



**belize**  
*Tourism*  
HEALTH  
& SAFETY

**ENHANCED TOUR OPERATOR GUIDELINES**

**IN RESPONSE TO COVID-19**



BELIZE TOURISM BOARD

JUNE 2020



## A MESSAGE FROM THE DIRECTOR OF TOURISM



Dear Valued Stakeholder,

Hospitality at its core, is an industry of people taking care of people. The Belizean hospitality industry has a longstanding commitment to the highest standards of cleanliness and safety for our visitors and workforce. Now more than ever, this commitment is important as we prepare to host the post-COVID traveler, and ready the tourism industry and our economy to reopen.

This initiative represents a new level of commitment to the tourism industry for the continued establishment, implementation and enforcement of standards that will protect both staff and guests, doing so in accordance with national and international guidance issued by public health authorities including Belize's Ministry of Health, the Centers for Disease Control and Prevention (CDC), Occupational Safety and Health Administration (OSHA), Caribbean Public Health Agency (CARPHA) and World Health Organization (WHO). The guidelines presented represent best practices for the industry upon reopening, and it is anticipated that these guidelines and protocols will evolve based on the progression of the virus and the recommendations of public health authorities, and done in compliance with the Laws of Belize.

We look forward to safely welcoming back guests to our shores, and look forward to the support of the entire industry as we navigate the waters of our new post-COVID travel environment.

Sincerely,

*Karen Bevens*

Karen Bevens  
Director of Tourism  
Belize Tourism Board

[www.travelbelize.org](http://www.travelbelize.org)





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# GLOSSARY

<b>BTB</b>	Belize Tourism Board
<b>CARPHA</b>	Caribbean Public Health Agency
<b>CDC</b>	Center for Disease Control in the United States
<b>Cluster</b>	An aggregation of cases of a disease. A coronavirus cluster occurs when there is a concentration of infections in the same area at the same time.
<b>COVID-19</b>	An acronym created by the WHO that stands for the respiratory disease caused by the novel coronavirus (SARS-CoV-2). It stands for “corona virus disease of 2019”.
<b>EPA</b>	Environmental Protection Agency
<b>MOH</b>	Ministry of Health
<b>OSHA</b>	Occupational Safety and Health Administration
<b>PPE</b>	Personal Protective Equipment
<b>SARS-CoV-2</b>	The name given to the “novel” coronavirus that was first detected in late 2019 in the Chinese Province of Wuhan.
<b>SOP</b>	Standard operating procedures
<b>WHO</b>	World Health Organization or the health agency in the United Nations



## INTRODUCTION

This document outlines the enhanced health and safety protocols which are being introduced as part of the Government of Belize, the Belize Ministry of Tourism, Ministry of Health, and the Belize Tourism Board's (BTB's) commitment to keep Belizeans, tourism dependent communities, and our visitors safe from the risks related to Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-COV-2) that can cause COVID-19. As more information resulting from ongoing medical research, or the risk related to COVID-19 reduces (or increases), these protocols will be reviewed and revised accordingly.

The protocols presented in this document are the result of the joint efforts and requirements of the Ministry of Tourism & Civil Aviation, the Ministry of Health, and the Belize Tourism Board in collaboration with various direct and indirect industry partners and stakeholders. Owners and operators in the tourism sector may, at their discretion, include additional protocols so long as the requirements laid out in this document are met. The BTB will be conducting ongoing monitoring and evaluation of all licensed tour operators to ensure that the requirements laid out herein are adhered to.

With more than 40% of Belize's GDP resulting from tourism, we recognize that the re-opening of our borders for tourism in a safe and controlled manner must be done using a phased approach. Belize is known as being a top travel destination within Central America and the Caribbean, and given the country's management of the virus to date, we are perfectly poised to see further growth within the industry when tourism rebounds. These protocols therefore reflect our ongoing commitment to protecting the health and safety of the industry, its workers, Belizeans and our guests while promoting a one-of-a-kind vacation experience.





# GOLD STANDARD RECOGNITION PROGRAM



As Belize’s tourism industry prepares to re-open for the health, safety, and well-being of the industry, its employees, the wider Belizean community, and our guests is more important than ever as we mitigate the risks of COVID-19.

To meet the new health and safety challenges and expectations presented by COVID-19, the Belize Tourism Board (BTB) is launching its Gold Standard Recognition Program for tour operators alongside the country’s National Tourism Guidelines. These new protocols are focused on enhanced tour operator sanitation practices, social interactions, workplace policies and standard operating procedures, while ensuring minimal impact on the guest experience.

This 9-Point Program seeks to introduce enhanced health and safety standards for tour operators by adapting new behaviors and procedures to ensure both travelers and employees are confident in the cleanliness and safety of tour experiences. Under the Tourism Gold Standard Program, the Belize Tourism Board is making every effort to stop the spread of COVID-19, but will not be liable for any positive cases detected in Belize.

The Tourism Gold Standard Recognition Program will be a primary mechanism for promoting Belize as a safe destination. Tour Operators who wish to be recognized as having met the program requirements, must complete and submit a declaration which



will confirm the program implementation. Operators will receive direct communication from the BTB on how to confirm their declaration. Once submitted to the BTB, an official Certificate of Recognition will be issued for placement in your place of business, and for use in your marketing efforts.

## GOLD STANDARD RECOGNITION PROGRAM 9 POINT CHECKLIST

01

**Appoint a “Gold Standard Program Manager”**  
(Program Manager) to implement protocols and ensure compliance

02

**Implement Monitoring & Reporting** – to conduct non-invasive temperature checks and utilize the Ministry of Health App

03

**Ensure Social Distancing Protocols** for workers and visitors

04

**Implement Enhanced Cleaning & Sanitization Procedures** – increased disinfection of common areas, face masks, and personal protective equipment (PPE) for workers, visitors, and guests

05

**Develop a Response Plan** – Use guidelines by the Ministry of Health to develop a rapid and clear plan to manage suspected COVID-19 cases

06

**Ensure Clear & Consistent Communication** – Ensure clear, consistent, frequent communication with employees and guests relating to the protocols and their impact

07

**Install Sanitization Stations** – ensure sufficient access to sanitization

08

**Deploy Technology** – introduce digital technologies for transactions, develop online ordering, implement digital tickets, etc to reduce physical interactions

09

**Implement a Training Plan** – train workers to ensure they are prepared to manage and implement the new protocols based on their role.



## #1 Appoint a Gold Standard Program Manager (“Program Manager”) to implement protocols and ensure compliance

The Program Manager will:

- Develop and implement the health and safety plan for tour operations and tour experiences.
- Ensure that all employees receive adequate training in carrying out the new protocols.
- Conduct regular spot checks during the tours and observe that protocols are being enforced.
- Serve as the main point of contact for all health & safety issues, employee and guest complaints; document and investigate all complaints.
- Report guests and employees in the “Ministry of Health App” to ensure that all suspected cases are reported to MOH.

Depending on the size of staff, the Program Manager can be a full-time position or the duties may be allocated to an existing employee such as Owner, Director, Manager or Supervisor. The plan should address all steps being taken to sanitize or otherwise modify the tours to minimize the risk of an outbreak or contagion. The plans should be updated regularly as the situation evolves.

## #2 Implement Monitoring & Reporting

The tour operator must implement a process to conduct non-invasive temperature checks (infrared thermometer) for:

- **Employees** – Temperature checks should be conducted on employees daily, along with visual observation of symptoms. Symptomatic employees should not report to work, and report accordingly to the Program Manager. Checks should be done at the staff entrance by either security personnel, or a designated employee on duty prior to entering the office or prior to being sent out to pick up guests. This should be done twice daily: upon arrival for work and then another time during shift. Logs should be maintained for each check made.
- **Guests** – Prior to departing on tours, a temperature check and visual observation of symptoms should be conducted for each guest and logged.
- **Vendors, suppliers & contractors** – Limit entry for vendors, suppliers and contractors to the tour office. Ensure that temperature checks and visual observation of symptoms are conducted on all individuals entering the office.

