

AIRPORTS AUTHORITY OF JAMAICA COVID-19 AIRPORT PROTOCOLS

**Safe
travels**

approved by

WORLD
TRAVEL &
TOURISM
COUNCIL

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Opening Message



Mr. Audley Deidrick
President
Airports Authority of Jamaica

The COVID-19 pandemic has brought unforeseen and complex challenges to the way in which the world operates. Air travel has been one of the most impacted industries with many countries introducing measures ranging from travel restriction to border closures, and extensive passenger admission requirements to include pretesting, screening, testing and quarantine upon arrival. Travellers, even those who are not restricted, are likely to be apprehensive about the risks associated with COVID-19 transmission in transit.

As the world transitions from COVID-19 response and recovery to living and operating with COVID-19, the Airports Authority of Jamaica (AAJ) as statutory body of the Government of Jamaica with the responsibility to own and operate our airports, is committed to facilitating travel in a safe and responsible manner. To support this commitment, we have designed health and safety protocols for our airports to protect travellers, and other stakeholders which operates within or travers these facilities.

We recognise that leisure, business and personal travel is required to sustain and build our economy and we must create a safe environment for this to occur. We also understand that many of our citizens and residents have critical personal reasons that require travel and we want to enable that while reducing the related risks.

Finally, and perhaps most critically, we recognise that the travel industry has a responsibility not only to its travellers but the citizens of Jamaica to ensure safety, including health safety. We have therefore designed our protocols in a manner that seeks to protect those who may interact with travellers including airport workers and community members.

While we appreciate that living in a new COVID-19 era has challenges, we are confident that by working together and implementing robust operating protocols, we can successfully enable safe and sustainable travel through our airports.

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Abbreviations

Acronym	Definition
AAJ	Airports Authority of Jamaica
ACI	Airports Council International
ATC	Air Traffic Controllers
BARJ	Board of Airline Representatives of Jamaica
CDC	Centres for Disease Control and Prevention
COVID-19	Coronavirus Disease
GOJ	Government of Jamaica
HACCP	Hazard Analysis and Critical Control Point
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
IFIA	Ian Fleming International Airport
JCA	Jamaica Customs Agency
JCAA	Jamaica Civil Aviation Authority
JCF	Jamaica Constabulary Force
JDF	Jamaica Defence Force
MoHW	Ministry of Health & Wellness
MoTM	Ministry of Transportation and Mining
NMIA	Norman Manley International Airport
PCR	Polymerase Chain Reaction
PICA	Passport, Immigration & Citizenship Agency
POS	Point of Sale
PPE	Personal Protective Equipment
PSC	Port Security Corps
PwC	PricewaterhouseCoopers Tax & Advisory Services
SIA	Sangster International Airport
SARS-CoV-2	Severe Acute Respiratory Syndrome Coronavirus 2
SPP	Safety Point Person
TSA	Transport Security Administration
WHO	World Health Organisation
WTTC	World Travel and Tourism Council

Protocol Change Log

Introduction

Given the evolving nature of the Coronavirus Disease (COVID-19) pandemic and further medical advances, it is expected that these Airports Authority of Jamaica (AAJ) COVID-19 Safety protocols for Airports in Jamaica will be changed and refined over time. This Change Log is to be utilised to update and track any changes and to allow users to know what has been modified in each of the subsequent versions.

It is the responsibility of the AAJ in conjunction with the Ministry of Transport and Mining (MoTM) to update, track and distribute changes to these protocols accordingly.

Tracking

The Change Log below is intended to be used upon each modification. Changes are to be documented if they are major or minor. Major changes will cause a change in version e.g. going from version 2.0 to version 3.0 while minor changes will cause a change in the decimal place e.g. going from version 2.1 to 2.2.

Version No.	Effective Date	Authorised Approver	Changes
1.0	02/September/2020	Mr. Audley Deidrick, AAJ CEO	<ul style="list-style-type: none">No changes

Purpose & Introduction

Purpose

This document outlines the operational protocols which must be adhered to as part of the Airports Authority of Jamaica's commitment to keep airport employees, Jamaican citizens and travellers utilising airports safe from risks related to COVID-19 caused by the virus Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2). As medical research advances or the risk profile related to COVID-19 changes, protocols will be revised.

These protocols are designed to support consistent standards across the airport industry and represent the joint requirements of the AAJ, MoTM and Ministry of Health & Wellness (MoHW), World Health Organization (WHO), International Civil Aviation Organization (ICAO) and with support from PricewaterhouseCoopers Tax & Advisory Services (PwC). Owners and operators in the airport sector may, at their discretion, include additional protocols so long as the requirements laid out in this document are met.

AAJ and Jamaica Civil Aviation Authority (JCAA) will monitor the local aviation industry for ongoing adherence to the established protocols with continued guidance from MoHW, WHO and ICAO.

Introduction

A safe, secure and resilient airport ecosystem is a foundational element of Jamaica's economy. Travellers and Jamaicans alike have high expectations for Jamaica as a top influencer in the Caribbean. These protocols reflect the ongoing commitment to meeting these expectations. Specifically, they take into account the health, safety and well-being of airport employees, Jamaican citizens and travellers utilising airports, seeking to reduce the risk of exposure to SARS-CoV-2 while promoting an enjoyable and relaxing experience.

Goals and Objectives

The goals of the Airports Authority of Jamaica COVID-19 Operational Protocols are to strengthen Jamaica's resilience to COVID-19 and safeguard all stakeholders within the airports including workers, communities and travellers.

The specific objectives include the following:

- Provide guidance to enable consistent recovery protocols.
- Support health and economic risk management across airports.
- Provide a framework to drive quality assurance of implemented protocols and regular monitoring.
- Maximise effective recovery by facilitating and improving the flow of information and coordination.
- Enhance and coordinate recovery intelligence gathering and information sharing capabilities.

Roles & Responsibilities

Several government agencies and private sector entities operate within Jamaica’s airports. It is therefore important to define the primary roles and responsibilities for the implementation and oversight of COVID-19 protocols across each area of the airport. Please see table below which represents primary and secondary responsibilities for each area/station. Exceptions will be documented within the detailed sections.

Stations*	Responsible Parties	Responsible Parties
Departures		
Outside Departures Terminal	Port Security or alternate appointed security firm	N/A
Ticketing Area/Check-in	During use: Airlines for airline-specific kiosks and counters Airline changeovers: Airport management	Airport management: Common spaces
Security Screening	Port security	Airport management: Common spaces
Departure Lounge	Resident tenants: Food courts	Airport management: Common spaces
Retail Shops	Resident tenants	N/A
Lounges	Lounge management: Private lounges	Airport management: Public or government owned lounges
Boarding Gates	Airlines: Counters, boarding protocols	Airport management: Common spaces
Arrivals		
Arrival Gates	Airlines: Counters, deplaning	Airport management: Common spaces
Health Inspection Checkpoint	Ministry of Health & Wellness: Primary health & safety protocols	Airport management: Cleaning
Immigration	PICA: Counters, lines	Airport management: Common spaces
Customs and Baggage Claim	Customs: Counters, lines	Airport management: Common spaces
COVID-19 PCR testing area	Ministry of Health & Wellness: Primary health & safety protocols	Airport management: Cleaning
Hotel/Ground Transportation Hall	Resident tenants: Transport desks, vehicles	N/A
Outside Arrivals Terminal	Resident tenants: Restaurants, shops	Airport management: Common spaces

***Note:** Not all stations are applicable, depending upon airport size and complexity. Please apply as appropriate.

Fundamental Protocols

Across the COVID-19 Health & Safety Protocols, we will infuse the:



Heart and Soul of Jamaica

The warmth and joy of Jamaican culture must continue to shine as it sets us apart from all other destination options.

Here Are The 8 Key Health & Safety Elements of Jamaican Airports.

- 1 Sanitization Stations**
Sanitization for workers, travellers and surroundings across all locations.
- 2 Face Masks and/or Personal Protective Equipment**
Face masks and/or personal protective equipment for workers, travellers and surroundings.
- 3 Physical Distancing**
Physical distancing guidelines for workers and travellers who have not travelled together.



4 **Clear, Frequent and Consistent Communication**

Clear, frequent and consistent messaging for awareness across Jamaican communities, workers and travellers.



5 **Technology Enablement**

Expedited check-in for flights, encouragement of digital boarding passes and reduced cash transactions.



