

DESERT & DELTA SAFARIS

COVID-19 OPERATIONS MANUAL

TABLE OF CONTENTS

Introduction	2
1. Guest Relations/ Managers	3
2. Kitchen/ Restaurants & bars	5
3. Housekeeping/Laundry	8
4. Guides	9
5. Back of House/ groundskeeping	11
6. Protocols for handling COVID-19 suspected cases	12
7. Recommended Personal Protective Equipment	15
8. Enhanced cleaning protocols	15



Empowering Botswana Through Tourism

RESERVATIONS OFFICE

TELEPHONE [+267] 680 1494
E-MAIL info@desertdelta.com

 [View Desert & Delta Safaris Video](#)

    www.desertdelta.com

MARKETING OFFICE

TELEPHONE [+267] 686 1559
E-MAIL marketing@desertdelta.com
ADDRESS Private Bag 310,
Maun, Botswana

Introduction

This document is designed to provide guidance to ensure that the health of the staff and guests is protected. Knowledge about the transmission and spread of COVID-19 will help prevent combat this disease. There are new findings emerging daily about the virus necessitating regular updates.

Coronavirus disease 2019 (Covid-19) is a respiratory illness that is spread through droplets when an infected person coughs or sneezes. The virus can be transmitted to another person through the nose, eyes, or mouth if they are close enough to the infected person when they cough and indirect contact through touching contaminated surfaces or objects that have been exposed to the virus.

Covid-19 is not transmitted through particles in the air or the skin.

Preventive measures against spread of COVID 19

It has been found that transmission of the virus from one person to another can be slowed or stopped if these preventive measures are followed.

- Regular and thorough hand hygiene.
- Social distancing.
- Avoid touching eyes, nose, and mouth.
- Good respiratory hygiene/etiquette.
- Thorough cleaning and disinfecting of surfaces and frequently touched objects.
- People should wear personal protective equipment.
- If any person, guest, or staff member, exhibits any symptoms of COVID-19, that person needs to stay at home or room if there are in one of the lodges and notify their supervisor for help.

The measures listed above will be the cornerstones of the action plan to address the health threats that COVID-19 will pose.

There are several human interactions that must be considered in this document, **staff to guest**, **guest to guest**, and **staff to staff interactions**. There will be general and specific rules to different sectors in the lodge.

Points to be considered

- Gathering of relevant information
- Mobilization of resources
- Formulation of Action Plan
- Communication and supervision
- Training and dissemination of information
- Feedback

Establishment of preventive best practice and operational protocols- Sanitation & hygiene

This will be divided into main sections for the different sectors in the camp namely:

1. Guest relations/ management
2. Kitchen
3. Housekeeping & Laundry
4. Guides
5. Back of house/ Groundskeeping

1. Guest relations/ managers

1.1 Relevant information

- Guests should be assessed for their risk in contracting COVID-19 based on age and health status.
- Detailed information should be collected prior to travel date to enable tracing of contacts if a guest tests positive for COVID-19.
- Each guest should sign an indemnity form with an agreement to adhere to COVID-19 protocols.
- Staff should be well informed about COVID-19 and preventive measures that will be adopted and impart this information to guests upon arrival. (This should include hand and shoe sanitizing of guests on arrival, ensure that guests are wearing masks).
- Staff members who might be more susceptible to contracting COVID-19 due to pre-existing health conditions should not be put in positions where there is a high potential of contracting the virus.
- Daily mandatory screening for temperature and wearing of masks for both staff and guests. If temperature reading is above 37.4 °C, and guest is exhibiting other COVID-19 related symptoms. Manager should check guest information to make a risk assessment based on travel history and contact senior managers before proceeding to handle a guest as a suspected case (***Please refer to Section 6.0 for further information***)
- Staff should monitor people for signs and symptoms of COVID-19 discretely.
- Social distancing of about 1.5-2 m should always be maintained. People should refrain from hugging, kissing, and shaking hands.
- Respiratory etiquette should be maintained. When coughing or sneezing, mouth and nose should be covered with a bent elbow or tissue. Used tissues should be discarded into a covered bin.
- Hand hygiene should be practiced. Regular cleaning with an alcohol-based hand sanitizer or washing with soap and water, mostly after exchanging cards or money with guests. Avoid touching the eyes, nose, and mouth.