Employees and Tour Guides should be trained to observe and monitor the symptoms of potential cases:

Most common symptoms:

- Fever
- Dry cough
- Headache
- Conjunctivitis
- Tiredness (prior to activities on tour)
- Loss of taste or smell
- A rash on skin, or discoloration of fingers or toes

Less common symptoms:

- Aches and pains
- Sore throat
- Diarrhea

Serious symptoms:

- Difficulty breathing or shortness of breath
- Chest pain or pressure
- Loss of speech or movement

If any individual shows any of these symptoms, this should be communicated via the Ministry of Health App and contact the Ministry of Health Hotline at 0-800-MOH-CARE for guidance. On average it takes 5–6 days from when someone is infected with the virus for symptoms to show, however it can take up to 14 days.

Employees and guests with a temperature above 100.0°F should not be allowed entry to the office nor be allowed to conduct tours; they should be directed towards appropriate medical care. Vendors, suppliers and contractors who refuse a temperature check should be denied entry to the premises.

### #3 Ensure Social Distancing Protocols

All Operators are required to adhere to the government social distancing measures which require all individuals to observe six (6) feet between one another in all public spaces. Where social distancing is not possible (i.e. transportation, loading, administration offices, etc.), ensure that employees wear appropriate PPE based on their roles (ex. masks, gloves, etc.) and limit the number of personnel in these spaces.

Upon check-in guests should be briefed on the social distancing protocols and advised to adhere to these measures, especially when in public spaces and around other groups of people not travelling with them. Managers and staff will be tasked with both the enforcement of social distancing protocols and reporting of non-compliant individuals.

**QUEUE MANAGEMENT**– Limit the number of guests gathering for the tour according to Guest-to-Guide ratios of 1:15 for land tours and 1:8 for marine tours, and make every effort to ensure queues are fast moving. To guide guests, consider demarcating waiting areas with floor markers to ensure social distancing.

*Examples:* staggering guests queueing at reception/information/check-in counters and other loading areas.

**SEATING MANAGEMENT** – Ensure social distancing is maintained in waiting areas, and between tour groups. Family members who wish to be seated together can continue to do so, but social distancing should be maintained between different groups of guests.

*Examples:* spreading out the assignment in waiting areas, to increase space between different groups; revising the layout of loading spaces with at least 6 ft spacing.



**COMMUNICATION & SIGNAGE** – Ensure that signs, email, and other digital means of communication are utilized to inform guests of the social distancing protocols being enforced and the importance of adhering to these measures. Employees should also be trained on the importance of social distancing.

#### **#4 Implement Enhanced Cleaning & Sanitization Procedures**

Like the standard flu, COVID-19 can be introduced into your body through the eyes, the nose or mouth and spreads by respiratory droplets from an infected person to others through:

- the air by coughing or sneezing
- close personal contact, such as touching or shaking hands
- touching an object or surface with the virus on it, then touching your mouth, nose or eyes before washing your hands

In an effort to reduce the risk of infection, enhanced cleaning, sanitization, and hygiene should be carried out by employees at home and at work. The Program Manager should ensure that adequate training is provided to employees on a regular basis to educate them on infection control for tours, proper hand hygiene, etc. New employees should be briefed on the heightened measures during the on-boarding process.

Processes should be developed and implemented to disinfect common areas more frequently for premises/areas with high traffic flow. These include, but are not limited to, the following:

- Office area
- Transportation vehicle/vessels
- Restroom
- Equipment
- Employee break room
- Trash

At this stage, it is known that the coronavirus can survive from 1 hour to several days depending on the type of surface. Accordingly, the frequency of disinfecting will depend on the type of surface; general guidelines indicate that to reduce the risk of contracting the virus, common surfaces should be cleaned and disinfected multiple times per day.

**Example:** telephones and point of sale terminals should ideally be cleaned and disinfected before each use. Only EPA approved/hospital grade disinfectant is advised to be used for cleaning and disinfection of high touch areas.

Appropriate PPE must be worn by all employees, the extent of which will be dependent upon their role and responsibilities and in adherence to local regulations and guidelines. Training on how to properly use and dispose of all PPE is mandatory. All employees are required by law to wear a face mask while at work. Gloves and face masks should be provided to all employees especially those whose duties require them, including public area attendants and security officers in direct contact with guests.



## #5 Develop a Response Plan

A rapid, clear plan of action should be developed to manage any employee, or guest, who are suspected of having COVID-19. The Plan should include:

- Contact details of the Program Manager who will serve as the link between the suspected case and the health authorities.
- Identification of a designated quarantine/isolation area for suspected cases, including identification of the route to be taken to this area. Suspected guests, should be quarantined in their hotel room to avoid further spread and/or contamination of the location.
- A plan to transport/transfer suspected cases to designated medical centres or hospitals for treatment after consulting with MOH.
- A process to protect remaining employees, and guests to evacuate if necessary.
- Procedures to assist with contact tracing should it be deemed necessary.
- Procedures that will be enforced to clean and disinfect the premises if a COVID-19 case is identified.
- Procedures to disinfect quarantine/isolation area immediately after handling a COVID-19 suspect case.

## #6 Ensure Clear & Consistent Communication

Clear, consistent, and frequent communication with employees, the community, and your guests is important in ensuring awareness is built and measures are adhered to. It is vital to the health and safety of the staff, guests, and wider Belizean public that communications be clearly outlined and enforced to mitigate the potential risk(s) of exposure.

**Publicize your Health & Safety Plan** - This is the blueprint for the elevated efforts being made and to assure guests that your tour operations are safe and clean. Ensure that this plan is available to all prospective guests to provide a sense of security so that they can feel comfortable in their choice to take a tour.

**Employee Communication** – Communicate regularly with employees:

- Program protocols and any changes that may be taking place
- Roles, responsibilities and how they can contribute to the effectiveness of the Program
- Implications and potential consequences of not adhering to protocols

**Guest Communication** - Guests should be advised of the enhanced health and safety protocols for the destination and your tour prior to arrival; it is recommended that this be done during the reservation/booking the tour process. Notify guest of disclaimer form to include that guest(s) may be subjected to testing, quarantining at their own expense, and liable for all other related costs if tested positive. Similarly, as outlined in the terms of conditions in the Ministry of Health App, advise guests of promptly answering health



notice reminders on smart phone/tablet.

Electronic communication of these protocols is recommended in an effort to reduce the volume of printed materials. Information can be provided via email, through the tour operator's websites or develop an app. Under the new protocols, printed materials on tours is discouraged as it cannot be reused; printed material should be properly disposed of if left behind or not used by the guest. Marketing material should only be reused if it is laminated or placed inside of a vinyl sheet cover which can be sanitized between guests use.

**Signage** – Ensure adequate signage is strategically placed throughout your property to create awareness of protocols and assist employees and staff in adhering to social distancing measures and sanitizing reminders.

**Information Management** - For the purpose of contact tracing, it is important that all tour logs, guest waivers, and necessary record systems are put in place, such as the Ministry of Health App or other records.

Update or establish logs for:

- All tours, detailing the name of tour guide and any other relevant personnel (driver, captain, deckhand, etc.), names of all guests and salient information concerning the tour.
- All employees, recording information such as credentials/qualifications, personal contact and emergency information.
- All guests, including but not limited to, personal contact information, emergency contact information, accommodation where guest is staying, country of origin and departure date.
- All suspected COVID-19 cases, including but not limited to, name, country of origin, sign, and symptoms, place and time of occurrence, others in close contact with the guest (including family or group members), and steps taken.
- Cleaning of equipment, vessels, vehicles, etc.

## #7 Install Sanitizing Stations

Ensure that hand sanitizing stations are strategically placed in the office and loading areas. Include signage with best practices for proper hand hygiene, as well as soap, 70% alcohol, bins, and disposable paper to dry hands. All guests should be requested to wash their hands before boarding the transport vehicle/vessel.

