



# *Re-Imagining Travel in the New Norm*

GUIDELINES FOR RE-OPENING OF THE  
TOURISM SECTOR POST-COVID19

**Version 1.0**



MINISTRY OF TOURISM  
& CIVIL AVIATION



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## BACKGROUND

The COVID-19 global pandemic has had severe socio-economic impact on economies like Belize, that are very dependent on service-based industries, closing hotels, restaurants, tour operators, etc., and rendering tourism-dependent communities and local economies in an acute business shutdown status. While a vaccine or globally accepted treatment regimen is still various months or even years away, the tourism sector's ability to re-open and restart its economic contribution to the local economy of Belize is paramount, as it employs over 60,000 persons according to the World Tourism and Travel Council's latest reports, and contributes around 40 percent of the country's Gross Domestic Product. Nonetheless, while the critical nature of an economic restart is noteworthy, any restart of either domestic or international tourism will require new adjustments and ways of carrying out operations across the tourism value chain and ecosystem, as the current sanitary and social distancing practices are quickly becoming enshrined as a new norm across societies globally. Therefore, the Belize tourism product also needs to evolve to meet not only the expectations of future travelers, but also to safeguard the health and safety of tourism service providers, their employees and the Belizean populace. In this regard, the approach to tourism re-opening should be one that promotes the strengthening and re-adjustment of the entire tourism ecosystem under the common theme of Belize being a **Safe and Responsible Destination**.

## PURPOSE

To provide a set of nationally recognized guidelines for the strengthening of operations and provision of tourism-related products and services in Belize, in preparation of a phased reopening strategy post the COVID-19 economic shutdown.





## SCOPE

The development of these guidelines is based on a comprehensive cross referencing of the international guidelines developed by institutions such as the U.S. Centre for Disease Control, the World Health Organization, the World Tourism Organization, the U.S. Travel Association, the International Civil Aviation Organization, the International Air Transport Association, to name a few. These guidelines may be adjusted as medical and scientific data may dictate. These guidelines also shall serve as complementary to any new official public health regulations or protocols and shall in no way contravene or conflict with the Laws of Belize. These guidelines may be adjusted, on a periodic basis, to align with evolving local law and public health protocols.

Of note, is that apart from these national guidelines, operators and managers of tourism assets, such as the case of Philip Goldson International Airport or Cruise Ports, will by international law or by best practice, be required to develop even more specific operational protocols for their respective facilities and operations. As a result, these national guidelines are to serve as overall guidance to the development of this specific operational protocols.

## GUIDELINES FRAMEWORK

The main approach of this guideline document is two-fold. Firstly, a set of Broad Guidelines will be recommended for the entire tourism sector that will be standardized across the country, and that can be utilized by any tourism-related business.

Secondly, a set of specific guidelines for key nodes/sub-sectors of the tourism ecosystem will be provided to support the operationalization of the re-opening. These key nodes/sub-sectors include:





Both the Broad Guidelines and the Specific Guidelines shall be presented based on a three-prong strategy for approaching the re-opening of our tourism business:

Adapting our  
Operations

Enhancing Sanitization

Promoting Health  
Screening

## **TARGET**

These guidelines are specifically to provide guidance to business operations, managers, and employees as the tourism sector charts a re-opening. These guidelines may also be used to communicate to tourists on the measures being taken to ensure a clean and safe travel experience in Belize.

## **RESPONSIBILITY AND OVERSIGHT**

These guidelines have been developed by the Ministry of Tourism and Civil Aviation, and the Belize Tourism Board, in conjunction with local stakeholders, such as the Belize Tourism Industry Association, and the Belize Hotel Association, and has been reviewed and sanctioned by the Ministry of Health.

Additionally, these guidelines are built on the premise of Shared Responsibility, as a result, all tourism businesses and employees are expected to do their part in adhering to and satisfying the recommended measures.



## LOCAL COVID-19 CONTEXT

The Tourism Sector, according to the World Health Organization is no more susceptible to contagion than other public establishments or industries in which large numbers of people interact, nonetheless, there are key instances in the tourism value chain where high levels of cohabitation and social interactions occur between guests and services providers. The latter should be the primary focus of the tourism industry's approach to managing COVID-19 and any other pandemic. The general epidemiological trend and the fact that no vaccine or cure is known, prescribes that for the foreseeable future COVID-19 will be a major factor to manage. In other words, COVID-19 has heralded in a new norm. So, while the first wave has been successfully managed, as per the indications of the Ministry of Health, any reopening of any industry must do so considering that new waves of outbreaks are inevitable. Thus, operational guidelines must remain disciplined and focused on the best strategies to prevent virus transmission.

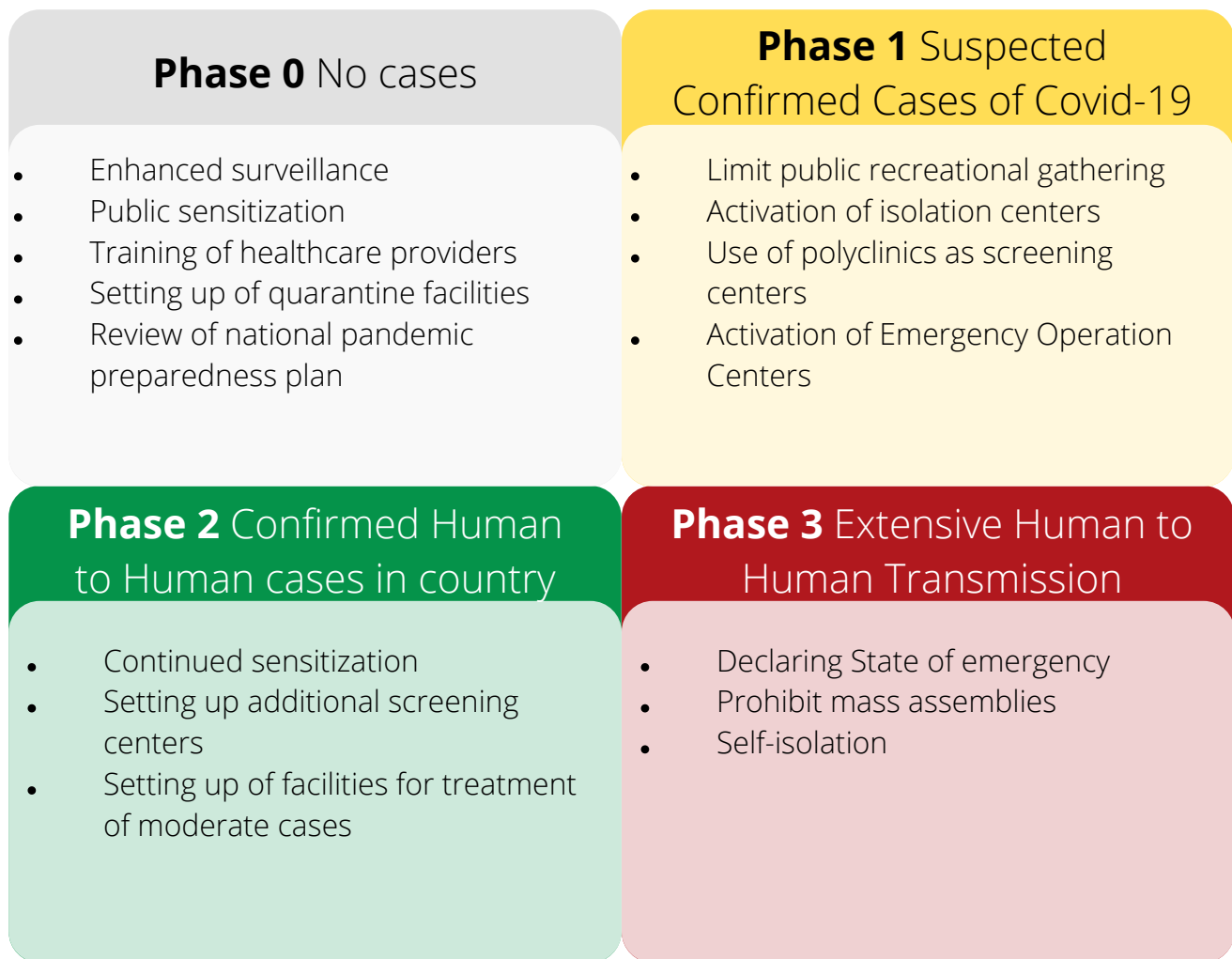
For business operations, these best strategies can be summarized as follows:

1. Adjusting Business Operations to meet Social Distancing, Sanitary and Protective Gear Measures, while at the same time maintaining quality guest experience and business viability. (Business Continuity)
2. Enhancing Cleaning and Sanitization Procedure to minimize virus transmission through high contact surfaces, person-to-person contacts, etc.
3. Promoting and supporting health screening of staff and guests, in which measures support contact tracing, quarantining and early detection.

