

ZANZIBAR COMMISSION FOR TOURISM

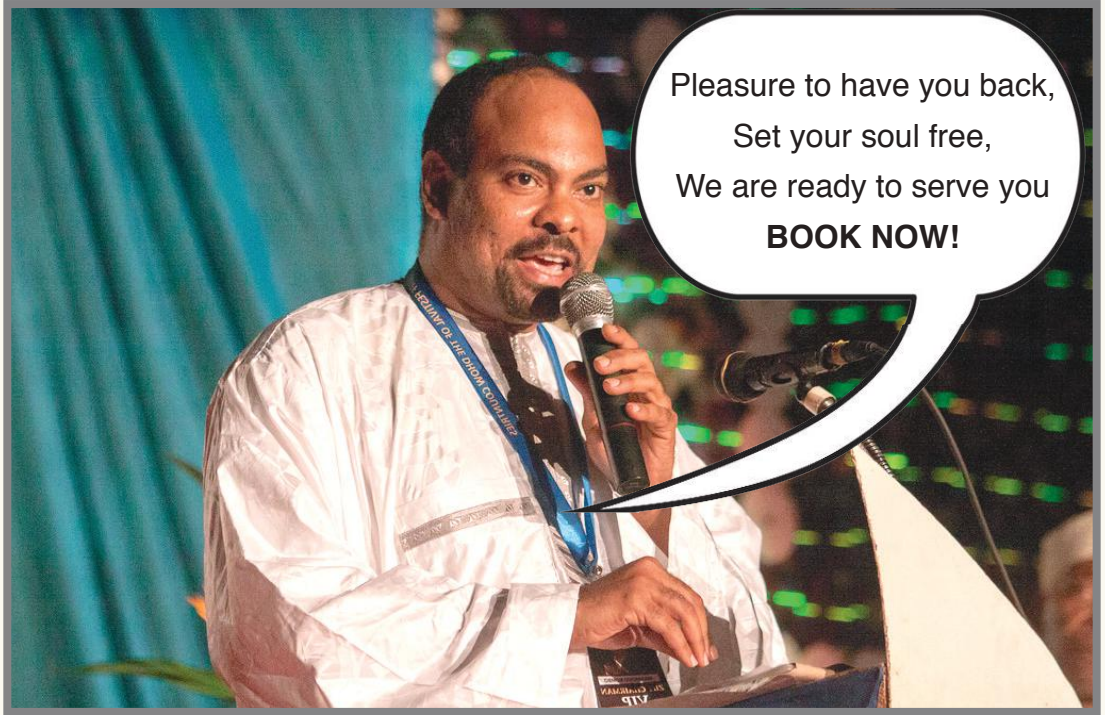


MINISTRY OF INFORMATION, TOURISM AND HERITAGE

STANDARD OPERATING PROTOCOLS FOR COVID-19 IN TOURISM INDUSTRY



Karibu Zanzibar
YOUR HEALTH IS OUR PRIORITY



Hon. Mahmoud Thabit Kombo
Minister for Information Tourism and Heritage



**MINISTRY OF INFORMATION, TOURISM AND HERITAGE
ZANZIBAR COMMISSION FOR TOURISM**

STANDARD OPERATING PROTOCOLS FOR COVID-19

IN

TOURISM INDUSTRY

TABLE OF CONTENT

1.0	Introduction.....	4
2.0	Environmental Cleaning and Screening.....	4
	General Cleaning Measures.....	4
	During tourist visits within the country.....	5
	Business Management (responsibility of business).....	5
	Staff/Employee Health.....	5
	Screening items and their use.....	6
3.0	Travel and Entry Point Procedures.....	6
	General Procedures.....	6
	Check-in and Boarding.....	6
	Screening Process at entry.....	6
	Sea Ports.....	7
	Luggage collection Disinfection procedures.....	7
	Common facilities used by tourists.....	7
	Duty free shops.....	7
	Information and Travel counters.....	7
	Airport Transfers.....	8
4.0	Accommodation Services.....	8
	Reception Desk.....	8
	Housekeeping during a guest's stay.....	8
	Housekeeping after a guest's stay.....	9
	Cleaning and disinfection.....	9
	Room setting and cleaning procedures.....	9
	Waste Management.....	10
	Laundry.....	10