6 **Real-Time Monitoring and Reporting**

Temperature checks, health monitoring and escalation of risks on a real-time basis.



7 **Rapid and Clear Response**

Clear protocols when care is necessary for any worker, visitor or community member.



8 **Training**

Training for the entire airport community to help ensure workers are equipped to manage protocols based on their role.



SECTION ONE

**LARGE
INTERNATIONAL
AIRPORTS**

(NMIA and SIA)

Large International Airports

Scope

The scope of this section provides protocols specifically for large international airports in Jamaica, i.e. Sangster International Airport (SIA) in Montego Bay and Norman Manley International Airport (NMIA) in Kingston.

Responsibilities

Safety Point Person (SPP) – A minimum of one (1) employee who has been designated and trained on the protocols must be present during opening hours. The SPP should conduct regular spot checks throughout the property and observe protocols being enacted (see [Appendix 1](#)). The SPP should also serve as a point of contact for employee and traveller complaints and is required to document, investigate and triage complaints. Given the nature of this role, it is recommended to be an airport management team member.

Multi-Disciplinary Safety Committee – A committee with a minimum of one member from each of the key stakeholder organisations, e.g., [Airlines](#), Jamaica Constabulary Force (JCF), Passport, Immigration & Citizenship Agency (PICA), Ministry of Health and Wellness (MoHW), Jamaica Customs Agency, Airport Management etc.), in the airport should be organised to oversee the various protocol areas in the airport, provide input on the process and ensure safety and security are being met. Members will be responsible for providing insight on the status and any challenges of those customer journey points where their staff members are engaged. Members will gather information from employees to present to the committee for review and discussion. This committee may be a sub-group of or added to an existing committee's responsibilities. In addition, this committee should:

- Ensure that workers receive adequate information and training for the implementation of the contingency plan and protocols (especially as there are updates given the phased approach).
- Establish mechanisms to gather the information for data-driven decision making, in consultation with the relevant authorities.
- Monitor the efficiency and effectiveness of the protocols and provide recommendations for improvement.
- Carry out an evaluation of those measures and draw conclusions.
- Design the necessary protection measures, included in a contingency plan.
- Implement the contingency plan if required, assessing its effectiveness.
- Modify the contingency plan if necessary, based on the demonstrated effectiveness.

Entrance/Exit Attendants – Restrict entry to airport to valid travellers or those who intend to purchase tickets for same day travel, verify that persons seeking to enter the travellers' entrance of the airport have valid passports unless travelling on a domestic flight. Exceptions may be made in the case of those who require assistance due to limited mobility. In this case one person may enter to assist in getting the traveller to the check-in counter.

It is recommended to monitor porters, ground transportation carriers (private and contract) and airport patrons to ensure compliance with COVID-19 safety protocols outside of the airport to ensure orderly drop-offs and pick-ups, queuing to enter the building etc.

Mobile Cleaning Team – Designate a team of mobile cleaners to carry out ongoing sanitization of high-contact surfaces within the areas designated in Table 2, e.g. railings, chairs, armrests, buttons, door handles, counters etc. Members of the team are to wear appropriate PPE.

Table 1 Mobile Cleaning Team Areas

Mobile Cleaning Team Assignments	
Arrivals	Departure
Arrival Gates	Outside Departures Terminal
Health Inspection Checkpoint	Ticketing Area/Check-in
Immigration	Security Screening
Customs and Baggage Claim	Departure Lounge
COVID-19 PCR testing area	Retail Shops
Hotel/Ground Transportation Hall	VIP Lounges
Outside Arrivals Terminal	Boarding Gates

Supplies

- No contact hand-held thermometers and/or full body thermal scan for arriving passengers and employees
- Face masks (enough for each staff member for each shift to have at least one)
- Alcohol-based hand sanitizer (62% alcohol or above)
- Contactless sanitization stations (minimum of two per customer journey area if feasible)
- Medical grade Personal Protective Equipment (PPE) (N95 face masks, face shields) for medical personnel
- Spray disinfectant/wipes
- Single use paper napkins or towels for restrooms
- Soap dispensers and/or hand sanitizing stations
- Cleaning agents (including those with 62% alcohol or above)
- Hands-free garbage bins with covers (one per each sanitization station if feasible)
- Measuring device (tape measure, yardstick, 6 ft. pole etc.)
- Indicators (flags, markers, stakes, cones etc.)
- Signage (including static, dynamic/electronic plus audio via paging system) for protocols, awareness regarding symptoms and MoHW contact information
- Tape/stickers
- Antimicrobial spray and antimicrobial spray electrostatic dispenser (recommended, not required)

Note: Supplies are to be provided for staff employed to each respective organisation which has jurisdiction for its tenanted space. In common areas, the airport operator provides supplies for its employees along with sanitising stations, signage and cleaning agents. If an employee is not provided with equipment per these protocols, violations can be reported to Airports Authority of Jamaica (AAJ). Parties in violation of not providing supplies could be reported to Jamaica Constabulary Force (JCF).

General Protocols

This section contains protocols which are general and to be abided by at all times across all dimensions of the airport. General Protocols include:

Employee Well-being¹

- If employees have been off work for an extended period, ask them to complete a health questionnaire similar to the questionnaire administered to potential travellers or other mechanisms as appropriate.
- Check in formally on the health of employees on a regular basis, every 4-6 weeks, and if they are showing symptoms or have other risk factors, testing may be appropriate. Those who test positive are required to be reported to the Ministry of Health & Wellness for quarantine and contact tracing.
- Take the temperature of each employee upon arrival for their shift. Those with an elevated temperature and/or visible symptoms should be documented and screened by the onsite or on-call medical professional for additional symptoms that may indicate a risk of COVID-19. Depending on the assessment, the medical professional will instruct the employee to return home or will assist the employee in contacting the Health Department for further guidance (See [Appendix 2](#)).
- Brief employees at the start of their shift to remind them to disclose if: 1) they have knowingly been exposed to anyone with COVID-19, 2) they have symptoms of COVID-19 and 3) they had an above normal temperature at check-in.
- Encourage employees not to share desks, office supplies, computers, chairs, phones etc. When there is a shift change, the employee is responsible for wiping down their workstation, if appropriate, using alcohol-based sanitizing spray (62% alcohol or above).
- Ensure employee well-being standards are consistent across all organisations at the airports.
- Require employees to wear face masks throughout their work shift and in interaction with patrons. Require employees to sanitize or wash their hands regularly throughout their shift and after the following interactions occur:
 - Handling/exchange of cash
 - Processing a credit card from a traveller
 - Handling items from a traveller
 - Touching common areas
 - Upon serving food and drinks
 - Handling documents or luggage of a traveller
 - Touching a kiosk touchscreen device
 - Search or pat-down of a traveller for security screening

¹ For a full list of requirements, please see the Ministry of Health & Wellness Workplace Guidelines and the WHO Workplace Guidelines.

Common Areas

General

- Utilise automatic doors, keep doors open (if possible) or have doors manned by one person to mitigate excessive contact of one surface by multiple individuals.
- Mark the ground with 6 ft. of physical distance line spacing for queues and enforce physical distancing both inside and outside of an establishment.
- Erect hands-free sanitizing dispensers and/or hand wash stations at the entrance to the establishment. If hands-free dispensers are not feasible, sanitize the dispenser continually throughout the day.
- Include signage in clear and visible areas throughout the building.

Stairs/Railings

- Sanitize all stairways, door handles, handrails etc. continuously throughout the day. Areas should be sanitized on routine intervals based on flight traffic.
- Require staff conducting these activities to wear a disposable face mask.

Bathrooms

- Place signs in restrooms to guide travellers on the correct way to wash hands.
- Mark floors with markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage bins, preferably with covers, for no touch waste disposal.
- Turn off the water source for water fountains in traveller areas and include signage marking them as closed until further notice.
- Remove any reusable hand towels and discourage the use of air dryers. Utilise disposable hand towels.
- Sanitize bathrooms regularly based on traffic.

Escalators

- Mark floors with markers or indicators leading up to the escalator to delineate 6 ft. physical distancing to allow travellers to queue safely while waiting (if needed).
- Post signs reminding travellers to practice social distancing on the escalator. Require travellers to maintain three steps (at a minimum) between their traveller group and the next traveller group.
- Place stickers or signs on the escalator stairs indicating the appropriate spacing of the stairs for travellers (where possible).
- Encourage and direct travellers to take the stairs where possible to allow for a faster journey to their intended destination.
- Sanitize all escalator railings continuously throughout the day. Areas should be sanitized on routine intervals based on flight traffic.
- Require staff conducting these activities to wear a disposable face mask.