## Local Management of COVID-19

Belize's Ministry of Health has identified 4 phases of the pandemic in which it identifies cases, transmission and steps to take to prepare for the pandemic. This system is important for tourism businesses and employees to know, as any new outbreak/wave will most likely cause more stringent measures. While this national guideline document was written in consideration of continued waves of COVID-19 outbreaks, these guidelines are subject to change.





The dynamic nature of COVID-19, and the fact that public health officials are expecting Belize to have other waves (Phases 2-3), instead of setting guidelines for each phase of the future outbreaks, these guidelines are developed as the maximum recommendations to consider as if though Belize is in a constant state of Phase 2, noting that in a Phase 3 situation, economic lockdown may be required and tourism businesses will be expected to once again close their doors.

Notwithstanding, these guidelines are a first step to guide the tourism sector on how to manage and maneuver within this new norm of having a risk of new COVID-19 outbreaks.

## GUIDELINES FOR TOURISM BUSINESSES

The Strategy for re-opening is a phased Eco-systemic Approach, in which fundamental bio-security-based and operational-based best practices are integrated for all major links along the tourism value chain. In this regard, the following guidelines are set out in two levels: i) Broad Guidelines- General recommendations for all tourism businesses to deploy ii) Specific Guidelines for Core Sub-sectors or Nodes within the Tourism Ecosystem to deploy.



A person wearing a light-colored fedora-style hat and a grey t-shirt is sitting on a wooden pier, viewed from behind. They are looking out over a calm body of water towards a tropical beach. Several palm trees are visible in the background, and the scene is bathed in the warm, golden light of a sunset or sunrise. The water reflects the light and the silhouettes of the trees. A white rectangular box is overlaid on the upper portion of the image, containing the title text.

# *Broad Guidelines*

# MANAGING THE SITUATION

—“—  
"Our Goal" - Integrating COVID-19 Measures within our  
Management Plans - Embracing the New Norm  
—”—

As in the case of any major hazard, disaster or risk, a conscientious integration of the measures required to manage COVID-19 throughout your business is a first step towards recovery. As a result, the following are some general guidelines that any management of tourism businesses should undertake as we plan to and see the reopening of the tourism industry in Belize.

- ✓ **Articulate a Plan**, on how your tourism business will cope and adjust to the new reality. This plan should include an emergency plan in the event of a suspect COVID-19 case (See Annex 1), screening and sanitization protocols, social distancing and a communication and reporting mechanism with local public health officials. This plan should be elaborated with the support of expertise in the area of Occupational Safety and Public Health.
- ✓ **Dedicate a Coordinator**, which could be a member or select members (committee) of your management team to oversee the development and coordination of the Plan. This member or committee will be responsible to provide constant communication with staff, including coordinating training and readjustment to plant and facilities.
- ✓ Specific duties under the Plan above, and in the implementation of these guidelines, should be **designated to trained staff** who are able to utilize the requisite equipment and tools.
- ✓ **Compile and have on-hand relevant information**, such as contact information for relevant public health offices, emergency contact information for medical personnel, protocols for addressing suspect COVID-19 cases (see Annex 1), etc.
- ✓ **Building contact tracing capabilities**, such as developing and keeping manifests of guests, tours, employees in order to be able to assist with contact mapping, if needed.
  - Information required for Guests (Name, Number of Party, Country of Origin, Activities done while in Belize, Departure Date, Travel Details, Emergency Contact).
  - Information Required for Employees (Name, Address, Contact Information and Number in Household, Emergency Contact)
- ✓ Stay at all times, abreast of **Local Public Health Advisories, Regulations or Guidelines**, and adjusting your business operations accordingly.
- ✓ **Establish and train on procedures** on what to do should an employee or guest test positive for COVID-19.



# ADAPT TO PROTECT OUR GUESTS AND PROTECT OURSELVES

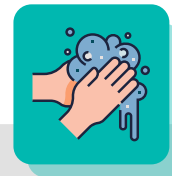
-“— "Our Goal"- Building Customer and Employee Confidence —”-



Overall, Tourism businesses should adhere to all local regulations and legislations at all times, however, it is recommended that even when the regulations may no longer be in place, that the best practices remain. As a result, the primary focus of the following guidelines, is to guide the re-imagination of what the new norms should be within your business operation. Depending on the type of Tourism Business, these changes may new or amended operational procedures, new employee practices, or may include re-imagining visitor use areas to meet local social distancing guidelines.

## ADAPTING OUR OPERATIONS, EMPLOYEES AND GUESTS TO THE NEW NORM

- ✓ **Reinforcing constant hand washing and hygiene** with staff and guests. Hygiene Best Practices include: No Touching of Face, Cover Sneezes and Coughs, No Shaking of Hands. *Let's share smiles instead of shaking hands.*
- ✓ Use of **personal protective equipment**, in particular masks, should become an operational must for all staff that come in contact with guests. Gloves may also be considered especially for sanitization and cleaning personnel. Use of PPEs should be based on risk of exposure of staff.
- ✓ Where regulations exist for the use of personal protective equipment, in particular masks, **ensure our guests adhere to these regulations**, and encourage the use of masks throughout their travel as a precautionary measure.



Proper hand hygiene can decrease the risk of respiratory viruses by ~50%



Abide by re-use policies of PPE, i.e. do not reuse single use disposable equipment and remove PPEs appropriately  
<https://www.youtube.com/watch?v=oUo5O1jmlH0>

- ✓ Particular consideration should be given to enhanced screening or review of duties and contact with guests for **staff with underlying conditions**.
- ✓ Support **Work from Home practices**, where possible, in particular with administrative and back-end positions.

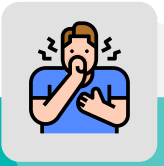
A No-cell Phone or Mobile Device Policy should be put into place during duties for all staff to minimize contacting of high risk surfaces.





# ADAPT TO PROTECT OUR GUESTS AND PROTECT OURSELVES

—“— “Our Goal”- Building Customer and Employee Confidence —”—



For Hotels, this could be a room at the end of a hallway or a room away from common areas)

For Tour Operators, if a guest is to present symptoms, this may require immediate transfer to the nearest medical facility, with minimal interaction).

For Cruise Operators, if a guest is to present symptoms, the guest is to be transported immediately to a public health facilities for swabbing, after which the guest should be transported to their respective ship via special tender



**Readjust shift systems** to include set working teams.



**Establish a dedicated area** to hold a guest or employee that may be presenting COVID-19 Symptoms.



**Train Employees and Educate Guests** on the new norms, local protocols, and our shared responsibility in the management of this risk. (See *Recommendations on Signage below*)



Establish **policies that ensures expenses for potential guest quarantining** are covered in the case of a local outbreak. This may include recommendation for Travel Insurance prior to traveling or have established a guest waiver that indicates that expenditures are to be covered by guests if they are required to be quarantined in Belize.

## Signage to Educate Guests and Employees

Signage should be focused on Good Hygiene/Health Practices, and should be in English and Spanish. The Ministry of Health has available templates for signage that are standardized by international public health organizations (see [www.covid19.bz](http://www.covid19.bz), for further detail). The following are examples of signs that can be installed:



Maintain a distance of 6 feet from persons who are coughing or sneezing



Frequently perform hand hygiene by washing hands thoroughly with soap and water or using a hand sanitizer if hands are not visibly soiled and when water is not available.



Cover mouths and noses with a tissue when coughing or sneezing, and then discarding it in a waste bin.



Avoid touching your eyes, nose and mouth



**Proper Ways to Wear A Mask-** Covering the nose and mouth completely and sides of the face.



**Proper Ways to Place and Remove a Mask-** Place and remove by using the straps. Hands must not touch the outer layer of the mask to avoid hand contamination.



**When to Change your Mask-** If your mask is dampened by secretions or contaminated by other contaminants, you must replace your mask immediately. Disposable Masks should be disposed after one use.



