



GUIDELINES FOR THE FIJIAN TOURISM INDUSTRY COVID SAFE OPERATIONS

1.0 INTRODUCTION

The Guidelines have been developed in line with the World Health Organisations (WHO) operational considerations for COVID-19, World Travel and Tourism Council, and the Fijian Ministry of Health and Medical Services (MHMS), and in consultation with tourism stakeholders.

The Fijian tourism industry is encouraged to follow and adopt the operating guidelines to the greatest and most practical extent possible. The Guidelines should be treated as a living document, subject to review and amendments as the situation unfolds.

2.0 PRINCIPLES

1. Maintain physical distancing of 1.5 metres
2. Ensure personal hygiene at all times
3. Appropriate use of face covering
4. Enhance surface sanitisation
5. Screening and management of persons with symptoms
6. Maintain contact tracing information and must download careFIJI app

3.0 GENERAL

3.1 Action Plan

Establish an Action Plan tailored to your specific situation and implement it in accordance with the recommendations of MHMS with the aim to prevent, manage, and mitigate COVID-19 among guests and employees. The Plan must be consulted and communicated to appointed employees, who shall act as focal points. It should be updated when necessary as a consequence of new guidance, procedures, or regulations issued by the MHMS.

The Plan should also include the provision of equipment and procedures, for the management of suspected case(s) and their possible contacts. Additionally, it must be reflective of staffing needs. A management team may be established, with nominated employees from each division, who are empowered to ensure business-wide compliance with safe COVID-19 working practices.

3.2 Implementation and Monitoring

Implementation and the effectiveness of the measures undertaken should be evaluated for compliance, identify and correct gaps, and adapt the plan to practical experience. It is necessary to be alert to any unusual rise in worker absenteeism, especially those due to acute respiratory infections, possibly caused by COVID-19.

3.3 Staffing

- Establish necessary changes to employee scheduling patterns. Consider grouping employees with no work hour overlap in the event that employees need to be quarantined.
- Review leave policies and consider flexible work arrangements and sending those displaying symptoms home. If an employee is isolated or affected by COVID-19, ensure they stay away from the workplace and adopt flexible work arrangements, where the role permits, to allow employees to work from home.

- Establish employee health monitoring system, record employee health status daily. Those who feel unwell should seek medical treatment in time. If and where possible, conduct daily thermo checks using a dedicated trained employee. Set up temperature monitoring equipment at the entrance of lobby or employee gate to take temperature, and only those with normal temperature can enter. Once an employee is identified to have fever (37.5°C and above) and/or COVID-19 symptoms, this must be well documented and communicated to the management team.
- Ensure adequate supply of appropriate Personal Protection Equipment (PPE) and medical equipment (e.g., disposable gloves, face covering, and soaps/sanitiser) and undertake training to familiarise employees on their usage.
- Set physical distancing standards for communal employee areas (i.e. break rooms, cafeteria, lockers, back of house, etc.) and determine how capacity restrictions will be monitored.
- Educate employees about updated sanitation practices and policies, including handling guest inquiries about those practices and policies.

3.4 Training

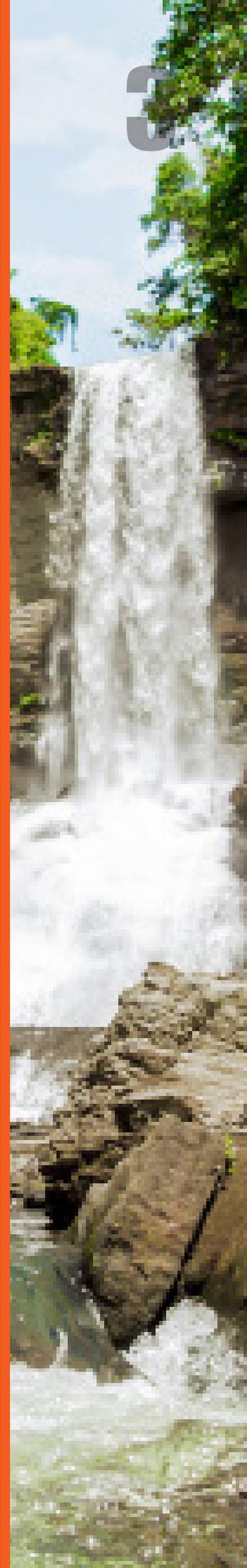
- Inform all employees of the measures adopted and those that could protect their health and that of others.
- Organise information briefings that cover basic protective measures against COVID-19 and the signs and symptoms of the disease.
- Train employees on specific standard operating procedures such as safe physical distancing practices, hand hygiene and respiratory hygiene practices, use of gloves and masks.
- Cross-train and establish arrangements to minimise disruptions. During an outbreak, only skeleton employees may operate.
- Create awareness on the need to reduce paper usage and cash transactions, where possible.