Elevators

- Mark floors with markers or indicators to delineate 6 ft. physical distance spaces on the floor for those travellers who might be waiting to use the elevators where queues may form given the lower capacity/carrying of elevators.
- Post signs to indicate limits to the number of travellers who are from separate parties who can share an elevator. Develop new elevator maximum capacity limits, groups not traveling together should be half the existing carrying capacity e.g. capacity is 10 new capacity is five for strangers and can be up to 10 if a group (family/friends) already traveling together. Exceptions apply for those with physical disabilities who require assistance from airport or airline personnel.
- Encourage and direct travellers to take the stairs where possible to allow for a faster journey to their intended destination.
- Place hand sanitizer on each floor outside of the elevators to allow travellers to sanitize after taking the elevator.
- Sanitize all elevator buttons and handrails continuously throughout the day. Elevators should be sanitized on routine intervals based on flight traffic.

Automatic Teller Machine (ATM)

- Place hand sanitizer nearby ATMs to allow guests to sanitize before and after usage of the machine.
- If allowable, clean and sanitize ATM machines regularly throughout the day.

Sanitization Stations

- Create sanitization stations in several locations on property with automatic sanitizer dispenser (where possible) and/or pump sanitizer. Where possible secure the pump sanitizer to prevent unauthorised removal. Put in a visible location which can be monitored.
- Place hands-free garbage bins near the stations to allow for easy and safe disposal of rubbish and used items.

- Ensure visible placement of sanitization stations, particularly at entrances and exits and at the completion of each step (check-in, security checkpoint etc.).

Cleaning

- Require all cleaners to wear appropriate PPE while conducting their cleaning duties.
- Provide specific guidance on PPE for workers to wear for the following activities:
 - Cleaning: Face Mask, face shield, disposable apron
 - Disinfecting: Face Mask, face shield
 - Sanitizing: Face Mask
- Sanitize all public touchpoints on a rotating basis throughout the operating hours with each surface being cleaned. Adjust frequency based on flight schedule and traveller volume. This includes door handles, railings, desks, flat surfaces, elevator buttons, etc. These activities should be completed by the Mobile Cleaning Team.
- Handle waste using tongs and bag waste properly. Empty garbage bins regularly to prevent overflow.
- Perform routine maintenance of air conditioning vents or filters to promote indoor air quality and limit exposure.
- Ensure safe removal and disposal of PPE using the safety disposal guidelines of the World Health Organisation (WHO).²

Communication

- Erect signs at the entry points and key locations within the building detailing the procedures which are in place and what travellers can expect and how they can comply.
- Erect signage indicating instructions for travellers who do not feel well. Include the location of the medical facility or isolation room as well as the information for the onsite medical professional or COVID-19 SPP. Verbally reinforce this message upon arrival to the airport Terminal (Departures or Arrivals).
- Remind employees to greet travellers with warmth and friendliness. Remember that some travellers are visiting to relax and enjoy the beauty and culture of Jamaica which includes the interaction with people.
- Instruct employees on how to remind travellers of protocols with a smile in a polite and respectful manner if they make a request that is unallowable given the new protocols. Remember that everyone is learning together, and the rules are intended to protect all parties.
- Remind employees they can accept tips as offered if allowable by policy. Sanitize or wash hands after receiving.
- Utilise contact-less greetings. See the sample options below to greet travellers.

Figure 1 Signage Examples



Reporting

- Report suspected cases or contact with COVID-19 positive persons in real-time to the local Ministry of Health & Wellness representative including the date and time, signs and symptoms observed, age and gender of the person(s) showing symptoms and the activities they engaged in. It is a requirement to report illness to the Ministry of Health & Wellness per the Public Health Act – Section 5 – Medical and First Aid Facilities³. Reporting must occur within 2-3 hours of identifying a suspected case. Reporting should be made first to the local, parish public health facility and then to the national level. The full listing of all parish public health facilities and contact information see **Appendix 2**.
- Compile a full report at the airport at a minimum on a weekly basis to review suspected contact and actions taken by the management team. Report information to the Ministry of Health & Wellness.
- Ensure all employees are familiar and know to report suspected cases or contact with COVID-19 positive persons to the following:

² WHO - https://www.who.int/docs/default-source/searo/bangladesh/2019-ncov/2-steps-to-take-off-ppe-and-gown-en.pdf?sfvrsn=cf0c30c4_2

³ Public Health Act – Section 5 – Medical and First Aid Facilities – “Where there is suspicion or confirmation of any communicable disease or food-borne illness at a tourist establishment a report shall be made within 24-hours to the Medical Officer (Health)...”

- Parish Public Health Facilities (See **Appendix 2**)
- <https://jamcovid19.moh.gov.jm/> (See **Appendix 5**)
- **1-888-ONE-LOVE (1-888-663-5683)**

Specific Protocols – Arrivals

Note: All steps in the Arrivals process are the same for both NMIA and SIA, however the steps are in a different sequence at the airports. The sequence is as follows:

Table 2 NMIA and SIA Arrival Sequence

NMIA AND SIA Arrival Sequence	
NMIA – Kingston	SIA – Montego Bay
Deplaning	Deplaning
Arrivals Hall/Health Screening	Arrivals Hall/Health Screening
PCR Testing	Immigration
Immigration	Duty Free/JamCovid Help Station/Baggage Claim
Duty Free/JamCovid Help Station/ Baggage Claim	Customs
Customs	PCR Testing
Ground Transportation	Ground Transportation

See also **Appendix 3** for Arrivals Journey Maps and **Appendix 4** for Departures Journey Maps.

Deplaning

Jet Bridge

- Provide clear physical distancing markers in the area to guide travellers on the recommended distance between each other.
- Discourage travellers from stopping and/or loitering on the bridge, direct any travellers waiting on other party members to wait outside of the bridge.
- Place a sanitization station near the end of the jet bridge or in a nearby area for travellers to sanitize their hands upon entry to the destination.
- Provide clear signage on next steps in the airport process.

Assisted Deplaning – Wheelchairs

- Require travellers to maintain physical distancing from wheelchair travellers.
- Create a corded space with physical distancing markers specifically for wheelchair attendants waiting on arriving travellers if feasible.
- Require wheelchair attendants to sanitize their hands immediately prior to receiving travellers requiring assistance
- Require wheelchair attendants to sanitize their hands after each traveller pick-up and drop-off. Sanitize wheelchairs at the beginning of operating hours, after use by each traveller and at the end of each shift.



WHAT TO DO IF...

Question:

A family of five with a wheelchair dependent person tries to stay with the individual in the jet bridge. Are they allowed?

Answer:

No. Only one family member/group member may stay with the limited mobility traveller to wait in the jet bridge. All other family members will need to file out of the jet bridge and wait for the wheelchair dependent traveller and their companion in the open space at the entrance to the gate. We understand that needing to stay in a group is important when traveling however, the bridge is a very narrow space and for the safety and health of all travellers we cannot allow clustering.

Assisted Deplaning – Unaccompanied Minors

- Train personnel who escort unaccompanied minors to be able to walk the traveller through any procedures to which they will be subjected. Ensure unaccompanied minors are wearing a mask.
- Direct and promote sanitization and hand washing for the unaccompanied minor at key touchpoint intervals (especially for those whose are 12 years old and under).
- Sanitize or wash hands after the handling of the unaccompanied minor's baggage and/or travel documents.
- Avoid holding hands and/or other physical contact when escorting the unaccompanied minor where possible.
- Ensure minors who are travelling alone have the appropriate travel authorisation including approval for COVID-19 testing (where applicable for those over age 13). Testing is not required for those 12 and under.
- Provide a pamphlet to the minor's accompanying adult upon discharge with information on receiving testing results (if applicable), quarantine requirements and frequently asked questions (FAQs).
- Sanitize or wash hands after each unaccompanied minor escort.

Planeside Items (luggage, stroller, children seat etc.)

- Demarcate an area outside of the jet bridge for travellers to wait for their planeside items. Recommend physical distancing of the space of 6 ft.
- Encourage travellers to sanitize items prior to use for safety purposes.
- Require employees to sanitize hands after unloading all of the planeside items before moving on to another task.



WHAT TO DO IF...