Additionally, all tour vehicles/vessels should have an adequate supply of sanitizing wipes and/or hand sanitizer for guests to utilize if needed.

## #8 Deploy New Technology

Tour Operators are encouraged to deploy the use of technology in their operations to reduce physical contact wherever possible.

This includes technologies such as:

- Contactless payment methods
- Online check-in/out
- Digital ticketing

## #9 Implement a Training Plan

Employees should receive adequate, and regular, training to ensure that they are prepared to manage and implement the new protocols based on their role. Each training session should be documented, and information logged relating to:

- Date of training
- Employees participating
- Topics covered
- Any amendments to tour operator's procedures documented with actions to be taken for monitoring and evaluation

Some important areas for employee training include:

- Health & Safety Workplace practices
- COVID-19 facts, prevention, importance of social distancing, proper PPE usage and disposal
- Skills, Tasks, Job breakdown for: tour guides, drivers and deck hands
- How to handle symptomatic guests
- Staff personal hygiene
- Proper hand washing techniques
- Cough etiquette
- Environmental Cleaning and Decontamination
- Management and Transportation of waste

Training must be provided for all staff including management team, frontline workers, and administration staff.



# **SPECIFIC GUIDELINES FOR THE REOPENING OF TOUR OPERATIONS**

Tour Operators will want to begin to prepare for the resumption of business and be ready to receive visitors once borders have been reopened. Tour Operators are strongly encouraged to follow the recommendations provided below for assessing your operations before re-opening. Standard Operating Procedures and Emergency Plans should be reviewed and must include: enhanced protocols, sanitizing guidelines and a plan of action for how sick employees or guests will be handled.

## **ASSESS OPERATIONS AND ADAPT POLICIES AND PROCEDURES**

1. Review bookings and cancellations for the balance of 2020
2. Update and review current financial status
3. Review current product offerings and consider changes which might be required as a result of COVID-19
4. Review current target market to determine if any adjustments are required
5. Prepare projection of finances for the balance of 2020 based on revised visitor arrival outlook and revenue generation; explore the possibility of refinancing loans and seek out other potential sources of income.

## **ESTABLISH A MANAGEMENT PLAN FOR COVID 19-RECOVERY**

1. Reassess staffing requirements.
2. Determine staffing requirements for the next 3-6 months in light of updated financial outlook for the same period.
3. Review existing capacity of revised staffing requirements.
4. Implement a training schedule for all staff on COVID-19 virus and the new operating procedures.
5. Identify a Gold Standard Program Manager responsible for managing and monitoring all COVID-19 related matters including training of staff.



# ENHANCED SAFETY PROCEDURES: STANDARD OPERATING PROCEDURES

## SPECIFIC PROTOCOLS BY CATEGORY

### *Transportation of Guests and Other Passengers*

- Greeting of guests is an essential aspect of the tour and Belizean hospitality, in general, and should continue though observing social distancing protocols currently in place.
- Ensure that the temperature of each guest is taken and logged prior to departure. Infrared thermometers which provide a contactless solution are recommended. Those with an elevated temperature and/or visible symptoms should be documented and moved to a designated quarantine/isolation room on the property, and the MOH contacted immediately to determine the next steps.
- Vehicles are required to have hand sanitizer and/or sanitizing wipes available to all passengers and passengers must wash or sanitize hands before boarding the transportation vehicle.
- Staff and guests are required to wear face masks for as long as mandated by GOB during transport. The number of passengers per vehicle will be limited to seating capacity.
- Pick up of guests for tours must be from an approved accommodation provider, cruise port, licensed tour operator, or designated tour site.
- At pick-up, driver/tour guide must provide a briefing to guests on new procedures including health waiver requirement; a visual scan of passengers should be conducted and any exhibiting flu-like or respiratory symptoms should not be allowed to board the vehicle, and the protocol for handling sick persons followed.
- Driver/tour guide will need to discontinue the practices of back-to back tours or pooling guests who are not traveling together. This includes the pick up of travelers en-route to a tour site and the immediate pick up of a new group upon completion of a tour. Instead, the vehicle must return to the point of origin for thorough cleaning and disinfection before a new tour group can be picked-up.
- First-aid kits provided in vehicles must be fully equipped with CPR masks to be used by staff if the need arises.
- Vehicles must have trash receptacles available for guests.
- Gloves should be worn when handling and disposing of trash after each tour group. Receptacles should be properly cleaned and sanitized, including the exterior, and liners replaced.
- Clean and refill hand sanitizer and disinfectant wipe dispensers as needed.
- Clearly identify where guests should wait and strictly enforce physical distancing inside and outside of the property.



## Booking Tours and Check-In

- When a tour is booked, the Tour Operator should present a disclaimer to the guest, notifying them that if they present symptoms or someone in their group presents symptoms, that they may be subject to testing and possible quarantining. The guest will be liable to cover the related cost of testing &/or quarantine.
- Recommend that the guest have appropriate health and travel insurance prior to traveling to Belize.
- Wherever feasible allow for contact-less, digital check-in.
- Inform guests of the new COVID-19 safety protocols.
- Ensure that each guest has a face mask and enforce its use in all public/common areas. Where a guest does not have a mask, offer a complimentary one or have masks available for sale.
- Direct guests to where they can access digital copies of the safety protocols or have these in hard copy but laminated to allow for sanitization. At a minimum, guests should be provided with information on:
  - Steps being taken to protect employees and guests
  - Expectations while on tour
  - Contact information for the Gold Standard Program Manager for health and safety concerns
  - Procedures for reporting suspected COVID-19 cases or possible exposure.
- Floor markers to be installed in areas where guests are required to be in line to maintain social distancing.
- Consider creating a separate check-in/out area if front desk area is expected to get over-crowded.
- Where possible, check-in counters are to be retrofitted with separators (plastic or glass) and a retractable tray to accept cash and facilitate the use of credit card machines.
- Introduce the use of technology, such as contactless payment methods, to reduce direct contact with guests.
- Hand sanitizers should be available on all counters.
- Capture health status of guest on the Ministry of Health App, which each guest should have check-ins on their smart phone/tablet for the duration of stay in country.

This questionnaire should include:

- Travelers contact information (name, age, address, contact number, number of guests in party).
- Country of residence.
- Tentative itinerary in-country.
- Declaration that he/she has not had any symptoms associated to COVID-19 in the last 8 days.

## On Tour

- While on tours, face masks do not need to be worn due to environmental factors affecting efficiency; heat and humidity render face masks useless as sweat wets the fabric, and breaks the protective barrier. Instead, social distancing should be practiced and ensure separation between different tour groups. Where social distancing is not possible, groups in close proximity should wear face masks.
- Ensure that guests have access to hand sanitizer throughout the tour.
- Maintain Guide to Guest ratios of 1:15 for land tours and 1:8 for marine tours. Where possible keep groups to families only and adhere to social distancing protocols while on tour.
- Tour Guides must adhere to all protocols stipulated by private and public tour sites.
- Driver/Tour guide should only make drop offs for the use of restaurants, food vendors and restrooms that have implemented enhanced health and safety measures.
- If a “prepared lunch” or snacks are provided by the tour operator to the guests, the food must be provided by an establishment that can provide a verifiable trail of how the food was handled and by whom.
- Tips should be placed in a container and not physically handled.
- Ensure social distancing is adhered to when patronizing artisans and gift shops.
- CPR should be performed with proper PPE .
- Doors should be opened by the guide for the guests to minimize touching of door handles, etc.
- Handling of tour equipment should be limited to the tour guide or another designated employee.
- Sharing of tour equipment between guests should be prohibited. Reusable supplies, such as snorkels, should be thoroughly disinfected.
- Avoid impromptu or unplanned stops with guests that bring them in contact with other individuals.
- All tour equipment must not not be shared and must be sanitized prior to use by any guest.

