



EXCLUSIVE-USE CAMPS

COVID-19 PROTOCOLS

INTRODUCTION

All procedures which have been implemented for the 'Leleshwa Seasonal Camp' and 'Luxury Mobile Camp' are based on the guidelines provided by 'Ministry of Tourism & Wildlife' and Covid Sensitisation training carried out by 'Red Cross Kenya'. East Africa Safari Ventures' Companies have been issued a Certificate of Compliance issued by the Tourism Regulatory Authority'.

The core protocols which govern all procedures are:

- Use of face coverings at all times in public areas and when social distancing is not possible.
- Maintain social distancing of 1.5m wherever possible and do not come into direct contact with any guests or other employees.
- Thorough hand washing with soap and running water for 20 seconds or the use of a KEBS (Kenya Bureau of Standards) approved alcohol-based (70% alcohol) hand sanitizer in the absence of soap and water.

1. Testing

- A copy of each guests' negative PCR test which was obtained 96 hours prior to their arrival in Kenya, and as required by Kenya Law, will be required upon arrival in camp.
- Should guests need to have their PCR test completed prior to the departure from Kenya during their stay at the camp, this shall be facilitated by management. Any costs related to the test and logistics will be charged directly.

2. Guest Arrival in Camp & Screening

- Guests will be required to wear a face covering upon arrival.
- A wash basin with running water and soap is provided at the arrival point.
- Once guests have sanitized their hands, a temperature check will be done with a non-contact thermometer and recorded to ensure that it is below 37.5 degrees Celsius.
- Luggage:
 - Guests will be requested to handle their own hand luggage.
 - All luggage is to be clearly marked with the guests name.
 - All other luggage will be handled by staff wearing disinfected rubber gloves. All bags and handles will be disinfected before the luggage is taken to the guest room.
 - Luggage will be placed onto luggage racks in the tent whilst guests continue with their briefing.
- Information and briefings emphasize on Covid-19 measures that enhance guests and staff safety including:
 - Hand sanitizing and correct hand washing
 - Surface sanitizing throughout their stay
 - Use of masks by staff and guests during their stay

3. Camp

- Hand wash facilities with running water and soap remain at the entrance and at the Dining Tent. Guests are required to wash their hands upon each entry to camp and before meals.
- Notices and any other sensitization information is provided at strategic locations and at the camp entrance on Covid-19 preventive measures, screening, hand washing and sanitation.
- Frequent cleaning and disinfection of public facilities and guests are provided with adequate supply of hand washing and sanitizing facilities. Disposable hand towels are provided and are to be disposed of in the waste basket.
- No cash for any extra services is to be taken from guests. Services should be paid for in advance or contactless directly to a provider.



- Tents:
 - Tent front and windows are opened upon arrival and during the day whilst cleaning takes place to ensure sufficient ventilation.
 - Staff are not permitted to enter the tent whilst guests are present.
 - The number of times staff need to enter the tent is limited to morning clean up and turn down as each time staff enter the tent, a **full** sanitization is required of all touch points.
 - A new set of sanitized rubber gloves is used per tent.
 - The Information booklet has been removed and can be provided in advance by soft copy.
 - Each tent is provided with a bottle of alcohol hand sanitizer.
 - All laundry is washed at a high temperature following guests' departure.
- Lounge/Dining:
 - Meals will be served outdoors wherever practical and possible.
 - Guests are encouraged to wear a face covering where social distancing isn't possible. It is not practical for guests to wear a mask during meals, however masks will always be worn by staff.
 - Dining tent will be kept open on the front and sides during the day and closed down for dinner with some outside flaps open to allow for ventilation through the netting.
 - Only staff will handle water jugs on the dining table, bottles for drink service, etc.
 - Disposable tissues will be placed at the water dispenser to be used to touch the tap. Where possible, staff will instead assist with dispensing water into the bottle held by the client.
 - All cutlery and crockery will be handled by staff wearing gloves once they are cleaned.
 - Where possible, meals will be plated or served by the staff. For salads or buffet meals, staff will assist with service and guests will be required to sanitise both before and after handling.

4. **Safari Vehicles**

- All safari vehicles are allocated to one driver/guide to use.
- All guides have undergone safe practice training and a Government certified Covid-19 test prior to resuming work.
- The guides will be wearing a mask throughout their time with guests.
- As guests are in their own private group (bubble), they are not required to wear masks when seated at the back of the vehicle. If social distancing cannot be maintained at any time with the Guide, then a mask is to be worn for this period.
- Guides have their temperatures taken prior to the start of the safari and twice daily (on safari).
- The number of guests in a vehicle is to be kept to a maximum of 6 to ensure social distancing and where possible no guests are to be seated next to the driver.
- Sanitising vehicles:
 - Guides clean the areas of the vehicle which are touched regularly a few times throughout the day and always at the start and end of each game drive. This includes door handles, steering wheel, handbrake and switches.
 - Before and after each use, vehicles are cleaned thoroughly using disinfectant spray, paying attention to surfaces which guests are likely to touch, such as door handles and seat belt clips.
 - Disposable tissues are always available for guests' use.
 - Disposable waste bag is available in each safari vehicle for personal waste including tissues and cleaning wipes and is emptied after every game drive.
 - Binoculars, where applicable, are cleaned after every game drive – it is preferable that guests travel with their own set to avoid sharing of items.
 - Guests will be given the opportunity to wash hands with soap and water or sanitizer before each safari and picnic meal.
- In an instance that a vehicle may have been used by someone displaying the symptoms or a confirmed case, then the vehicle will be decontaminated thoroughly. Where possible, the vehicle will need to be left parked up and not used for a minimum of 72 hours.
- No cash for any extra services is to be taken from guests. Services should be paid for in advance or contactless directly to a provider.