- High traffic surfaces should be cleaned regularly including doorknobs, switches etc.

1.2 Extra information for members of staff

- Hygiene & sanitation training and education.
- Familiarization with room occupancy policy for accompanying persons in the event of a suspected case of COVID-19.
- Detailed guest information -COVID-19 extras
- Latest definition of a suspected case
- Capable of informing guests about the COVID-19 policy on preventive measures and medical services that are available.
- They should have official up to date information about travel to and from countries were COVID is spreading.
- They should be well informed regarding handling of a suspected COVID-19 case and the emergency evacuation procedures.
- List of necessary equipment (PPE) and medical kit at the reception desk.
- Guidelines for recommended handwashing and disinfectant liquids contents.

1.3 ACTION PLAN: GUEST RELATIONS

Action steps	Resources	Responsible people	Extra Notes
Gathering information about COVID-19.	Summarize information, creation of posters, briefings, procedural charts	ALL	Information on old posters should be updated. (Preventive measures should start from initial point of contact)
Training staff members	All staff should be trained about COVID-19. Selection of trainers among staff members, medical personnel, local health officials, Okavango Air Rescue, Bidvest Steiner.	Human Resources Department.	
Procurement of resources	Procurement of materials needed i.e. hand sanitizer, disinfectants, bleach, PPE, thermometers, germicidal disinfectant wipes. Liaise with Bidvest Steiner to confirm supply of products and chemical component of products	F&B Manager	Recommended sanitizers should have an alcohol content of above 70%. Disinfectant should contain 0.1% sodium hypochlorite- equivalent to 1000ppm.

	and they should provide Material Safety Data Sheets (MSDS)		
Installation of hand hygiene stations at key locations		Management Team Responsible	
Demarcation of social distancing lines and PPE zones in facilities		Management Team Responsible	
Dissemination of information to guests and implementation of COVID-19 preventive measures	Orientation, posters, information dossiers in guest rooms, guides during activities.	Management Team Responsible	A trial run should be done before arrival of guests.
Brainstorm on protocols to be followed by staff members for relocation to lodges post lock down.		Human Resources department.	Quarantine period, provision of accommodation for isolation and evacuation procedure if a staff member is a suspected COVID 19 case.
Measurement of compliance	Logbook of records of health vitals, logbook of disinfection times of surfaces, Follow up Inspections, Reports,	Management Team Responsible	Temperature checks should be done for guests and staff members at the start and end of each day. Remove some décor pieces from communal areas.

2. Kitchen / Restaurants & bars

2.1 Relevant information

- Hand hygiene station should be installed at the kitchen entrance.
- Strict personal hygiene should be followed by staff (frequent hand washing, coughing etiquette)
- Staff should wear personal protective equipment (PPE-mask, gloves, and apron).
- Social distancing of about 1-2 m should always be maintained. The number of staff working in an area may need to be reduced.
- All surfaces should be washed, disinfected, and dried.
- Kitchen should be demarcated into zones to facilitate sanitation and social distancing.
- All dishes, silverware and glasses, equipment and surfaces should be washed, disinfected, and rinsed.
- Drying of dishes should be carried out using disposable paper towels.

2.2 Restaurant

- Hand hygiene station should be installed at the entrance of the restaurant/bar.
- Strict personal hygiene should be followed by both staff and guests. (frequent hand washing, coughing etiquette)
- All people should wear PPE (masks for guests and staff should wear masks, gloves, and an apron).
- Social distancing of about 1-2 m should always be maintained.
- Adopt an a la carte service or simple menus and avoid buffets.
- The recommended table setting is a maximum of 4 people per 10m² table. The distance from the back of one chair to the back of another chair should be more than 1m apart and guests should face each other from a distance of at least 1m.
- Tablecloths and napkins should be washed at a higher temperature setting to kill off any pathogens. Disposable napkins may be used.

