

COVID-19

Good health practice guide

FOR TRAVEL AGENCIES AND TOUR OPERATORS in Madagascar



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MINISTRE DES TRANSPORTS, DU TOURISME
ET DE LA METEOROLOGIE



OFFICE NATIONAL DU TOURISME DE MADAGASCAR



EDITORIAL

Stopping the coronavirus from spreading is everyone's business if we want to safeguard our source of income and business, whether we are hoteliers, restaurant owners or tourist trade players in Madagascar.

Let's all pull together to keep our local or overseas customers coming back. Reassure your employees about prevention and be proactive, as they play an important role in limiting the spread of the virus. So it is important to raise their awareness and train them properly in the health and safety measures to put in place.

This health guide has been drawn up by professional organizations representing the travel agency and tour operator sector so that companies have the health instructions needed to carry on business while safeguarding the health and safety of all their staff. This health protocol is intended to be applied for the duration of the covid-19 epidemic, and may change according to government instructions.



A HEALTH GUIDE FOR GETTING BACK TO BUSINESS IN THE BEST CONDITIONS



Reassure employees

By proving that appropriate health practices are being applied



Reassure customers

With a guide available in hotels and restaurants and on official websites



Standardize practice

Via a common standard jointly developed with the industry and local authorities

In this guide you will find:

- The essential health measures that must be put in place
- Recommendations: criteria strongly recommended to back up the mandatory measures

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COVID-19 : WHAT YOU NEED TO KNOW

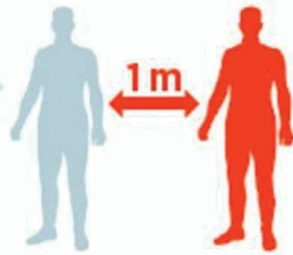
1 | What are the risks of getting infected with Covid-19?

How you catch it

Through the air

Via **droplets** from an infected person who **coughs or sneezes**.

Minimum safe distance from an infected person:



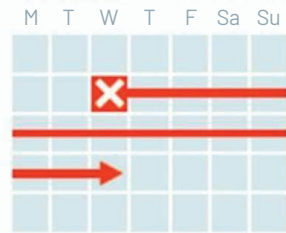
From contact

By touching your **eyes, mouth, or nose** with your **hands** after coming into contact with a **contaminated surface**

Incubation time

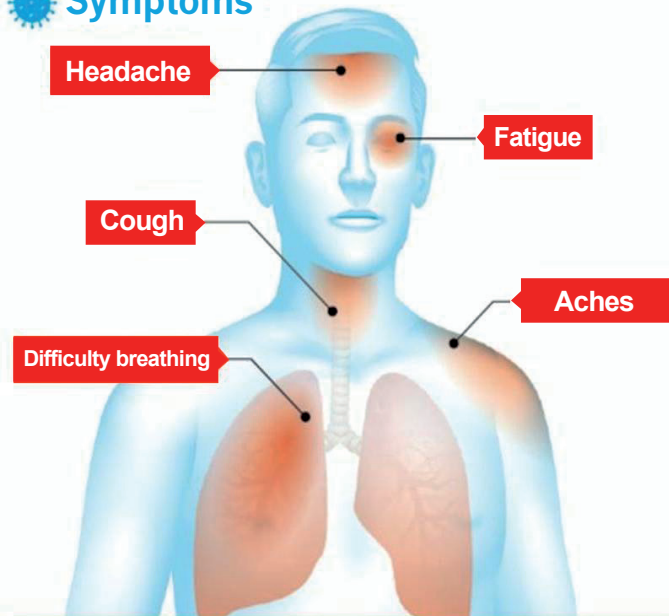
14
days

after the last risky contact



2 | What are the symptoms of Covid-19?

Symptoms



Watch out for infection symptoms : breathing difficulties, temperature of 38°C or more, chills, severe fatigue, unusual muscle pain, headache.

EMERGENCY NUMBERS 910 or 911



I have symptoms
(cough, fever)

I have a cough
and/or fever

I have a cough and a fever.
I am having trouble
breathing and/or
I am unwell

• I call a doctor

• I stay at my home
and isolate myself.

I call 910

COVID-19 : WHAT YOU NEED TO KNOW

3 | What protective measures are there?