5. **Staff**

- We have implemented all procedures with regards to sanitizing and disinfecting all areas of the camp and taking all precautions as required by the Government of Kenya.
- All staff have been tested before resuming work and have a clearance certificate.
- All staff have been trained by the Red Cross in 'Covid Sensitisation' which includes:
 - In depth education as to what the virus is and how best to minimize the risk of catching it.
 - Cleaning and specific attention to high touch points and both their and guests' protection.
- Staff will be wearing a face covering and other protective gear during service.
- Each staff member has their temperature checked twice a day and recorded.
- We have a trained designated 'Health, Safety and Hygiene Officer' in place to ensure compliance with the Covid-19 pandemic protocols & relevant measures. This officer ensures screening of staff and clients is carried out correctly & maintains records on;
 - Standard hygiene and sanitizing procedures for all areas
 - Cleaning procedures for all areas as required
 - Capacity limits and controls to maintain social distancing
 - Physical distancing plans
 - Guest handling procedures
 - Staff operating procedures
 - Enforcing PPE standards for both staff and guests as may be required
 - Enforcing procedures for dealing with staff and guests exhibiting symptoms of Covid-19 disease
 - Monitoring and evaluating the implementation of the protocols and the effectiveness of the measures undertaken
 - Procedures to manage stock and observe correct usage of PPE by all staff, guests and suppliers and conducting spot checks regularly
 - Procedures for monitoring compliance with the Ministry of Health and Labor on Covid-19 prevention and Occupational Health and Safety guidelines
- Visibly mounted notice boards on screening of staff.
- Visibly mounted notice boards actively promoting hand hygiene and physical distancing.
- Hand wash stations are positioned around the camp and all staff are required to use these facilities on a regular basis.
- Should a staff member become ill or present a high temperature then the person is put into immediate isolation and taken to the nearest medical facility.
- Staff quarters have been retrofitted to allow social distancing.
- Kitchen staff make use of disposable gloves at all times.
- Cleaning staff have 2 sets of rubber gloves which are disinfected after each use and interchanged for a new set.

6. **Quarantine**

- Leleshwa Seasonal Camp & Luxury Mobile Camp:
 - A self-contained isolation tent is provided with an en-suite bathroom and shower and all non-essential items removed. It is fully equipped with separate pedal waste bins and appropriate method for collection and storage of used PPE to ensure hygienic waste disposal with minimum contact
 - List of emergency contacts, reporting system and evacuation procedures for any arising health related incidents.



- The local County Health Officer is to be notified of any staff or guest showing Covid symptoms.
 - The officer will come to the camp with medical staff to examine the patient and note all symptoms and other information provided, including temperature records.
 - Depending on the severity of the symptoms, AMREF is then notified for air evacuation. Alternatively, the camp will provide the transfer by car to a Nairobi facility.
 - Upon arrival in Nairobi, they will undergo testing (AMREF – 36hrs for results) and will either be admitted to await results if they show symptoms or have an underlying illness or can self-isolate in a hotel until they receive clearance to travel.
- Nairobi:
 - Should a guest show any symptoms, they will be taken to the AMREF clinic at Wilson Airport for testing.
 - AMREF tests take 36hrs to obtain results
 - Should this be after hours, guests will be taken to Aga Khan Hospital
 - Guests will either be admitted awaiting results if they show symptoms or have an underlying illness or can self-isolate in a hotel until they receive results/clearance to travel.
- AMREF:
 - Evacuation is provided as deemed necessary by a County Medical Officer or upon AMREF's own evaluation of the situation.
 - Portable Isolation Chamber: This is an innovative medical isolation and transportation system designed for optimal safety during patient loading and transport. The unit is a single patient isolator made of cleanable materials. It is easily assembled for use, fully transportable and is compatible with leading ambulance-stretcher systems. It is compatible with most mechanical ventilator circuits. The equipment meets all requirements for full environmental protection from cross-contamination.
 - Only 30 minutes are needed to prepare and load the patient into the Portable Isolation Chamber
 - Information to be provided:
 - Location of the Patient – if in a medical facility then the person in charge will speak to them directly and in the case of a lodge, details of first aid given.
 - Closest airstrip and condition
 - Weather report
 - Transport availability to the airstrip
 - How many people will accompany the patient on the flight
 - Flying Doctors can assist in arranging hospital accommodation but are NOT responsible for hospital bills.
 - A ground ambulance will be provided by AMREF Flying Doctors in Nairobi and is included in the cost of the response.
 - Where applicable, the following travel documents must be available for the patient and any accompanying passengers in order to allow international travel:
 - Passport
 - Visa
 - Vaccination certificates
 - Proof of adequate health insurance coverage/funds