

1.0 INTRODUCTION

The global outbreak of the COVID-19 pandemic has had a profound impact on the tourism industry. In the case of the Tourism sector, the initial measures to curb the spread of the virus necessitated a closure of all services.

As the COVID-19 situation evolves and the government lifts the restrictions on the operation of these enterprises, there is a need to guide the enterprises on measures to ensure the safety of guests and workers during and post this pandemic.

In line with the World Health Organization (WHO) and Ministry of Health (MoH), the Ministry of Tourism, Wildlife and Antiquities (MTWA) and the Uganda Tourism Board (UTB) have designed a protocol on the preparedness and response for COVID-19 pandemic for the tourism and hospitality industry in Uganda.

The guidelines were produced in consultation with the stakeholders and aim to support private sector to recover from an unparalleled crisis with public health as the primary concern.

These protocols are based on the current guidelines of the Ministry of Health and industry best practices in regard to health and safety standards. They will continuously be revised and updated as new information and guidance is received from the health authorities.

2.0 OBJECTIVES & APPROACH FOR THE TOURISM SECTOR

OBJECTIVES

2.1 Have the sector lead the definition of industry best practices as Tourism moves from crisis management to recovery.

2.2 Put the safety, health and security of travelers and Tourism workforce at the core of the protocols.

3.0 APPROACH

- Ensure coherence through a coordinated and transparent approach, supported by medical evidence, within the Tourism sector.
- Share harmonized and consistent protocols which are outcome driven and practical across destinations.
- Rebuild trust and confidence among travelers through effective communication & marketing; letting them know the protocols implemented and assurances available to keep them safe.
- Advocate for the implementation of enabling policies to support the recovery and demand regeneration for the sector.

For the purpose of alignment across industries within the Tourism sector, the protocols are in four pillars, namely:

- I. Operational and Staff Preparedness
- II. Ensuring a Safe Experience
- III. Rebuilding Trust & Confidence
- IV. Implementing Enabling Policies

3.1 OPERATIONAL AND STAFF PREPAREDNESS

Tourism Enterprises operators may achieve operational readiness for reopening by having a documented COVID-19 prevention plan including an action/checklist for infection prevention and management as well as a special cleaning and disinfection plan

As Tourism Enterprises restart their operations, they should ensure that they can optimize operational quality and delivery and have trained staff to prepare and execute on the operational plans. They may achieve operational readiness for reopening by:

- a) Having a COVID-19 prevention plan including an action/checklist for infection prevention and a special cleaning and disinfection plan.

- b) Implementing protocols and guidelines for staff health, including health checks for staff. Reflected physical distance in office layout and limiting the number of staff in common back-of-house areas where possible.
- c) Implementing protocols to minimize physical contact.
- d) Implementing physical distancing protocols.
- e) Having Personal Protection Equipment (PPE) available to staff, such as masks, as long as required as per risk-based approach.
- f) Integrating technologies to enable automation such as contactless payment. If contactless payment is not possible, consider using gloves and hand sanitation.
- g) Establishing with suppliers and partners including restaurants, hotels, parks, transport partners and venues that they follow likeminded health and hygiene protocols and guidelines to protect guests.
- h) Identifying and adopting appropriate cleanliness and disinfection best practices validated by health authorities
- i) Exploring different options for operations, where possible, such as advanced tickets, timed entries, and smaller groups.

Tourism Enterprises operators should train all their staff to prepare and execute on operational plans by:

- a) Creating and implementing staff protocols and guidelines, including tour guides, coach/drivers and local specialists, and operations.
- b) Providing their staff with the tools and information necessary regarding infection control, physical contact, sharing of food and utensils, appropriate attire, and enhanced hygiene measures, the use of masks and gloves as recommended by MoH.
- c) Requesting that key stakeholders such as partner venues, hotels and transport partners have trained their staff on the basis of likeminded protocols to enable consistent approach across sector.
- d) Regularly monitoring the well-being of team members by leadership, encouraging them to following MoH guidelines.

