

COVID 19 Updates and Support

While GIDC remains open for business for our walk-in clients, we have also optimized our services for online to better safeguard against the COVID-19 spread. This page aims to provide information on the steps taken to better serve you and safeguard our staff and clients alike.

Travelers

- Travelers must have a Pure Safe Travel Certificate to travel to Grenada
- A Pure Safe Travel Certificate is a travel authorization which grants the approved applicant authorization to travel to Grenada
- Travelers over the age of 5 are required to have a negative PCR test 3 days before travel to Grenada
- Travelers are required to have a confirmed reservation at an Approved Accommodation or granted Home Quarantine. Guests staying at approved “Pure Safe travel accommodations” hotels and resorts will not normally be tested on arrival.
- On arrival, all travelers will undergo health screening on arrival (symptom review, temperature checks, and testing if deemed necessary)
- Residence will undergo a COVID-19 PCR test on or after day 4 to exit from the Pure Safe travel accommodations (PCR results are usually ready within 1 – 2 working days). They are NOT cleared from quarantine until they are officially communicated to be health officials.
- All travelers are required to quarantine for up to 7 days.
- Download relevant contact tracing app and register prior to travel, the app is not available for iPhone users yet, and they are currently exempt from this requirement.

For more information, visit the ministry of health website on COVID-19 protocols for Grenada and its dependencies: <https://covid19.gov.gd/travel-covid/>

Clients

- Signs and markers have been placed throughout our offices to guide our walk-in clients and our staff.
- Only clients wearing masks would be allowed to enter the office.
- Both Staff and Clients are to refrain from hugs and handshakes.
- A six feet distancing protocol is in effect for all staff and clients to include seating arrangements in our lobby.
- No more than three clients would be allowed to be in the lobby at the same time.
- On entering the office, clients would be required to have their temperature taken. Clients with temperatures above 100.4°F {37.8°C} will be encouraged to report to the health authorities. Such temperatures will be recorded by the Customer Service Representative.

- A log of the names, addresses & contact numbers of all persons visiting the office should be maintained by the Customer Service Representative. This will help the Ministry of Health with Contact Tracing if it becomes necessary.
- Where clients entering the office are observed to be displaying flu-like symptoms they should be immediately requested to continue their business activities with the Corporation remotely.
- Walk in clients are encouraged to conduct business virtually with the Corporation. Where necessary, walk-in clients should make appointments before visiting the offices of the Corporation
- GIDC will temporarily discontinue its placement of promotional & informational brochures on the tables located in the Lobby. Where applicable, these can be sent electronically.
- Our meeting rooms will only accommodate the maximum required seating based on the Ministry of Health Guidelines. This can be as little as two people at a time.
- During a meeting at any of our rooms, if a client begins to display any symptoms of the virus, they will be requested to leave the meeting. In extreme cases GIDC would isolate the individual and immediately contact the crises hotline for guidance.

Our Staff

- On entering the GIDC, employees are required to check their temperature and log the results at the front desk.
- Staff with temperatures over 37.8°C will sit in the lobby for twenty (20) minutes then retake their temperatures. If there is no change, GIDC would then contact the crises hotline for guidance.
- Employees portraying additional symptoms are unwell will be escorted to a designated quarantine location accessing the location. All COVID-19 protocols will be followed to escort and isolate the staff.

Personal Protective Equipment

- Face masks are available to all employees as needed for daily use. Gloves will be provided to the Hospitality Attendant and the Courier/Office Assistant for handling of various surfaces and interaction with the public

Sanitization

- Employees are required to sanitize their hands when entering the Office
- The Hospitality Attendant of GIDC will also sanitize all commonly touched surfaces e.g., doorknobs, faucets, tables, counter tops, phones and desks.

- Employees are advised to sanitize their hands, desks, keyboards, telephones and any other object through-out the day and as often as necessary. Supplies are provided to employees for this purpose.

Ventilation of Rooms

- The Office will be ventilated whenever and whenever possible.

General hygiene

GIDC encourages all employees to:

- Wash hands thoroughly with water and soap for 20 seconds frequently.
- Sanitize assigned equipment regularly.
- Stay at home if displaying any symptoms and educate themselves about the virus and published guidelines and protocols
- Cover nose and mouth with sleeve or use a tissue when coughing or sneezing. Tissues are to be disposed of immediately followed by washing and/or sanitizing of hands.
- Keep hands away from face, use mask and other added protection.
- Refrain from sharing workspaces or handling other colleagues' mobile devices or answering their telephones
- Refrain from sharing personal office supplies
- Limit their traffic throughout and in and out of the building.
- Avoid entering the offices of their colleagues where a 6-foot distance cannot be maintained.
- Limit their congregating throughout the office and lunchroom facility. Where applicable, lunch can be taken in respective employees' offices.
- Personal drinking bottles are disallowed at the water dispenser. Disposable cups will be provided for refilling water bottles or one-use drinking. Staff are to avoid hands or cups touching the dispenser outlet. Disposable cups are to be discarded.

COVID hotlines for contacting health care professionals or the Ministry of Health are as follows:

Ministry of Health and Social Security's hotline at 53VIRUS (538-4787) or 45VIRUS (458-4787).