## Attractions

- Independent solicitation of guests is only permitted at sites where GOB regulations governing social distancing and the use of PPE have been implemented.
- Tour Operator must ensure that all tour guides are trained and knowledgeable in the handling of suspected cases.
- Site tickets should be purchased by tour guide or one member per family to reduce queueing.

## Cruise

- New guidelines will be provided upon an official update from the CDC when the no-sail order is lifted.



# SANITIZING AND CLEANING GUIDELINES

The BTB recommends that stakeholders take the following steps when the following risk profiles are presented. This 3-tiered guidance is informed by public health reports and our understanding of the scientific characteristics of underlying causes of an outbreak.

LEVEL	GREEN: Standard Prevention	YELLOW: Risk Reduction	RED: Remediation
DESCRIPTION	<b>RISK PROFILE:</b> No known outbreak in your geographic area	<b>RISK PROFILE:</b> The potential exists for an outbreak in your geographic area	<b>RISK PROFILE:</b> A publicly declared outbreak in your facility or region is disrupting normal business
ACTIONS	Follow current procedures	Educate employees on infection control, PPE use and communicate Infection Control Procedures	Follow current procedures
	Regularly revisit training to ensure compliance	Assess your preparedness status and collaborate with suppliers and guests	Regularly revisit training to ensure compliance
	Maintain standard hygiene and sanitizing/disinfection practices	Evaluate facility usage, lead times and stock shelf life and their impact on ordering supplies	Maintain standard hygiene and sanitizing/disinfection practices
		Increase frequency of standard procedures	Enhance procedures to respond to an outbreak in your facility, designed to break the chain of infection or illness
			Facilitate training for heightened procedures
			Perform heightened procedures using approved products
			Plan for deep cleaning and reopening procedures after down time or quarantine

<https://www.osha.gov/Publications/OSHA3990.pdf>



## Ensure Environmental Hygiene

Now more than ever, it is critical that employees understand and explicitly follow proper cleaning and disinfecting procedures.

Consider:

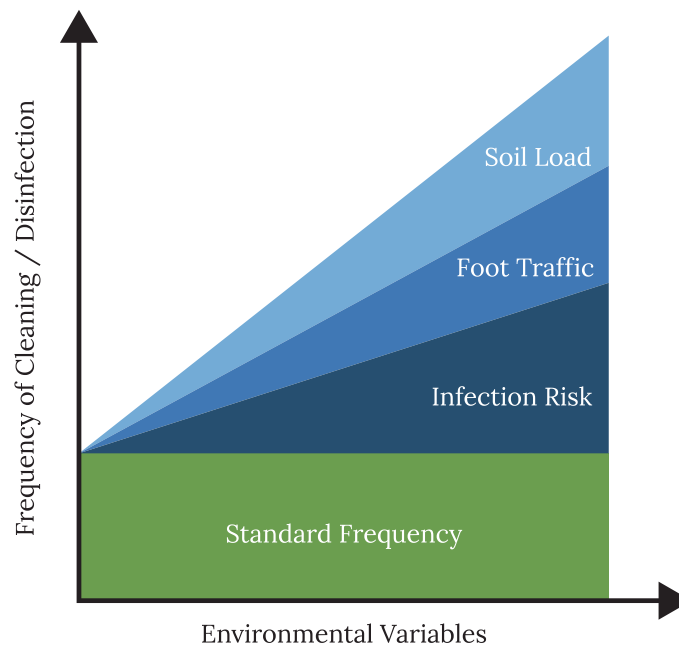
- Selecting the proper solution(s) for the job (i.e., product, tool and application method)
- The importance of contact time to achieve disinfection
- Increasing frequency of cleaning and disinfecting as infection risk, foot traffic and soil load increases
- Increased awareness of safety considerations (disposable PPE, etc.)

The following guidance reinforces the importance of the 5 Factors of Clean, particularly overall procedures, to ensure you can return to operation quickly and with peace of mind that you've done everything you can to protect your employees and guests.

## Determine Frequency of Cleaning & Disinfecting

As infection risk, foot traffic or soil load increase; frequency of cleaning and disinfecting should also increase. Many variables should be considered when determining frequency of cleaning and disinfecting in each area of your operation including:

- Infection Risk
- Foot Traffic
- Soil Load



*Frequency should be determined at the unit level and re-evaluated as environmental variables change.*



## Disinfecting non-food contact surfaces (During/After an Outbreak)

- **PRE CLEAN** - visibly soiled areas by removing things such as food or dirt. For surfaces with no visible soil, no pre-cleaning is required as long as all surfaces were cleaned and sanitized prior to the start of the day's operations.
- **DISINFECT** - Use an EPA registered disinfectant approved for use against SARS-CoV-2 (the virus that causes COVID-19). Refer to the product label for directions for use.
- **WAIT** - Allow the surface to remain wet for the time indicated in the directions for use on the product label.
- **RINSE** - Rinse the surface with potable water.
- **SANITIZE** - Sanitize food contact surfaces using an EPA-approved food contact sanitizer according to label directions.
- **DRY** - Wipe the surface or allow to air dry

## Disinfectant Application Methods

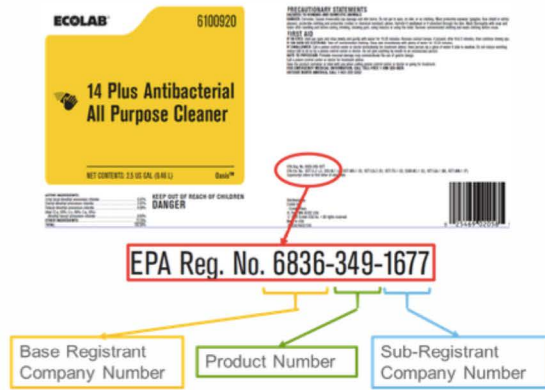
Follow product label directions for use when applying to ensure adherence to surface wetting and contact time, PPE, compatibility, and any required rinse post-application.

	How it Works	Benefits	Consideration
Trigger Spraying	Manual trigger pulls apply a coarse spray of disinfectant to cover surface	<ol style="list-style-type: none"> <li>1. Cost effective</li> <li>2. Heavier spray for precleaning when needed</li> <li>3. Adjustable nozzle for wider or more directed spray</li> </ol>	<ol style="list-style-type: none"> <li>1. Manual application</li> <li>2. May need to manually dry surfaces after desired contact time</li> </ol>
Pressure Spraying	Pressurized tank allows for continuous coarse spray to cover surface	<ol style="list-style-type: none"> <li>1. Continuous spray</li> <li>2. Heavier spray for precleaning when needed</li> <li>3. Coat larger areas more easily than with manual spray</li> </ol>	<ol style="list-style-type: none"> <li>1. Specialized equipment</li> <li>2. Intermittent manual or mechanical pressurization required</li> <li>3. May need to manually dry surfaces after contact time</li> </ol>
Electrostatic Spraying	Powered continuous electrically charged spray evenly coats surfaces	<ol style="list-style-type: none"> <li>1. Continuous spray</li> <li>2. Charged particles evenly coat surfaces</li> <li>3. Even coating of surface allows for more effective air drying</li> </ol>	<ol style="list-style-type: none"> <li>1. Specialized equipment</li> <li>2. May require a separate application method for pre-cleaning</li> <li>3. Need to ensure enough application to allow proper contact time before drying</li> </ol>

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

# How to know if disinfectants are approved for use against the novel Coronavirus?

Find the EPA Registration Number on the product label



Not all products have a three-part EPA Registration Number. Ecolab-owned registrations are only two-parts.

To verify your product is on the list of [EPA registered antimicrobial products for use against novel coronavirus](#), match the first two parts of the EPA Registration Number.

Note: Searching by product or company name will not yield full approved list.