Pools & Pool Areas.....	10
Loading Bay.....	10
Supporting guests in self-isolation.....	11
Handling COVID-19 suspect cases.....	11
5.0 Tour Operators, Craft Traders, Taxi Driver and Water Sports Operators.....	12
General Procodures:.....	12
Tour guiding/excursion.....	12
6.0 Visitor Attractions and experineces.....	13
7.0 Meeting, Conference and Mega Events.....	14
8.0 Food and Beverage Services.....	14
Food Handlers.....	14
9.0 Spas and Wellness Centers.....	16
10.0 Safe Distancing Measures for Tourism Vendors.....	17

1.0 INTRODUCTION

The worldwide outbreak of the Covid-19 pandemic has brought about significant impact on the world and its economy. As a small nation dependent on tourism, Zanzibar has not been spared. In light of this situation, Zanzibar is resuming tourism operations whilst ensuring the safety of both visitors and the locals. The Zanzibar Commission for Tourism in collaboration with Ministry of Health and other stakeholders has developed protocols for operations of all types of tourism businesses to facilitate service delivery, and serves as means to fight against COVID-19. Based on these guidelines, tourism operators are requested to design standard operating procedures (SOPs) in accordance to the specificities of their operation that will allow better adherence to the set guidelines. The contact number (190) is available for reporting and advice on all COVID-19 matters.

2.0 ENVIRONMENTAL CLEANING AND BEHAVIOR IN TOURISM OPERATIONS

Regular cleaning of all common areas, guest rooms and work rooms is essential to protect the health and safety of guests and staff from COVID-19

General Cleaning Measures

- a) Train staff on routine cleaning and sanitizing procedures;
 - b) Ensure daily cleaning and disinfection of all common areas and surfaces;
 - c) Ensure high touch surfaces are cleaned frequently - **doorknobs and handles, telephones, elevator panels and buttons, light switches, tables, chair, desktops, washrooms and menus;**
 - d) Clean visibly dirty surfaces before disinfecting using recommended cleaning solutions and materials;
 - e) Empty and clean garbage cans in public areas properly and regularly;
 - f) Items that cannot be easily cleaned and disinfected should be removed whenever possible;
 - g) Service staffs should use recommended protective gears during cleaning duties;
 - h) It is recommended to use the recommended antibacterial or alcohol based solutions for a type of disinfection;
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- i) Discard damaged protective gears responsibly;
- j) Wash hands frequently with soap and running water for at least twenty (20) seconds and avoid touching face, nose, eyes and mouth;
- k) Avoid body contact, shaking hands and practice social distancing by maintain distance of at least 1.5 m (5 ft); and
- l) Regular checks should be carried out to ensure the proper functioning of soap and other disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. Defective units should be rapidly repaired or replaced.

Business Management (Responsibility of business)

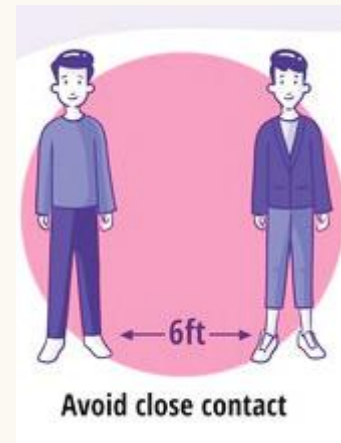
During the operation of the business manager should consider the following: -

- a. Encourage staff to abide the advice to stay home in case of symptom of COVID 19 arise;
- b. Prepare early symptom reporting system for staff and temperature checks;
- c. Facilitate staff living-in on-site as far as possible and where staff cannot live in, private transport use for staff is encouraged- reduce as far as possible staff to use public transport;
- d. Any staff transport vehicles must adhere to the same protocols as visitor's vehicles with respect to sanitizing, cleaning, capacity, entry and exit and driver interaction.
- e. Shifts may be staggered slightly (10-minute intervals) to avoid queues at staff entrances and congestion in locker rooms/ changing rooms; and

- f. Staff kitchens, canteens, and bathrooms must be operated under the same hygiene, sanitizing and spacing standards as guest restaurants;