- Thoroughly wash your hands regularly (every hour) for at least 40 seconds with soap and water, if you can't wash with soap and water, use a disinfectant or hand sanitising gel containing at least 60% alcohol;
- Cough into your elbow;
- Avoid touching your face;
- Avoid contact with sick people;
- Stay at home if you have flu-like symptoms (fever, cough, headache, body aches, etc) ;
- Avoid shaking hands and hugging;
- Keep at least 1 metre away from people;
- Wear a face mask at work at all times. (The mask should cover your mouth and nose to prevent contamination when breathing in case there are virus particles in the air).

CORONAVIRUS, TO PROTECT YOURSELF AND OTHERS



Wash your hands
very often



Cough or sneeze
into your elbow
or a tissue



Use a disposable
tissue and throw
it away

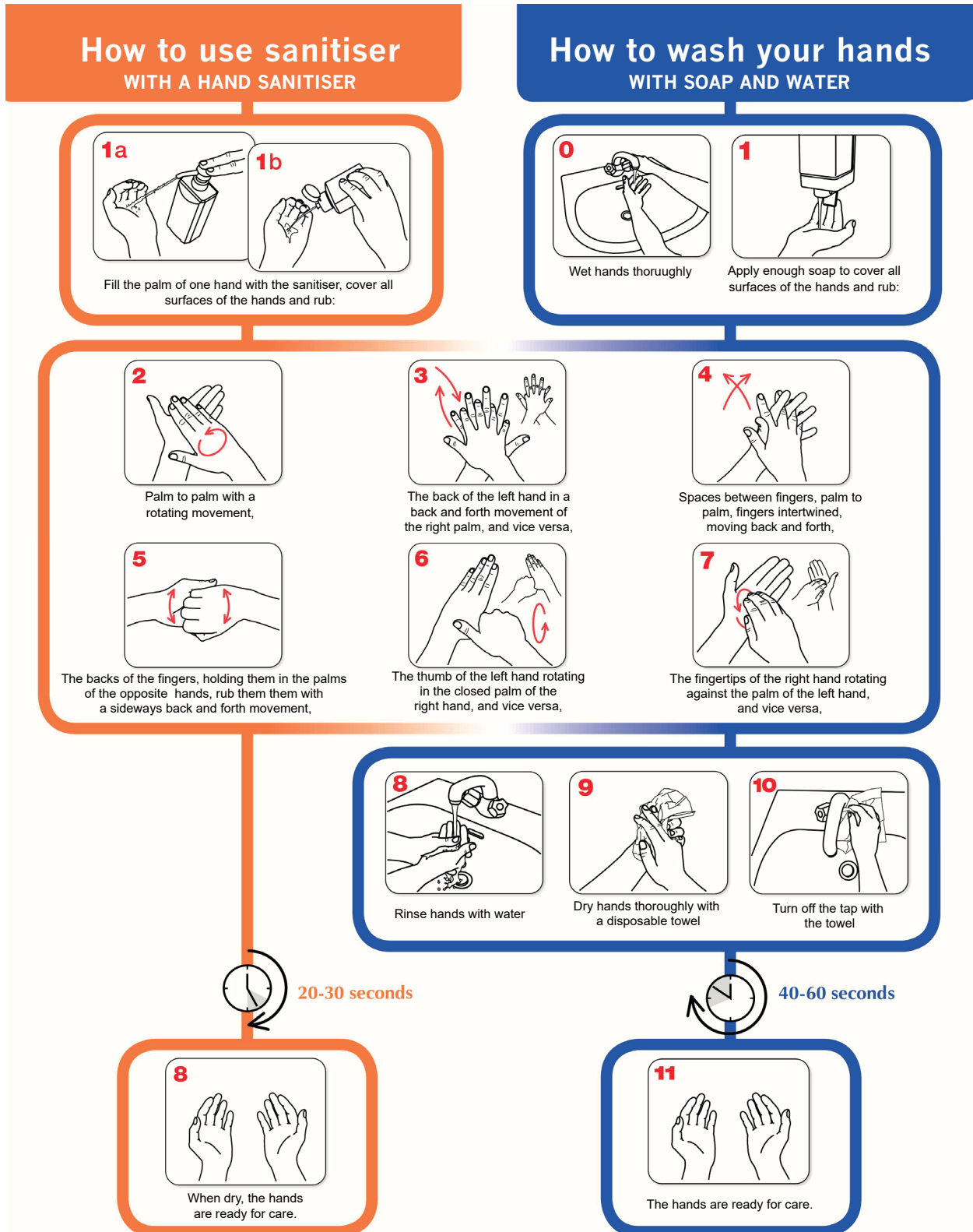


Greet people
without shaking
hands, avoid hugs

CORE GUIDANCE FOR ALL WORKERS

4 | How to wash your hands

Wash hands with soap and water when they are obviously dirty, or rub them with hand sanitiser:











CORE GUIDANCE FOR ALL WORKERS

5 | How to put on, wear and take off a face mask






You don't have to wear certified masks. Masks can be washable and homemade provided they comply with AFNOR standards.

How to wear your mask


-  Hand rubbing with sanitiser or washing with soap and water
-  Take the mask, place the stiff edge at the top and the brand name or coloured side on the outside. Place it on your face holding it by the upper strings
-  Tie the upper strings at the back of your head, then tie the lower strings at the back of your neck. Skip this step if the mask has an elastic band
-  Pinch the top of the mask over the bridge of your nose
-  Pull the bottom of the mask under your chin
-  From now on do not touch your mask again. Change it after four hours or as soon as it gets damp
-  Before removing the mask, rub your hands with sanitiser or, failing that, wash with soap and water
-  Remove the mask making sure you touch only the strings / elastic bands. Undo the ones at the bottom first, then those at the top
-  Throw the mask in a trash can (infectious clinical waste or similar available), then wash your hands or use sanitiser

How to use your mask

DON'T :

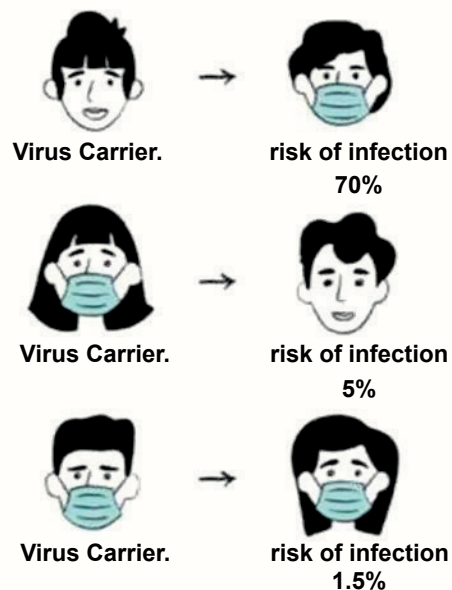
-  Wear it under your nose
-  Leave your chin exposed
-  Wear it loosely (gaps at the sides)
-  Cover only the tip of your nose
-  Leave your mask under your chin to rest

DO :



- Cover your nose
- Cover your chin
- Be tight-fitting on your face

If you take your mask off your face, you need to throw it away.



A face mask should cover your nose, mouth and chin. Once the mask is in place, you should never touch it with your hands but adjust and handle it using the elastic bands. Otherwise, the filter will no longer work and the mask will not be clean or airtight.

CORE GUIDANCE FOR ALL WORKERS

6 | How to manage waste

- Produce as little waste as possible.
- Do not discard except in the trash.
- If possible, wear gloves to put your bags in the trash. Afterwards, wash the gloves with soapy water, then wash your hands.

For waste likely to be contaminated (employees and customers) :



7 | What to post up

Inform and warn, to protect yourself, your staff and your customers.

For employees:

- Where ? On mandatory notice boards at the staff entrance, in the changing rooms, in the staff room.
- What? Protective measures; Hand washing instructions; New procedures and work organization; Dates of special meetings or training courses; Schedules for talks between management and employees.
- How? In Malagasy and French and/or with illustrations.

For customers:

- Where ? At the entrance and reception desk, in the common areas and elevators, in the rest rooms, bedrooms, the dining room and kitchens, at the pool/spa...
- What? Initiatives put in place to guarantee health security during their stay; Protective measures and social distancing; Invitation to use proper hand hygiene; Wearing a mask in case of symptoms; Conditions and/or frequency of disinfecting a given space ; New organization and ways of accessing the establishment's services; Closing down certain services or changing how they operate.
- How? In several languages and/or with illustrations. Also add floor marks to facilitate social distancing in queues (reception area, breakfast buffet, etc).