## List of Disinfectants for Use Against SARS-CoV-2

When you search for a product, check if its EPA registration number is included on this list. If it is, you have a match and the product can be used against SARS-CoV-2. You can find this number on the product label (look for the EPA Reg. No.). These products may be marketed under different brand names, but they have the same EPA registration number. They are the same product.

This list includes only disinfectants that are approved for use against SARS-CoV-2. It does not include disinfectants that are approved for use against other coronaviruses. If a product with an emerging viral pathogen claim is not available, use a product with a coronavirus claim. If a product is listed as "U" under the Emerging Viral Pathogens column, check for further information.

U Disinfectants with Emerging Viral Pathogens AND Human Coronavirus claims for use against SARS-CoV-2

U Disinfectants with Emerging Viral Pathogens AND Human Coronavirus claims for use against SARS-CoV-2

U Disinfectants with Emerging Viral Pathogens AND Human Coronavirus claims for use against SARS-CoV-2

U Disinfectants with Emerging Viral Pathogens AND Human Coronavirus claims for use against SARS-CoV-2

U Disinfectants with Emerging Viral Pathogens AND Human Coronavirus claims for use against SARS-CoV-2

U Disinfectants with Emerging Viral Pathogens AND Human Coronavirus claims for use against SARS-CoV-2

U Disinfectants with Emerging Viral Pathogens AND Human Coronavirus claims for use against SARS-CoV-2

EPA Registration Number	Active Ingredients	Product Name	Company	Follow the Disinfection Directions and Precautions for the Following Virus
6871-206	Quaternary ammonium	PRO-206	ECOLAB, INC.	Coronavirus
6871-205	Hydrogen Peroxide	PROTECTANT AND BLEACH CLEANER 675	Avante Hy-Chemical Co.	Coronavirus
6871-206	Hydrogen peroxide peracetic acid and peracetic acid	Surgisep	Ecobac Inc.	Bacteria
6871-206	Hydrogen peroxide	BLANCOX 7629 PA	Ecobac Inc.	Bacteria

EPA list of registered antimicrobial products for use against novel coronavirus, the cause of COVID-19.

## Active Virus time on Surfaces

### METAL

Examples: doorknobs, jewelry, silverware  
5 days

### WOOD

Examples: furniture, decking  
4 days

### PLASTICS

Examples: milk containers and detergent bottles, subway and bus seats, backpacks, elevator buttons  
2 to 3 days

### STAINLESS STEEL

Examples: refrigerators, pots and pans, sinks, some water bottles  
2 to 3 days

### CARDBOARD

Examples: shipping boxes  
24 hours

### COPPER

Examples: pennies, teakettles, cookware  
4 hours

### ALUMINUM

Examples: soda cans, tinfoil, water bottles  
2 to 8 hours

### GLASS

Examples: drinking glasses, measuring cups, mirrors, windows  
Up to 5 days

### CERAMICS

Examples: dishes, pottery, mugs  
5 days

### PAPER

Examples: mail, newspaper  
The length of time varies. Some strains of coronavirus live for only a few minutes on paper, while others live for up to 5 days.



## **FOOD**

Examples: takeout, produce  
Coronavirus doesn't seem to spread through food.

## **WATER**

Coronavirus hasn't been found in drinking water. If it does get into the water supply, your local water treatment plant filters and disinfects the water, which should kill any germs.

## **FABRICS**

Examples: clothes, linens  
There's not much research about how long the virus lives on fabric.

## **SHOES**

One study tested the shoe soles of medical staff in a Chinese hospital intensive care unit (ICU) and found that half were positive for nucleic acids from the virus. But it's not clear whether these pieces of the virus cause infection. The hospital's general ward, which had people with milder cases, was less contaminated than the ICU.

## **SKIN AND HAIR**

There's no research yet on exactly how long the virus can live on your skin or hair. Rhinoviruses, which cause colds, survive for hours. That's why it's important to wash or disinfect your hands, which are most likely to come into contact with contaminated surfaces.

# **HOW TO CLEAN AND DISINFECT**

## **Hard (Non-porous) Surfaces**

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfecting
- For disinfecting, most common EPA-registered household disinfectants should be effective.
- A list of products that are EPA-approved for use against the virus that causes COVID-19 is [available here](#). Follow the manufacturer's instructions for all cleaning and disinfecting products for concentration, application method and contact time, etc.
- Additionally, diluted household bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 1 minute, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted. Bleach solutions will be effective for disinfection up to 24 hours.
- Prepare a bleach solution by mixing:
  - 5 tablespoons (1/3 cup) bleach per gallon of water or
  - 4 teaspoons bleach per quart of water

## Electronics

For electronics such as tablets, touch screens, keyboards, and remote controls, remove visible contamination if present.

- Follow the manufacturer’s instructions for all cleaning and disinfecting products.
- If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

## Cleaning Products & Tools

### What products do you need?

- Multi-Purpose Disinfectant
- Bleach Solution
- Alcohol & Peroxide Related Products
- Glass Cleaner
- Floor Cleaner
- Air Freshener/Room Refresher
- Disinfectant Wipes (Lysol, Clorox)
- Liquid Hand Soap
- Hand Sanitizer

### What tools do you need?

- Refillable spray bottles
- Trigger sprayers
- Sanitizer pail
- Microfiber cloths
- Putty knife
- Vacuum
- Dust pan/broom
- Mop/bucket
- “WET FLOOR” sign
- PPE
- Wall mounted soap dispenser
- Heavy duty gloves





# DETAILED CLEANING BY LOCATION

## Transportation Vehicles

### Cleaning and disinfecting guidelines:

- Vehicles (car, vans, buggy, boat or bus) used by tour operators for the transport of guests must be properly cleaned and disinfected using approved substances after each passenger drop off.
- Implement high-frequency cleaning and disinfecting of high touch surfaces such as: steering wheels and vehicle door handles/ levers before every tour.
- Maintain a record of vehicle cleaning and sanitation
- Cars, Vans, Buggy, Buses
  - Vacuum the interior
  - Clean interior windows
  - Clean inside the doors and handles
  - Clean upholstery
  - Clean dashboard
  - Clean the steering wheel
- Boats
  - Clean all seating and surface areas with soap and water after tours
  - Clean all hand rail and arm rest touch points
  - Clean steering wheel

## Office Space and Check-in Area

### Cleaning and disinfecting guidelines:

- Where applicable, installation of suitable sneeze shields or plexi/glass are to be placed for visitor check-in inside the office and at the cashier to create a separation between staff and guests.
- Where applicable, clearly place floor markers in office where guests are required to be in line to adhere to social distancing requirements.
- Clean and disinfect work spaces within the office daily in line with recommended cleaning guidelines. High frequency cleaning may be required for higher volumes of guest traffic in offices. High touch points (Figure 7) and surfaces such as desks, tables, door handles and objects such as telephones, keyboards and credit card machines are required to be properly disinfected.

### High touch points in Offices



- All visitors to the office must thoroughly sanitize or wash their hands prior to entering the office area.
- A fixed or portable hand-washing/ disinfecting station, fully equipped with approved sanitizers, garbage bins, clean single-use towels should be installed at the entrance of the office space if restrooms are not in close proximity.
- Empty trash cans and recycling bins making sure to securely tie-off full bags for transport. Clean and disinfect the outside of trash cans using multi-purpose disinfectant. Replace liners.



- Clean and disinfect all hard, non-porous surfaces focusing on high-touch surfaces using a multi-purpose disinfectant. Ensure treated surfaces remain wet for contact time indicated on product label.
- Refill air freshener, hand sanitizer and disinfectant wipe dispensers as needed.
- Disinfect dispensers and nearby walls using multi-purpose disinfectant.
- Sweep then mop hard-surfaced floors with floor cleaner (tile/wood/LVT) as needed.