Question:

While escorting an unaccompanied minor, they display an elevated temperature and/or COVID-19 symptoms, what should I do?

Answer:

Ensure the unaccompanied minor is wearing a mask and sanitizing or washing hands regularly. Assist the minor in maintaining social distance from other travellers. While escorting the minor through the Health and Safety Screening note the symptoms for the port health authorities to determine if the minor is potentially infected. Talk the minor through each step in the process. While at the Health and Safety Screening contact the minor's waiting legal guardian to further accompany through the process and the recommended approach forward from MoHW should it appear to be a potential COVID-19 case. No decisions on the health of minors may be made without a parent/legal guardian present (not an appointed airline guardian).

Arrivals Hall/Health Screening

- Post signs outlining the steps to be taken as part of the arrivals process and outlining which documents will be required.
- Provide arriving travellers with information on the six steps to be completed before leaving the airport and the related protocols, see **Appendix 3**, which are to be completed before being allowed to leave the airport.
- Ensure travellers have their temperature checked (handheld or walkthrough).
- Place a sanitization station in the arrivals hall and/or in the area where the health screening takes place to allow travellers and employees to sanitize hands or wash hands.
- Request that travellers address any questions asked by the health officer regarding their health authorization, physical health and any symptoms of illness.
- Discourage the use of physical forms as all required information should have been submitted prior to travel. In instances where physical forms are required, encourage travellers to use their own pens to reduce transmission risks, or sanitise pens between use.
- Ensure there is an adequately isolated room for travellers who are symptomatic upon arrival or are required to be immediately isolated based on the initial health screening.
- Request that travellers sanitize their hands after engagement at each station.



WHAT TO DO IF...

Question:

A traveller has arrived who is willing to get tested but is adamantly refusing to install the JamCovid app as they feel it is too invasive, what can we do?

Answer:

Explain that the application is for the containment of COVID-19 and it is for the safety of travellers and citizens of Jamaica. It does not track any other information about the traveller. Also remind them it is a requirement of travel to Jamaica. If the person continues to refuse to download the application, explain that the alternative is to enter into the mandatory state quarantine programme where they will be required to stay for 14 days under state supervision.

Immigration

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other (guardians should supervise children). Place roaming staff members to enforce distancing and mask wearing as well as observe any potential symptoms.
- Install glass/plastic/plexiglass shields where possible to act as physical barriers between Officers and travellers. Ensure there is an opening for exchange of documents.
- Utilise automated/digital immigration points where feasible e.g. kiosks to lessen the number of face-to-face interactions.
- Rely upon electronic immigration forms where possible to minimise the number of travellers filling out physical immigration forms.
- Wipe down counters and kiosks regularly throughout the day with roving cleaning staff members.
- Require staff members who assist travellers at the counters and kiosks to sanitize their hands regularly throughout workday and sanitize after engaging with travellers.



WHAT TO DO IF ...

Question:

A group of travellers is a family unit and would like to wait in line and be processed through immigrations together, can we allow this?

Answer:

Yes, it is assumed the family would have already been in close contact with each other so physical distancing would not be necessary. Immigration may also be completed together especially if minors are travelling.

Shopping/Duty Free

Shops

Note: Shops should be encouraged to sell masks and personal-sized bottles of hand sanitizer for travellers to purchase. An inventory of which shops sell masks should be known to airport staff in order to be able to direct travellers to purchase as needed.

Store/Shop Entry

- Determine maximum number of patrons in the store (based on a limit of 113 sq. ft. per person/group per occupiable space or 70% capacity, if possible. Post signs listing the new maximum capacity) and monitor the door to ensure the limit is not exceeded.
- Place hand sanitizer dispensers at the entrance of the store/shop or allow for the person at the entrance who is opening the door to provide sanitizer to the entering patrons.
- Ensure all patrons sanitize or wash their hands upon entry to the store/shopping/craft market area (shopper's own sanitizer may be used in lieu of store own if sensitive skin).
- Enforce face mask usage within stores by patrons and deny entry to non-compliant individuals.
- Place tape or markers at the entrance where patrons are expected to stand in-line for entry if the store limit is at capacity.

Showroom Floor/Merchandise

Apparel

- Display a single size run (XS, S, M, L, XL) of top selling apparel to reduce unnecessary contact and touching of merchandise by patrons. Provide a new item depending on the size to the customer if available.
- Return apparel to the showroom floor after steam cleaning if a patron has visibly handled it/ tried it on.

Shoes

- Sanitize shoes after they have been tried on by a customer with a spray sanitizer.

Jewellery and Accessories

- Determine which items can be safely cleaned with alcohol-based sanitizer (62% alcohol or above) and those which cannot be.
- Place hand sanitizer on the jewellery counters and wipes (where possible) nearby. For those items which cannot be safely sanitized require patrons and employees to sanitize or wash hands before touching/handling the item.
- Wipe jewellery items after each contact with a patron using alcohol-based sanitizer (62% alcohol or above).
- Designate items as a "display"/ "try me"/ "tester" item to reduce unnecessary contact with multiple of the same item.

Cashier Station

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Install glass/plastic/plexiglass shield around certain areas of the cashier stations where possible to create a barrier between patrons and cashiers.
- Encourage use of digital POS systems where possible to reduce cash transactions. Notify patrons of preference for cashless payments prior to entering so they may plan accordingly. Sanitize POS machine after each use.
- Encourage 6 ft. physical distancing of cash registers by spacing stations 6 feet apart, where possible, when there are multiple cash register stations.
- Wipe stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Inventory Delivery

- Take the temperature of each delivery person. Those with elevated temperature should be documented and denied entry. If appropriate, contact the SPP for an initial screening of the delivery person. Report instances of denial of entry due to elevated temperature or visible symptoms to the Ministry of Health & Wellness on a daily, real-time basis.
- Mandate and enforce the use of wearing face masks of delivery personnel.
- Encourage distributors to wipe down the reused carry bins after each delivery.

JamCovid Help Station (Baggage Claim Area)

- Direct travellers to the JamCovid App download station if they do not already have the App downloaded prior to arrival.
- Instruct travellers on the functionality of the App including the following key features:
 - Information on COVID-19 in Jamaica
 - Submission of temperature

- Submission of geolocation to ensure adherence to quarantine and/or staying in the resilient corridor
- Submission of voice to confirm location
- Provide chairs in a 6 ft. physical distancing configuration and a staff member who can assist travellers with downloading and installing the App.
- Avoid touching the devices of the travellers unless absolutely necessary. Sanitize or wash hands after touching each device and/or engagement with the traveller where a physical exchange occurred.
- Sanitize the chairs regularly throughout the day through the use of the Mobile Cleaning Team.

See **Appendix 5** for JamCovid Travellers' Instructions.

Baggage Claim

Carousel

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note physical distance amongst travellers should be maintained if possible.
- Place sanitization stations at the entrance of the baggage carousel area, put in a visible location which can be monitored.
- Sanitize conveyor belts throughout the day based on flight schedules.
- Require employees assisting travellers with bags from the conveyor belt to sanitize hands after each bag.



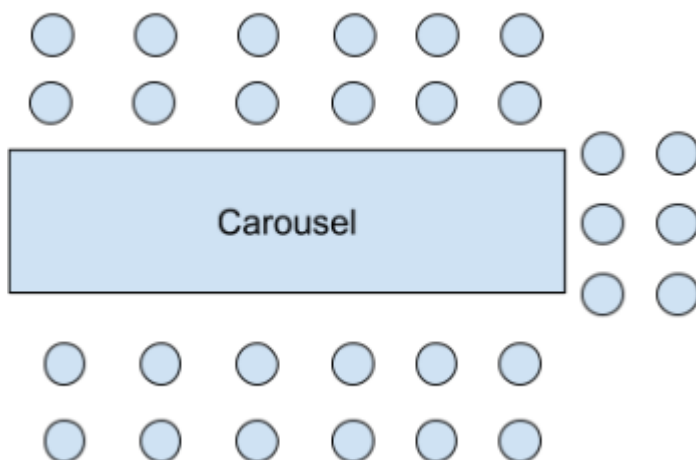
WHAT TO DO IF...

Question:

There are multiple flights that arrived at one time in the baggage area and it is getting crowded. How do I manage the crowd?

Answer:

Ensure all travellers are wearing masks. Demarcate the floor for 6ft. physical distancing space in rows on the floor. This allows queues to form in rows which are physically distant from each other. Ensure airport officials are in the area to enforce physical distancing. See graphic below.