DELIVERING A SAFE EXPERIENCE

3.2.1 As Tourism Enterprises operators work to deliver a safe experience for their staff and their guests through enhanced cleanliness and hygiene best practices, they are encouraged to:

- a) Work with suppliers to understand what additional measures have been introduced.
- b) Implement or confirm suppliers' processes focused on enhanced sanitation, disinfection, and deep cleaning practices for coaches and other vehicles used as well as increase their cleaning/disinfection frequency.
- c) Select disinfecting products approved by health authorities.
- d) Revisit guidance to cleaning team with a specific focus on high-frequency touch points, including handrails, door handles, tables, board toilets, air conditioning filters, overhead lockers and headsets if applicable. Enhance cleaning frequency as appropriate.
- e) Allocate seating plans with no rotation and implement seat spacing.
- f) Explore providing best waste management practices; bins with liner bags and regular disposal.

3.2.2 Establish linkage with transport partners that they have conform to processes of sanitation, disinfection and deep cleaning practices

- a) Implement customer processes including guest information and minimizing physical contact:
- b) Implement guest health checks and testing
- c) Limited physical contact and queuing where possible
- d) Make face masks available to guests
- e) Developed online check-in and contactless check-out tools and procedures where appropriate and possible
- f) Plan staggered timing when possible of access to venues, hotels and restaurants among others
- g) Established with partners and suppliers, including shops, showrooms, venues/shops, museums, shows, theatre, concert halls, factories & farms, that they follow likeminded health, sanitation, disinfection and hygiene protocols aligned with local regulation

3.2.3 Establish that partner restaurants follow likeminded health, sanitation, disinfection and hygiene and food safety protocols to protect guests, such as:

- a) Approved disinfecting products made available at entrance to guests in the form of alcohol-based hand sanitizer as appropriate.
- b) Restaurant staff are trained and adhere to likeminded health, hygiene, and physical contact guidelines.
- c) Avoiding self-service at buffets.
- d) Regular cleaning of coffee/drinks machines operated by a staff member.
- e) Enhanced cleaning, including disinfecting of tables and chairs after a guest has left and using dishwashers over hand-washing.
- f) Minimized physical contact through table spacing and guest seating.
- g) Minimizing what is placed on guest tables and providing mono-packaged items if feasible.
- h) Provision of digital and contactless menus where possible.
- i) Reviewed payment methods to prioritize contactless and pre-payment methods.
- j) Considering having longer opening hours to reduce the number of guests served at any given time and facilitate the implementation of the new measures.

3.2.4 Have a valid COVID-19 free certification for core staff not more than 14 days old from a recognized government approved facility at the first time and subsequently maintain COVID-19 prevention guidelines prescribed by the MOH and relevant agencies.

3.3.5 Ensure drivers and guides use suitable communication gadgets for vehicles carrying more than 7 passengers to communicate with guests to avoid turning or shouting to enable them to be heard by guests.

3.2.6 Use of disposable headrest covers which are replaced after each trip.

3.2.7 Encourage Tourist vehicles/boats not to make stopovers at any other place apart from the prearranged designated point or areas.

4.0 GENERAL HEALTH AND SAFETY PROTOCOLS

The following measures that have been communicated by the Ministry of Health, Local Health Authorities and World Health Organization should be strictly adhered to all times:

Social distancing measures together with frequent hand hygiene and respiratory etiquette are the main measures to prevent transmission of COVID-19. Although it is probable that guests are already familiar with these measures, they should be reminded as a form of hospitality.

4.1 Social Distancing

Social distancing includes refraining from hugging & shaking hands with guests as well as among fellow staff. It involves maintaining a distance of at least 2m (6 ft) and avoiding anyone who is coughing or sneezing.

4.2 Hand Washing

Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water. Also avoid touching eyes, nose, and mouth. Hand disinfection is indicated after exchanging objects (money, credit cards) with guests.