For suppliers or subcontractors:

- Where ? Email suppliers, service providers and subcontractors before they arrive at the reception area (delivery dock, etc.).
- What? New procedures and organization for action.
- How? In Malagasy and French and/or with illustrations

CORE GUIDANCE FOR ALL WORKERS

8 | How to manage stress during this health crisis

It is essential to reassure staff so that they can apply the health measures needed for their safety and that of their colleagues and customers with peace of mind. This guide explains how to minimize the risk of infection and create an appropriate working environment for this situation.

However, here are some practical tips for dealing with the emotions related to Covid-19:



It's okay to feel sad, stressed, disoriented, angry, or scared during a crisis.

Talking to someone you trust can help



Check out what you hear about the Coronavirus.

Stay informed and up to date: Use trusted sources like health authorities, the World Health Organization (WHO), or the Red Cross.



No unnecessary worry or fuss!

Reduce the time you and your family spend reading or looking at information that you find distressing.



Use techniques that have worked for you in past events

Use these skills to help you deal with your emotions during this epidemic.



If you have to stay at home, keep up a healthy lifestyle.

Balanced meals, proper sleep exercise, and social contact with family and friends at home and away.



Manage all your emotions in a healthy way.

If you feel overwhelmed, talk to a healthcare professional. They will direct you to psychological or medical support according to your needs.

CORE GUIDANCE FOR ALL WORKERS

9 | How to deal with someone with symptoms

A/ If one of your employees shows symptoms

- The **hygiene manager** must safeguard the staff's health and suspend any worker that is a risk or shows signs of infection.
- In the event of an employee suspected or actually being infected, refer to the instructions for symptoms and notify the Covid-19 action squad.
- If suspicious symptoms occur in the workplace:
 - Isolate the employee (in a separate room),
 - Avoid contact with colleagues (keep over one metre away from them)
 - Apply protective measures and arrange to send the employee home
 - The employee contacts their attending physician
 - Call 910 only in an emergency
 - Inform the other staff of a potential case

B/ If one of your customers is showing symptoms

Draw up a list of health professionals easy to phone (names, distances, contact details) and put this information in a special booklet.

During their journey:

- Ask the customer to talk about their state of health
- Encourage the customer to stay isolated while waiting for the doctor's opinion.
- Make sure they have face masks and soap, if not provide some.

After they leave:

- Mark the area involved (room, lounge, etc.) closed off for 4 hours
- Air the room whenever possible. To reduce the risk of exposure, wait at least 4 hours and preferably 12 to 24 hours if possible, before cleaning surfaces in the space occupied by the sick customer.

As the coronavirus can probably survive more than 3 hours on dry surfaces, wet clean the contact points, surfaces and floors in both cases (A and B). Follow the waste management protocol. Implement the special laundry procedure.

Identify and appoint a COVID go-to person in your business.

Their role is to:

- Train all staff in the new procedures put in place
- Check that protective measures and best practice are implemented by all staff as well as throughout the customer's trip.
- Make sure health and safety instructions are prominently displayed in reception areas, vehicles and on staff premises.
- Make sure there is an uninterrupted supply of consumables for all vehicles and on all premises, they must never run out of the following consumables:
 - Hand sanitiser;
 - Face masks ;
 - Disinfection wipes;
 - Bleach, or disinfectant;
 - Liquid soap;
 - Disposable hand towels;
 - Trash bags.

Reception areas and offices

- Ask people to systematically wash their hands or disinfect them with sanitiser every time they come into the company premises.
- Stop any outsider from entering if they show symptoms such as fever, cough, body aches, difficulty in breathing.
- Keep the doors wide open, if they are not automatic.
- Set up well-differentiated entry/exit access points (in time or space) to prevent people crossing paths, by using floor marks, for instance.
- Regularly air the premises at least 2 to 3 times a day for 15 minutes
- Make sure there are sanitiser, soap, disposable hand towels, disposable tissues, easy-access bins on all premises.
- At the reception desk, use a plexiglass shield or wear a face mask
- No personal items on desks, no eating at desks
- Suspend the use of water fountains in favour of personal water bottles
- No lending items (pens, phones, etc)
- No personal electric fans or air conditioners
- Systematic checks and visits to the company's social/health service.