Lost Baggage Counter

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.

- Place hand sanitizer on each of the counters to allow travellers and employees to sanitize their hands after each engagement, put in a visible location which can be monitored.
- Install glass/plastic/plexiglass shields where possible to act as physical barriers between customer service agents and travellers. Ensure there is an opening for exchange of documents.
- Encourage physical distancing of customer service stations by spacing stations 6 ft. apart, where possible, when there are multiple counter stations open.
- Sanitize or wash hands after interaction with customer credit cards, card machines and cash for payment of baggage, upgrade or other fees.
- Sanitize the desk or table continuously throughout operating hours. Disinfect the stand/desk/table area upon an employee shift change including chair, computer, keyboard, desk etc.

Customs

Interview and X-Ray

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Install glass/plastic/plexiglass shields where possible to act as physical barriers between Officers and travellers. Ensure there is an opening for exchange of documents.
- Encourage physical distancing of customs officers by spacing stations 6 ft. apart, where possible, when there are multiple counter stations open.
- Rely primarily on x-ray scanning machines if a review of luggage for customs purposes is required. Utilise physical inspections only as needed.
- Do not allow for the loitering of travellers in the area who are awaiting other members of their party, direct them to wait in open spaces in alternate areas.
- Sanitize or wash hands after interaction with traveller luggage, exchange of documents, credit cards, card machines and cash for payment of duties.
- Sanitize the desk or table continuously throughout operating hours. Disinfect the stand/desk/table area upon an employee shift change including chair, computer, keyboard, desk etc.

Physical Search

- Require travellers to open their own luggage if further inspection and screening is required. Require travellers to close and remove their own luggage once screening is completed.
- Sanitize hands prior to engaging in a detailed physical luggage screen as well as after completing the physical detailed luggage screen.
- Do not allow for the loitering of travellers in the area who are awaiting other members of their party, direct them to wait in open spaces in alternate areas.

Payments

- Sanitize or wash hands after interaction with traveller luggage, exchange of documents, credit cards, card machines and cash for payment of duties.
- Sanitize the desk or table continuously throughout operating hours. Disinfect the stand/desk/table area upon an employee shift change including chair, computer, keyboard, desk etc.

Ad Hoc Requests

Note: Customs is asked to perform several duties on an ad hoc basis including detailed searches, investigations, freight/cargo searches and passenger escorts. Customs Officers must wear appropriate PPE, maintain physical distancing measures where possible and sanitize frequently to reduce risks.

COVID-19 PCR Testing⁴

Note: Travellers may or may not be tested based upon the initial health screening and risk assessment performed by MoHW. Testing should take place in a naturally ventilated area where possible, sheltered from the elements (sun and rain). This step may happen at different points in the traveller experience depending upon the airport configuration.

- Direct travellers to the next stage in the process and display large, clear signage noting medical testing is taking place on a risk-based approach according to answers on the health and safety questionnaire.
- Consider providing bottled water for sale to travellers to stay hydrated while going through the medical check process.
- Provide chairs for travellers while they are waiting for tests or completing parts of the process especially for the elderly or those with other conditions. Sanitize chairs after each use by the traveller.

⁴ Reference Ministry of Health and Wellness guidelines for latest requirements.

- Equip the testing area with a hands-free garbage bins with garbage bags that are emptied frequently to prevent overflow and labelled with appropriate biohazard warning.
- Ensure there is a space with or utilise the isolation room for travellers who have a severe negative reaction to the test or who need to lie down.
- Provide each traveller or group of travellers (for families with young children) a pamphlet with the requirements while being in Jamaica based on the current phase of re-opening.

Foreign Exchange

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Install glass/plastic/plexiglass shields where possible to act as physical barriers between staff and travellers. Ensure there is an opening for exchange of documents.
- Encourage 6 ft. physical distancing of registers/service windows by spacing stations 6 ft. apart, where possible, when there are multiple register/service windows.
- Sanitize or wash hands after interaction with customer documents and after the exchange of cash with each customer.
- Wipe stations (phones, registers, counters etc.) regularly throughout the day and after the end of each shift.

Concierge/Tours Info

- Discontinue the use of shared brochures and magazines. Once a brochure or magazine is shared with a traveller it is theirs to keep or dispose of as they like.
- Store all brochures and pamphlets behind the desk/counter and only share when a traveller asks, to avoid touching and leaving of brochures. To compensate, ensure there are bright and attractive signs advertising excursions or information in lieu of a table of brochures.
- Place hand sanitizer in a common area within the room, put in a visible location which can be monitored.
- Place both a hands-free garbage can and a recycling bin for brochures and magazines to be discarded after use and touch by travellers.
- Sanitize or wash hands after each traveller interaction and continuously throughout the workday.
- Disinfect the desk or table continuously throughout operating hours. Disinfect the stand/desk/table area upon an employee shift change including chair, computer, keyboard, desk etc.

Food Stalls

Entry

- Limit the number of patrons inside the shop to allow for 6 ft. between patrons/groups.
- Provide physical distancing markers outside of the shop to guide patrons waiting to enter.

Food Service

- Discontinue the use of reusable menus and opt for signage posting the day's offerings or digital postings (e.g. social media).
- Utilise single use containers, drinkware and cutlery (while adhering to the GoJ's plastic ban).

Kitchen

- Wear face masks and hairnets during food preparation.
- Restrict access of the kitchen and storage areas to kitchen staff only.
- Cover all food ingredients such as vegetables, fruits, ice, meats etc. and store in closed containers which are only to be opened when needed.

Cleaning

- Sterilise and wash all used plates, cups, forks etc. in hot water at 80°C.
- Wear a face mask when clearing and cleaning tables or removing finished plates/cups during the serving of the patron.
- Wipe and sterilise chairs, tables, placemats, cruets and replace linen on tables after usage by a patron. Be sure to replace all cutlery and glasses on the table regardless of whether it appears used.
- Wipe surfaces throughout the course of opening hours and conduct a thorough sanitization of the kitchen after close of business.

Payment

- Designate (where possible) one staff member - preferably one not working in the kitchen and not involved in food preparation to collect and manage payments.
- Sanitize or wash hands after each customer and cash interaction.

Restaurants

Note: Whenever possible restaurants should be naturally ventilated.

Entry

- Determine the new capacity of restaurants based on 6 ft. physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per person/group per occupiable space or 70% capacity, if possible. Post signs listing the new maximum capacity.
- Mark floors with markers or indicators to show required 6 ft. physical distancing space while in the waiting/reception area and outside of the restaurant if it is full.
- Arrange furniture in the waiting/reception area to allow for 6ft. physical distancing.
- Remove shared, self-service refreshments e.g. water, coffee, tea etc. from reception areas. Remove shared reception area material including magazines and books.
- Remove shared, self-service items such as toothpicks, mints, matches or any other guest amenity to take.
- Place hand sanitizer in the entrance area. Require patrons to sanitize or wash their hands upon entrance to the restaurant.
- Wear face masks at all times inside the restaurant for employees. Patrons may remove face masks once they are seated.
- Monitor seating capacity frequently and engage with patrons should wait time be extended.
- Disinfect the hostess stand/desk/table and reception area continuously throughout operating hours. Disinfect the hostess stand/desk/table area upon an employee shift change including chair, computer, keyboard, desk etc.

Seating Arrangements

- Reduce seating capacity to 70%, ensure there is at least 6 ft. of space between tables/seating or if furniture is immovable ensure guests/groups of guests are seated 6 ft. apart from other groups.
- Remove the ability for patrons to seat themselves and guide patrons to seats to ensure distance between tables is maintained. If this is not possible given the staff compliment, clearly indicate which seats can be used through the use of markings and signs.
- Discontinue the use of communal tables/seating for multiple parties unless 6 ft. physical distancing can be achieved.
- Wipe down tables and chairs between use with alcohol-based cleaner (62% alcohol or above).

Guest Table Amenities

- Sanitize highchairs, booster seats etc. after each guest usage using an alcohol-based sanitizer/cleanser (62% alcohol or above).
- Store guest table amenities (highchairs, booster seats etc.) outside of common areas in back rooms/storage rooms to limit exposure and unnecessary touching by employees or guests.
- Remove all condiments and self-serve items such as napkins, toothpicks and straws. These items should be provided upon request and containers should be sanitized between use if not in single use containers.
- Eliminate the use of any table pre-sets including cutlery, glassware, mugs and table decoration including candles, vases or flowers.