2.3 Extra information for members of staff

- Recommended enhanced cleaning protocol should be followed.
- Hygiene & sanitation training and education.
- List of necessary equipment (PPE).
- Guidelines for recommended handwashing and disinfectant liquids contents

2.4 ACTION PLAN: KITCHEN/RESTAURANTS

Action steps	Resources	Responsible people	Extra Notes
Gathering information about detergents, hand sanitizer, disinfectants	Summarize information, creation of posters, briefings, procedural charts	ALL	Information update on posters.
Procurement of resources	Procurement of materials needed i.e. hand sanitizer, disinfectants, bleach, PPE, thermometers, germicidal disinfectant wipes. Liaise with Bidvest Steiner to confirm supply of products and chemical component of products	F&B Manager	Recommended sanitizers should have an alcohol content of above 70%. Disinfectant should contain 0.1% sodium hypochlorite-equivalent to 1000ppm. and they should provide Material Safety Data Sheets (MSDS)
Assess and recommend preventive measures for	PPE kit, training on disinfection of goods and vehicles, monitoring compliance	Food & Beverage, Human	

delivery of goods to stores department and lodges.		Resource Department, Lodge management	
Installation of hand hygiene stations at key locations	Sanitizers, dispensers, dryers.	Management Team Responsible	
Demarcation of social distancing lines and PPE zones in kitchens.		Management Team Responsible	
Train staff members about COVID-19 and how to carry out an enhanced cleaning protocol.		Management Team Responsible	Every surface in the kitchen, restaurant, and bar should be cleaned and disinfected every 3 hours.
Staff training on 'a la carte' menu and service or room service for dinner.		Management Team Responsible	
Familiarization with PPE protocol.		Management Team Responsible	
Trial run for new protocols with staff members.		Management Team Responsible	
Provision of a logbook for surface disinfection times, and vital health information.		Management Team Responsible	Temperature checks should be done for staff members at the start and end of each day.

3. Housekeeping & Laundry

3.1 Relevant information

- Staff should wear personal protective equipment (PPE) when cleaning and doing laundry.
- Social distancing of about 1-2 m should always be maintained. People should refrain from hugging, kissing, and shaking hands.
- Strict personal hygiene should be followed. (frequent hand washing, coughing etiquette)
- Laundry should be washed at a higher temperature setting to kill off any pathogens. Guests' personal clothing will not be laundered.
- Guests can opt to forgo housekeeping service for the duration of their stay. But for those who need room service, strict cleaning protocol should be followed.
- Frequency of cleaning may be reduced.
- Turn down service should cease.
- Rooms should be well ventilated.

3.2 Extra information required for members of staff

- Recommended enhanced cleaning protocol should be followed.
- Hygiene & sanitation training and education.
- List of necessary equipment (PPE).
- Guidelines for recommended handwashing and disinfectant liquids contents

3.3 ACTION PLAN: HOUSEKEEPING/ LAUNDRY

Action steps	Resources	Responsible people	Extra Notes
Gathering information about detergents, hand sanitizer, disinfectants	Summarize information, creation of posters, briefings, procedural charts	ALL	Old posters should be updated
Procurement of resources	Procurement of materials needed i.e. hand sanitizer, disinfectants, bleach, PPE, thermometers, germicidal disinfectant wipes. Liaise with Bidvest Steiner to confirm supply of products and chemical component of products	F&B Manager	Recommended sanitizers should have an alcohol content of above 70%. Disinfectant should contain 0.1% sodium hypochlorite-equivalent to 1000ppm. They should provide Material Safety Data Sheets (MSDS)

			Washing machine setting for each lodge should be assessed.
Installation of hand hygiene stations at key locations		Management Team Responsible	
Demarcation of social distancing lines and PPE zones in laundry.		Management Team Responsible	
Training of staff members about COVID-19 and how to handle laundry, PPE procedures.		Management Team Responsible	Decision making about forgoing housekeeping services, use of clean PPE kit for each individual room
Assessment of adequacy of current staff uniforms provided.		Management Team Responsible	Staff members should wear clean uniform daily.
Trial run for new protocols with staff members.		Management Team Responsible	
Provision of a logbook for surface disinfection times, and vital health information.		Management Team Responsible	Temperature checks should be done for staff members at the start and end of each day.