4.3 Respiratory Hygiene

Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.

4.4 Disinfection

All indoor areas such as entrance lobbies, corridors and staircases, escalators, elevators, security guard booths, office rooms, meeting rooms, cafeteria should be mopped with a disinfectant (1% sodium hypochlorite or phenolic disinfectants).

For metallic surfaces like door handles, security locks, keys etc. 70% alcohol can be used to wipe down surfaces where the use of bleach is not suitable.

4.5 Health and Safety Communication

Communication should be maintained between Management and staff in charge of the different departments in order to pre-define an information policy for guests as well as to rapidly provide and obtain information on incidents that may arise in the establishment and to know the status of the situation at all times.

Providing guidelines to the staff on how they should communicate the action plan to guests and other stakeholders can ensure alignment consistency.

Short documents or informative posters can amplify the key messages among guests and staff, including:

- a) Promoting of hand washing
- b) Respiratory hygiene
- c) Basic hygiene practices
- d) Coughing etiquette
- e) Contact information of key staff personnel
- f) Emergency Telephone number

Official leaflets on basic hygiene practice and COVID-19, in different languages, could be useful information tools.

It is useful to have an up-to-date list of the contact information of the staff, including emergency telephone numbers.

4.6 Health and Safety Training

Management should inform all staffs of the measures to be adopted and the measures that could protect their health and that of others including the recommendation to stay home and seek medical attention if they have respiratory symptoms, such as coughing or shortness of breath.

Management should organize information briefings that cover all the basic protective measures against COVID-19 and the signs and symptoms of the disease. Training may be needed for specific procedures.

5.0 SECTOR PROTOCOLS FOR THE NEW NORMAL

5.1 Tours Agencies

The tour operators and their service providers shall be required to comply with the general provision under of this protocol;

- a) Have documented Standard Operating Procedures (SOPs) for guest Management in line with these protocols and MOH COVID-19 preventive guidelines as appropriate.
- b) Guest/visitors register shall be kept and updated daily and should include mobile contact & physical address for ease in tracing.
- c) Establish and maintain a register of all staff, drivers and guests handled.
- d) Whenever possible, minimize walk-in clients and encourage online bookings
- e) Ensure tour vans and transfer vehicles are properly cleaned and sanitized before, during and after each trip/ transfers.
- f) Provide packed lunches for long drive to avoid stop-overs. Staff while serving food and drinks shall observe the guidelines similar to catering and accommodation facilities provided herein.
- g) Have vehicle air-conditioners modified to include air purifiers where applicable, which will reduce the ability of the virus circulating inside the vehicle especially for larger and luxury vehicles.
- h) Encourage open windows when weather permits, to allow air circulation.
- i) Develop creative personalized group tours and packages to incentivize domestic tours, excursions, short trips and visits to nearby destinations in the short term.
- j) Limit the number of staff accompanying guests in every trip.
- k) Ensure information provided is stuck on the back of the chairs or the body of the vehicle to minimize contact.
- l) Promote use of smart/automated doors to minimize touching contaminated surfaces where applicable.
- m) Integrate technologies to enable automation, such as contactless payments platforms like online money transactions and tour information where possible and discourage cash payments.

5.2 Travel Agencies

The travel agents and their service providers shall be required to comply with the general provision prescribed in this protocol and in addition;

- a) Minimize walk-in clients and encourage online bookings.
- b) Promote use of smart/automated doors to minimize touching contaminated surfaces.
- c) Develop a COVID-19 Travel Risk Assessment Plan to assess any potential risks. The risk assessment plan shall help provide information relating to health, safety and hygiene measures in the destination in response to guests' queries and specific needs.
- d) Install physical barriers/transparent screens to provide special separation between customers and employees, especially for travel agents located in shopping malls, airports, or in areas with direct public access.
- e) Encourage physical distancing of at least 2 meters and providing signage to ensure proper separation in common areas, discouraging congregating in crowded areas, limiting the number of employees and customers in the travel agent's shop.
- f) Educate both employees and customers about their shared responsibility to help protect each other in a COVID-19 environment.
- g) Enhance sanitation through customized procedures to suite each agent's operating environment and the expectations of its customers.
- h) Implement touch less technologies or low-touch solutions, where practical, such as e-ticketing, e-visa solution, online check in services, e-payment or mobile payment services, passenger tracing services and travel agents' airport transfers to limit the opportunity for virus transmission while also promoting a safe and enjoyable travel experience for customers.