**Common Symptoms of COVID-19-** Dry Cough, Sore Throat, Fever, Loss of Smell, Loss of Taste, and Shortness of Breath.



# ADAPT TO PROTECT OUR GUESTS AND PROTECT OURSELVES

-“— "Our Goal"- Building Customer and Employee Confidence —”-



## RE-THINKING GUEST INTERACTION

Tourism businesses should seek creative ways in which they manage guest interactions in key instances at their establishment such as guest queuing, payment, ticketing, ordering, check-in, and check-out. The following are general guidelines that all tourism businesses should adhere to:

- ✓ **Maintain physical distancing** protocols (i.e. 6 feet) by posting signage and floor markers to discourage congregation of crowds.
  - Other adjustments may include reconfiguring your lobby areas, payment protocols, and by limiting the number of employees and customers allowed in a given area.
  - Subject to local public health protocols, parties (such as families) travelling in groups may travel jointly without following the 6 feet rule for each individual in that party).
- ✓ Installing **physical barriers**, such as transparent screens to provide proper separation between guests and employees, where deemed practical.
- ✓ Maintaining **flexible reservation, rescheduling and cancellation policies** during the re-opening period.
- ✓ Consider **implementing touchless or low-touch solutions**, where practical, to limit possible virus transmission, while at the same time promoting a positive travel experience. This could include use of technology or procedures for:
  - Ticketing
  - Identification
  - Check-In and Check-Out
  - Payment of Goods and Services
  - Food Ordering and Pick-up or Drop-Off
  - Pre-Tour Video Orientation
- ✓ Consider **enhancing low-touch product and service provisions**, such as:
  - Increasing Room-Service and Take-out Options
  - Increasing Small Group Tour Options
  - Increasing Digital Ticketing and Payment Options

# ENHANCING SANITIZATION

-“— "Our Goal"- Maintaining the business environment clean and safe —”-

Another major adjustment will be sanitization and cleaning protocols. Tourism businesses will be expected to adopt and implement enhanced Sanitization procedures specifically designed to combat the transmission of COVID-19. It is understood, that each tourism businesses will be required to tailor procedures to its own operating environment and expectations of its customers.

## ENHANCED SANITIZATION PROCEDURES

Note that the following guidelines may be adjusted to align with Sanitization procedures by the relevant health authorities. To promote the health and safety of our customers and employees, every segment of the tourism ecosystem should deploy the following:

- ✓ Establish a frequent **Hand Washing Protocol for All Staff**, and in the absence of hand washing, make frequent use of an alcohol-based hand sanitizer (at least 60% alcohol content)
- ✓ **Frequent sanitization of surfaces**, especially high-touch surfaces, and areas frequented by guests, employees and the public, such as doors, doorknobs, countertops, chairs, table surfaces, lobbies, vehicle doors and handles, equipment handles, etc. This should include periodic cleaning of air conditioning systems.
- ✓ **Providing Hand-Sanitizing Stations** throughout your facilities for use of both staff and guests.
  - **Hand Sanitizing Stations** should be equipped with foot pressed bins and disposable hand towels or at minimum provide access to a hand sanitizing dispenser. Electronic dispensing hand sanitizers are also recommended.





# ENHANCING SANITIZATION

-“— "Our Goal"- Maintaining the business environment clean and safe —”-

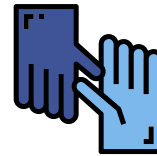
- ✓ **Implementation of thorough Sanitization and Disinfecting** schedule and procedures, using products and disinfectants that meet requirements for effectiveness against COVID-19. This should include protocols for comprehensive sanitization should a case of a suspect COVID-19 case presents itself.
- ✓ Ensure all Sanitization Staff are equipped with **proper Personal Protective Equipment**, with the common items being facemasks and disposable gloves.
- ✓ **Follow proper waste disposal guidelines** provided by the local public health department.
- ✓ **Train your staff regularly** on these new procedures and protocols.

*For further detail on proper procedures for cleaning and sanitization see References and Additional Resources Section.*

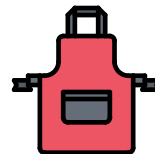
Typical Personal Protective Equipment to consider may include the following,, depending on the activity employee is required to undertake.



Facemasks



Gloves



Aprons



Goggles



Gowns



Head Covers



Shoe Covers

*See Enhanced Hotel and Restaurant Guidelines in Response to COVID-19 by the Belize Tourism Board*

# HEALTH SCREENING FOR ALL

-“

"Our Goal"- Keep our guests and employees aware of their health status

”-

Beyond barriers to transmission and sanitization, the fourth major element of combating the transmission of COVID-19 is to have your business establishments capable of carrying out or assisting in the health screening of guests or staff.

## PROMOTING HEALTH SCREENING MEASURES

As the country looks towards an inevitable second wave of COVID-19, health screening plays a pivotal role in the ability of health officials to contain and manage the outbreak. As a result, tourism businesses have a shared responsibility, as do all other members of society to do their part in supporting the surveillance initiatives. Tourism businesses in Belize should employ the following:

✓ Adopt **procedures that monitor the health of employees and guests**, including daily temperature and general checks of employees and of guests. These checks should be done in separate designated screening areas, for employees and guests, respectively.

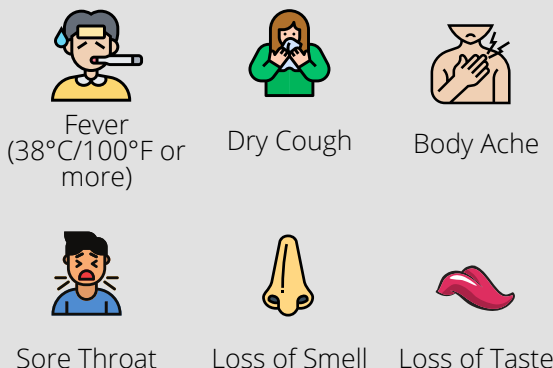
✓ Adopt **flexible Human Resource Policies**, that allow for employees to not report to work if they are presenting any symptoms and promoting self-isolation of these employees until the appropriate testing and diagnosis are completed. (See: *Questions to Ask your Employees*)



### Questions to ask Employees upon reporting to Work

1. Have you been in close contact with a suspect or confirmed case of COVID-19?
2. Are you experiencing a cough, shortness of breath, or sore throat?
3. Have you had a fever in the last 48 hours?
4. Have you had a loss of smell or taste?
5. Have you had any vomiting or diarrhea in the last 24 hours?
6. Does anyone in your immediate household present these symptoms?

### Known COVID-19 Symptoms:



✓ Install signage to **communicate to guests and employees** on the symptoms of COVID-19, have on hand information to provide guidance in case guests or employees require testing or treatment, and information on good health practices.




✓ Communicate, via marketing channels, to guests or potential guests that the country's policy is for tourists to **stay home and reschedule their visit** if they are sick or presenting symptoms.

# *Specific Guidelines* for Tourism Ecosystem Nodes

While every aspect of the tourism industry will undoubtedly be impacted by COVID-19, these specific guidelines are envisioned to provide further detailed guidance to core nodes within the tourism ecosystem. These guidelines are not exhaustive and is expected to evolve as public health guidelines evolve.

These guidelines are in addition to the Broad Guidelines indicated above. For ease of reference, these guidelines are categorized utilizing the indicated best strategies for COVID-19 management: i) Adapting Operations ii) Enhancing Sanitization iii) Promoting Health Screening.

These section includes guidelines for tourism ecosystem nodes utilizing the three prong strategy and the color legend below:

-  Guidelines for adapting operations
-  Guidelines for enhancing sanitization
-  Guidelines for health screening



# INTERNATIONAL ENTRY AND EXIT

Belize has many entry and exit points through which visitors and domestic tourists travel. Primarily, the Philip Goldson International Airport is the main point of entry/exit for tourism, however, also the Land and Sea Entry/Exit Points must be considered. While, Cruise Ports will be addressed in a separate section, these guidelines are specific to International Airports, Land Border Points, and Water Border Points. It is also important to note, that the individual port managers, such as the concession company managing the Philip Goldson International Airport and regulatory entities will naturally develop even more detailed operational guidelines and protocols for their facilities, based on local and international requirements. These guidelines are to serve as a guidance in the development of these more specific-scope operational procedures.

## ADAPTING OPERATIONS

- ✔ Establish and Train Employees on an Emergency Management Plan, based on local and international guidelines, considering the eventuality that a suspected COVID-19 case would present itself in the Airport. *See Reference and Additional Resources Section for further detail.*
- ✔ Require travellers to be at the international airport at least 2-3 hours prior to departure in order for security and health screenings to be completed, and in consideration of delays due to social distancing and screening requirements.
- ✔ Immigration, Customs, BAHA, BTB shall transition to paperless visitor screening, and employ the use of kiosks or mobile application for processing of travellers.
- ✔ Floor markers and signage are to be installed where travellers are expected to queue and maintain regulated or recommended social distancing, personal protective equipment or health screening activities. A minimum of 1 meter physical distancing should be implored at airports.
- ✔ The use of facemasks will be mandatory within airports and border points.