4. Guides

4.1 Relevant information

- Guides should wear personal protective equipment (PPE)
- Guides should wear clean uniform daily.
- Social distancing of about 1-2m should always be maintained. People should refrain from hugging, kissing, and shaking hands.
- All luggage should be sprayed with disinfectant before putting in the vehicle. Hands should be washed or sanitized.
- There will be a recommended number of guests in a vehicle. (this will not apply to families)
- Vehicles should be well equipped with all necessary supplies. (List will be provided)
- Vehicles should be cleaned after each trip.

4.2 Extra information needed for members of staff

- Recommended enhanced cleaning protocol should be followed.

- Hygiene & sanitation training and education.
- List of necessary equipment (PPE).
- Guidelines for recommended handwashing and disinfectant liquids contents

4.3 ACTION PLAN: GUIDES

Action steps	Resources	Responsible people	Extra Notes
Gathering information about detergents, hand sanitizer, disinfectants	Summarize information, creation of posters, briefings, procedural charts	ALL	Old posters should be updated
Procurement of resources	Procurement of materials needed i.e. hand sanitizer, disinfectants, bleach, PPE, thermometers, germicidal disinfectant wipes, and water dispensers. Liaise with Bidvest Steiner to confirm supply of products and chemical component of products.	Food & Beverage Manager, Head Guide	Recommended sanitizers should have an alcohol content of above 70%. Disinfectant should contain 0.1% sodium hypochlorite-equivalent to 1000ppm. They should provide Material Safety Data Sheets (MSDS)
Guides should be trained on COVID-19 measures for guest pick up and activities.	Emphasis should be on social distancing, use of PPE kit, diligent surveillance on guest exhibiting COVID-19 symptoms.	Head Guide	Each vehicle should have sanitizing spray for guest bags, PPE and wipes for guest pick up. A water dispenser and hand wash liquid should be provided for snack times whilst on activity.
Guides should not host guests at meal times.		Head Guide	
Game drive vehicles should be disinfected after every trip.		Head Guide	Carpets or any material that is hard to disinfect should be removed from the vehicle.

5. Back of house/ Groundskeeping

5.1 Relevant information

- Staff should wear personal protective equipment (PPE) when handling solid waste.
- Social distancing of about 1-2 m should always be maintained. People should refrain from hugging, kissing, and shaking hands.
- Proper disposal of all solid waste according to recommended protocol.

5.2 Extra information for members of staff

- Recommended enhanced cleaning protocol should be followed.
- Hygiene & sanitation training and education.
- List of necessary equipment (PPE).
- Guidelines for recommended handwashing and disinfectant liquids contents

5.3 ACTION PLAN: BACK OF HOUSE/ GROUNDSKEEPING

Action steps	Resources	Responsible people	Extra Notes
Gathering information about detergents, hand sanitizer, disinfectants	Summarize information, creation of posters, briefings, procedural charts	ALL	Old posters should be updated
Procurement of resources	Procurement of materials needed i.e. hand sanitizer, disinfectants, bleach, PPE, thermometers, germicidal disinfectant wipes, bio-hazardous rubbish bags with tags. Liaise with Bidvest Steiner to confirm supply of products and chemical component of products	F&B Manager	Recommended sanitizers should have an alcohol content of above 70%. Disinfectant should contain 0.1% sodium hypochlorite-equivalent to 1000ppm. They should provide Material Safety Data Sheets (MSDS)
Installation of hand hygiene stations at key locations		Management Team	
Staff members should be trained on COVID 19 and how to handle solid waste on site.		Management Team	Biological waste should not be stored at the lodge for a long period. On site disposal of waste is preferable.

