Proper hand hygiene is recommended. If gloves are required, avoid cross-contamination, and do not touch your face, eyes, nose or mouth. Operators may want to consider wearing gloves when asked by customers.
- ❖ Disposable gloves must be changed as frequently as applicable to avoid cross-contamination, such as when: *(i) Changing tasks such as handling cash (ii) Changing waste / recycling receptacles; (iii) Gloves are soiled, torn or damaged.*
- ❖ Wash hands thoroughly before wearing the first pair of gloves, when changing gloves wash hands before wearing the next pair.



# Employee Health Monitoring & Management

## Guidelines when an employee is suspected of having COVID-19

- ❖ If an employee becomes ill or presents signs of illness, the operator should identify the signs during a pre-work screening and follow the business's established policies on when the ill employee is allowed to return to work. This is to be informed by the Ministry of Health guidelines related to Fit to Work in the face of COVID-19.

# Employee Health Monitoring & Management

## Guidelines when an employee has been diagnosed with COVID-19

- ❖ Inform those who have had close contact to a person diagnosed with COVID-19 to stay home and self-monitor for symptoms. This includes all guests who interacted with said employee. Follow MOH directions if symptoms develop. If a person does not have symptoms, follow the MOH's relevant guidance.
- ❖ Operations must be shut down temporarily for the location to be completely sanitized, disinfected and fogged. Close off areas used by the sick person and do not use until the areas have been cleaned, sanitized and, in non-food contact areas, disinfected. Cleaning, sanitizing and disinfecting should occur after 24 hours have passed as far as possible. Ensure safe and correct application of disinfectants on surfaces.
- ❖ Public Health officials must visit the operations to ensure all sanitization and disinfection procedures for re-opening have been completed and any staff members who had exposure of any kind to said employee are not scheduled for duty until the time prescribed by medical professionals.
- ❖ Establish procedures for safely transporting anyone sick to their home or to a health care facility.
- ❖ In all cases of a COVID-19 outbreak, operators must maintain CONFIDENTIALITY of all persons affected, guests and staff.

# Personal Hygiene



# Personal Hygiene

In conjunction with all Ministry of Health guidelines for personal hygiene:

- ❖ All employees must be trained on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content and given clear instruction to avoid touching hands to face.
- ❖ Ensure adequate supplies to support healthy hygiene practices for both employees and customers including soap, hand sanitizer (on every table, if supplies allow), paper towels, and tissues. Post signs on **'How to Stop the Spread of COVID-19'**, **'How to Properly Wash Hands'**, **'How to Promote Everyday Protective Measures'** and **'How to Properly Wear a Face Covering'**.
- ❖ As per World Health Organization and Ministry of Health guidelines and recommendations, face coverings and masks have been shown to be effective tools to mitigate risk from individuals who show symptoms as well as those who don't, especially in close environments where it's hard for people to maintain a six-foot distance. In all cases, those coverings and masks worn by employees should be kept clean in accordance with public health guidelines.

# Personal Protective Equipment



# Personal Protective Equipment

## Staff

All employees will be required to wear masks and gloves whilst on duty.