General health Practices

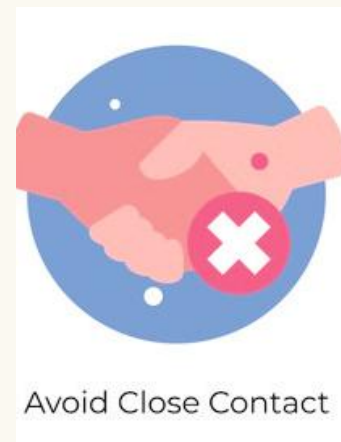
- a. Both tourist and employee should always maintain social/physical distancing of at least one and half (1.5) metre;
- b. If you observe an employee or guest with respiratory symptoms (coughing, sneezing, fever e.t.c.) please report this to your Supervisor or Manager for their follow up;
- c. Contact first aid station if the guest detected with any respiratory symptoms;
- d. Exercise good hand hygienic practices by using the recommended alcohol-based sanitizers and/or liquid soap with frequent hand washing for at least 20 seconds; and
- e. Always clean your hands before applying the mask and keep the same mask on until it becomes moist and damp it inside using the recommended dustbin.



3.0 TRAVEL AND ENTRY POINT PROCEDURES

Pre-departure

- a. Encourage all inbound passengers to complete the online visa and medical forms ;
- b. Ask passengers to carry their own mask and active medical insurance before departure;
- c. All passengers should wear mask all the time while at the departure lounge; and
- d. Provide packed meals whenever possible.



Arrivals and Departures

- a. The Airport should receive the flight manifest and flights or airlines that indicate among others the notification of their passengers who will be either subjected to department of Immigration and or Health pre-screening;
- b. The effective recommended protective gears should be provided to all airport staff who are facing or contacting with passengers;
- c. All passengers shall be subjected to thermal scanning by public health officials to detect body temperature. Passenger detected with the body temperature above 37.5°C will undergo further screening accordingly;
- d. Screening procedures shall be put in place at all locations for all crews and passengers for the purpose of flying on aircraft;
- e. All staff and porters should wear protective gears and frequently wash hand; and
- f. Passengers shall have their tickets checked for correct approval/boarding stamp and then have their hands sanitized or washed prior to boarding the aircraft.

Sea Ports

- a. Vessels should be notified that their passengers will be subjected to Health pre-screening;
- b. Any passenger aboard the vessel that has or is showing symptoms of illness, the vessel's captain should instantly report to *Port Health Officer*;
- c. The effective recommended protective gears should be provided to all sea port staff who are facing or contacting with passengers.

Luggage collection disinfection procedures

- a. Make sure the safe distance of minimum of one and half (1.5) meter and safe communication in the collection point;
 - b. Wash hand or use the alcohol based hand sanitizer as frequently as possible or alternatively wear gloves to collect and handle the luggage; and
 - c. The recommended disinfectant should be used to disinfect trolleys when used by one customer;
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Common facilities used by tourists

- a. Make sure the safe distance of minimum one and half (1.5) meter and safe communication in the common areas;
- b. Use the recommended disinfectant to regularly disinfect washrooms; and
- c. Provide adequate supply of toilet paper, paper towels (if provided) or hand dryers and liquid soap at all times.

Duty free shops and bussiness centre

- a. Ensure at least one and half (1.5) meter spacing between customers at all times and limit the number of customers within the store;
- b. The recommended sanitizer should be used to sanitize visitors' hands when they enter the store; and
- c. Avoid contact with surfaces as much as possible.

Information and Travel counters

- a. Ensure all visitors/staff wear masks in the correct manner;
- b. Explain about the basic safety measures during stay and tour;
- c. Provide the government approved operational guidelines targeting tourism to ensure safe tours;
- d. The bank staff must encourage customers to do on-line payments and card payments minimizing cash handling.

