



About the Safe Destination Kerry Programme

Background:

Kerry County Council, through our economic recovery team, is working with key tourism partners and business interests to prepare for the reopening of the tourism and retail sectors on a phased basis over the coming months.

Once the Country begins to reopen, people will want to know that both the county and destination they are visiting are safe and clean, that management and staff on the premises are trained in best practice protocols of customer safety, cleanliness, hygiene and infection prevention, that stakeholders are committed to the highest standards and that the accommodation and environment is being managed during their visit.

The '*safe destination badge*' as well as promoting Kerry as a safe destination will assure locals and holidaymakers that measures are being adopted to make their experience a safe and enjoyable one.

There is also an expectation on visitors that they will act responsibly and co-operate with and adhere to the hygiene and safe distancing measures to ensure that they remain safe and the destination remains safe and clean to receive other visitors.

The aim is to position Kerry as an international leader in terms of destination safety and cleanliness.

The Safe Destination badge is essentially a 'stamp of approval' to distinguish businesses which have made a commitment to the highest standards of safety and cleanliness and completed a comprehensive training programme, specifically designed with the Kerry Education and Training Board, the Irish Hotel Federation Kerry Branch, the tourism industry, the Kerry Business Chamber network and with support from Fáilte Ireland. The training informs companies on the hygiene requirements and cleaning measures which will demonstrate their commitment to the highest standards for the prevention and control of COVID-19, in line with HSE guidelines and protocols.

The training and badge registration process is free and valid for one year. Once businesses have completed the training and have met the commitment thresholds, they will be eligible to apply for the 'safe destination badge'. Once businesses submit their registration form indicating compliance with the award conditions (which will be cross-checked with Kerry ETB) and made a declaration of commitment to the Safe Destination Programme, they will be awarded the '*Safe Destination*' badge by Kerry County Council, which they can display on their premises and /or in their marketing material and digital platforms.

Accommodation providers must be registered with, or approved by, Fáilte Ireland, Irish Hotels Federation, B&B Ireland or Kerry Tourism Industry Federation.

Checks may be carried out on businesses which obtained the 'safe destination' badge, for quality assurances purposes. In a situation where establishments do not adhere to their commitments, the badge may be withdrawn.

Programme & Course Content

Three specific COVID 19 specific training programmes have been developed by the Kerry ETB in consultation with Kerry County Council, the Kerry branch of the Hotel Federation, the Kerry Tourism Industry Federation and Kerry's Business Chambers Network. One of these programmes is targeted at the **hospitality sector** and applies to hotels, guesthouses and B&B's, caravan and camping parks, self-catering establishments, hostels, restaurants and bars. The second programme is for the **retail sector** and the third is for **visitor attractions and activity providers**.