5.3 Tour Guides

5.3.1 Tour guides must assume a firm commitment to risk management, executing the systematic implementation of measures from the contingency plan

defined to prevent and reduce hygiene and health risks in their activity. To do so, they must:

- a) Identify existing risks (routes to be followed, visits to monuments, possible crowding, group size, restrictions on the provision of certain tourist services, etc.)
- b) Establish mechanisms for gathering information to make the best decisions to be adopted in their activity (specialists, destination managers, etc.)
- c) Conduct a risk assessment to draw conclusions.
- d) Design a contingency plan and implementation in coordination with stakeholders (service providers, authorities, other guides, etc.)

5.3.2 The contingency plan should include:

- a) The measures to be adopted to prevent health and hygiene risks.
- b) The allocation of material resources, including determining the use of Personal Protective Equipment (PPE) in accordance with the needs derived from the prior assessment.
- c) The determination and implementation of an action protocol in the event that a client is observed with symptoms compatible with COVID-19, following in all cases health authority guidelines.
- d) Compliance with the recommendations and guidelines issued by health authorities regarding special measures against COVID-19, as well as the additional measures contained in the contingency plan resulting from the risk assessment.

5.3.3 If the tour guide is hired by a third party, legal regulations regarding occupational risk prevention will be applied.

5.3.4 Tour guides must establish the actions needed to acquire the resources provided in the contingency plan, as well as those recommended by health authorities (e.g. hand sanitizer, masks, gloves).

5.3.5 The measures to be adopted in the contingency plan must consider the following:

- Gain information and training on health and hygiene risk prevention guidelines in the activity.

- Avoid greeting other tour guides, service providers and visitors with physical contact, including shaking hands. Safe distances must be respected whenever possible.
- Refrain from providing the service if the tour guide experiences any symptoms of the disease, even if they are mild.

5.3.6 The tour guide must inform clients about applicable prevention and hygiene measures, and also:

- Restrictions, limitations or modifications to the service to prevent contagion.
- Preventive measures taken by the tour guide during the tour and which must be adopted by the clients. The latter must be notified to clients before contracting the services.

5.3.7 The tour guide must follow these preventive measures when designing activities:

- a) Determine how the visit will be conducted and where the tour will go based on the risk assessment and the regulations and/or possible restrictions applied by the various service providers (museums, monuments, national parks, etc.). For example:
 - i. Prepare one-way routes to avoid groups crossing whenever possible coordinating in any case with other tour guides.
 - ii. Avoid areas likely to be crowded.
 - iii. Avoid small spaces with limited capacity.
- b) Wherever feasible, a single point should be established for getting on and off the vehicle in areas with more tourism in order to facilitate information, application of health and hygiene regulations and control application. This point should be agreed with the administration.
- c) Walking tours and stops for explaining monuments must be done in open and/or wide spaces, respecting the safe distance.
- d) A maximum number of people to whom the service can be offered safely should be established. If tour guides use their own vehicle to transport tourists (always with the required license), they must follow the guidelines set by health authorities.

- e) The tour guide should ask providers used to contract a service (e.g. accommodation, restaurants, coaches, museums, monuments, visitor centers, etc.) for the applicable protocol for the prevention of health and hygiene risks with respect to COVID-19.

5.3.8 The tour guide should coordinate with suppliers in order to avoid crowding when groups arrive, for example:

- a) Sending the list of client documentation in advance.
- b) Handing out room keys inside the vehicle.
- c) Staggered entrance to the hotel/museum/monument.
- d) Setting up an appointment.