6. Protocols for handling suspected COVID-19 cases in lodges

- If a person develops symptoms of acute respiratory infection, (fever, persistent cough, or difficulty in breathing and in some cases pink eye infection) ensure that contact with other people is minimized. A distance of at least 2m should be maintained from other people.
- If the person cannot be evacuated to a medical facility immediately, then room confinement is recommended, and proper care is given to the patient. A member of staff might be designated to be the primary care giver. The staff member should wear recommended PPE and drop off food or any items outside the sick person's room.
- The patient should be given a medical mask, and practice respiratory hygiene when coughing and sneezing. If the patient cannot tolerate a mask, tissues should be provided to cover the mouth and direct contact with ill patient should be avoided. If contact cannot be avoided additional protective equipment should be used (disposable gown, mask, eye protection, and gloves). Wash hands before wearing PPE and remove the gear carefully, first remove gloves and gown, wash hands or sanitize, then remove mask and eye protection and wash hands again. Used gear should be disposed into an intact rubbish bag and tagged with red tape to symbolize it as 'biohazardous waste'
- Used tissues should be discarded into an intact rubbish bag. All rubbish generated from rooms with suspected COVID-19 cases should be tagged with red tape and considered as 'biohazardous waste'. Hands should be washed thoroughly, or an alcohol-based hand sanitizer can be used.

6.1 Suspected COVID-19 cases for staff members

- If a member of staff exhibits COVID-19 symptoms, he or she should be isolated in a room while waiting for medical assistance.
- A mask and disposable tissues should be provided when they go to common areas e.g. restrooms.
- If a member of staff falls ill at home, he or she should stay home and self-isolate and seek medical assistance.

6.2 Suspected COVID-19 cases for guests

- If a guest is affected, he or she should self-isolate on a temporary basis while waiting for medical intervention. Continued stay of the said guest is not recommended unless otherwise advised by local health authorities. The guest will be assessed and if they satisfy the criteria, they will be moved to a designated health care facility.
- If the guest is accompanied by other guests, those guests should be moved to another room depending on availability. Managers should monitor their temperature and check for fever, cough, or other COVID-19 symptoms.

- If a guide or staff members are required to transport a sick guest to an airstrip for medical evacuation, recommended WHO guidelines should be followed. Hand hygiene before and after they put on PPE (mask, eye protection, gloves, and gown) to transport the patient.
- If there is more than one patient to be transferred, protective gear should be changed to prevent cross contamination. All used PPE should be considered infectious and treated as 'bio-hazardous waste'.
- The vehicle used for transporting a suspected COVID-19 case should be cleaned thoroughly with a regular household cleaner containing 0.5% of sodium hypochlorite (this is equivalent to 1 part household bleach containing 0.5% of sodium hypochlorite to 99 parts of water, alternatively, a hospital-grade disinfectant can be used). Bleach should remain in contact with the surface for 1 minute before rinsing with clean water.
- The room vacated by the sick guest should be thoroughly cleaned according to WHO cleaning and disinfection protocols.
- If health authorities advise that a sick guest self-isolate at the lodge, Doctor's visits should be carried out in the room. Visitors are not allowed unless the patient needs a caretaker i.e. children, older people, then only one person is assigned to the patient. Pregnant women or people with underlying health issues should not be caretakers. Food should be served in the room. It may be left outside the door.
- Patients should not share a bathroom, towels, blankets, or cloths with other people. Caretakers must wear PPE and designate separate areas for putting on and removal of PPE to prevent contamination. They should self-monitor for emergence of any symptoms.
- Cloths and linen used by the patient should be stored in sealed bags and washed according to WHO recommended standards.
- Health personnel will advise managers on how to manage tracing of possible contacts of the sick guests and update on the results of the guest's clinical test results.

6.3 Identification and management of contacts

Identification of contacts should begin immediately after a suspected case has been identified.

WHO's definition of a contact is any person who has any of the exposures listed below during 2 days before and the 14 days after the onset of symptoms of a probable or confirmed case:

- Face to face with a probable or confirmed case within 1 meter and for more than 15 minutes.
- Direct physical contact with a probable or confirmed case.
- Direct care for a patient with a probable or confirmed without using proper personal protective equipment.

According to the above definition, in a lodge, a contact will be:

- Guests who accompanied the sick guest, or other guests who came in close contact and satisfy any of the criteria listed.
- Staff members who were taking care of the sick guest, assigned housekeepers and guide and any other people who were in close contact with the sick guest.