## Office or Privately owned site Bathrooms

### Cleaning and disinfecting guidelines:

- Wearing gloves, spray bathroom cleaner disinfectant on high contact surfaces (such as door handles, knobs, faucets, etc.) and ensure full coverage. Spread if additional coverage is needed.
- Spray bathroom cleaner disinfectant or multipurpose disinfectant on inside and outside of the toilet, including the seat. Ensure toilet flush lever is properly wetted.
- Ensure treated surfaces remain wet for contact time indicated on cleaning product label.
- Wipe down counter tops, sink, faucet with disinfectant.
- Use toilet brush to scrub bowl. Wipe exterior with non-abrasive scrub pad or microfiber cloth with necessary disinfectant.
- Install hand sanitizers at the entrance to the bathrooms.
- Ensure that floor markers are installed to guide patrons where the line forms should waiting occur.
- Utilize hands-free garbage cans with covers for no-touch waste disposal.
- Remove reusable hand towels and refrain from using air dryers. Only disposable hand towels are to be used.
- Sanitize bathrooms at least every two (2) hours.



## Employee break room

### Cleaning and disinfecting guidelines:

- Wearing gloves, pick up debris from counter tops, tables and floor.
- Empty trash cans and recycling bins making sure to securely tie-off full bags for transport. Clean and disinfect the outside of trash cans using multi-purpose disinfectant. Replace liners.
- Disinfect all hard, non-porous surfaces including counter tops, refrigerator/cupboard handles and doorknobs with multi-purpose disinfectant. Pay special attention to high-touch surfaces. Ensure treated surfaces remain wet for contact time indicated on product label.
- Clean and disinfect inside/outside of microwave and outside of coffee maker using multi-purpose disinfectant.
- Ensure food contact surfaces such as tables are rinsed with potable water and sanitized with food contact sanitizer. Allow for complete dwell time and do not wipe.
- Restock paper products and hand soap/hand sanitizer dispensers as needed. Disinfect exterior of dispensers with multi-purpose disinfectant (including pump).

## Equipment

### Cleaning and disinfecting guidelines:

- Consider establishing a quarantine period—48-72 hours—before equipment is re-used if manufacturer's instructions do not permit the use of the sun, high heat or disinfectants in cleaning and drying gear or if recommended by national and/or international standard setting authorities.
- Document, when, with what and by whom equipment is cleaned can be found in the appendix (page 37).
- After cleaning and disinfecting equipment, take care in subsequent handling including storage so that it remains disinfected and clean.
- All guides and guests must properly wash hands with soap and water or sanitize using a 70% alcohol base sanitizer before and after each tour and when handling equipment.
- Guests are required to observe any safety related site-or-tour specific safety protocols advised by the tour operator in handling the equipment.
- Handling of tour equipment should be limited to the tour guide/systems operator and the guest where possible.
- Equipment provided to guests for tours is to be cleaned and where relevant sanitized after each use.



## **Equipment to be cleaned and sanitized after each use include:**

### **Cave Tubing**

- Helmets interior, exterior and lining
- Life vest
- Tube
- Rope
- Head lamps
- Rented water shoes

### **Snorkeling**

- Goggles and snorkel
- Life vest
- Fins
- Wet suit

### **Scuba Diving**

- Goggle and snorkel
- Fins
- Wet Suit
- Tank
- Compressor
- Whistles
- Regulators
- BCD oral inflators

For more info- visit <https://www.diversalertnetwork.org/covid-19/>

### **Horseback Riding**

- Helmet interior, exterior and lining
- Harness and saddle

### **Zip-Lining**

- Gloves
- Helmet interior, exterior and lining
- Harness

All other tours should apply cleaning protocols accordingly to each piece of equipment a guest comes in contact with throughout a tour.

## **Trash and Recycling Collection**

### **Cleaning and disinfecting guidelines:**

- Wear protective gloves and face mask when handling trash. Line trash can and recycling bins with appropriate size bag.
- Empty trash cans and recycling bins making sure to securely tie-off full bags for



- transport. Clean and disinfect outside of trash cans using multi-purpose disinfectant.
- Replace liner as necessary (i.e. when it includes perishable items).
  - Facilities will have to distinguish between infectious and non-infectious waste in order for sanitation personnel to be able to differentiate when handling. This may be done either by labeling of waste or using red bags for infectious waste. Note: once waste comes in contact with any body fluids, it is considered infectious waste.

## **WHAT TO DO IF YOU SUSPECT A GUEST OR EMPLOYEE HAS THE VIRUS?**

### **Protocols for addressing Sick Guests**

The Gold Standard Program Manager should conduct daily visual checks of guests. If any visual symptoms are observed, advise the guest that a temperature test must be conducted. If the temperature is elevated, report to **0-800-MOH- CARE**.

#### **If a guest appears to be sick at Tour Operator installations:**

1. Isolate guest in a designated independent room/area.
2. Call the nearest authorized medical facility and report the matter.
3. Take the necessary steps as per the advice of the medical personnel.
4. Report into THiS immediately.
5. After guest departs, disinfect the isolation room/area and any other area which may have been contaminated using an approved disinfectant.
6. Notify the accommodation or cruise line where the guest was picked up from.
7. Cruise passengers must be immediately transported back to their respective ship via special tender after being processed by MOH.

#### **If a guest appears sick at pick-up:**

1. Explain to the guest the observation of flu-like or respiratory symptoms and advise that they will not be allowed to board the transportation vehicle.
2. Isolate guest from tour group.
3. Immediately report incident to manager and have incident logged in incident log book.
4. Contact the Ministry of Health at 0-800-MOH-CARE and adhere to the guidance provided.
5. Report into THiS immediately.
6. Report incident to main office to notify accommodation or cruise line where the guest was picked up from.

#### **If a guest appears ill with flu-like or respiratory symptoms in-transit to tour site:**

1. Isolate guest from tour group until help arrives.
2. Immediately report incident to Program Manager and have it logged in incident log book.
3. Contact the Ministry of Health at 0-800-MOH-CARE and adhere to the guidance provided.



4. Report into THiS immediately.
5. Disinfect the transportation vehicle using an approved disinfectant before allowing tour group to board.
6. Report incident to main office to notify accommodation or cruise line where the guest was picked up from.
7. Cruise passengers must be immediately transported back to their respective ship via special tender.

**If a guest appears ill with flu-like or respiratory symptoms during a tour:**

1. Isolate guest from tour group until help arrives.
2. Call the nearest authorized medical facility and report the matter and arrange to take guest to medical facility if necessary.
3. Take the necessary steps as per the advice of the medical personnel.
4. Report incident to relevant authorities should tour site-specific steps need to be taken to address any potential threat of infection arising from the guest's visit.
5. Report incident to main office to notify accommodation or cruise line where the guest was picked up from.
6. If it is a cruise guest, the guest must be immediately transported back to their respective ship via special tender.

## **Protocols for addressing Sick Employees**

All employees who are ill should not report to work and seek medical assistance; however, the tour operator will have the onus of conducting mandatory temperature checks prior to allowing employee to execute a tour. In addition, the Gold Standard Program Manager should conduct daily visual Covid 19 symptoms checks of staff and ensure that daily temperature checks are conducted.

**If an employee develops symptoms at the office or within the workplace:**

1. Immediately relieve staff member of all duties.
2. Isolate staff member in a designated independent room/area preferably with bathroom and ventilation.
3. Call the Ministry of Health and adhere to the guidance provided.
4. After staff departs from the room/area disinfect the area of isolation and relevant public areas using an approved disinfectant.

**If employee is first observed to appears sick during intransit to tour site:**

1. Immediately report incident to manager and log in relevant incident log book.
2. Isolate staff member from tour group until help arrives.
3. Take the necessary steps as per the advice of the medical personnel.
4. Call the Ministry of Health and adhere to the guidance provided.
5. Disinfect the transportation vehicle using an approved disinfectant before allowing tour group to re-board.

**If an employee answers yes to any of the questions below, they should seek medical advice and not report to work:**

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

**If employee is first observed to appear sick during the tour:**

1. Immediately report incident to the manager and log in incident log book.
2. Isolate from tour group until help arrives.
3. Call the Ministry of Health and adhere to the guidance provided.
4. Disinfect the transportation vehicle using an approved disinfectant before allowing tour group to board.