3.5 Communication

- Internal communication - between management, employees and guests, including through the focal points in the different divisions. This will assist predefining an information policy for guests as well as to rapidly provide and obtain information on incidents that may arise.
- External communication - maintain communication with booking agencies, contractors, airlines, transport providers and Government agencies to ensure information on travel precautionary measures are observed.
- Clear signage or informative posters (electronic or physical) can amplify key messages among guests and employees, including the promotion of hand-washing and respiratory hygiene, coughing/sneezing etiquette, cleaning protocols and social distancing.
- It is also useful to have an up-to-date list of the contact information of employees, including emergency telephone numbers.
- Official, up-to-date information should be available about travel to and from countries or areas where COVID-19 is spreading, even domestically. Information of the Fijian Government's restrictions, including curfews and lockdowns must be communicated to guests.

3.6 Contact Tracing

- Businesses must ensure collecting contact tracing information, as and where applicable, of all guests and employees. Information must include name, time/date, address and contacts.
- All guests and employees, specifically frontliners, must be mandated to download the careFIJI mobile application and switch on the Bluetooth signal to track encounters by proximity and duration. Information on the careFIJI app to be prominently displayed at the establishment.



3.7 Physical Distancing Measures, Hand Cleaning and Respiratory Hygiene

- Avoid hugging, kissing, garlanding and shaking hands with guests, and among employees. Maintain a distance of at least 1.5 metres and avoid contact with anyone who is coughing or sneezing. Encourage other non-contact methods of greeting. The customary 'Bula' greeting may apply with a handwave or 'namaste' as applicable
- Consider alternative protocols for welcome pleasantries such as welcome drink and face wet disposal towels
- 1.5 metres physical distancing to be maintained at all times
- Regularly wash hands for 20 seconds with an alcohol-based hand rub or with soap and water. Hand disinfection is indicated after exchanging objects (money, credit cards)
- Avoid touching eyes, nose, and mouth
- Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing

4.0 ACCOMODATION

4.1 Front Desk

- Be informed of COVID-19 to ensure duties are carried out safely and the possible spread of COVID-19 within the establishment is prevented.
- Be able to inform guests on business' policy in terms of the preventive measures established or other services that guests may require (for example, medical and pharmacy services available in the area or at the establishment itself). They must also be familiar with the room occupancy policy for accompanying persons in the event of a suspected case of COVID-19.
- Keep 1.5 metres distancing when guests line up at front desk.
- Have available telephone numbers of health authorities, medical centres, public and private hospitals, and health centres for use whenever there is possibility that a guest or employee is ill, this includes the COVID-19 helpline.
- Handling of guest luggage should be on a request basis and guests should be encouraged to disinfect luggage handles.
- Where practical, the use of cash should be discouraged. Integrated technologies to enable automation such as contactless payment may be implemented.