# INTERNATIONAL ENTRY AND EXIT

## ADAPTING OPERATIONS

- ✔ Only Airport, Border or Official Employees and Ticketed Travellers should be allowed within airport, border and water-port facilities.
  - Where ticketed travellers require accompaniment due to disability, reduce mobility or unaccompanied minors an accompanying person may be allowed.
- ✔ Arrival areas should be demarcated with proper social distancing markers, to avoid congregation of people, and pick-up and drop-off of tourists and travellers should be organized respecting social distancing requirements.
- ✔ Baggage Handlers, Sanitization Workers, Food and Beverage Personnel, Duty Free Personnel, Immigration Officials, Customs Officials, BAHA Officials, Border Management Officials, and Health Officials should utilize Mask and Gloves at all times during processing of travellers.
- ✔ Encourage staff to open and close entrance doors of establishment to avoid constant touching from passengers, where automatic doors do not exist



- ✔ Vendors within terminals are to maintain all social distancing, protective gear and sanitization protocols, and shall limit the number of patrons entering the shops to limit crowding at any time. Self-Service options, where possible should be implored. *For restaurants, kindly see Restaurant Section.*
- ✔ Install physical barriers such as partitions or plexiglass barriers at customer service countertops, immigration and customs kiosks, etc.
- ✔ The use of self-service tools, such as boarding pass kiosks and baggage drop areas should be encouraged.

## INTERNATIONAL AIRPORTS, LAND BORDERS AND WATER-PORTS

# INTERNATIONAL ENTRY AND EXIT

## ENHANCING SANITIZATION

- ✓ A written plan for enhanced cleaning and disinfection should be agreed and trained between the airport health authority, airport operator and service providers. This plan shall include the following minimum requirements:
  - All counters, kiosks, door knobs, public areas, security scanners, restrooms, and public seating within departure and arrival lounges/areas should be sanitized frequently with appropriate sanitization solution. (For instance 1:10 Clorox mis or other approved solutions)
  - Hand Washing and Hand Sanitization stations should be made available for travellers and employees within all areas of the airport, border points and water ports. In particular, hand sanitizers should be made available at the ticket and customer service counters, security processing lines, gate entry to aircraft, baggage claim, information booths, and immigration and customs kiosks.
    - This includes sanitization upon entering and upon exiting of airport or border facilities.
  - Baggage handling equipment (trolleys, conveyor belts, etc.) shall be sanitized after every use.
  - Baggage should be fumigated or sanitized upon arrival.
  - While the Broad Guidelines on PPEs should be adhered to, all relevant sanitization staff should be trained on the proper use of PPEs, including the use of full PPEs in the case of the need of a thorough disinfecting if a symptomatic guest or employee is to present itself.
  - Daily cleaning schedules should be aligned with flight schedules, in the case of the Airport.

## INTERNATIONAL AIRPORTS, LAND BORDERS AND WATER-PORTS





# INTERNATIONAL ENTRY AND EXIT

## PROMOTING HEALTH SCREENING

- ✔ All passengers travelling to Belize are to be encouraged to show proof of negative COVID-19 Test at least 72 hours prior to boarding at their port of embarkation or prior to crossing the relevant border points. It is recommended that if a passenger or visitors to Belize cannot show proof of a negative COVID-19 Test, that they should be subject to a Rapid COVID-19 Test upon disembarkation or upon arrival at the respective border entry points. COVID-19 testing prior to embarkation should be encouraged, where it relates to air travel and cruises.
- ✔ Flight crew shall remain on the airplane, and where disembarkation is required flight crew will be required to adhere to the guideline above and all other guidelines relevant to their stay in Belize.
- ✔ All Passengers arriving or departing at the international airport, border points and water-ports should be scanned by thermal scanners. Where their temperatures are above normal ranges, they will be denied boarding, entry into facilities, or entry into Belize, and in the case of arrivals at the international airport will be immediately quarantined.



## INTERNATIONAL AIRPORTS, LAND BORDERS AND WATER-PORTS



# CRUISES

The Cruise industry is one of the main sectors in Belize's tourism product offering that will require substantial measures to minimize the risk of COVID-19 transmission due to its mass-tourism based nature. While the cruise lines and public health authorities will be implementing strong and comprehensive guidelines and protocols on their end, in particular, where it relates to passenger manifest, passenger screening prior to disembarkation, and passenger quarantining the following are additional guidelines for the cruise sector in Belize to consider:

## ADAPTING OPERATIONS

- ✓ Embarkation and Disembarkation of passengers should be managed in an organized manner and should be done in a phased approach to avoid congregation of guests on the pier.
- ✓ Placing signage or markers to adequately guide passengers.
- ✓ Mandatory face mask protocol must be adhered to by all guests and employees, where these exist. Tender Operators should have face masks available for guests, in case guests lose or damage their face masks.
- ✓ Manifest of all passengers, as mandated by current practices, should be followed.
- ✓ Tender crew should be equipped with proper PPEs, including facemasks, and gloves while conducting their duties.
- ✓ Encourage staff to open and close entrance doors of onboard restrooms to avoid constant touching from passengers

## TENDERING



# CRUISES

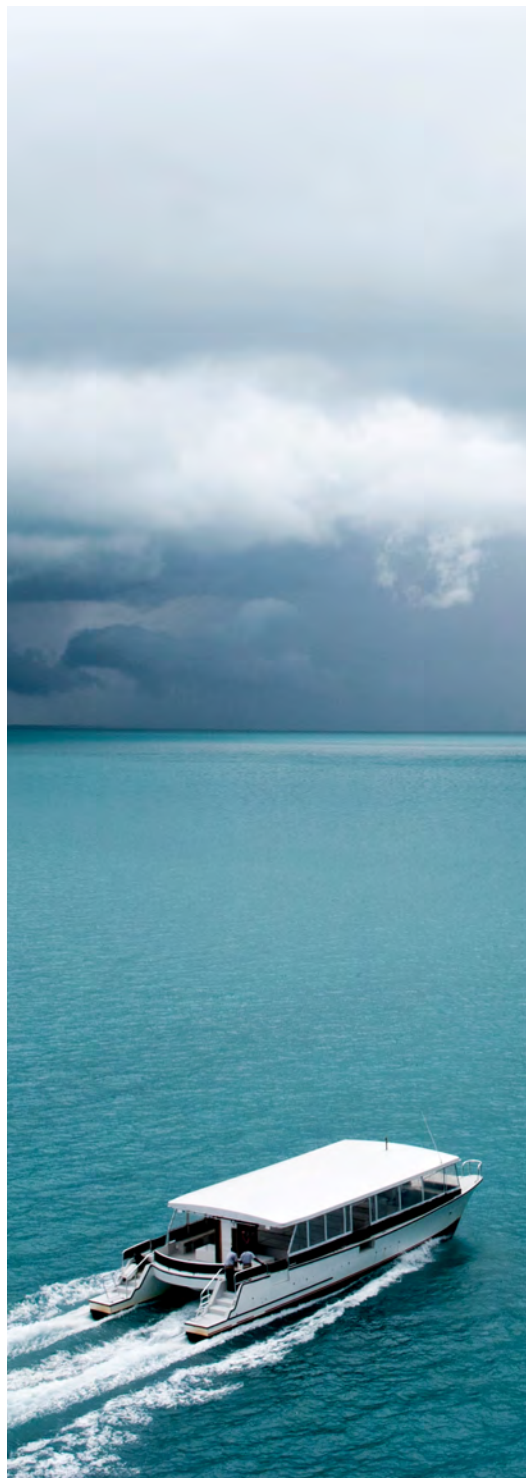
## ENHANCING SANITIZATION

- ✓ Deep Cleaning and Sanitization of tenders should be done at the end of every day the tender was in use.
- ✓ Frequent cleaning and sanitization of tenders shall be implored throughout the day it is being utilized.
- ✓ Hand sanitization shall be done for all passengers upon embarking tenders.

## PROMOTING HEALTH SCREENING

- ✓ Prior to disembarkation, a passenger manifest must be shared with relevant health authorities 24 hours in advance, including information on onboard testing, and all other normal public health information.
- ✓ All employees working on tenders should be screened on a daily basis for COVID-19 symptoms, including temperature scanning.
- ✓ Prior to boarding a tender, all passengers' temperature should be scanned, any passenger that has a fever shall not be allowed to board the tender and disembark the ship.