## Plastic Face Shields

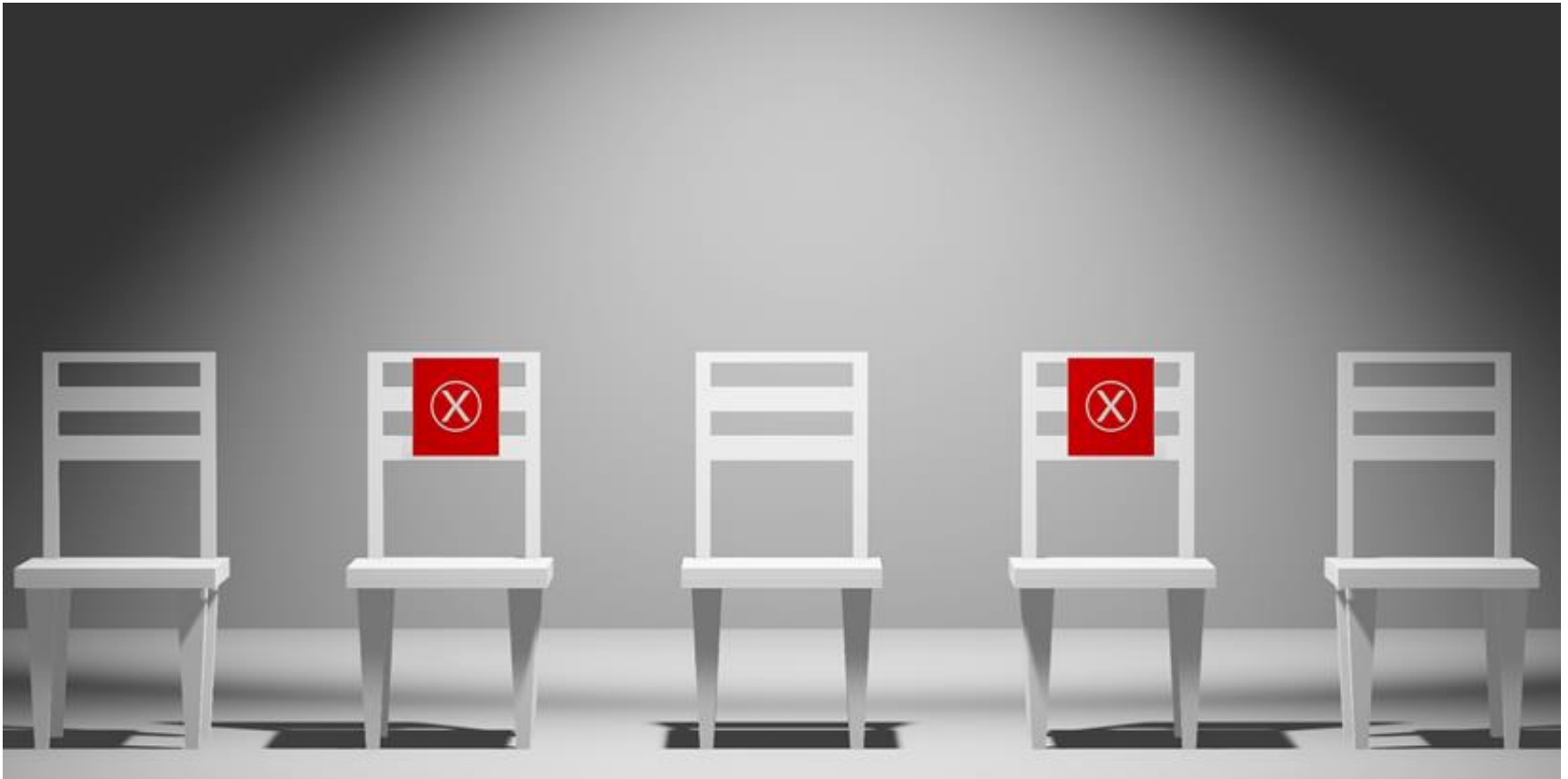
In cases where six (6) foot distancing is not able to be maintained by employees in the workplace, plastic face shields should be used along with masks.

## Guests

All guests will be required to wear masks (cloth masks permitted) upon entering the establishment.

In cases of in-dining, guests can remove masks at the table to eat but must wear when walking into establishments, walking to and from the restrooms and also when leaving establishments.

# Physical Distancing



# Physical Distancing

## Customer areas:

- ❖ Post signage promoting physical distancing upon entry.
- ❖ Size of dining in parties cannot exceed six (6) persons.
- ❖ Mark direction of travel, to designate entrances and exits, pick up areas, and washrooms.
- ❖ Redesign floor plans to demonstrate a maximum of 50% of regular seating capacity, along with maintaining the physical distancing of six (6) feet required between parties.
- ❖ Demarcate floor with markers for any areas where a line up may occur (restrooms, pick up areas, entrances etc.) and/or provide directional signage to indicate flow through the restaurant as well as outside.
- ❖ Where furniture cannot be removed to adjust for physical distancing, mark certain tables and chairs unavailable for use.
- ❖ Temporary table dividers may be installed to make social distancing easier for restaurants with communal seating or larger tables.
- ❖ Where practical, separate booth seating with physical barriers or maintain physical distance.
- ❖ Washroom capacity may need to be adjusted to allow for physical distancing. You may consider limiting washrooms to one guest at a time.