Cleaning

- Regularly disinfect offices, toilets and staff rooms
- Regularly disinfect door handles, switches, elevator buttons, handrails, taps etc
- Disinfect keyboards, mice, printers, photocopiers, telephones, etc.
- Disinfect card payment terminals
- Wet clean floors daily, vacuuming is not recommended unless no other cleaning solution is possible.
- Systematically disinfect the grounds and workplace at the end of the day. Do not overdose cleaning products and read labels carefully.

10 | New routine measures

2/2

Staff

- Cut down the numbers and rotate staff on duty to reduce risk and change schedules accordingly.
- Ask employees with flu-like symptoms not to come to work.
- Take employees' temperatures daily when they arrive.
- Outside clothes must be different from work clothes. Provide a changing room.
- Wearing a face mask is mandatory.
- Keep a social distance of 1 metre away from others.
- Prohibit all direct contact between staff and customers.
- For drivers, washing hands with soap and water before picking up the vehicle.
- Make staff aware of applying protective measures outside work: in the street, at home or in shops.

Vehicles

- Step up checks that vehicles are in good condition (tires, windshields, wipers, etc.) so as not to have unplanned trips to the garage.
- There must be hand sanitiser in each vehicle at all times, as well as a supply of soap and water, disposable towels or disinfectant wipes, disposable tissues and especially trash bags.
- All vehicles must have health kits with an infrared thermometer.
- If the vehicle is shared by several drivers, protect the seat with a washable cloth (wash at 60°C) or clingfilm and throw it away after use by each driver.
- Systematically clean and disinfect all vehicles after every use (keys, handles, steering wheel, gear lever, dashboard, passenger compartment, etc_
- Draw up a cleaning monitoring sheet for drivers (time-stamped and signed).
- Stick to the number of passengers depending on the type of vehicle.
- Avoid using air conditioning or fans to prevent the virus spreading quickly inside the vehicle. Promote airing the vehicle.
- During trips, stop every 2 hours if possible to air the vehicles and open the doors for 15 minutes.
- Do not offer drinks or snacks during trips.

Passengers

- Take customers' temperatures before boarding the vehicle.
- Wearing a mask is mandatory.
- Provide passengers in each vehicle with a poster showing protective measures.
- The driver must inform their manager if someone shows symptoms of Covid-19 infection.
- Customers open and close the vehicle door themselves
- Passengers are not allowed to eat in the vehicle

11 | Travel agent, Advisor, Counter clerk Protocols**ESSENTIALS**

1. Encourage customers to make enquiries by phone or email and limit their trips to the agency by promoting phone meetings.
2. In agencies, try encouraging people to make appointments to better manage customer flows.
3. Post the protective measures to follow in the window or at the entrance to the reception desk.
4. Train the security service in protective measures and new instructions : one in, one out to limit the number of customers in the agency. (One per desk, waiting outside. Floor marks every 1 metre for queuing.)
5. At the reception desk, install a plexiglass shield, mandatory face masks for both the employee and the customer and floor marks to ensure a minimum distance of 1m if there is no plexiglass shield.
6. Provide a bottle of hand sanitiser at the reception desk and each workstation. Ask customers to use it when they arrive.
7. Encourage sending electronic documents.
8. Inform customers of the public health risks observed by the health authorities at their destinations or in transit.
9. Inform customers of the recommendations to follow and the local health measures implemented to counter such risks.
10. It is strongly recommended to take out insurance with a repatriation clause for local care.
11. Travel agencies must have the list of CSB II reference points available from the Ministry of Health and the CCO.
12. Limit groups of people travelling together as much as possible to facilitate compliance with social distancing.
13. Work with partners who have also put in place health protocols related to their profession.
14. E-mail quotes, purchase orders, and invoices; pay online or use contactless payment whenever possible. In the event of cash payments, set up a system to avoid direct contact.
15. Wash hands or disinfect with hand sanitiser after any contact with cash.

16. After handling customer documents, such as passports etc, wash your hands or disinfect with hand sanitiser.
17. If a serious health risk is identified, the traveller undertakes to give the authorities the required medical information.
18. If by bad luck or error, one of the customers becomes infected once they have arrived, take all necessary steps to have the customer examined by a doctor, assist them with formalities, immediately inform the insurance company responsible for repatriation if the customer has taken out a policy for it.
19. Drivers or guides must know the protocol if they suspect Covid-19

RECOMMENDATIONS



20. Remove all brochures, flyers and displays with direct access.
21. Avoid or limit handling documents.
22. Encourage customers to use their own pens or disinfect pens after use.