Visitors Transfers

- a. Airport transfers for visitors will only be allowed through certified Tour Operators /registered taxis;
 - b. All vehicles shall provide hand sanitizer and passenger must wear the safety mask; and
 - c. Maintain safe distancing during communication.
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4.0 ACCOMMODATION SERVICES

Reception Desk

- a. Receptionist should be:
 - ❖ Sufficiently informed about COVID-19 so that they can safely carry out their assigned tasks and prevent the possible spread of COVID-19 within the establishment;
 - ❖ Capable of informing guests who inquire about the establishment's policy in terms of the preventive measures established or other services that guest may require;
 - ❖ Able to advise guest with respiratory symptoms to stay in their rooms until they are seen by a doctor as well as to provide basic hygiene recommendations when asked;
 - ❖ Take all necessary precautions, including physical distancing and use masks of when they are performing their duties;
 - ❖ Have immediately available the telephone numbers of the health authorities (190) for use whenever there is the possibility that a guest may be ill.
- b. There should be an updated medical kit at all times; and
- c. Cash handling should be minimized. Instead credit and debit cards and signing to accounts should be maximized. If a guest or staff member handles cash, hand sanitizing should happen immediately afterwards.



Housekeeping during a guest's stay

- a. Housekeeping staff must practice frequent and diligent hand hygiene at all times during their shift including before and after touching guest and room facilities. Preferably wear gloves whenever possible;
- b. Minimise housekeeping service within guest rooms

during their stay as much as possible;

- c. Ensure that an adequate supply of clean towels, toilet paper, plain hand soap and other amenities;
- d. Provide a bag/basket for the guest to place their dirty linens or other waste; and
- e. Advise guests to tie laundry and waste bags shut and leave them outside their door for collection.

Housekeeping after a guest's stay

- a. All guest rooms must be fully cleaned and disinfected using the recommended disinfectant soon after every use;
- b. Ensure staff do not enter guest rooms until authorized;
- c. Cleaners must practice diligent hand hygiene before entering and after leaving each guest room;
- d. Use recommended cleaning materials to clean and disinfect surfaces; and
- e. Empty all garbage containers and discard all items left in the room by guests;

Room setting and cleaning procedures

- a. Maximum number of inhabitants per room especially where backpackers / hostels/ dormitory style bedrooms (non-family members sharing) is suggested to 4-5metre squared minimum spacing per bed depending on the size of room;
- b. The recommended hand sanitizer may be provided in-rooms for guest use;
- c. New room cleaning standards will be required and room cleaning staff must be trained on these



standards;

- d. Room cleaning staff must sanitise their hands using the recommended sanitizer on finishing each room and before entering the next room;
- e. On check-out all furniture, surfaces, movable items, walls and floors should be thoroughly cleaned with an effective and recommended disinfectant and bathrooms thoroughly cleaned including all wall surfaces;
- f. Consideration should be given to increase the time between check-out and check-in to ensure housekeeping have sufficient times for thorough deep cleaning of rooms; and
- g. If windows can be opened, they should be opened during room cleaning;

Waste Management

- a. Wherever possible, waste should be handled by a designated person who wear a recommended and approved protective gears;
- b. Ensure staff remove gloves and perform hand hygiene immediately after handling and disposing of waste; and
- c. Garbage should be secured placed in the main disposal bin for the facility.

Laundry

- a. Wear the effective and recommended protective gears and wash hands regularly while dealing with dirty laundry items;
 - b. Wash hands immediately after gloves are removed;
 - c. Do not shake dirty laundry to minimize the possibility of dispersing the virus through the air;
 - d. Clearly mark laundry bins as 'clean' or 'dirty' and ensure dirty laundry only contacts dirty laundry bins, and clean laundry only contacts clean laundry bins;
 - e. Clean and sanitize the front-loading area of washing machines frequently; and
 - f. Laundry attendant must sanitise and wipe down all surfaces and washing machine doors inside, the tumble dryer; outside and the door handle is sanitised.
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Pools & Pool Areas

- a. The number of loungers should be reduced and they should be spaced at two meters between groups of two loungers;
- b. No inter-group play or mingling must be permitted in pools; whenever possible no guest is allowed to use pool before disinfectant after the use of another guest or any person;
- c. It is necessary to maintain the concentration of disinfectant in water for consumption and in pools or spas within the limits recommended according to international norms and standards; and
- d. It is highly recommended to swim or bathe in natural water bodies such as sea.