## TENDERING



# CRUISES



## ADAPTING OPERATIONS

- ✓ Establish and Train an Emergency Management Plan, based on local and international guidelines, considering the eventuality that a suspected COVID-19 case would present itself at the Port. See *Reference and Additional Resources Section for further detail.*

- ✓ Mandatory face mask protocol must be adhered to by all guests and employees, where these exist.

- ✓ Port Managers may consider staggering arrival of ships to alleviate congestion during disembarkation or limiting the number of ships to anchor to one ship upon re-opening and then gradually increasing as the pandemic progresses.

- ✓ Port Managers are to install temperature scanners or stations throughout their facilities to constantly monitor guest status.

- ✓ Port Managers shall install proper signage and markers to implement social distancing requirements, and shall have personnel constantly monitoring the adherence to these.

- ✓ In the case of Belize City, Port Manager will allow ships to disembark at several terminals at a time to spread the crowds evenly throughout the port. On two ship days the ships will be assigned a specific terminal.

- ✓ Port Managers will be required to readjust staging areas to ensure proper queuing of guests going on tours to maintain the social distancing requirements, where possible.

## PORT TERMINAL





# CRUISES

## ADAPTING OPERATIONS

- ✓ Port Managers will be required to facilitate a rotational basis for freelancers and independent operators to avoid crowding.
- ✓ For food service establishments, see Restaurants section.
- ✓ Security re-entry points to the ports/terminals should be expanded to provide additional points, where possible, to prevent long lines and overcrowding of facilities.
- ✓ Encourage staff to open and close entrance doors of establishment, restrooms, etc. to avoid constant touching from passengers.
- ✓ Vendors within terminals are to maintain all social distancing, protective gear and sanitization protocols, and shall limit the number of patrons entering the shops to limit crowding at any time.
- ✓ Port Managers are to have available facemasks in case guests or employees require a replacement due to damage or misplacement.

## PORT TERMINAL





# CRUISES

## ENHANCING SANITIZATION

- ✓ Hand washing and Hand Sanitizing stations should be provided throughout the facility for use of guests and employees.
  - All guest and employees are to sanitize upon entering port facilities.
- ✓ While the Broad Guidelines on PPEs should be adhered to, the Port should train staff on the proper use of PPEs, including the use of full PPEs in the case of the need of a thorough disinfecting if a symptomatic guest or employee is to present itself.
- ✓ Frequent cleaning of high-contact surfaces such as railings, countertops, doors, door handles, restrooms, etc. is to be implemented utilizing recommended solutions and application mechanisms from the Ministry of Health.
- ✓ Sanitization Protocols shall be implemented for closing down after a ship day has concluded.
- ✓ Enhanced Sanitization protocols are to be adhered to by all vendors within the Terminal.

## PROMOTING HEALTH SCREENING

- ✓ Port/Terminal employees should be screened on a daily basis for COVID-19 Symptoms, including temperature scanning.
- ✓ Temperature Checks should be done of all guests and personnel upon entry or re-entry to terminal at security entry points.



## PORT TERMINAL

# LOCAL TRANSPORTATION

Many of the guests in Belize utilize local transportation to traverse and visit the country during their stay. In particular, the use of water taxis and local airline services is common. Therefore, the following guidelines are specific to these two modalities.

## ADAPTING OPERATIONS

- ✔ Establish and Train an Emergency Management Plan, based on local and international public health measures, considering the eventuality that a suspected COVID-19 case could present itself in the Airport or during Flight. *See Reference and Additional Resources Section for further detail.*
- ✔ Aviation partners are encouraged to check with the Department of Civil Aviation at 225-2052 for additional guidance, as per International Civil Aviation Organization guidelines
- ✔ Only Airport Employees and Ticketed Travellers should be allowed within airport terminal.



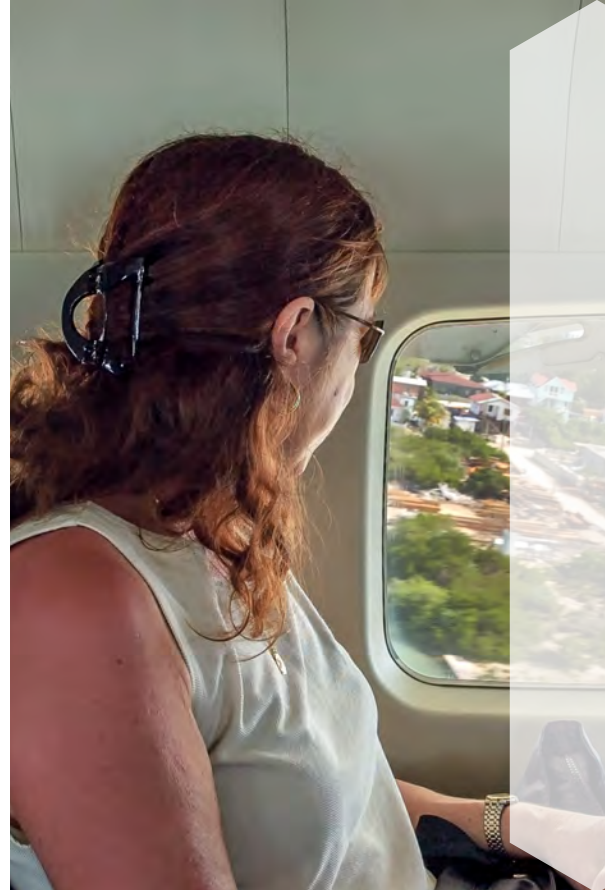
- ✔ Where ticketed travellers require accompaniment due to disability, reduce mobility or unaccompanied minors an accompanying person may be allowed.
- ✔ Travellers should check-in one hour prior to flight to allow for processing of all passengers considering social distancing requirements.
- ✔ Encourage Check-In and Passenger Processing to be done via electronic means, where possible, and minimize use of paper-based tickets or boarding passes.
- ✔ Encourage staff to open and close entrance doors of establishment to avoid constant touching from passengers.
- ✔ Install physical barriers such as partitions or plexiglass barriers at customer service terminals.
- ✔ All staff that come in contact with passengers, vessel, or baggage/cargo are required to wear masks and gloves.
- ✔ Due to the size of our local aircrafts, all passengers are to wear masks during all stages of the flight.

# LOCAL TRANSPORTATION

- ✔ Due to the size of our local aircraft, pilots and crew members are to wear masks and gloves while conducting their duties. Airlines are to have available facemasks in case guests or employees require a replacement due to damage or misplacement.
- ✔ An orderly boarding of passengers on aircraft shall maintain requisite social distancing requirements.
- ✔ Airlines are to ensure periodic maintenance of aircraft, in particular, to replace and clean in-cabin filters, where applicable.
- ✔ Airlines are encouraged to maintain flexible flight change and rescheduling or cancellation policies.
- ✔ All persons entering terminal buildings are to be required to sanitize their hands prior to entering.
- ✔ All Aircrafts are to be disinfected and sanitized thoroughly at the completion of every flight, with exception of in-transit stops.
- ✔ Baggage should be sanitized upon arrival or departure.
- ✔ Baggage handling equipment (carts, conveyor belts, etc.) shall be sanitized after every use.

## ENHANCING SANITIZATION

- ✔ All areas designated for passengers, employees and baggage/cargo should be disinfected on a daily basis. All counters, door knobs, public areas, restrooms, and public seating within departure and arrival lounges/areas should be sanitized frequently with appropriate sanitization solution.
- ✔ All areas frequented by passengers or employees shall have installed a hand sanitization station. Hand sanitizers shall be made available to passengers in the cabin.





# LOCAL TRANSPORTATION



## PROMOTING HEALTH SCREENING

- ☑ All employees should be subject to a thermal scan on a daily basis prior to commencing work duties.
- ☑ Thermal scanning of guests should be employed prior to entering terminal building.