**FOCAL POINT CONTACTS**



0-800-MOH-CARE  
OFFICIAL FACEBOOK  
@BELIZEHEALTH  
@DHSBELIZE



# TEMPLATES FOR LOGS OF TOURS

**Tour Log For XYZ Tour Company**

Date	Guest Name	Temperature	Tour Guide Name	Time of tour	Tour Name/Type	Comment

**Reservations and Guest Log For XYZ Tour Company**

Date	Guest Name	Email Address	Accommodation Name and Address	Tour

**Covid-19 Symptomatic Log For XYZ Tour Company**

Date	Guest or Employee Name	Email Address	Emergency Contact Information	Gender and Age	Symptoms	Place and time Observed	Names of those in Contact with Symptomatic Person	Action Taken

**Vehicle Cleaning and Sanitation Log for XYZ Company**

Date	Guest Name	Tour Guide Name	Tour Name/Type	Comment

**Equipment Cleaning and Sanitation Log for XYZ Company**

Date	Equipment Description	Name of Cleaning agents Used	Type of Cleaning and/or Technique Drying Used	Length of Quarantine from Use	Name/Signatures

# PERSONAL PROTECTIVE EQUIPMENT (PPE)

While engineering and administrative controls are considered more effective in minimizing exposure to COVID-19, PPE may also be needed to prevent certain exposures. While correctly using PPE can help prevent some exposures, it should not take the place of other prevention strategies.

Examples of PPE include: gloves, aprons, goggles, face shields, face masks, and respiratory protection, when appropriate. During an outbreak of an infectious disease, such as COVID-19, recommendations for PPE specific to occupations or job tasks may change depending on geographic location, updated risk assessments for workers, and information on PPE effectiveness in preventing the spread of COVID-19.

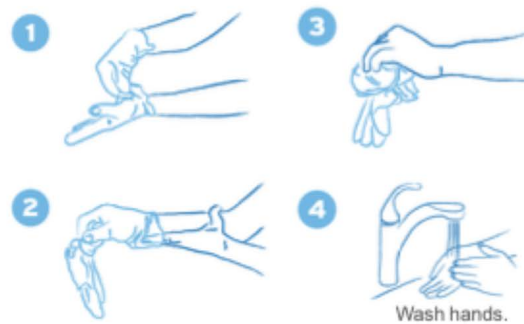
CDC recommendations along with MOH and local government regulations shall dictate appropriate PPE to be worn by employees. PPE, along with appropriate training for use and disposal, shall be made available to any employee upon request. Employers should check the Ministry of health, government press office, OSHA and CDC websites regularly for updates about recommended PPE.

## PROPER GLOVING

### How to DON disposable gloves



### How to REMOVE disposable gloves





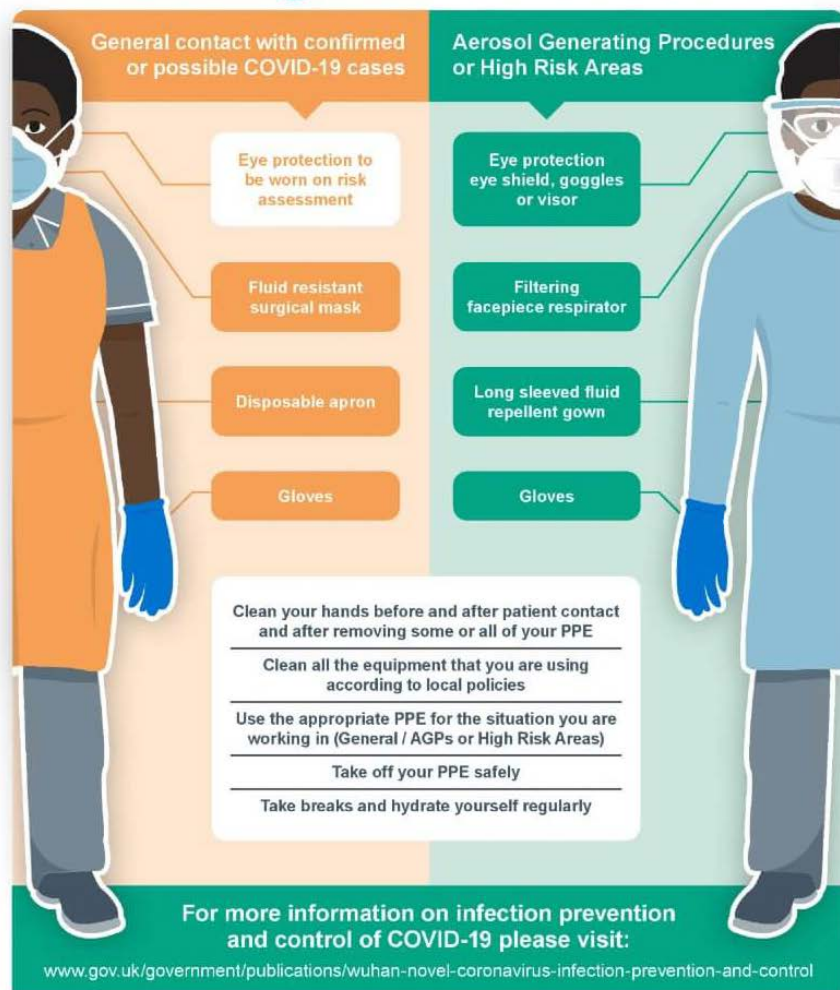
## All types of PPE must be:

- Selected based upon the hazard to the worker while working and job tasks that may lead to exposure.
- Properly fitted and periodically refitted, as applicable
- Consistently and properly worn when required.
- Regularly inspected, maintained, and replaced, as necessary.
- Properly removed, cleaned, and stored or disposed of, as applicable, to avoid contamination of self, others, or the environment.
- Employers are obligated to provide their workers with PPE needed to keep them safe while performing their jobs.



## COVID-19 Safe ways of working

# A visual guide to safe PPE



# ABOUT THE VIRUS

## What is COVID-19?

- Coronavirus disease (COVID-19) is a respiratory disease of international public health concern caused by a “novel coronavirus” not previously seen.
- Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV).
- A novel coronavirus (nCoV) is a new strain that has not been previously identified in humans.
- Coronaviruses are transmitted between animals and people. Several known coronaviruses are circulating in animals that have not yet infected humans.
- Common signs of infection include respiratory symptoms, fever, cough, shortness of breath and trouble breathing. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

## How does corona virus spread?

It depends on the particular coronavirus. Human coronaviruses may spread by respiratory droplets from an infected person to others through:

- The air by coughing and sneezing
- Close personal contact, such as touching or shaking hands
- Touching an object or surface with the virus on it, then touching your mouth, nose or eyes before washing your hands
- Promote Infection Prevention

## Reduce the risk of transmission by:

- Washing your hands often and correctly
- Covering your mouth and nose when coughing or sneezing
- Avoiding close contact with potentially infected individuals
- Thoroughly cleaning and disinfecting personal items
- Staying home while you are sick
- Contacting a doctor immediately in the event of symptoms

## Frequency of Hand Hygiene - When should I wash my hands?

- After using the restroom
- After blowing your nose, coughing or sneezing
- Before, during and after food preparation
- Before eating
- After contact with animals or pets
- Before and after cleaning and disinfection
- After contact with high-touch surfaces in the hotel
- After removing PPE



- Before and after providing routine care for a guest who needs assistance
- When they appear dirty

**Promote Proper Hand Hygiene:**

- WET - hands with clean running water, turn off the tap and apply soap.
- LATHER - the back of hands, between fingers and under nails.
- SCRUB - for at least 20 seconds.
- RINSE - hands well under clean running water.
- DRY - hands using a clean towel or air dryer. If available, use a towel to turn off tap.