Good and Supplies handling

- a. It is recommended that all goods and supplies should be disinfected using the effective and recommended disinfectant after off loading;
- b. Staff handling goods, supplies or luggage shall sanitise using effective and recommended sanitizer or wash hands with soap and running water immediately before and after touching luggage;
- c. Delivery people on the premises should be kept to a minimum as possible;
- d. Staff members manning the loading and off-loading should wear effective and recommended protective gears; and
- e. The entire areas and all its surfaces should be sanitised at regular intervals.

Supporting guests in self-isolation

- a. Advise guests in self-isolation not to use any common hotel areas, equipment or appliances when possible;
 - b. Support self-isolated guests to have food delivered to them. If onsite food service is not offered or food service and food delivery options are not available, provide information on local restaurants offering delivery; and
 - c. Support self isolated guests to get medical assistance as possible.
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Handling COVID-19 suspect cases

- a. If the guest falls ill or requests assistance from their room, the guest should be isolated in-room. Companions travelling with the affected person(s) should also be isolated until the Public Health officials arrive and advice accordingly;
- b. While observing regulations in relation to the protection of personal data and the right to privacy, it is recommended for the property manager:
 - ❖ to monitor potentially ill guests in the establishment;
 - ❖ treat guest information with discretion leaving it to medical services to evaluate the situation and make appropriate decisions; and
 - ❖ Report immediately to the Ministry of Health by calling 190 or other quickest means.
- c. It is recommended that if someone has to be quarantined:
 - ❖ Guest(s) must be confined to room at all times and all necessary protective gears should be provided to guest(s);
 - ❖ Designated Health Officer should be assigned to regularly check and advice on his/her health condition;
 - ❖ A table should be set up at the entrance of room or outside door to facilitate the transfer of food or other items. Limit any accidental contact with guest(s);
 - ❖ Disposables should be used at all times or assigned items (specifically assigned crockery, glasses and silverware) when serving food. When cleaning all staff should wear protective gears;
 - ❖ All dirty linen should be placed in a separate labeled bag;
 - ❖ Room should be as isolated as possible (no





shared balconies et cetera);

- ❖ Surfaces that become soiled with respiratory secretions or other body fluids of the ill person(s) should be cleaned with a regular household disinfectant solution; and
- ❖ If health of the quarantined tourist became critical, he/she will be transferred to the health center allocated for that purpose.

5.0 TOUR OPERATORS, CRAFT TRADERS, TAXI DRIVER AND WATER SPORTS OPERATORS

General Procedures:

- a. All tour operators, taxi drivers, craft traders, and water sport operators should minimize personal contact with guests with whom they must interact and practice social distancing;
- b. All tour operators, taxi drivers, craft traders, and water sport operators who are required to interface with guests are to ensure that they pay attention to any COVID-19 symptoms from guests with whom they are interacting;
- c. All effort must be made by all tour operators, taxi drivers, craft traders, and water sport operators who are required to interface with guests, to protect themselves by recommended protective gears;
- d. All vehicles and vessels should be disinfected between each transfer, trip or excursion;
- e. Should there be a suspected case report case to the Ministry of Health officials immediately by dialing 190. Information should include, if possible, person(s) name and address of accommodation and a basic description including identifiable features;

- f. Provide adequate time to get in to the vehicle and get down from it in order to practice non touch technique inside the vehicle/during the travel; and
- g. Health promotional messages and recommended behavior should be transmitted through the public address system/printed and pasted notices inside the vehicle at appropriate times

Tour guiding/excursion

- a) Ensure protective gears available within vehicles/vessels throughout the trip or excursion;
 - b) Objects in vehicles/vessels must be reduced through removing all but essential items;
 - c) Vehicles or vessels used frequently for short trips should undergo a surface clean with disinfected solutions;
 - d) All vehicles and vessels after longer trips, or at the end of a day, should go through a deeper clean, and car hire vehicles must go through a similar deep clean on return;
 - e) All mats and loose items must be removed whenever possible;
 - f) The vehicle or vessel occupancy should not more than 75% of the capacity, with discretion in seating family/friend groups together. For small cars, only one person can be seated in the rear, unless the visitors concerned are people from the same small family/friend group who are sharing a room;
 - g) Ensure the safe distance of minimum one meter at all times including travel and communication;
 - h) Drivers or vessel operators should:
 - ❖ be issued with appropriate sanitizer to kill all germs, face mask & disposable gloves;
 - ❖ wear mask when in close proximity of guests;
 - ❖ Wash hands or sanitized pre/post handling of luggage;
 - ❖ Wear gloves while sanitizing the vehicle or vessels;
 - ❖ Sanitise the vehicle or vessel every time before entry of passengers;
 - i) Passengers must sanitise hands every time before entering a vehicle;
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j) The tour guide must:-