Food Service - Table Service

- Utilise existing social media pages where possible to display menus and encourage patrons to use their personal phones to browse food options in lieu of receiving a physical menu. Information for link should be placed at the entrance and/or wall(s) in the restaurant. Allow complimentary Wi-Fi for patrons, if possible, if it is required to access the menu.
- Discourage the use of multiple-use menus (food, beverages, specials) if digital operations are not available. Use either signage or disposable printed menus. Printed paper menus must be discarded after use. If choosing to continue to use reusable menus, ensure they are laminated and sanitized after each use.
- Cover food until it is delivered to the table. Wipe down food covers between use.
- Sanitize hands upon each completed pick-up and delivery of food to each table party.
- Utilise single-use table clothes or change linens after each guest party. Deposit into a bin or bag with a cover or which can be sealed/closed e.g. drawstring bag until transported to laundry. Sanitize hands after handling.
- Ensure all service and standards are in accordance with Hazard Analysis and Critical Control Point (HACCP)⁵ and/or ServSafe⁶.

⁵ HACCP - <https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements/hazard-analysis-critical-control-point-haccp>

⁶ [2] ServSafe- <https://www.servsafe.com/ss/regulatory/default.aspx>

Food Service – Takeaway

- Designate a location within or outside of the restaurant which services carry-out/takeaway orders only. Maintain 6 ft. physical distancing through the order and pick-up process.
- Ensure food is packed in disposable bags that comply with government regulation.
- Ensure workers sanitize or wash hands after each customer interaction.

Kitchen/Back of House

- Wear face masks and hairnets during food preparation.
- Separate zones within the kitchen for employees to work by placing markers/stickers on the floor.
- Separate workstations (where possible) so staff are not facing each other when working. Stagger workers on counters, tables and cooktops for food preparation.
- Restrict access of the kitchen and storage areas to kitchen and wait staff only. Deny patron access and discontinue (where applicable) an in-kitchen “chef’s table.”
- Test dishwashing machines to ensure they are functioning properly.
- Cover all raw materials such as vegetables, fruits, ice, meats etc. and store in closed containers which are only to be opened when needed.
- Maintain smaller than normal inventories in the event of possible contamination and the need to destroy stored items.
- Adhere to HACCP and/or ServSafe system protocols updated in the context of COVID-19.

Payment

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Install glass/plastic/plexiglass shield around certain areas of the cashier stations where possible to create a barrier between patrons and cashiers.
- Encourage use of digital Debit/Credit Card processing terminal where possible to reduce cash transactions. Notify patrons of preference for cashless payments prior to entering so they may plan accordingly. Sanitize POS machine after each use.
- Encourage 6 ft. physical distancing of cash registers by spacing stations 6 ft. apart, where possible, when there are multiple cash register stations.
- Sanitize or wash hands after interaction with customer credit cards, card machines and cash. Sanitize or wash hands after the acceptance of tips.
- Sanitize the cheque presentation folders with an alcohol-based sanitizer (62% alcohol or above) after each guest handling and use.
- Wipe stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Inventory Delivery

- Take the temperature of each delivery person. Those with elevated temperature should be documented and denied entry. If appropriate, contact the SPP for an initial screening of the delivery person. Report instances of denial of entry due to elevated temperature or visible symptoms to the Ministry of Health & Wellness on a daily, real-time basis.
- Mandate and enforce the use of wearing face masks of delivery personnel.
- Disinfect receiving areas after each delivery.
- Encourage distributors to wipe down the reused carry bins after each delivery.

Employee Spaces

- Stagger shift start times to ensure there is no overcrowding in the locker/employee rest areas.
- Encourage employees to wipe down their lockers before use.
- Maintain all personal belongings in a contained bag which can be tied or sealed.

Cleaning

- Sterilise and wash all used plates, cups, forks etc. in hot water at 80°C.
- Wear a face mask when clearing and cleaning tables or removing finished plates/cups during the serving of the patron.
- Wipe and sterilise chairs, tables, placemats, cruets and replace linen on tables after usage by a patron. Be sure to replace all cutlery and glasses on the table regardless of whether it appears used.
- Wipe surfaces throughout the course of opening hours and conduct a thorough sanitization of the kitchen after close of business.
- Clean all reusable kitchen and serving equipment according to HACCP and/or ServSafe standards.
- Clean all reusable bar and serving equipment according to HACCP and/or ServSafe standards.

Bars

Note: Whenever possible bars should be naturally ventilated.

Entry

- Determine the new capacity of bars based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per person/group per occupiable space or 70% capacity, if possible. Post signs listing the new maximum capacity.
- Mark floors with markers or indicators to delineate required 6 ft. physical distancing space while in the waiting/reception area and outside of the bar if it is full.
- Remove shared, self-service items such as toothpicks, mints, matches or any other guest amenity to take.
- Place hand sanitizer in the entrance area. Require patrons to sanitize or wash their hands upon entrance to the bar.
- Patrons must wear face masks until seated at which point, they can be removed.

Seating Arrangements

- Reduce seating capacity to 70%, ensure there is at least 6 ft. of space between tables/seating or if furniture is immovable ensure guests/groups of guests are seated 6 ft. apart from other groups.
- Restrict seating at the physical bar to be limited to a space between each seat. Do not allow for congregation at the bar. Wipe down chairs between use with alcohol-based cleaner (62% alcohol or above).
- Wipe down the bar with a clean, disposable towel and an alcohol-based solution (62% alcohol or above) at regular intervals and when patrons leave. Dispose of used towel in a hands-free garbage can with a cover.
- Remove all condiments and self-serve items such as napkins, toothpicks and straws. These items should be provided upon request and containers should be sanitized between use if not in single use containers.
- Remove all shared items from the bar area including toothpicks, matches, ashtrays etc. Make these items available on request and sanitize between use if reusable.

Drink Service

- Designate areas behind the bar exclusively for drink preparation. If possible, install glass/plastic/plexiglass shield around certain areas of the bar where drinks are being prepared to create a barrier between patrons and bartenders.
- Sanitize or wash hands between making an order of drinks.
- Sanitize or wash hands between drink runs and delivery. Specifically, the wait staff should sanitize/wash hands after picking up a drink from the bar and delivering it to a customer's table.
- Discourage the use of multiple-use menus (food, beverages, specials). If digital operations are not available, use either signage or disposable printed menus. Printed paper menus must be discarded after use. If choosing to continue to use reusable menus, ensure they are laminated and sanitized after each use.

Payment

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Install glass/plastic/plexiglass shield around certain areas of the cashier stations where possible to create a barrier between patrons and cashiers.
- Encourage use of digital Debit/Credit Card processing terminal where possible to reduce cash transactions. Notify patrons of preference for cashless payments prior to entering so they may plan accordingly. Sanitize POS machine after each use.
- Encourage 6 ft. physical distancing of cash registers by spacing stations 6 feet apart, where possible, when there are multiple cash register stations.
- Sanitize or wash hands after interaction with customer credit cards, card machines and cash. Sanitize or wash hands after the acceptance of tips.
- Sanitize the cheque presentation folders with an alcohol-based sanitizer (62% alcohol or above) after each guest handling and use.
- Wipe stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Cleaning

- Sterilise and wash all used plates, cups, forks etc. in hot water at 80°C.
- Wear a face mask when clearing and cleaning tables or removing finished plates/cups during the serving of the patron. Wipe and sterilise chairs, tables, placemats, cruets and replace linen on tables after usage by a patron. Be sure to replace all cutlery and glasses on the table regardless of whether it appears used.
- Wipe surfaces throughout the course of opening hours and conduct a thorough sanitization of the bar after close of business.
- Clean and sterilise bar tops continuously, bar tops should be wiped on a continuous basis.

- Sanitize all soda taps, bar equipment and nozzles daily.
- Clean all reusable bar and serving equipment according to HACCP and/or ServSafe standards.
- Clean all reusable kitchen and serving equipment according to HACCP and/or ServSafe standards.

Employee Spaces

- Stagger shift start times to ensure there is no overcrowding in the locker/employee rest areas.
- Encourage employees to wipe down their lockers before use.
- Maintain all personal belongings in a contained bag which can be tied or sealed.