# Physical Distancing

## Customer areas:

- ❖ Install physical barriers, such as sneeze guards and partitions at cash registers, bars, host stands, and other areas where maintaining physical distance of six (6) feet is difficult.
- ❖ Limit contact between waitstaff and guests.

## Bar Establishments:

- ❖ Bars must not allow counter seating nor allow any standing and drinking in open spaces since six (6) foot physical distancing will be unable to be maintained within the premises.
- ❖ Bars should establish seating areas that follow physical distancing guidelines with tables set a minimum of six (6) feet apart.
- ❖ Parties should not include more than four (4) persons per table and the bar occupancy must be at 50% of capacity.
- ❖ Where there is no table service provided (by servers), bars must ensure that markers are placed by counter areas to ensure six (6) foot physical distancing. Counters must also be sanitized every thirty (30) minutes.
- ❖ Bar must ensure that there is no congregation near the surrounding entryways to the establishment and in or near restrooms.

# Physical Distancing

Customers in Food Establishment, Lounge, or Beverage Room Liquor Licensed area are required to remain seated for service.

## **Staff areas:**

- ❖ Train staff on physical distancing and how to best serve food with the least amount of contact.
- ❖ Create separation from action stations or open kitchens. Separate guests from the kitchen or plating team with high, clear dividers if the distance between guest and staff is less than six (6) feet.
- ❖ Where possible, stagger workstations or insert a barrier, so employees avoid standing directly opposite one another or next to each other.
- ❖ Employees are required to wear a face covering with a plastic face shield when physical distancing of six (6) feet cannot be maintained.
- ❖ Use, when possible, directional arrows on the floor in kitchen settings to control flow of traffic and reduce interaction and crossover between cooking and clearing areas.
- ❖ Remind third-party delivery drivers and suppliers of internal distancing requirements. Provide separate entrance if possible.

# Physical Distancing

## Practices for Specific Model/Format in a full-service dining environment:

- ❖ Consider a reservations-only business model or call-ahead seating to better place and space customers.
- ❖ Provide clear guidance to customers that they show up only at their designated time.
- ❖ Remove waiting area seating and create a process to ensure customers stay separate while waiting to be seated - could include floor markings, outdoor distancing, waiting in cars, etc.
- ❖ Clearly designate takeout/pick-up locations when separate from dine-in operations

# Physical Distancing

## Practices for Roadside Vending/Food Trucks:

- ❖ Provide physical guides, such as tape on floors or sidewalks to ensure that customers remain at least six (6) feet apart in lines or ask customers to wait in their cars or away from the location while waiting to pick up food.
- ❖ Post signs to inform customers of food pickup and waiting protocols.
- ❖ Do not shout orders from within the truck as this may spread droplets.
- ❖ Plastic face shields with masks are recommended as maintaining six (6) foot distancing may be impractical within the close confines of a food truck area.
- ❖ If small seating areas are normally provided you may want to consider the removal of same. Tables with seating will require a high level of sanitization protocols that may be difficult to maintain with a small number of staff.

## Practices for in-dining environment with self-service (buffet) areas:

During the initial phases of reopening, and where allowed, consideration should be given to staff member assistance for buffets, salad bars and other self-serve areas. Also, where salad bars and buffets are permitted, they should consider putting extended sneeze guards in place or re-packaging of food items in containers. Change, wash and sanitize utensils frequently and place appropriate barriers in open areas. Add a hand hygiene station at both the start of and end of the buffet line.

# Physical Distancing

- ❖ Modify or reconsider customer self-serve stations to limit contact with items and other guests by utilizing strategies such as floor markings and individually-wrapped stir sticks, straws, utensils.
- ❖ If providing a “grab and go” service, stock coolers to no more than minimum levels and consider staff support for selecting items. In a quick-service restaurant environment:
- ❖ Demarcate floor with markers for any areas where a line up may occur (order stations, pick up areas).
- ❖ Provide clear signage and guidance to guests regarding ordering and pick-up areas, including mobile orders.