- ❖ wear mask and practicing social distancing at least one and half meters from any guest;
- ❖ It is recommended to use **microphone or equivalent** to communicate with groups outside of the vehicle;
- ❖ Wash hands or sanitise frequently when using public transport, public ablution, ATMs or any other service generally used by the public;
- ❖ Discourage guests to use public transport;
- ❖ Ensure tourists are checked for temperature and respiratory symptoms; and
- ❖ Those who are unwell with temperature of 37.5 degree Celsius or higher, and/or display respiratory symptoms should be reported to Ministry of Health

6.0 VISITORS ATTRACTIONS AND EXPERIENCE

- a. Attractions vary in risk level dependent on their nature. It is advisable the business to observe the following:-
 - ❖ Maximize the number of entry and exit points;
 - ❖ Limiting number of visitors in premises to observe social distancing;
 - ❖ Practice social distancing principle by floor markings whenever possible;
 - ❖ Frequently clean premise/objects with disinfectant;
 - ❖ Scheduled surface cleaning throughout the day;
 - ❖ Introducing timed slots; and
 - ❖ Body temperature checking prior to activities.
- b. Ensure regular cleaning time between activity sessions;
- c. Adventure activities which need very close body contact with the animator should not be operated until risk is evaluated;
- d. Foot operated covered bins must be available and all trash need to be disposed.

7.0 MEETING, CONFERENCE AND MEGA EVENTS

- a. Ensure service staff wears proper protective gears when cleaning common areas while observing proper sanitary practices;
 - b. Staff and participants should minimize body contact;
 - c. Provide hands sanitiser or hands washing facilities at the entrance preferably
-

with a foot or elbow operated tap and make sure that each visitor washes hands before entering;

- d. Instruct customers to wait in a queue until their turn keeping 1.5m distance. Queue arrangement must be available where necessary;
- e. For outdoor events it is recommended that the number of people should not exceed fifty and observe the following:-
 - ❖ Avoid body contact and wash hands frequently with soap;
 - ❖ Practice social distancing and maintain distance of at least 1.5m ; and
 - ❖ Check the temperature of all guests entering the event.
- f. For indoor events, it is recommended that designated personnel open and close the doors, and facilitate hands sanitizing;
- g. Any events are subjected for cancellations by the issuing authority if they pose a risk to public health;
- h. Conferences and meetings will be operated on a similar basis to other restaurants, with revised floor plans and ensuring one and half metre distance between delegates;
- i. Any pens and papers provided will be on request, and delegates will be told to keep any such pens and papers in their possession; and
- j. Any used pens and paper left will be disposed;
- k. Disposable paper cups and cutlery are discouraged. Make sure that guest refrains from sharing glasses, plates and spoons; and
- l. Set menus are recommended and buffet arrangements are highly discouraged. If it is



required to have a buffet, a designated staff members must be appointed to serve food, to avoid guests handling common utensils.

8.0 FOOD AND BEVERAGE SERVICES

- a. Food handlers must regularly wash hands, even if they have no disease symptoms. This includes (but is not limited to) before starting, before preparing or handling food, after handling waste, after using the toilet, after blowing their nose, sneezing and coughing, after eating, drinking or smoking, and after handling money or credit cards;
- b. Protecting foods from contamination, minimizing direct handling of food and preventing cross-contamination of foods. Discard any foods that may have been contaminated;
- c. Clean and sanitize utensils and surfaces in the kitchen regularly using standard sanitizing solutions;
- d. Increase frequency of cleaning and sanitizing of food contact surfaces and high-touch areas;
- e. Wash/sanitize used dishes using regular procedures to prevent cross contamination;
- f. Avoid providing common water coolers or lobby snacks for guests whenever possible;
- g. Encourage guest and staff hand hygiene before all meals. Make plain soap and water or hand sanitizer available to support this activity; and
- h. Regularly clean and disinfect equipment used for handling payments.