Sector	Hospitality	Retail & Services	Activities & Attractions
Course 1.	<p>Managing Compliance for COVID-19</p> <p>This course is designed to align with the duties of a COVID-19 Compliance Officer, who may be assigned to the role by his/her employer.</p> <p>Those assigned to the role ensure social distancing and hygiene rules are maintained in the workplace to protect health and reduce the spread of the C-19 virus.</p> <p>Duration: 4 hours Delivery: Online or Onsite Cost: Free</p>	<p>Managing Compliance for COVID-19</p> <p>This course is designed to align with the duties of a COVID-19 Compliance Officer, who may be assigned to the role by his/her employer. Those assigned to the role ensure social distancing and hygiene rules are maintained in the workplace to protect health and reduce the spread of the C-19 virus. This course also includes a module on queue management.</p> <p>Duration: 4 hours Delivery: Online or Onsite Cost: Free</p>	<p>Managing Compliance for COVID-19</p> <p>This course is designed to align with the duties of a COVID-19 Compliance Officer, who may be assigned to the role by his/her employer. Those assigned to the role ensure social distancing and hygiene rules are maintained in the workplace to protect health and reduce the spread of the C-19 virus. This course also includes a module on queue management.</p> <p>Duration: 4 hours Delivery: Online Cost: Free</p>
Course 2.	<p>Infection Prevention and Control</p> <p>This programme aims to equip the learner with the knowledge, skills and competence to prevent and/or manage outbreaks of infection and to recognize their role in the prevention of infection in their workplace.</p> <p>Duration 12 days (3 – 4 hours per day). Delivery: Online QQI Certified (Level 5-Minor Award) Cost: Free</p>	<p>Principles of Hygiene and the use of PPE</p> <p>The aim of this <i>Skills to Advance</i> programme is to assist staff that will be involved in the provision of services to the public. This unaccredited programme provides learners with a practical demonstration of correct hygiene techniques, and techniques for the donning and doffing of PPE. The programme is unassessed, and no credits apply. Kerry ETB has developed this programme in response to the COVID-19 pandemic.</p> <p>Duration: 2hours Delivery: Online or Onsite Cost: Free</p>	<p>Principles of Hygiene and the use of PPE</p> <p>The aim of this <i>Skills to Advance</i> programme is to assist staff that will be involved in the provision of services to the public. This unaccredited programme provides learners with a practical demonstration of correct hygiene techniques, and techniques for the donning and doffing of PPE. The programme is unassessed, and no credits apply. Kerry ETB has developed this programme in response to the COVID-19 pandemic.</p> <p>Duration: 2 hours Delivery: Online Cost: Free</p>
Course 3.	<p>Safe Stay</p> <p>This programme will train Hospitality employees in all departments to understand the Coronavirus (COVID -19) disease and how it is transmitted; to implement government guidelines; to ensure proper hygiene measures (hand etiquette, disinfection, infection prevention, wearing of PPE etc.) are adhered to; and to understand how to communicate new protocol in relation to safe distancing measures with customers and guest.</p> <p>Duration 3 hours. Delivered online / at suitable venues</p>		
Commitment	<p>Hospitality Businesses will receive the Safe Destination Badge once they confirm the following:</p> <ul style="list-style-type: none"> - 100% of their staff have completed the 'Safe Stay' course, - An appropriate number of Managers / Supervisors or 15% of staff have completed the 'Managing Compliance for COVID 19' course, and, - the following departmental managers have commenced the 'Infection Prevention and Control' course; Food & Beverage Manager, Accommodation Manager, Human Resources Manager and/or Health & Safety Officer. 	<p>In order to qualify for the safe destination badge, retail businesses must confirm that</p> <ul style="list-style-type: none"> - 100% of their staff have completed the 'Principles of Hygiene, and the use of PPE' course, - Departmental managers have completed the 'Managing Compliance for COVID 19' course. 	<p>In order to qualify for the safe destination badge, activity & attraction businesses must confirm that</p> <ul style="list-style-type: none"> - 100% of their staff have completed the 'Principles of Hygiene and the use of PPE' course, - Managers / Supervisors have completed the 'Managing Compliance for COVID 19' course.

Process Steps to get a Safe Destination Badge.

Step 1: Business submits Expression of Interest

The Business submits an **online** Expression of Interest to KCC.

There is an EoI for each of the three programme strands - one for **Hospitality** one for **Retail** and one for **Attractions/ Activities**

Kerry Co. Council provide EoI details to Kerry ETB to aid course planning & demand.

Step 2: Course Planning, Registration & Scheduling

KETB will contact the Business to provide details of attendees for each course (name and email address). This database will be used to track course completion.

KETB will schedule courses in conjunction with the businesses and their staff and provide communication to businesses & participants on the schedule in a timely fashion.

Step 3: Training Delivery & Completion

KETB will deliver the courses.

Upon course completion, KETB will furnish both the person and the business with confirmation of course completion.

Step 4: Business applies for Safe Destination Badge

The Business will apply **online** to KCC for their **Safe Destination Badge**.

They will confirm numbers & accept the right of audit. They will also commit to provide Safe Destination Training to any new staff.

Step 5: Kerry Co. Council issue Badge

KCC will process applications, confirm training has been completed with Kerry ETB and provide successful businesses with their packs (certificate, signage, stickers, electronic media)