12 | Driver Protocols

ESSENTIALS



1. Do not wear gloves when driving.
2. The driver must have 6 washable masks, a mask to be changed every 4 hours.
3. Passengers are advised to keep a 1 metre space between them.
4. Inform customers of existing health protocols before, during and after the trip.
5. Do not put any luggage on the back seat unless it is a small bag.
6. Avoid crowding around the vehicle. Close windows during stops.
7. Supervise customers at each stop and visit, if there is one, to reduce physical contact with street vendors.
8. Anticipate each activity to prevent customers from queuing or staying in one place for a long time.
9. Comply with the required arrangements to separate the driver from passengers by at least 1 metre and inform the passengers:
 - 4-seater vehicle = 3 people including the driver
 - 7-seater vehicle = 5 people including the driver
 - 9-seater vehicle = 6 or 7 people including the driver
 - 12-seater vehicle = 7 people including the driver
 - 15-seater vehicle = 8 people including the driver
 - 18-seater vehicle = 10 people including the driver
 - 23-seater vehicle = 12 people including the driver
 - 32-seater vehicle = 18 people including the driver
10. During the tour, the temperatures of the driver and passengers are taken daily.
11. Hands must be washed or disinfected with hand sanitiser before entering the vehicle (after an outing, a break, visit, purchase, etc).
12. The vehicle must be disinfected by the driver at the end of the day and before each departure. A monitoring sheet must be filled in for each disinfection.
13. If the vehicle is found to have a passenger with symptoms at a checkpoint on the road, the passenger will be taken by the health service or law enforcement to be tested in the nearest CSB II.

12 | Driver Protocols



RECOMMENDATIONS

14. Luggage must be loaded and unloaded either by customers in individual transport vehicles or by a porter in collective transport vehicles after the luggage has been disinfected by the customers and the porter's hands disinfected between each piece of luggage.
15. For breaks and meal stops, be sure to choose places that comply with protective measures, no meals inside the vehicle.
16. Purchases on the road must be made with care, the products purchased must be wrapped and placed in the trunk or on the roof of the vehicle.
17. A trash bag must be provided to passengers. As far as possible, isolate the waste in a closed cardboard box in the trunk. Dispose of it in the trash as soon as possible, following the waste treatment protocol on page 5 of this document.



13 | Security Guard Protocols



ESSENTIALS

1. Form set teams as much as possible to facilitate adopting new procedures.
2. Provide the equipment: hand sanitiser, soap, trash cans.
3. Have hands washed as often as appropriate to the numbers and whenever a risk of contamination is suspected (reorganize more frequent breaks for this reason).
4. Review patrols, the possibilities of staggered schedules, extended time slots so as to reduce turnover at the same position.
5. Wherever possible and safe to do so, prioritize patrols with one guard instead of two or more.
6. Train security guards so that they can help customers follow health measures, point out signs and which way to go etc
7. For tasks requiring contact with the public (reception tasks, access control, rescue and assistance to people) enforce the distances between two people (at least one metre),
 - no hand to hand contact,
 - keep doors open,
 - Make sure luggage is disinfected before carrying it for customers if necessary, then wash your hands
8. Monitor the cleaning plan, the ongoing supply of consumables (hand sanitiser, soaps, trash bags, etc.).

RECOMMENDATIONS



9. Adapt the organization based on employee feedback.
10. Manage the cleaning of work clothes.
11. Collect any reports of dysfunction in the new organization.
12. Remove waste regularly.

Thank You

FOR HELPING TO PRODUCE THIS GUIDE



Anjary Hôtel- Café du musée- Coin du foie gras Behenjy / Isoraka- Espace Diamant- Grand Mellis- Groupe Lorenzo- Havana Resort & Spa- Hôtel La Villette- Irinah Hôtel- Karibotel- Louvre Hôtel & Spa- Mantasoa Lodge- Princess Bora Lodge- Rova Hôtel- Sahanala- Tana Hôtel- Tsiky Restaurant

Sources

Ministry of Health | CCO Ivato | World Health Organization | Public Health France
Madagascar Hôtel Consultant - Coaching, advice and training firm (MHC)
François Tourisme Consultants - Consulting firm & iglobal expert network (FTC)
Photos - Canva.com

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