Delivering and Picking Up Food Trays

- a. Restaurant, dining room and bar staff should perform personal hygiene as strictly as possible.



Guests should be reminded when entering and leaving the restaurant, breakfast, bar or dining room to disinfect their hands;

- b. Whenever possible, it is recommended to have a **maximum of 4 persons for 10 square meters**. Tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than 1m apart and that guests face each other from a distance of at least 1m. At any queuing point, tape or rope must be used to manage queues and spacing at 1 meter. Queuing situations must be monitored and adjusted if proven to be inadequate;
- c. Menus should be revised to reduce complexity e.g, reduced buffet options. Any buffet service should be handled by staff only. Machines and receptacles for juice, coffee and other should also be manned by staff;
- d. Menus should be replaced with electronic menus (on sanitised tablets), or a fixed board. Otherwise menus must be sanitised after each guest use;
- e. Waiting staff to stand at least a meter from tables, floor markings can be used to assist;
- f. Clearing and cleaning systems must be implemented with designated containers for different items cleared and sealable refuse containers for food waste;
- g. Room service should also move to deli/takeaway style. Trays should be left outside the room on a tray, after the guest has been alerted to the delivery by knocking or ringing. The staff member delivering should then stand back one meter until the guest has retrieved the food delivery;
- h. The guest should be requested to leave the used disposable items and waste in the bin provided outside the room after they finish; and
- i. Proper hand hygiene must be practiced before delivering and after picking up food trays. Regularly clean and disinfect carts used for transporting food and picking up dirty dishes.

Kitchen and dishwashing

- a. Regular food trays, dishes and utensils can be used for guests;
 - b. Regularly clean and disinfect carts used for transporting food and picking up dirty dishes;
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- c. Clean and disinfect all dish buckets (dirty and clean) after each shift; and
- d. Maintain separation between clean and dirty dishes in the dish washing area;
- e. Staffing levels may have to be reduced to facilitate spacing and workstations can be demarcated to indicate the physical spacing required;
- f. Equipment must be disinfected frequently using recommended solutions and utensils, pots and pans, and receptacles, should undergo more frequent hot washing;
- g. Kitchen equipment and guest crockery and cutlery should be washed separately; and
- h. Ventilation should be maximized either with open windows or efficient air-conditioning which has been regularly serviced.

9.0 SPAS and Wellness Centers

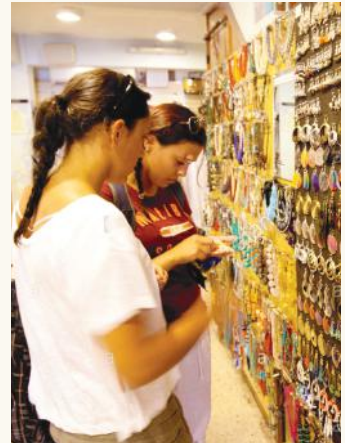
- a. Make sure the staff and client wear a face mask;
 - b. Non-contact options is preferred such as saunas and steam rooms, but with all hygiene, sanitizing and spacing protocols applied;
 - c. Conduct temperature screening for customers at entrances to detect customers with fever;
 - d. Recommend all customers to take a shower/at least a body wash prior to treatments;
 - e. Sanitize stations and chairs with anti-bacterial cleansing solution after each client;
 - f. Sanitize frequently used surfaces throughout the day;
 - g. Hands washing facilities and hand sanitizer available throughout the salon for clients and staff;
 - h. Sanitize combs, brushes and other tools after each use;
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- i. Maintain social distancing; and
- j. Keep a distance with the other client who is having treatment, at least one meter.

10.0 SAFE DISTANCING MEASURES FOR TOURISM

VENDORS

- a. Retail establishments certified by the government and that are permitted to remain open must adhere to safe distancing measures by putting in place a queue management system to minimize crowds within their premises;
- b. Use floor markers to clearly demarcate queue lines for customers at cashier counters, or where required;
- c. Ensure at least one-meter spacing between customers is enforced at all times, and limit the number of customers within the service area to allow for the one-meter spacing; and
- d. Issue special identification card to tourism vendors and it will be strictly prohibited for any body without ID to visit the tourism zone/site.





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