Inventory Delivery

- Take the temperature of each delivery person. Those with elevated temperature should be documented and denied entry. If appropriate, contact the SPP for an initial screening of the delivery person. Report instances of denial of entry due to elevated temperature or visible symptoms to the Ministry of Health & Wellness on a daily, real-time basis.
- Mandate and enforce the use of wearing face masks of delivery personnel.
- Disinfect receiving areas after each delivery.
- Encourage distributors to wipe down the reused carry bins after each delivery.

Medical Services

Note: All airports are required to have a medical station and isolation room. The requirements are detailed below.

Medical Station

- Stock the medical station with the following, at a minimum:
 - Bed
 - Desk and chair
 - No touch thermometer
 - Wash station
 - Disinfectant and hand sanitizers
 - Hands-free garbage can with a cover
 - First aid kit
 - Telephone
 - Ministry of Health & Wellness emergency contact numbers
 - Medical Grade PPE (N95 face masks, face shields, disposable aprons, gowns) for medical personnel only
 - Contact number for a medical personnel/hospital to be on call in case of an emergency
- Require travellers to sanitize or wash their hands upon entry to the medical station.
- Disinfect the medical station after each guest. Treat each guest while wearing a disposable face mask and observe all other standard medical protocols.

Isolation Room

- Designate a minimum of one isolation room at the airport to take workers or travellers if they show symptoms or have an elevated temperature. Either the onsite or on call medical professional should perform an initial assessment to determine the appropriate on-site treatment procedures. If COVID-19 is suspected after examination procedures, the medical professional should contact the Health Department (See [Appendix 2](#)).
- Equip the isolation room with medical grade PPE (N95 face masks, face shields, disposable aprons, gowns) for the medical personnel.
- Isolate the traveller or worker in the room while awaiting next steps from the Ministry of Health and Wellness.

Terminal Exit

Porters

- Discourage Red Cap Porters from approaching travellers without the indication of a need for assistance. Require porters to maintain physical distance of 6 ft. to the best of their ability when handling traveller luggage.
- Require Red Cap Porters to sanitize or wash their hands after each engagement with a traveling party. Wipe down the cart after each luggage transfer.
- Remind Red Cap Porters they are allowed to accept tips, however they must sanitize or wash hands after the acceptance of tips.

Knutsford Express/Hotel Operated Shuttles

Capacity

- Limit capacity of hotel operated shuttles to 70% capacity for groups of strangers e.g. 15 seaters to carry 10, 29 seaters to carry 20, five seaters to carry 3. Require passengers to be seated.

Protection

- Transport all passengers in the back. Do not allow passengers to sit next to the driver in the front seat.
- Install plexiglass barriers where possible with limited speaking holes between passengers and vehicle operators to allow for communication if possible.
- Encourage passengers to wind the windows down for open air ventilation.
- Wear face masks at all times inside of the vehicle including patrons and operators.
- Provide hand sanitizer to guests within the vehicle. Guests should sanitize or wash their hands upon entry into the vehicle.

Entry

- Utilise contactless entrances where possible e.g. automatic doors.
- Allow for boarding only if a passenger is wearing a face mask. Require all passengers to sit in accordance with physical distancing.

Luggage Handling

- Sanitize or wash hands upon completion of luggage handling with an alcohol-based sanitizer (62% alcohol or above).

Payment/Tipping

- Arrange for payment for transportation to be done through the hotel (where possible) to limit the exchange of cash.
- Allow for online reservation of hotel shuttle services (where possible).
- Minimise personal contact and avoid hugging and shaking hands of passengers upon entry or departure.
- Accept tips as offered. Sanitize or wash hands after receiving tips.

Sanitization

- Practice routine sanitization and disinfect the vehicle throughout the hours of operation including door handles, seats, armrests, steering wheel, gear shift, door console, air vents, seats and all hard surfaces using alcohol-based sanitizing spray or wipes (62% alcohol or above).
- Sanitization should occur at a minimum at the following times:
 - Beginning of shift
 - Change of shift
 - After carrying a group and before picking up new riders
- Wear a face mask for the cleaning and sanitization of the vehicle. Dispose of the used face mask in a covered garbage can either inside of the vehicle or outside of the vehicle in a nearby garbage can.
- Equip vehicles with garbage bins (minimum of one per vehicle).

Private Contract Carriage, e.g. JCAL/JUTA Vehicles

Capacity

- Limit capacity of Private Contract Carriage Vehicles to 70% capacity for groups of strangers e.g. 15 seaters to carry 10, 29 seaters to carry 20, five seaters to carry 3. Require passengers to be seated.

Protection

- Install plexiglass barriers where possible with limited speaking holes between passengers and vehicle operators to allow for communication if possible.
- Wear face masks at all times inside of the vehicle including patrons and operators.
- Provide hand sanitizer to guests within the vehicle. Guests should sanitize or wash their hands upon entry into the vehicle.

Entry

- Utilise contactless entrances where possible e.g. automatic doors.
- Allow for boarding only if a passenger is wearing a face mask. Require all passengers to sit in accordance with physical distancing.

Luggage Handling

- Use care when handling luggage of patrons. Use hand sanitizer or hand washing station once luggage has been delivered.

Payment/Tipping

- Arrange for payment for transportation to be done through the hotel (where possible) to limit the exchange of cash.
- Minimise personal contact and avoid hugging and shaking hands of passengers upon entry or departure.
- Accept tips as offered. Sanitize or wash hands after receiving tips.

Sanitization

- Practice routine sanitization and disinfect the vehicle throughout the hours of operation including door handles, seats, armrests, steering wheel, gear shift, door console, air vents, seats and all hard surfaces using alcohol-based sanitizing spray or wipes (62% alcohol or above).
- Sanitization should occur at a minimum at the following times:
 - Beginning of shift
 - Change of shift
 - After carrying a group and before picking up new riders
- Wear a face mask for the cleaning and sanitization of the vehicle. Dispose of the used face mask in a covered garbage can either inside of the vehicle or outside of the vehicle in a nearby garbage can.
- Equip vehicles with garbage bins (minimum of one per vehicle).

Self-Parking

- Discontinue the use of multi-use parking stubs and utilise disposable parking ticket stubs for timing vehicle stays in airport parking lots.
- Use self-pay kiosks (where possible) to pay for airport self-parking.
- Wipe down kiosks regularly throughout the day, scale based on traveller traffic volume in the area.
- Install glass/plastic/plexiglass shields where possible to act as physical barriers between customer service agents and travellers. Ensure there is an opening for exchange of documents.
- Sanitize or wash hands after interaction with customer credit cards, card machines and cash for payment of parking.
- Place hand sanitizer at the counter for customers to use before conducting business at the counter.
- Sanitize the desk or table continuously throughout operating hours. Disinfect the stand/desk/table area upon an employee shift change including chair, computer, keyboard, desk etc.

Rental Car

Entrance/Reception

- Determine the new capacity of the rental office based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per occupiable space or 70% capacity, if possible. Post signs listing the new maximum capacity.
- Utilise touchless online pick-up and processing of rental vehicles to customers where possible to limit the exchange of clipboards, pens/pencils and paperwork. If not possible, sanitize pens/pencils after use.
- Mark floors with markers or indicators to delineate required physical distancing space while in the waiting/reception area and outside of the office if it is full. Admit only the person conducting the transaction into the building to maintain physical distancing.
- Arrange furniture in the waiting/reception area to allow for physical distancing.
- Place hand sanitizer in the entrance area. Require patrons to sanitize or wash their hands upon entrance to the business.
- Wear face masks at all times inside the office.
- Remove shared, self-service refreshments e.g. water, coffee, tea etc. from reception areas. Remove shared reception area material including magazines and books.
- Disinfect the reception desk/table and reception area continuously throughout operating hours. Disinfect the reception desk area upon an employee shift change including chair, computer, keyboard, desk, etc.

Sanitization of Office/Kiosk

- Sanitize all equipment regularly and continuously throughout the day with computers, desk, chairs, furniture etc. being wiped down on a frequency scale based on flight traffic.
- Wear protective apparel while cleaning and sanitizing including a face mask.
- Utilise hands-free garbage bins with covers for no touch waste disposal.
- Turn-off the water source for water fountains and include signage marking them as closed until further notice.

Sanitization of Vehicle

- Wash the rental vehicle thoroughly and sanitize by wiping down frequently touched surfaces such as door handles, steering wheel, gear shift, door console, air vents, seats and all hard surfaces using alcohol-based sanitizing spray (62% alcohol or above) before handing over to the next customer.
- Steam clean/wash all mats and upholstery within the vehicle prior to handing over to the next customer.
- Rotate vehicles where possible to allow for space between rentals - between 24 and 72 hours (where feasible given supply and demand).

