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# TOURISM SECTOR GUIDELINES

in response to COVID 19

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## TOUR GUIDES



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# Guidelines for Tour Guides

## Definition

**Tourist guide** means a person who renders service to a tourist or any other person by guiding the tourist or the other person on a tour for remuneration.

## Introduction

In this new normal landscape, new methods of conducting business in the tourism industry which is very customer oriented must be adopted. In Seychelles, we thrive to offer personalized and excellent service to our clients to ensure that they have the best experience of our islands, culture and its people. The Covid-19 pandemic has meant that jobs within the tourism industry will not operate as it normally did.

This document provides guidance to the tourism industry for the gradual return to business. It aims at protecting the health and safety of customers and staff in response to the COVID19 pandemic. Special consideration should be given to these general areas.

1. Human resource and administrative requirements
2. Enhanced infection prevention control
3. Communication
4. Situation monitoring and reporting
5. Special cleaning and disinfection plan for situations in which staff or previous occupant is identified as a Covid-19 case

The recommendations are based on Public Health Guidelines and act as an addendum to the minimum requirements already established for the respective business category. These recommendations may be revised as and when required. Adherence to these guidelines remains the responsibility of the Tour Guide.

## 1. Human Resource and Administrative Requirements

### Action Plan

- Further to adopting these guidelines, all Tour Guides are required to develop their standard operating procedures based on the specificities of their business.

- The Tour Guide may seek the assistance of a health, safety or hygiene specialist or advisor which should follow the recommendations of the Public Health Authority in developing their operational procedures.

## **Administrative Procedures**

- Only licensed tour guides are allowed to take clients on guided tours.
- All Tour Guides should have a monitoring logbook to record screening details of all clients. (e.g name, contact details, temperature check, cough, flu symptoms and travel history). Records should be kept in order of date and retained for at least 28 days in case they are required for contact tracing. Tour guides are being asked to be on the alert. Any clients showing sign of Covid-19 should not be allowed on tours.
- Health screening procedures should be conducted safely and in a respectful manner. The Tour Guide shall ensure that confidentiality is respected.
- Tour guides are being encouraged to consider private tours. However, they may offer their service to groups of up to 10 persons as long as they observe the rule of social distancing.
- Clients are to be advised to cooperate with health authorities and comply with procedures and checks where applicable.
- Clients must be aware to adhere to health, safety and hygiene rules.
- Personal items such as water bottles, towels are not to be shared between clients.

## **Staff Training**

Staff training in infection prevention control is key to ensuring safety and security of staff and clients. As such appropriate training as per Public Health Authority guidelines in the following areas is required.

- Tour Guides must ensure that they have undergone coronavirus awareness training and that they are educated on Infection Prevention and Control measures (IPC) to be implemented. This should also include training on use of Personal Protective Equipment (PPE).

**The Public Health Authority and the Tourism Department will be providing scheduled training for health and safety officers and focal persons.**

## 2. Enhanced Infection Prevention Control

### Physical Distancing

- The number of clients accessing a tour at any one time should be controlled and a control system consistent with physical distancing advice should be established.
- The number of clients in one specific area at any one time should be limited.

### Hygiene Practices

- Tour guides and their clients must carry hand sanitizers for sanitization purposes, owing to the fact that there is limited hand washing facilities on trails. All clients and tour guide must ensure that they sanitize their hands before and after the tour. The Tour Guide should carry masks along on the tours in case clients become symptomatic.
- Good hygiene practices must be observed at all times.

### Cleaning and Disinfection

- The necessary PPE must be available for use by clients and the Tour Guide.
- If not disposable, clean and disinfect any materials according to guidance for environmental cleaning.
- Transportation must be properly cleaned and disinfected between clients.

**Refer to Annex 1 for guidelines on environmental cleaning.**

### Other measures

- Protect printed documents, client information guides with plastic covers that can be wiped and be easily disinfected. The use of technology by providing digital information can be considered.

## 3. Communication

- Clients must be advised on the established procedures to be applied regarding COVID 19 matters.
- The Tour Guide shall place health and hygiene reminders in their vehicles to indicate proper hygiene practices including hand sanitizing, physical distancing, and the practice of good respiratory etiquette when coughing or sneezing.

- The health and hygiene reminders must include information on symptoms of COVID 19 and reporting protocols.
- The contact number 141 is available for reporting and advice on COVID 19 matters.
- The Tour Guide shall inform all potential clients that services is restricted for anyone with known symptoms or who have been exposed to a COVID 19 case in the prior 14 days.

**Detailed health and hygiene guidance are available at Annex 2**

#### **4. Situation Monitoring and Reporting**

##### **Management**

- It is the responsibility of the Tour Guide to keep abreast of new developments and updated information disseminated by the Health Authorities and other government advisories and to keep staff and clients informed.
- The Tour Guide shall ensure the health and safety of its clients at all times.
- The Tour Guide shall ensure that the contact details of Health Authorities is readily available. Any suspected cases shall be reported to the Department of Health without undue delay.

##### **Procedures for managing suspect COVID 19 Cases**

- If clients or the Tour Guide develop symptoms related to Covid-19 while touring, the tour should discontinue and the suspected case must be kept at a safe distance from the others.
- A client or the Tour Guide who becomes symptomatic should wear a mask.
- The Public Health Authority must be notified immediately if the Tour Guide or client displays any symptoms of COVID 19.

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