4.2 Housekeeping

- Depending on accommodation type, develop and implement specific procedures for housekeeping and maintenance persons who access and service guest rooms.
- Cleaning employees should be trained on the use of and provided with PPE such as; masks, gloves, disposable gowns, and closed shoes. When carrying out procedures that generate splashes (e.g. while washing surfaces), add facial protection and impermeable aprons if possible.
- Ensure all frequently touched surfaces are adequately cleaned and disinfected using appropriate disinfectants. That is, toilets, face basins and vanity, faucets, showers, shower heads, all furnishings, chairs, bedside tables, door knobs, baseboards, televisions, remotes, telephones, door knobs, handrails, lift buttons, and balcony and any other surfaces.
- When use of bleach is not suitable, e.g. for telephone, remote control equipment, door handlings, buttons in the elevator, etc. then alcohol based sanitiser could be used.
- Rooms of perceived well (not sick) guests should be cleaned first. A dedicated cleaning crew must be operationalised to clean room(s) which houses guests that fits the case definition for COVID-19.
- Unused linens and other items in guest rooms must be cleaned/laundered before new guest accommodates.

- Provide specially marked bags capable of being sealed for linen and other clothing items that are potentially contaminated for guests displaying signs and symptoms of COVID-19.
- Ensure no reuse of wiping cloths, mops and other equipment which are likely to contaminate other rooms without proper disinfection. As much as possible, use disposable cleaning materials and use appropriate disinfectants processes for cleaning equipment that is being reused.
- Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people. Instructions should be given for washing in hot cycles (70°C or more) with the usual detergents.
- Disposable items (hand towels, gloves, masks, tissues) should be placed in a container with a lid and disposed of according to the hotel action plan and national regulations for waste management.

4.3 Technical and Maintenance Services

- Maintain the concentration of disinfectant in water for consumption and in pools or spas within the limits recommended according to international norms and standards, preferably at the upper limits of the range.
- Proper functioning of the dishwashing and laundry equipment should be checked, particularly operating temperatures, as well as correct dosage of cleaning and disinfecting chemicals.
- Attention should be given, as in normal circumstances, to monitoring the condition of filters and maintaining the proper replacement rate of indoor air. The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools should be checked.
- Regularly check dispensers to ensure proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices.

4.4 Food and Beverage

- Encourage guests to stay seated as much as possible with adherence to phased gathering restrictions.
- Adherence to physical distancing principle whereby tables to be placed at least 1.5 metres from each other and patrons stay within their respective bubbles or groups. Each table to be considered a bubble and patrons to remain in their bubbles
- Keep servers and cleaners separate if possible.
- Keep records to enable contact tracing of employees and guests and encourage use of careFIJI app.
- Discourage guests handling of food such as in Buffets. Where possible, À la carte option to be provided.
- Offer room service as a solution to a no-contact delivery method where required.
- Ensure employees properly wash hands when preparing and serving food.
- Implementing social distancing through table spacing and guest seating with suitable reinforcement.
- Implement food protocols and guidelines relating to outsourced food.
- Where practical, use of cash should be discouraged. Integrate technologies to enable automation such as contactless payment, use of EFTPOS machines where possible.
- Strictly no sharing of glasses, bilos and cutleries amongst guests.
- Night clubs remain closed.
- Coffee and soda machines, in particular the parts more in contact with the hands, should be cleaned and disinfected regularly, and where possible operated by staff members only.
- Change tongs and ladles more frequently and clean and disinfect the surfaces after each service. All dishes, silverware, and glassware should be washed and disinfected regularly.



- As practical, avoid or limit the number of items on tables. Cutlery must not be exposed on tables and stored hygienically and provided to guests upon request/at dining.
- Bar areas where seating is provided are required to ensure social distancing measures. Seating must be at a minimum 1.5 metres apart.
- Menus should be provided on request and should be sanitised after use by each guest. Where possible, introduce electronic menu options and/or have a single display board and displayed in-room.

4.5 Good Reception/Procurement Area

- Suppliers must be adequately sanitised when coming on property.
- Staff may wear PPE, maintain physical distancing and encourage sanitisation and hand-washing when receiving food and beverage.
- Establish an area for fruit and vegetables to be washed upon receipt from supplier and before use.
- Ensure suppliers remain in vehicles as much as possible and have products ready to be offloaded by receiving personnel. Suppliers who are required to exit vehicles must maintain physical distance.
- Implement proper scheduling to reduce congregation of suppliers and clashes with beginning or ending of staff shifts.
- As much as possible, digitalise cash and paper transactions.