5.3.9 Pre-activity information and communication

The tour guide must:

- a) Send the client a document along with the quote explaining the preventive measures that will be taken in terms of health and safety during the service, preferably in the client's mother tongue or, failing that, in English. This document should be as graphic and illustrated as possible.
- b) Have access to information on the location and contact details of medical and emergency care centers where a client with COVID-19 compatible symptoms can be referred.

5.3.10 **Welcome activities**

The following preventive measures must be enforced:

5.3.10.1 Before starting the tour/visit;

- a) The tour guide should recall the preventive measures in place and urge compliance with them for the good and safety of others (no touching surfaces, keeping a safe distance, wearing a mask, washing hands frequently, etc.).
- b) The tour guide must inform the group of how the visit will be carried out, the route and the rules and/or possible restrictions applied by the various providers (museums, monuments, national parks, etc.).
- c) Forms of greeting that involve physical contact with the client should be avoided.

- d) One disposable cover per person should be used for microphones that may be used consecutively by several tour guides.

5.3.10.2 During the tour/visit;

- a) The tour guide must always appear calm and confident in applying this protocol. Clients must be reminded of complying with this protocol of measures during the tour.
- b) The tour guide authorization, which must always be worn visibly during the service, must be correctly sanitized.
- c) The tour guide who chooses to wear gloves must put them on in front of visitors and use them correctly, although hand washing before and after the visit and whenever equipment is shared is recommended.
- d) Properly disinfected or single-use headsets/whispers/radio guides should be used. If they are not single-use, the client will disinfect their hands before and after use. The client will return these devices, placing them all in a bag which will be sealed. Other alternatives can be considered, such as applications on the tourist's mobile.
- e) Printed material such as maps, brochures, etc. should be avoided and replaced with digital material. If this is not possible, they should be easy to clean and disinfect, or be disposable.
- f) The planned schedule should be respected as much as possible to avoid incidents. Improvisations affecting the development and itinerary of the visit should be avoided.
- g) The work of other colleagues and coordination with them must be respected, especially in places with narrow streets, access to monuments, etc.
- h) The safe distance between the tour guide and clients, and between clients themselves, should be maintained throughout the tour. If this is not possible, a mask should be used and clients should be encouraged to use one too. Clients must be informed of this and whether they must bring a mask.
- i) Transparent screens are recommended to facilitate communication with hearing impaired clients.

5.3.10.3 After the tour and during the farewell;

- a) Avoid the use of cash and prioritize the use of cards or other electronic means, preferably contactless, when charging and paying for services and/or providers (e.g. pre-payment online). If cash is handled, hands should be washed or disinfected as soon as possible.
- b) Protective materials used (masks, gloves, etc.) must be disposed of properly.

5.3.11 CLEANING REQUIREMENTS

The tour guide should consider the following aspects in terms of cleaning and disinfection;

- a) Using authorized disinfectant cleaning products safely and according to product safety guidelines.
- b) Increasing cleaning frequencies, especially in areas of greatest contact like car door handles and equipment.

5.4 Professional Safaris & Services, Photographers and Tour Site Operations Services

All professional safari providers, photographers and beach operators shall comply with the general provision under this protocol and in addition;

- a) Safari guides shall carry sanitizer at all times and its regular use is encouraged.
- b) Guides and guests shall wear appropriate PPEs at all times.
- c) Additional disposable PPEs shall be made available in the vehicle for use at all times.
- d) Waste bins shall be available for the disposal of used PPEs.
- e) A contactless thermometer for checking temperature shall be made available for use in the vehicle at all times.
- f) Maintain good personal grooming and ensure clothing is properly cleaned and ironed on a daily basis.
- g) Ensure vehicles used in guest transport are cleaned and sanitized after every passenger /group tour.