*Contact the Department of Civil Aviation at 225-2052 or visit [www.civilaviation.gov.bz](http://www.civilaviation.gov.bz) for further information.*



# LOCAL TRANSPORTATION



## ADAPTING OPERATIONS

- ✔ Establish and Train an Emergency Management Plan, based on local and international guidelines, considering the eventuality that a suspected COVID-19 case could present itself in the Terminal. *See Reference and Additional Resources Section for further detail.*
- ✔ Water Taxis are to maintain at all times the social distancing requirements stipulated by the Laws of Belize, and shall adjust capacities and seating arrangements within their respective terminals.
- ✔ All passengers on water taxi vessels and within the terminals are required to wear masks. Water taxis are to have available facemasks in case guests or employees require a replacement due to damage or misplacement.
- ✔ Baggage Handlers, Sanitization Workers, Food and Beverage Personnel, Vendors, and relevant Government Officials should utilize Mask and Gloves at all times during processing of travellers.
- ✔ Seek to implement digital ticketing to minimize paper contact.
- ✔ Handrails or alternative measures are to be put in place for guests to board vessels to replace crew members extending their hands to assist while embarking and disembarking.
- ✔ All staff working on vessels and at the terminal are to be required to wear a mask and dispose of them after every use appropriately. Staff that come in contact with baggage and guests or frequently contacted surfaces should also be equipped with gloves.
- ✔ Encourage staff to open and close entrance doors of establishment to avoid constant touching from passengers.
- ✔ Vendors within terminals are to maintain all social distancing, protective gear and sanitization protocols, and shall limit the number of patrons entering the shops to limit crowding at any time.





# LOCAL TRANSPORTATION

- ✓ Water taxi companies are encouraged to maintain flexible ticket change, reschedule or cancellation policies.
- ✓ Water taxis are to install physical barriers such as partitions or plexiglass barriers at customer service terminals.

## ENHANCING SANITIZATION

- ✓ Install Hand washing and Hand Sanitization stations throughout the terminal, including where practical, on vessels.
- ✓ Vessels shall be thoroughly cleaned after every use, including Sanitization of seats, railings and other high-contact areas.
- ✓ Terminal facilities should be thoroughly cleaned frequently throughout the day, in particular, countertops, seating, restrooms and floors.
- ✓ Baggage handling equipment (carts, conveyor belts, etc.) shall be sanitized after every use.
- ✓ Baggage should be sanitized via fog or spray with disinfecting solutions upon receipt at terminals by baggage handlers.

## PROMOTING HEALTH SCREENING

- ✓ All employees should be subject to a thermal scan on a daily basis prior to commencing work duties.
- ✓ Thermal scanning of passengers should be employed prior to entry of terminal.





# ACCOMMODATION

The Belize Tourism Board has developed a suite of guidelines for accommodation businesses. As a result, the Broad Guidelines and following specific guidelines are complementary to those. Kindly refer to the “Enhanced Hotel and Restaurant Guidelines in Response to COVID-19” for further detail.

## ADAPTING OPERATIONS

- ✔ All Hotel and Tourist Accommodations registered to operate in Belize shall review and become acquainted with the Enhanced Hotel and Restaurant Guidelines in Response to COVID-19 developed by the Belize Tourism Board.
- ✔ All Hotel and Tourist Accommodations shall fill the Certification Form of Conformity of the Enhanced Hotel and Restaurant Guidelines in Response to COVID-19, prior to re-opening for international visitors.
- ✔ All Hotel and Tourist Accommodation shall be required to satisfy the Enhanced Hotel and Restaurant Guidelines in Response to COVID-19, and submit an emergency plan, screening and sanitization protocols, approved social distancing plan, and a communication and reporting plan to the BTB prior to re-opening for international visitors.
- ✔ All Hotels and Tourist Accommodations shall train their staff on the Enhanced Hotel and Restaurant Guidelines in Response to COVID-19.

## ENHANCING SANITIZATION

- ✔ As per the Enhanced Hotel and Restaurant Guidelines in Response to COVID-19

## PROMOTING HEALTH SCREENING

- ✔ All Hotels and Tourist Accommodations shall register and integrate the Tourism and Health Information System within their operations. For further information, kindly visit [www.tourism.gov.bz/thp](http://www.tourism.gov.bz/thp) or [sign up here](#).



# RESTAURANTS

Dining establishments, such as restaurants and bars, are a key element of the tourism product in Belize. For restaurants attached to Hotel and Accommodation Establishments, kindly refer to the “Enhanced Hotel and Restaurant Guidelines in Response to COVID19” for further detail

## ADAPTING OPERATIONS

- ✔ Install floor markers to show guests, that are required to be in line, where to stand in order to meet the social distancing protocols.
- ✔ Be creative in readjusting seating and table arrangements in your establishment to maintain social distancing requirements (i.e. 6ft apart), this includes seating arrangements at bar counters. Adjust maximum guest capacities based on these arrangements. Remember to consider service areas, as well as, guest areas.
- ✔ Adjust operations to allow for take-outs and food delivery.
- ✔ Adjust operations to include an open-air dining experience, where possible.
- ✔ Implement Online/Digital Ordering and Menus (i.e. use of QR Codes). Where menus must be printed, encourage the use of single-use menus or clean and sanitize reusable menus after every use.
- ✔ Implement Online or Digital Visitor Experience Monitoring (e.g. Trip Advisor)
- ✔ Implement a reservation system to ensure better control of seating and minimizing of guest waiting in lines.
- ✔ All staff involved in food preparation, food delivery or service and guest interaction should wear a mask and gloves and dispose of them adequately.





# RESTAURANTS

- ✓ If practical, physical barriers such as partitions or plexiglass barriers at registers or to separate dining tables are acceptable.
- ✓ Log staff on daily shifts and manage the number of staff based on available space and social distancing requirements.
- ✓ Remove all table material, such as cutlery, glasses, and napkins. Necessary table settings should be served to customers by wait staff after customer is seated. The use of single-use packaged or wrapped cutlery is also acceptable.
- ✓ Remove or minimize condiments or decorative pieces on table. Instead serve condiments in single use containers.
- ✓ All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to the guest.
- ✓ Remove or minimize buffet style and self-service style options in food service. Where buffet style options are available the food must be served by an employee with proper personal protection equipment (mask, gloves, apron), and proper sneeze guards must be installed.
- ✓ Table-side cooking options (eg. sushi bars, service carts, teppanyaki, etc.), where available, should be suspended.
- ✓ Where practical it is encouraged that Food and Drinks should be covered upon serving them to customers. This can be done with clean disposable covers or washable alternatives.
- ✓ Avoid providing drinks in communal dispensers.
- ✓ Use of porous placemats should be prohibited, and instead replace with linen, single-use disposable or non-porous placemats that can be machine washed.
- ✓ In food preparation, avoid employees contacting each other in transferring of food items, instead implore them to transfer food items using contactless methods (e.g. leaving on tables)
- ✓ Encourage staff to open and close entrance doors of establishment to avoid constant touching from guests.





# RESTAURANTS

## ENHANCING SANITIZATION

- ✓ Maintaining regulated food and beverage protocols should suffice in this sector of the industry, however, additional actions can be considered, such as:
  - cleaning of supplies prior to introducing them to the kitchen.
  - increase in the frequency of cleaning schedules of food preparation stations (e.g. at least once per hour).
  - sanitizing food trays, utensils, dishware, pots, and storage containers after every use.
  - Kitchens to be deep cleaned and sanitized at least once per day.
  - Avoid all food contact surfaces when using disinfectants, and instead use regular protocols for cleaning of food contact surfaces.
- ✓ Require guests to wash or sanitize hands upon entering the establishment.
- ✓ Sanitization of tables, seating, host podiums, telephone, cash registers, POS Terminals, counters, and other frequently contacted surfaces should be a must after every guest.
- ✓ Periodic cleaning of Air Conditioning Vents should also be implemented, where applicable.
- ✓ Staff, especially food handlers, shall wash hands after every task. See below tips on when staff should wash their hands.

## PROMOTING HEALTH SCREENING

- ✓ Implement a process of temperature scanning of employees upon arrival to work. A similar process can be established for guests, if deemed practical.