4.6 Public Facilities and Office Space

- Public restrooms should be provided with sufficient liquid hand soap (or soap) and ensure the normal operation of water facilities such as faucets. If possible, provide hand sanitisers in all public areas.
- Public facilities, including common areas such as lobbies, must be disinfected and cleaned regularly. This includes the guest computer services around the premises.
- Limit food handling and sharing of food in the workplace, and encourage taking lunch at desks or outside rather than in the lunch rooms. For establishments that have a common employee dining area, ensure compliance to the social distancing measures in place.
- Employee locker rooms and toilet/bathroom facilities must be cleaned and disinfected regularly.
- Digitalise processes as much as possible, this includes record keeping, documentation, meeting papers, in-room letters/notes, check in/out forms.
- Keep the office environment clean, tidy and well ventilated. Discard physical documents, collaterals and/or items that are not in use.
- Discourage employees using others' computers, phones, desks, offices, or other tools and equipment such as pen and writing pads.

4.7 Kids Clubs

- Employees responsible for children should be vigilant for any signs of respiratory disease and should immediately inform parents and the management of such situations. Any child, parent or employee showing symptoms should not enter the Kids Club.
- Limit mixing of children, such as staggering playground times and keeping groups separate for special activities and adhere to gathering restrictions.
- Ensure well-ventilated spaces for Kids Clubs, if indoors.
- Child-friendly hygiene products, including soap and water, should be made available at all times.
- Consider altering or halting group activities that may promote transmission. Alternate activities should be arranged, preferably outdoor, to ensure social distancing. This could include providing children with information on how to protect themselves in a fun, educational way.
- Consideration should be given to closing enclosed recreational areas for children. In any case, special cleaning and disinfection protocols should be applied to these facilities.

- Maintain safe hygiene protocols and all high-touch surfaces to be disinfected on a regular basis. This includes toys, play areas and other amenities within the Kids Club.
- Consideration should be given to having different sessions and in smaller numbers.
- Staggering snack/meal and nap times. If Kids Club programme includes nap times, ensure children's mats or cribs are spaced out by 1.5 metres. Consider placing children head to toe in order to further reduce the potential for viral spread.
- Both employees and children should wash hands with soap and water frequently. If soap and water are not readily available, use an alcohol-based hand sanitiser. Always wash hands with soap and water, if hands are visibly dirty.
- Ensure waste is safely collected, stored and disposed of. Remind children to cough and sneeze into a tissue or your elbow and avoid touching your face, eyes, mouth, nose.
- Encourage children to ask questions and express their feelings with you and prevent stigma by using facts and encouraging children to be considerate of one another.
- Strict contact tracing information must be collected before allowing persons into the Kids Club. This includes records of all employees and guests.

4.8 Swimming Pools

- Pools allowed following gathering restrictions with 1.5 metres physical distancing.
- Swimming pools within the establishment must adhere to and follow regular infection control and maintenance of disinfecting chemicals, including Chlorine and Bromine at the higher end of the recommended disinfection spectrum, as safe to do so.
- Constantly check chlorine and pH levels at least 3 times per day and proper records must be kept.
- All guests should be required to shower before entering the pool and provide visible signage on this.
- Pool towels must be placed in an enclosed area and provided to guests upon request.
- Swim up pool bars must adhere to all protocols for restaurants/bars and dining as part of this protocol.
- Limitation on number of users must be maintained by adhering to gathering restrictions and physical distancing requirements.
- Strict contact tracing information must be collected before allowing persons into the swimming pool. Guests should be encouraged to download careFIJI app and turn on the Bluetooth.
- Disinfect all surfaces, including pool handrails, showers, swim up bar counters, pool cutleries and all other exposed surfaces.
- Keep a 1.5 metres spacing in between pool chairs and lounges and disinfect after use by guests.