- h) Each Site Manager /Operator shall appoint a Safety Officer responsible for temperature screening of site operators and clients before their interaction.
- i) Maintain a register of clients transported or who have interacted with the tour guides/Tour Site operators.
- j) Maintain appropriate and reliable list of emergency contacts for rapid assistance in case of health and safety related instances.
- k) Handling of cash shall be minimized or eliminated and online mobile payment or credit/debit cards encouraged.
- l) Guide books shall be provided on request.

5.5 Tourist Mobile Service and Transport Providers – Local Air Charters, Tourist Service Vehicles & Boats

5.5.1 Tourist Service Vehicles & Boats

Tourist Service Vehicle/Boat Operators shall be required to comply with the general provision under this protocol and in addition;

- a) Ensure TSVs/Boats are sanitized before the start of each trip and this will include cleaning and disinfecting of all surfaces (handrails, door handles, tables, seats etc.), at regular times in the course of trip and at the end of the trip.
- b) Ensure TSVs/Boats are sanitized before a new group of guests/clients use them.
- c) Have hand sanitizers freely available on board for the guests to use throughout the journey.
- d) Provide approved quality facemasks to guests on all trips on need basis.

5.5.2 Carrying Capacity of Tourist Service Vehicles & Boats

5.5.2.1 The carrying capacity that ensures social distancing between guests travelling together, the maximum recommended capacity to be observed for each class of vehicle are as follows;

- a) Customized Tour Vehicles (Land cruisers and Vans) 7 occupants including the driver
- b) Mini Vans, Coasters and buses, fifty percent of carrying capacity as per the Ministry of Works & Transport (MoWT) guidelines.

5.5.3 Ensure that all tour arrangements consider the needs of persons with disabilities.

5.5.4 Choose service partners that are confirmed to comply with existing Government directives for the safe handling of their guests.

5.5.5 Keep a record of emergency contacts for rapid response services in case of COVID-19 suspected instances from designated Authorities.

5.5.6 Maintenance of cleanliness of the Tourist Service Vehicles/Boats on trips

- a) Ensure TSVs/Boats are sanitized frequently. Particular attention should be paid to disinfecting frequently touched areas and surfaces both internal and external such as door handles and arm rests.
- b) Third party cleaners and car washers should wear appropriate PPEs.
- c) Guests are encouraged to bring their own water bottles.
- d) Any provided water bottles or items should be labeled with each guest name to avoid sharing or use by another.
- e) Reusable food containers should be sanitized regularly.
- f) Binoculars, telescopes and cameras should not to be shared and should be sanitized regularly.
- g) Blankets or ponchos are discouraged, however where provided for guest use, they shall not be shared and should be disinfected/sanitized regularly.
- h) Particular attention shall be given to luggage disinfection before and after handling.
- i) All used PPEs (gloves, masks, tissues) and any other disposable material should be disposed of in a covered bin.

5.6 Homestays, Community/ Cultural Villages and Informal Attractions Sites

Homestays and community/cultural villages tourist owners, service providers shall be required to comply with the general requirements outlined in this protocol and;

- a) Guests shall inform the homestay, community/ cultural village host of their intended visit and book in advance to allow hosts to ably prepare for their visits.
- b) Guests shall only be allowed at specified homes or communities that ensure guests and hosts keep the required physical distance and practice safe hygiene.
- c) Vulnerable persons, children and elderly members of the host family/community shall not be allowed to interact with guests.
- d) Guests shall not share sanitation facilities and items used by members of the hosting family or community/cultural village.
- e) Unregistered/unlicensed homestays shall not be allowed to receive and/or accommodate guests overnight within hosting community/cultural villages.
- f) Guests shall only be allowed to touch souvenir items that they purchase.
- g) Food preparation and service demonstrations by community/cultural villages shall not be allowed.
- h) Informal attractions such as valley viewpoints and curio shops along tourist routes shall provide hygiene and sanitation facilities including running water and soap for hand washing and encourage social distancing.
- i) Great care shall be taken when using equipment to avoid sharing items such as boats' life jackets among others or sanitized.
- j) Where a safari guide stops at any informal attraction's sites, they shall ensure strict hygiene protocols are followed including face covering essentials and sanitization before and after stopover at the sites.