**Are you a food handler, food preparer, or work in a restaurant or bar?  
Remember to Wash your hands after:**



Handling or preparing raw food



Handling waste



Cleaning duties



Using the restroom



Blowing your nose, sneezing or coughing



Eating, drinking or smoking



Handling money



Touching doorknobs, countertops, tables and chairs

# TOURS AND ATTRACTIONS



Tour Operators and Tour Guides are one of the central pillars of the tourism offer in Belize, as they move our guest throughout the tourism value chain, and in particular to our attractions. The following set of guidelines target tour providers and attraction managers with the objective of establishing safe tourism corridors. It is important to note that more specific guidelines targeting tour operators is also being developed in conjunction with the Belize Tourism Board that will serve as a complement to the following:

## ADAPTING OPERATIONS

- ✔ Prior to re-opening operations, Tour Operators are to submit to the BTB an Emergency Plan, Screening and Sanitization Protocols, Social Distancing Plan, and a Communication and Reporting Plan.
- ✔ Attraction Managers, such as the case of our Archaeological Reserves and Marine Reserves, should compile a set of operational procedures and communicate this to staff and guests. These set of operational procedures should be guided by enacted regulation, the Broad Guidelines established above, and any other relevant protocols that may be developed by relevant authorities clearly indicating detailed operational protocols within the relevant site or attraction.
- ✔ Attraction Managers are to establish and train an Emergency Management Plan, based on local and international guidelines, considering the eventuality that a suspected COVID-19 case could present itself at the site.
- ✔ Attraction Managers are to train personnel, tour operators and tour guides on these operational procedures prior to re-opening for guests.





# TOURS AND ATTRACTIONS



- ✓ Specific focus shall be given to Guest Management at attraction and during tours.
  - All Park/Attraction Personnel, Tour Guides, Tour Operator Personnel, Security Personnel at attraction or conducting tours shall wear facemasks. Those personnel that handle cash or are required to come in direct contact with guests, shall also wear gloves.
  - Current Guest to Guide Ratios should be adhered to and shall be the basis for controlled group management, unless adjustments are made by the Belize Tourism Board.
  - Use of Facemasks and individual social distancing, in particular, by guests during outdoor tours is deemed impractical due to environmental factors such as confined spaces, high temperatures and humidity. Instead guest management at attractions and for outdoor tours should be managed using a controlled group management approach, in which travelling groups (e.g. families, or groups travelling from the same ship or hotel) will be required to maintain separation from other traveling groups based on the six feet rule. However, within the traveling groups, social distancing may not be required.
  - Visitor Queuing upon boarding of transportation, upon arrival, during tours and in departure from sites and attractions will require readjustment to staging areas, signage and markers on group social distancing requirements
  - Where the requisite social distancing measures may not be practical, mandatory use of face mask should be deployed.

- ✓ Sales of tickets and passes should be done digitally, where possible. Where this is not possible, tour attractions or sales agents should allow for one person to purchase tickets for a group.

- ✓ Tour Operators are to required have guests during their transportation to and from the tour wear facemasks where mixed groups of guests exist (eg. groups from various ships, hotels, etc.).

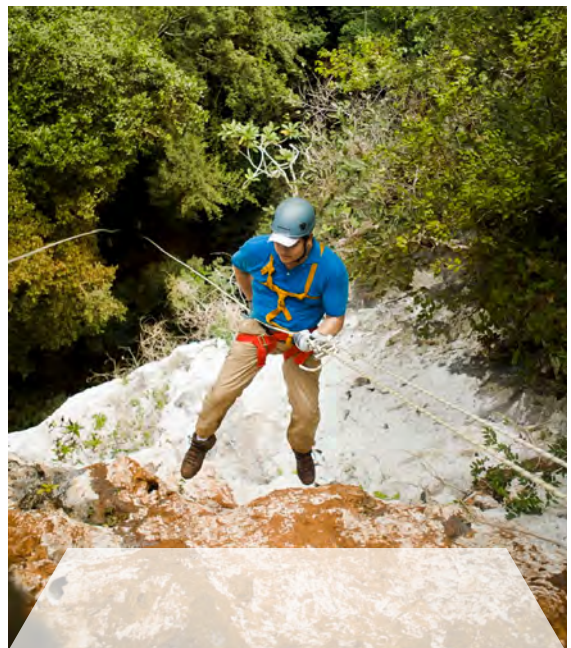




# TOURS AND ATTRACTIONS



- ✔ Tour Operators and Tour Guides are to ensure that personnel use microphones or an intercom system to avoid shouting and close contact with guests.
- ✔ Tour Guides are to follow measures stipulated by recreational sites, attraction managers, and regulatory bodies, at all times.
- ✔ Tours with a dining component to it, shall be guided by the Restaurants Section of these guidelines.
- ✔ Tour Operators or Attraction Managers can eliminate signing of paper waivers or other paper documents and instead use digital platforms, such as [www.smartwaivers.com](http://www.smartwaivers.com).
- ✔ Tour Operators, Tour Guides and Attraction managers shall maintain manifests of all tours, personnel and guests on a daily basis. Manifest should include information on Origin of Guest (i.e. Cruise or Overnight), Place of Stay (Name, Address and Contact Information of Hotel or Name of Cruise Ship), in the case of Attraction Managers, include contact information of Tour Operator.
- ✔ Attraction Managers should include a rotation system for Freelance Guides, to ensure organization and satisfaction of social distancing guidelines.
- ✔ Attraction Managers shall provide personnel on the ground to monitor the adherence to the guidelines.
- ✔ Attraction Managers shall ensure that vendors on the site are maintaining Sanitization protocols, protective gear protocols, and social distancing protocols, at minimum. Vendors shall minimize the number of patrons within their store area to avoid crowding.
- ✔ Attraction Managers are to encourage staff to open and close entrance doors of establishment, restrooms, etc. to avoid constant touching from guests.



# TOURS AND ATTRACTIONS



## ENHANCING SANITIZATION

- ✔ Tour Operators and Equipment Managers shall adhere to a strict cleaning and Sanitization protocol of all gear and equipment utilized on tours, with the requirement that all gear is to be cleaned immediately after the tour is finalized, and all disposable gear are to be disposed of adequately.
  - ✔ All transportation vessels shall also be sanitized thoroughly before and after the provision of a Tour.
  - ✔ Guests shall be asked to sanitize their hands at the beginning and between tours/stops.
  - ✔ Buses and Vans are to be equipped with bins or garbage bags for guests to properly dispose of waste.
  - ✔ Sharing of Gears between guests shall not be allowed, unless proper sanitization of equipment is done between use.
- ✔ Constant monitoring and health checks of guests should be done by Tour Guides throughout the tour.



## PROMOTING HEALTH SCREENING

- ✔ Tour Operators and Attraction Managers should implement health screening measures for all staff on a daily basis. This may include checks for symptoms and temperature scanning.



# MEETINGS AND EVENTS

While the Broad Guidelines would suffice in covering most of the key-matters in relation to conferences, meetings, etc., the following are additional guidelines for operations that provide such services, as business tourism is projected to be one of the first market segments to create demand:

## ADAPTING OPERATIONS

- ✔ Seating Arrangements and Meeting Room Capacities should be adjusted in order to meet social distancing requirements (i.e. 6 Feet Apart) at all times.
- ✔ Where possible, establishing meeting areas in partially open well-ventilated rooms as opposed to closed air-conditioned rooms is encouraged.
- ✔ All guests attending conferences, meetings or other similar events are required to wear masks in order to participate.
- ✔ Guest registration should be done via technological means to avoid physical contact. Where this is not possible attendance registers are to be signed by participating guests with their own pens. Communal pen/pencils are to be discouraged. Where unavoidable, pens/pencils are to be sanitized.
- ✔ Tourism businesses should retrofit meeting rooms to have tele- and video-conferencing meeting capabilities, so that meeting organizers can have teleconferencing and in-situ options to minimize the need for large groups.
- ✔ All service and sanitization staff should wear the requisite protective gear including masks and gloves.
- ✔ Staff to open and close entrance doors of establishment, meeting rooms, restrooms, dining areas to avoid constant touching from guests.





# MEETINGS AND EVENTS

## ENHANCING SANITIZATION

- ✔ Reference sanitization guidelines under the Enhanced Hotel and Restaurant Guidelines in Response to COVID-19 by the Belize Tourism Board.
- ✔ Meeting rooms must be thoroughly sanitized before and after sessions, i.e. desks, chairs, floors, doorknobs, counters, computers, projects, etc.
- ✔ Where it relates to Food Service, kindly maintain current local public health regulations and guidelines, as well as the guidelines stipulated in the Restaurants Section of this document.
- ✔ Hand Washing or Hand Sanitization Stations should be available upon entering room, and guests are to be required to hand sanitize upon entering the room.
- ✔ Distribution of Agenda, Meeting Documents should be discouraged, and electronic distribution should be encouraged. Where this is not possible, hands should be sanitized before and after distributing of documents or hand-outs.
- ✔ Air conditioning vents in meeting rooms should be cleaned and sanitized on a periodic basis.

## PROMOTING HEALTH SCREENING

- ✔ Health and Temperature screening of all employees servicing the meeting area should be done on a daily basis prior to commencing work duties.
- ✔ Thermal scanning of guests should be implemented prior to guests entering facilities.