## Reducing Contact

- ❖ Reduce the number of items on tables – discontinue on-table condiments, condiment caddies, table cards, marketing materials and candles.
- ❖ Bring customer items only once they are seated: glasses, cutlery, rolls, condiments (as needed), etc.
- ❖ Don't touch water glasses or coffee cups when refilling.
- ❖ Leverage technology where possible to reduce person-to-person interaction, eg. Mobile ordering, menu tablets, text on arrival for seating, contactless payment options.
- ❖ Build physical separation between customers and staff for counter service and payment settings.
- ❖ Tables should be cleared one at a time to reduce potential for cross-contamination.

# Training & Development Support



# Training & Development Support

The Trinidad and Tobago Hospitality and Tourism Institute (TTHTI) is the training arm of the Trinidad Hotels, Restaurants & Tourism Association (THRTA) for the past twenty-four (24) years and was formed in partnership with the InterAmerican Development Bank (IDB). The Institute specializes in delivering academic programmes and industry training courses in Hospitality and Tourism, including Food & Beverage.

In January 2018, the TTHTI entered into a formal agreement with the National Restaurants Association (NRA) and the American Hotel & Lodging Educational Institute (AHLEI), premier hospitality and restaurant industry educational content providers in the USA.

The TTHTI is presently a Global Academic Partner to these institutions and has received access to international certification products for the hospitality and tourism industry workforce. Additionally, in April 2020, the NRA also provided the THRTA/TTHTI with its comprehensive COVID-19 Reopening Guidance document for the Restaurant Industry (April 22<sup>nd</sup>, 2020) which includes further resources from the Food and Drug Administration (FDA) and are being implemented across the USA's F&B industry.

# Training & Development Support

The THRTA / TTHTI was also able to coordinate complimentary access for the hospitality workforce of Trinidad & Tobago to NRA's ServSafe Food Handler course and certification up to April 30<sup>th</sup>, 2020. This course (with exam) covers five (5) key areas including: Basic Food Safety, Personal Hygiene, Cross-contamination and Allergens, Time and Temperature, and Cleaning and Sanitation. As at April 29<sup>th</sup>, over five (500) persons in Trinidad & Tobago had already received ServSafe Food Handler certification.

ServSafe is a US-wide accredited programme accepted by international health agencies. It is also noteworthy that the Caribbean Public Health Agency (CAPRHA) has selected ServSafe as its preferred food safety training content for their Tourism Health Programme (THP) and deployed ServSafe training across the Caribbean over the past few years.

In April 2020, the THRTA / TTHTI launched its workforce development online platform – Hospitality Skill Trinidad & Tobago ([www.hospitalityskillstt.com](http://www.hospitalityskillstt.com)). This platform, which includes a Learning Management System (LMS), was developed by Velsoft, a well-established Canadian company that has provided customizable instructional design and development eLearning solutions for tens of thousands of companies (including food & beverage) in more than 150 countries across the world.



# Training & Development Support

Hospitality Skills Trinidad & Tobago is the platform through which the Business Types within the F&B Sector will receive training and certification as recommended by the Health & Safety Protocols and Guidelines. These training courses, which are targeted to all staff members and self-employed persons, will be delivered online (at low costs) and cover a range of learning modules including:

*\* Personal Hygiene \* Cleaning and Sanitizing \* Physical Distancing \* Personal Responsibility*

*\* Personal Protective Equipment \* Employee Health Monitoring and Management*

In addition, Hospitality Skills Trinidad & Tobago will host a series of **Owners/Operators/Managers Workshops** which will provide detailed information and coaching on the implementation of the proposed Health & Safety Protocols & Guidelines within their operations as well as access to a tool kit of resources (audit checklist, forms, supplier contact information, templates) and real-time guidance from THRTA / TTHTI's Food & Beverage expert team.

At the end of their courses, all learners will receive a Certificate of Participation issued by the TTHTI and other key partners for record purposes.