4.9 Gyms

- Infection control including fogging or equivalent and sanitising equipment in between users and work out area after each session.
- Adherence to gathering restrictions and provision of hand washing facilities or sanitiser.
- Gyms and fitness centres should have adequate ventilation and circulation of air.
- Physical distancing, at least 1.5 meters between gym users.
- Position gym equipment at least 1.5 metres apart.
- Adherence to gathering restrictions.
- Must keep a record of contact tracing information (name and phone number) and encourage Gym users to download the careFiji app and turn on the Bluetooth.



4.10 Spas and Salons

- Implement infection control including sanitising equipment in between clients after every use.
- Provide hand washing facilities or sanitisers and encourage guests to wash hands.
- If physical distancing of 1.5 metres is not possible due to the nature of work, as much as possible, interactions should be:
 - short
 - with as few people over the course of the day
 - mandatory face covering for all employees
- Sanitise and disinfect all spa equipment, furniture, floors and all surfaces. Additional time to be allocated in between all services to fully sanitise all counters, chairs, tables, and treatments supplies before the next guest arrives.
- Encourage outdoor treatments or well-ventilated indoor spaces.
- Where practical, use of cash should be discouraged. Integrate technologies to enable automation such as contactless payment, use of EFTPOS machines where possible.
- Evaluate and adjust appointment scheduling to allow implementation of updated cleaning and sanitation practices, physical distancing, etc.
- Strict contact tracing information must be collected before allowing persons into the spa. This includes records of all employees and guests (name, address, time and contacts). Use of careFIJI app must be encouraged.

5.0 TOUR AND TRANSFER

5.1 Water Transfer

- Marine operators should formulate Action Plans, enhance the protection and disinfection processes, train employees on COVID-19 prevention and control knowledge, and have available PPE and disinfection supplies.
- Physical distancing measures, hand cleaning, and respiratory hygiene measures in sub-section 4.8 apply for all water transfers.
- During check in, digitalise check in confirmation and sharing of itinerary. Where possible, passengers are recommended to purchase tickets online.
- Keep a safe distance of more than 1.5 metres from each other when queuing on the site or when boarding.
- Offer hand sanitisers to guests boarding transfer.
- Encourage members of the same travelling party to use the same vehicle per transfer.
- Maintain at least 1.5 metres physical distancing where possible between passengers not part of the same travelling party.
- Collect information of all guests boarding for contact tracing and encourage use of careFIJI app.
- Maintain normal operation of the exhaust system, use maximum ventilation when navigating at proper temperature. It is recommended to open the cabin window for ventilation.
- Terminals and vessels should increase the frequency of cleaning and disinfection of public facilities and common areas. Rest rooms should be provided with liquid hand soap (or soap), and when conditions are available, they can be provided with quick-drying hand disinfectants and equipped with inductive hand disinfecting device if possible.
- An emergency area should be considered to be set up at an appropriate location to temporarily isolate suspected cases. Refer section 8.0 for more.
- Before vessels depart each time and in between transfers, clean and disinfect frequently touched surfaces such as seats, handrails, rest room facilities, doors and seats.
- Reasonably organise the transport capacity, and control the number of passengers.
- General Food and Beverage principles for restaurants and bars apply to operations of cruise vessels. Refer sub-section 5.4.

5.2 Land Transfer

- Passenger stations should formulate Action Plans, enhance the protection and disinfection processes, train employees on COVID-19 prevention and control knowledge, and have available PPE and disinfection supplies.
- Physical distancing measures, hand cleaning, and respiratory hygiene measures in sub-section 4.8 apply for all land transfers.
- During check in, digitalise check in confirmation and sharing of itinerary. Where possible, passengers are recommended to purchase tickets online.
- Keep a safe distance of more than 1.5 metres from each other when queuing on the site or when boarding.
- Handling of guest luggage only on request basis, where possible.
- Offer hand sanitisers to guests boarding transfer.
- Encourage members of the same travelling party to use the same vehicle per transfer
- Maintain at least 1.5 metres physical distance between passengers or travel bubbles, where possible.
- Collect information of all guests boarding for contact tracing and encourage use of careFIJI app.
- Boarding areas and vehicles should strengthen ventilation. Open windows for ventilation when air temperature and driving speed permit.
- Boarding areas and vehicles should keep the environment clean and tidy, remove rubbish in time, clean the common areas, and disinfect regularly.
- Clean and disinfect the vehicle before running every time, keep seat covers and other textiles clean, and wash and disinfect them regularly.
- Employees and guests are encouraged to use PPE, face covering and pay attention to hand hygiene.
- Reasonably organise transport capacity, and control the number of passengers.
- If there is a suspected COVID-19 case, disinfection should be conducted under the guidance of the MHMS. Refer Section 8.0 on handling incidents.