# CASINOS



Casino are integral components of some hotel operations within Belize. Upon reopening of this particular tourism activity in Belize, the following guidelines are recommended:

## ADAPTING OPERATIONS

- ✔ Establish and Train an Emergency Management Plan, based on local and international guidelines, considering the eventuality that a suspected COVID-19 case could present itself in the Terminal. *See Reference and Additional Resources Section for further detail.*
- ✔ Floor plans and guest queuing protocols should be readjusted to allow for social distancing requirements to be maintained. (i.e. 6 ft). This includes separating slot machines, seating at gaming tables to allow for requisite separation of persons, establishing guest/table maximums, etc.
- ✔ All guests must wear masks, and gloves are encouraged.
- ✔ All Employees working on the casino floor or in constant contact with customers, must wear mask and gloves.
- ✔ Floor managers are to discourage unrelated guests from congregating behind players.

## ENHANCING SANITIZATION

- ✔ All guest facing countertops are to be sanitized at least once per hour.
- ✔ Hand sanitization stations shall be installed throughout the casino floor, including one upon entry, and immediately outside of the Casino.
- ✔ Sanitization of all Work Areas and Workstations (such as security workstations, floor manager work-stations, pit podiums, casino cages, etc.) are to be done every four hours.





# CASINOS

- ✔ Slot attendants are to sanitize machines after every use or at minimum once every 3 hours. Slot Attendants are also encouraged to offer to sanitize machines for guests sitting down at a machine.
- ✔ Table game rails, chairs, and other surfaces are to be sanitized after each guest leaves the game.
- ✔ Dealers are required to sanitize dice for each new shooter, sanitize on/off buttons when entering a game, sanitize the exterior of the card shoe when entering a game, and the interior of the card shoe when the game goes dead.
- ✔ Dealers are required to sanitize money paddles and other tools and instruments when arriving at the game.
- ✔ The outside of Shufflers is to be sanitized every four hours, and inside to be sanitized every week.
- ✔ Roulette wheel head, ball and dolly should be sanitized when a new dealer enters the game.
- ✔ All other gaming equipment are to be sanitized, preferably after every use and before the beginning of every shift.
- ✔ Sanitization Schedule and Log of all sanitization efforts should be kept by floor manager or supervisors.

- ✔ Periodic cleaning of Air Conditioning Vents should also be implemented, where applicable

## PROMOTING HEALTH SCREENING

- ✔ Health and Temperature screening of all employees servicing the meeting area should be done on a daily basis prior to commencing work duties.
- ✔ Thermal scanning of guests should be implemented prior to guests entering facilities.





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26. Handbook for CAAs on the Management of Aviation Safety risks related to COVID-19 (International Civil Aviation Organization). May 2020. <https://www.icao.int/safety/SafetyManagement/Doc10144/Doc%2010144.pdf>
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## Sample Emergency Plan for Managing COVID-19 Case in your Business Operations

*Disclaimer: the following is only a sample and can be modified to meet the need of your business and operations.*

As businesses seek to re-open during the COVID-19 Pandemic, the following steps can be integrated within the emergency management processes of your business, and your staff should be trained to mobilize the following steps upon suspicion of a suspect COVID-19 Case.

Pre-requisites:

- ☑ Based on the protocols and guidelines established in this document, your business should already have means by which it periodically screens employees and guests for possible symptoms. This can be done via periodic temperature checks, guest input into available tourism and health monitoring platforms (such as the Tourism and Health Information System), or by rapid COVID-19 testing, when this becomes available.
- ☑ Assessment of your operations to determine High, Medium and Low Exposure areas and work environments. (i.e. areas frequented by staff and guests, jobs that require close contact, high contact surfaces, etc.)
- ☑ Dedication of an area as a possible isolation area. This space should be enclosed and allow for access restriction.
- ☑ Available on hand emergency contact information for Public Health Department or your nearest medical professional or institution, as well as, information on employees and guests.



# STEPS TO TAKE IF A SUSPECTED COVID-19 CASE PRESENTS ITSELF IN YOUR OPERATIONS

## 1 Communicate with the suspected case(s).



Clearly communicate with your guest or employee that is suspected to be a COVID-19 Case, that you have ascertained via your health screening protocols that they are presenting one or some of the symptoms related to COVID-19, and that based on your internal protocols and the recommendations by local public health officials, that they and if they have a travelling group will be asked to be isolated until a test can be done to confirm.

## 2 Isolate the suspected case(s).



1. Staff- If it is a staff, isolate the staff in a predetermined office space or area within your facilities. Where the staff works in a working group or working environment in which the work duties require close contact with co-workers, then it is recommended to isolate the entire working group. Where the staff communicates from home that they are presenting symptoms, notify staff to self-isolate within their homes. Depending on your assessment of the exposure risk, all staff may be required to isolate.
2. Guests- If it is a guest, isolate the guest and their travelling party within a predetermined area. If you are a hotel, isolation can be done within the guest's hotel room, or a designated quarantine room.
3. Communication with Employee or Guest should be done via phone or mobile device. Close contact with employee or guest should not be done without Personal Protective Equipment (i.e. Facemask, Goggles, Gown, Gloves)

## 3 Notify immediately your nearest Public Health Department Office or Medical Professional.



Call 0-800-MOH-CARE

## 4 Notify your staff and other guests on the event and possible exposure.



1. Recommended to request voluntary isolation of guests and employees until test results return.
2. At minimum, request that high risk exposure operations (eg. Tours, Spas, Restaurant Dining, etc.) be ceased until an all clear is provided. Also close all areas in which the guest or staff member had frequented, with exception of the isolation space.

## 5 Collect and prepare all relevant information that may assist the medical professionals in contact tracing and clinical diagnosis.



1. If it's an employee- Provide Biographical Information (Name, Age, Gender, Address), Contact Information for Close Contacts (persons that live with them), any Medical Information available, and a work schedule for the past two weeks for said worker(s).
2. If it's a Guest- Provide Biographical Information (Name, Age, Gender, Address, Country of Origin), Information on Check-In and Proposed Check-Out, Information on Activities done (such as Tours, Conferences attended, etc.), similar Information on Close Contacts or Travelling Party.

## 6

**Facilitate the Public Health Department in carrying out the requisite medical evaluation and testing (if necessary).**



**Follow the guidelines requested by Public Health Officials on need for quarantining, disinfecting or to re-start operations.**

## 7



## 8 If positive, deep cleaning of your facilities.



1. If the suspected case is proven to be positive for COVID-19, carry out via a professional service, a deep cleaning of all facilities within your operations prior to re-opening. This would require cleaning personnel to wear full PPEs and the requisite disinfecting solutions recommended by the Public Health Department.
2. It is recommended that disinfecting should be done until 24 hours after the individual has been removed from the area.

## 9

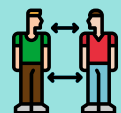
**Mandatory Health Screening of Guests and Employees.**

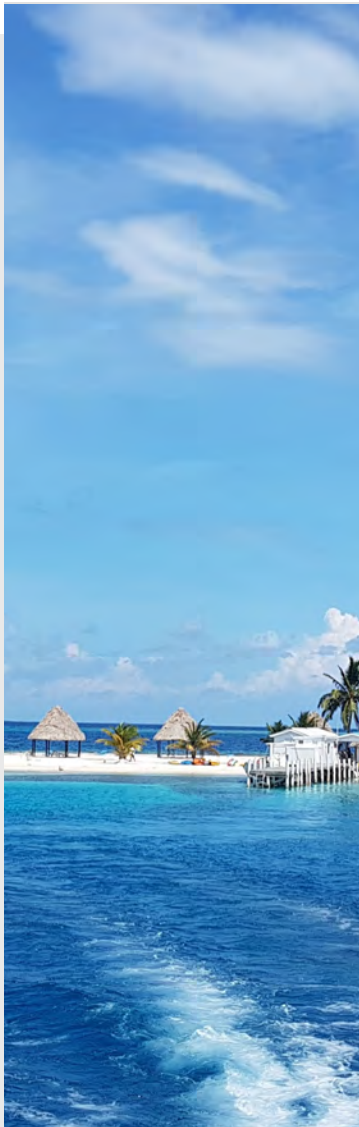


Mandatory temperature and health screening of all employees and guests may ensue for 14-21 days. Quarantining of all staff may also be required

## 10

**Upon reopening maintain all previous Social Distancing and Health Screening procedures.**





## **CONTACT:**

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