5.7 Shops / Curios and General Vendors

- a) Shops/curio vendors shall comply with the general provision under part two of this protocol to ensure minimum contact with guests and;
- b) Sanitize or wash hands before and immediately after entering the work premises and after touching items or surfaces.
- c) Guest hand sanitizers/hand wash facilities shall be provided in strategic locations within and around the premises or entrance of the premises.

- d) Credit card machines where used, shall be wiped with alcohol wipes before and after use by each guest.
- e) 70% alcohol-based sanitizer spray can be sprayed thinly on all items that had been touched and then allowed to evaporate (no wiping needed).
- f) Guests shall be required to properly sanitize and/or wash their hands on initial arrival before entry to the shop.
- g) Goods/items shall be sanitized, cleaned, packed, and sanitized again and delivered to guest's pick-up tray/trolley or table designated for the purpose.
- h) Staff delivering packed goods/items shall stand back 2 meters until the guest has retrieved the goods/ items delivery.
- i) There shall be zoning of general vendors operating in a certain locality to ensure social distancing is maintained.
- j) A register of general vendors operating in a certain locality shall be kept by local associations or local authorities for ease in tracing.
- k) Unlicensed vendors shall be barred from operating on the sites and venues as they may pose problems in tracing.

6.0 HANDLING COVID-19 CASES

6.1 General Recommendations

If a guest or staff develops symptoms of acute respiratory infection, efforts should immediately be made to minimize contact of the person with all guests and staff. Management should follow the procedures in the action plan for the situation when a guest develops signs and symptoms indicative of COVID-19 as they contact the responsible health professionals.

6.1.1 Separate the person from the other persons by at least 2m (6 ft) in a designated isolation area.

6.1.2 Request the person to wear a mask and practice respiratory hygiene when coughing and sneezing. If the mask cannot be tolerated by the ill person, provide tissues to cover mouth and discard the tissue immediately into a biohazard disposal waste bag or place it into an intact plastic bag, seal it, and consider it "biohazard" waste; wash hands with soap and water or alcohol-based hand rub.

6.1.3 In case the person cannot wear a mask, direct contact with the ill person should be avoided unless wearing at least disposable gown, gloves, a mask, and eye protection.

6.1.4 When attending to a guest or staff coming from an affected area who displays fever, persistent cough, or difficulty breathing, always use additional protective equipment, including mask, eye protection, gloves, and a gown.

6.1.5 Remove PPE carefully to avoid contaminating yourself. First remove gloves and gown, do hand hygiene; next remove the mask and eye protection, and immediately wash hands with soap and water or alcohol-based hand rub.

6.1.6 Properly dispose of gloves and other disposable items that had contact with the person's body fluids in biohazard bag or a secured plastic bag, which will be considered as "biohazard" waste.

6.2 Case of an affected worker

6.2.1 If a member of the staff reports respiratory symptoms, the staff must immediately stop work and seek medical assistance. The staff should stay isolated in a suitable room while the medical services are being notified.

6.2.2 Staff who report from home that they are ill with respiratory symptoms should be advised to stay at home and seek medical attention.

6.2.3 Staff who report from home that they have been diagnosed with COVID-19 should follow the instructions received from the health authorities, including the recommendation of self-isolation at home until fully healed.

6.3 Case of an affected guest

If the person affected is a guest, continued stay of the sick person in the establishment is not recommended. The person can be isolated in a room on a temporary basis until the intervention of local health authorities, and provided

the room is not shared with other guests. No visitors should be permitted to enter the room occupied by the affected guest.

Depending on the availability of rooms, accompanying persons, if any, should be moved to a different room.

Measures for the management of contacts can be referred to the health authority interim guidance on home care for patients with COVID-19 presenting with mild symptoms and management of their contacts.