6.0 HANDLING COVID-19 SUSPECTED CASES

If a guest or employee develops symptoms of acute respiratory infection, efforts should immediately be made to minimise contact of the ill person with all guests and employees of the establishment.

Reception or other hotel employees should follow the procedures in the action plan for the situation when a guest develops signs and symptoms indicative of COVID-19¹.

- ✓ Isolate the suspected person into a designated confined area/room with toilet facilities away from others. Depending on the availability of rooms, accompanying persons, if any, should be moved to a different room²
- ✓ No visitors should be permitted to enter the room occupied by the suspected guest
- ✓ Whether your business is based on main land or in an outer island, immediately notify the relevant Sub-Divisional Medical Officer of the MHMS and record all important information
- ✓ If the situation requires, and the person is not transferred to a medical establishment in time, Management shall consider relevant measures that the person is taken care of in an adequate way:
 - ✓ At all times, PPEs must be kept on with a strict adherence to the physical distancing measures
 - ✓ Request the person to wear a medical mask and practice respiratory hygiene when coughing and sneezing. If medical mask cannot be tolerated by the person, provide tissues to cover mouth and discard the tissue immediately into a biohazard disposal waste bag. If no biohazard disposal waste bag is available, place it into an intact waste bag, seal it, and consider it “biohazard” waste; wash hands with soap and water or alcohol-based hand rub

¹A Standard Operating Procedure will follow to designate tourist as high-risk population for ongoing surveillance, screening protocol within the workplace, isolation protocol and communication to MHMS

² Isolation means separating people who may be ill with symptoms of COVID-19 (WHO)



- ✓ In case the person cannot wear a mask, direct contact with the person should be avoided unless wearing at least disposable gown, gloves, a mask, and eye protection
- ✓ Remove PPE carefully to avoid contaminating yourself. Remove gloves first, ensure hand hygiene; remove the mask and eye protection, and immediately wash hands with soap and water or alcohol-based hand rub
- ✓ Properly dispose of gloves and other disposable items that had contact with the person's body fluids in biohazard bag or a secured waste bag, which will be considered as "biohazard" waste
- ✓ Provide access to services for cleaning and disinfection of the room occupied by the person in accordance with Action Plan, following the cleaning and disinfection protocols for rooms with cases. In case this is not possible, on-duty housekeeper should clean and disinfect the room occupied by the sick person, following the cleaning and disinfection protocols for rooms with cases and observing personal protective measure

Disclaimer: The scope of this document is to present guidelines for operations of the various sectors of the travel and tourism industry in relation to the COVID-19 situation. The information herein has been drawn in line with the World Health Organisation and Ministry of Health and Medical Services and addresses feedback received from the industry representatives and other stakeholders through the Ministry of Commerce, Trade, Tourism and Transport.

Updating of the document shall take place as and when the situation locally and globally evolves and is subject to measures put in place by the Ministry of Health and Medical Services.

REFERENCE

1. World Health Organisation - Operational considerations for COVID-19 management in the accommodation sector: interim guidance, 30 April 2020 - <https://apps.who.int/iris/bitstream/handle/10665/331937/WHO-2019-nCoV-Hotels-2020.2-eng.pdf>
2. World Travel and Tourism Council - Leading Global Protocols for the New Normal, Hospitality <https://wttc.org/COVID-19/Global-Protocols-for-the-New-Normal>



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