All potential contacts are required to self-quarantine for 14 days and self-monitor for COVID-19 symptoms, and if the sick guest was in close contact with people then the local health authority should be informed.

Other guests who had low exposure should be provided with information on the disease, its spread and preventive measures. They should take precautionary measures by social distancing, wearing PPE and self-monitoring for COVID-19 symptoms for the next 14 days.

7. Recommended personal protective equipment (PPE)

These are the recommendations for personal protective equipment (PPE) for people, and hand should be washed or sanitized before touching PPE.

7.1 Guests

- Guests should wear masks (disposable or cloth masks) whenever they are in public areas except when they are eating or drinking. Special measures should be taken in storage of used masks during mealtimes.
- There should be adequate supply for masks in lodges, and if cloth masks are supplied, special sealable laundry bag should be provided.
- When there is a suspected case of COVID-19, enhanced PPE should be implemented (mask, eye protection, apron, and gloves)

7.2 Staff

- All staff must wear masks, gloves, eye protection, disposable aprons or overalls and laundry and housekeeping staff will wear disposable shoe coverings at all the time, except during mealtimes.
- There must be an adequate supply of PPE in the lodge.
- Proper training of how to wear and remove PPE safely will have to be conducted.

8. Enhanced cleaning protocol

8.1 Laundry

- All staff should be trained about COVID-19, and certificates should be kept at the laundry.
- They should be trained in how to use detergents effectively. The Material Data Safety Sheets (MSDS) should be displayed at the laundry.
- A hand wash station should be installed at the entrance of the laundry. Staff members should wash or sanitize their hands before entering the laundry.
- All surfaces should be cleaned with a bleach solution including the surfaces of the washing machines and dryers.
- They should wear the recommended PPE – mask, gloves, overalls or apron and shoe coverings.
- Soiled linen should be loaded in the washing machine, if the washing machine is full, the remaining items should be left in secured laundry bags. Spreading of dirty linen on the floor will release and spread the virus onto surfaces in the laundry. WHO recommends a

higher washing temperature setting of above 70°C. All washing machine should be assessed to determine the best washing temperature setting to be used.

- Soiled linen bags should be cleaned and sanitized.
- When the washing cycle is finished, all disposable PPE must be removed and placed in a 'bio-hazardous' bin and aprons or overalls placed in a dirty laundry bag to be washed.
- Clean linen will only be removed from the washing machine after PPE has been removed. All area except for the washing machine area are non-PPE zones. These areas should be zoned and clearly marked. Dirty laundry should not be placed in the non-PPE zone.
- After clean linen and clothes are ironed, stored, and folded, the whole laundry can be sanitized. All cloths and mops shall be sanitized at the end of the shift in a bucket filled with sanitizing solution.

8.2 Housekeeping

- Frequency of cleaning should be reduced to once every two days if a guest does not opt for forgoing cleaning.
- Cleaning cloths, mops should be or sanitized or dipped in a sanitizing solution prepared specifically for each room after cleaning each room or disposable ones should be used.
- Additional sanitization of cleaning utensils is required after the end of a shift.
- Dirty linen and used towels should be folded carefully into a laundry bag and not shaken to prevent release of the virus into the air. The laundry bag should be sealed properly.
- Rubbish from bins should be handled carefully and put in sealed rubbish bags.
- Frequently touched surfaces must be sanitized. E.g. doorknobs, taps, light switches.
- Hand wash liquids and hand sanitizers should be provided for guest use.
- Rooms should be well ventilated.
- Thorough cleaning and sanitization of surfaces is recommended when guests leave.

8.3 Vehicles

- Guides must wear PPE.
- Vehicles should be cleaned after every trip according to the WHO standard of a suspected COVID-19 case; vehicles should be cleaned thoroughly with a regular household cleaner containing 0.5% of sodium hypochlorite (this is equivalent to 1part household bleach containing 0.5% of sodium hypochlorite to 99 parts of water, alternatively, a hospital-grade disinfectant can be used).
- Doors, door handles should be wiped down with a sanitizer containing over 70% alcohol.
- Fumigators or ozonators may be used for deep cleaning.