**If soap and water are not available:**

- Use an alcohol-based hand sanitizer
- Use sufficient product to wet entire hand.
- Rub onto all surfaces of the hands for 30 seconds.
- Let air dry. DO NOT RINSE.

**PRACTICE PROPER HAND HYGIENE**



**WET**

hands with clean running water, turn off the tap and apply soap.



**LATHER**

the backs of hands, between fingers and under nails.



**SCRUB**

for at least 20 seconds.



**RINSE**

hands well under clean running water.



**DRY**

hands using a clean towel or air dryer.



**IF SOAP AND WATER ARE NOT AVAILABLE,** use an alcohol-based hand sanitizer that contains at least **70%** alcohol.

## **SOURCES AND ADDITIONAL INFORMATION**

### **WORLD HEALTH ORGANIZATION**

<https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-COVID-19.pdf>

### **NATIONAL RESTAURANT ASSOCIATION**

<https://restaurant.org/Articles/News/Association-issues-reopening-guidance>

### **AMERICAN HOTEL & LODGING EDUCATIONAL INSTITUTE**

[https://www.ahla.com/sites/default/files/ecolab-guidance-for-resuming-operations-hospitality\\_55765-0400-0420\\_0.pdf](https://www.ahla.com/sites/default/files/ecolab-guidance-for-resuming-operations-hospitality_55765-0400-0420_0.pdf)

### **CDC**

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

### **FDA HAZARD ANALYSIS CRITICAL CONTROL POINT (HACCP)**

<https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements/hazard-analysis-critical-control-point-haccp>

### **UNITED NATIONS WORLD TOURISM ORGANIZATION (UNWTO)**

[http://tourism4sdgs.org/covid19\\_initiatives/operational-guidelines-for-COVID-19-management-in-the-accommodation-sector/](http://tourism4sdgs.org/covid19_initiatives/operational-guidelines-for-COVID-19-management-in-the-accommodation-sector/)

### **OSHA 3990**

<https://www.osha.gov/Publications/OSHA3990.pdf>

### **EPA**

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

### **CARIBBEAN PUBLIC HEALTH AGENCY (CARPHA)**

[https://carpha.org/Portals/0/Documents/Travel%20Advice/nCoV\\_Preparedness%20Guidelines%20for%20Hotels.pdf](https://carpha.org/Portals/0/Documents/Travel%20Advice/nCoV_Preparedness%20Guidelines%20for%20Hotels.pdf)

### **ASSOCIATION FOR CHALLENGE COURSE TECHNOLOGY, EQUIPMENT CLEANING GUIDELINES, APRIL 27, 2020.**

### **BELIZE TOURISM BOARD, ENHANCED HOTEL AND RESTAURANT GUIDELINES, IN RESPONSE TO COVID-19, MAY 2020.**



**DIVER'S ALERT NETWORK, DISINFECTION OF SCUBA EQUIPMENT AND COVID-19, APRIL 2020.**

**EPA, LIST N: DISINFECTANTS FOR USE AGAINST SARS -COV-2, MAY 21, 2020.**

**HARVARD MEDICAL SCHOOL, HELPFUL WAYS TO STRENGTHEN YOUR IMMUNE SYSTEM AND FIGHT OFF DISEASE, APRIL 6, 2020.**

**JOHNS HOPKINS MEDICINE, CORONAVIRUS DISEASE 2019 VERSUS THE FLU, JUNE 3, 2020.**

**MINISTRY OF TOURISM AND CIVIL AVIATION, RE-IMAGING TRAVEL: GUIDELINES FOR RE-OPENING OF THE TOURISM SECTOR POST-COVID-19, VERSION 0.2, MAY 2020.**

**ORAN, DANIEL, P., ET. AL., PREVALENCE OF ASYMPTOMATIC SARS-COV-2 INFECTION, ANNALS OF INTERNAL MEDICINE, 3 JUNE 2020.**

**THE GREAT REVERSAL, COVID-19 IS UNDOING YEARS OF PROGRESS IN CURBING GLOBAL POVERTY, ECONOMIST MAGAZINE, MAY 23RD, 2020 EDITION.**

**THE RISK OF OF SEVERE COVID-19 IS NOT UNIFORM, ECONOMIST MAGAZINE MAY 21, 2020 EDITION.**

**UNITED NATIONS, UN'S FRAMEWORK FOR THE IMMEDIATE SOCIO-ECONOMIC RESPONSE TO THE COVID-19 CRISIS, APRIL 2020.**

**WORLD ECONOMIC FORUM, HOW LONG CORONAVIRUS SURVIVES ON SURFACES—AND WHAT IT MEANS FOR HANDLING MONEY, FOOD AND MORE, 28 MARCH 2020.**

**WORLD ECONOMIC FORUM, STRAVATION STILL CLAIMS A CHILD'S LIFE EVERY 3 SECONDS—HERE'S HOW WE CHANGE THIS, 30TH JULY 2019.**

**WORLD HEALTH ORGANIZATION, GETTING YOUR WORKPLACE READY FOR COVID-19, 3 MARCH 2020**

**CDC**

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html><https://www.nrn.com/operations/national-restaurant-association-releases-coronavirus-reopening-guide-industry>



## A FEW RECOMMENDED SUPPLIERS

### Disinfectants, cleaners and hand sanitizers

#### Local Producers

#### Green Care Products

#1 Sibun St  
Belmopan, Cayo  
822-3518  
William Usher. 662-3518  
William@greencleanbelize.com  
www.greencleanbelize.com  
Multi-purpose Surface cleaners, floor cleaners, glass, bathroom and kitchen cleaners, septic aids

#### Eco Friendly Products

4 Miles Western Hwy  
Belize City, Belize  
Luis Garcia. 615-7718  
Locally produced, environmentally friendly cleaners and sanitizers and new antiviral products too.

#### Traveller's Liquors

Philip Goldson Hwy  
Belize City, Belize  
223-2855  
Locally made hand sanitizer

#### Importers

#### El Dorado Enterprises

8 ½ Miles Philip Goldson Hwy  
Airport Plaza unit #10  
614-6652  
macampos@alkemycorp.com  
Hand soaps, hand sanitizers, disinfectants, surface sanitizers and multipurpose cleaners. International Medical approved grade.

#### Best Medical Supplies

#66 Freetown Road Belize City, Belize  
Office: 223-5572  
Matthias Chiac: 622-5990  
[Belize District, Stann Creek Districts, San Pedro North]  
Ivan Castillo: 636-9169  
[Corozal, Orange Walk, Cayo Districts, Caye Caulker, San Pedro South]  
3M products with a wide variety of PPE, disinfectants, hand sanitizers, cleaning products and other supplies

#### Chemical Specialties

Mr. Rafael Gongora  
610-2513  
Belize City, Belize  
Disinfectants and hand sanitizers

#### Brodie's Chemical section

Albert St. and Philip Goldson Hwy  
Belize City, Belize  
223-5587  
Antiviral Disinfectants, Hand Sanitizers, and new products with European certifications

#### Femagra Industries Limited

1/2 Mile Hummingbird highway, Belmopan  
+501-822-3909; +501-614-4021  
admin@femagra.com; info@femagra.com  
http://www.femagra.com/  
Wide range of PPE, chemicals for disinfectants and cleaning products.

### Signage

#### McNab Visual Strategies

4752 West Landivar, Suite 104  
Belize City, Belize  
Ph: 223-1025  
E-mail: office@mcnabvisual.com

#### Blue Fly Digital Advertising

3.5 Miles Philip Goldson Highway  
Belize City, Belize  
Ph: 223-1280  
E-mail: blueflydigital@gmail.com



*Tourism*  
HEALTH  
& SAFETY

ENHANCED TOUR OPERATOR GUIDELINES

IN RESPONSE TO COVID-19



BELIZE TOURISM BOARD

Stay Informed

[www.belizetourismboard.org](http://www.belizetourismboard.org)

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