Specific Protocols – Departure

Pre-Departure Communications

- Promote online check-in options, use of kiosks and use of digital boarding passes to touchless travel.
- Encourage passengers to arrive at the airport early to allow for extra time for health and safety screening (*recommended 2.5 - 3 hours*).
- Utilise communication channels including social media, email, SMS, signage, airport website and billboards leading up to the airport.



WHAT TO DO IF...

Question:

There are many messages which travellers need to understand. If one employee spends time giving travellers a complete briefing of all the protocols and requirements, it will greatly disrupt the flow of travellers. What can we do to communicate with travellers effectively?

Answer:

Utilise multiple communication channels available to the airport to push out messaging and reminders on the protocols and how to stay safe. Channels include digital signage, recorded messages over the PA system, posters, pamphlets, lollipop signs, banners and messages on websites/ Wi-Fi pages.

Departures

Drop-off

- Demarcate drop-off car/shuttle spaces which allow for 6 ft. physical distancing curb side either with painted lines or lollipop signs to provide guidance for the 6 ft. physical distancing and drop-off spacing.
- Require Red Cap Porters to queue until there is an indication from travellers that they are seeking porter services. Discourage Red Cap Porters from approaching travellers without the indication of a need for assistance. Require porters to maintain physical distance of 6 ft. to the best of their ability when handling traveller luggage.
- Require Red Cap Porters to sanitize or wash their hands after each engagement with a traveling party. Wipe down the cart after each luggage transfer.
- Remind Red Cap Porters they are allowed to accept tips, however they must sanitize or wash hands after the acceptance of tips.
- Restrict access to the airport terminal building to those who are travellers, employees or patrons seeking to purchase an airline ticket. Exceptions can be made for those passengers with physical disabilities or unaccompanied minors. Post signage detailed requirements and exceptions.
- Utilise only automatic or touchless doors for entry (recommended where possible). Post signs on non-automatic doors noting their discontinued use and directing staff and travellers to automatic doors. For non-automatic doors, it is recommended to clean regularly routine intervals based on traffic (this would be in-scope for the Mobile Cleaning Team) or station a staff member to open/hold the door to minimise touching.
- Enforce 6 ft. physical distancing for passengers waiting in line to enter the terminal during the screening. Place markers or indicators on floor to delineate required 6 ft. physical distancing space.



WHAT TO DO IF...

Question:

A grandson is dropping his grandmother off at the airport for her upcoming trip. She has limited mobility and requires assistance with baggage and getting to the check-in counter. He is not traveling with her. Can he enter the airport to help her to the airline check-in counter where she will receive a wheelchair escort?

Answer:

Yes. The grandson is allowed to enter the terminal building to assist those with limited mobility. Only one person providing assistance per limited mobility traveller is allowable. The grandson must be wearing a mask to enter.

Rental Car Return

Please see Rental Car Protocols in Arrivals section.

Ticket Purchase Counter

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Place hand sanitizer in common area of ticket purchase room, put in a visible location which can be monitored.
- Install glass/plastic/plexiglass shields where possible to act as physical barriers between customer service agents and travellers. Ensure there is an opening for exchange of documents.
- Encourage physical distancing of customer service stations by spacing stations 6 ft. apart, where possible, when there are multiple counter stations open.
- Sanitize or wash hands after interaction with customer credit cards, card machines and cash for payment of baggage, upgrade or other fees.
- Sanitize the desk or table continuously throughout operating hours. Disinfect the stand/desk/table area upon an employee shift change including chair, computer, keyboard, desk etc.



WHAT TO DO IF...

Question:

An individual arrives at the airport seeking entry to purchase a ticket, the protocols stipulate only travellers with confirmed information can enter, are they allowed to enter?

Answer:

Yes. Individuals may enter if they are going to purchase a ticket at the counter and they are following all other protocols (wearing a mask and have no visible COVID-19 symptoms). The person should be informed they are to exit the terminal after their business is concluded.

Check-in

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Encourage the use of online check-in, self-service check-in kiosks and/or self-baggage tagging where possible. Encourage credit card payments for baggage, upgrades or other fees, preferably to be completed at the kiosk.
- Wipe down kiosks regularly throughout the day with roving cleaning staff members.
- Require staff members who assist customers at the kiosks to sanitize their hands regularly throughout workday and after engaging with travellers.
- Avoid touching travel documents unless absolutely necessary. Request the traveller to show their travel identification and flip to the relevant page for travel requirements (e.g. visa, work permit).
- Sanitize hands after engagement with each traveller and exchange of documents.
- Avoid handling any passenger luggage during kiosk check-in. If luggage is handled, sanitize hands between each handling.

Customer Service/Counter Service

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Place hand sanitizer in common area of customer service/counter service room, put in a visible location which can be monitored.
- Install glass/plastic/plexiglass shields where possible to act as physical barriers between customer service agents and travellers. Ensure there is an opening for exchange of documents.
- Encourage physical distancing of customer service stations by spacing stations 6 ft. apart, where possible, when there are multiple counter stations open.
- Sanitize or wash hands after interaction with customer credit cards, card machines and cash for payment of baggage, upgrade or other fees.
- Sanitize the desk or table continuously throughout operating hours. Disinfect the stand/desk/table area upon an employee shift change including chair, computer, keyboard, desk etc.

Baggage Drop-off (Combined in a single step for some airlines)

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Encourage travellers to utilise self-baggage tags and self-baggage drop.
- Sanitize or wash hands after interaction with customer luggage, credit cards, card machines and cash.

Shops (before security)

Please see **Shops Protocols** in **Arrivals** section.

Restaurants (before security)

See **Restaurants Protocols** in **Arrivals** section.

Bars (before security)

See **Bars Protocols** in **Arrivals** section.

Security Checkpoint

Document Checkpoint

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Install glass/plastic/plexiglass shields where possible to act as physical barriers between Officers and travellers. Ensure there is an opening for exchange of documents.
- Avoid touching travel documents unless absolutely necessary. Request the traveller to show their travel identification and flip to the relevant page for travel requirements (e.g. visa, work permit).
- Avoid handling the mobile device or ticket of traveller(s) unless absolutely necessary. Require travellers to scan their own boarding passes (digital or paper).
- Require travellers to maintain 6 ft. physical distance and remove their mask to verify their identify against the government-issued photographic identification. Do not touch the mask or allow the traveller to place the mask on any desk or podium. It must remain in the possession of the traveller or someone in their party at all times.
- Sanitize or wash hands after interaction with each traveller where an exchange of physical documents occurred.
- Wipe stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Screening

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Install glass/plastic/plexiglass shields where possible to act as physical barriers between Officers and travellers. Ensure there is an opening for exchange of documents.
- Require travellers to place their own luggage in bins and onto the conveyor belt. Avoid touching luggage whenever possible.
- Utilise digital screening techniques where every possible (metal detector, full-body scan, x-ray scanners etc.) to avoid physical interaction with travellers.
- Require customers to handle their own baggage on the conveyor belt once screening is finished.
- Sanitize or wash hands after interaction with customer baggage if physically handled.
- Disinfect conveyor belt, tables and bins continuously throughout operating hours.
- Place hand sanitizer at the end of the screening process for travellers to use after screening is finished.

Detailed Screening (alarm resolution)

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Prioritise the use of handheld metal detectors for walk-through metal detector (WTMD) alarm resolution. Physical pat-down is a last resort. Require travellers to open their own luggage for further inspection and screening. Require travellers to close and remove their own luggage once screening is completed.
- Conduct alarm resolution, where possible, in a dedicated area separated from the flow of passengers to mitigate the risk of queue build-up and help maintain passenger throughput.
- Prioritise the use of explosive trace detection equipment (ETD) or explosive detection dogs (EDD) to resolve any alarms in lieu of manual searches, where appropriate and subject to the nature of the screener's concerns.
- Discontinue the reuse of ETD swabs, if the practice is in place.
- Sanitize hands prior to engaging in a detailed physical luggage screen as well as after completing the physical detailed luggage screen.
- Sanitize hands prior to completing a detailed traveller physical pat-down as well as after completing the physical pat-down.
- Place hand sanitizer at the end of the screening process for travellers to use after screening is finished.



WHAT TO DO IF ...

Question:

A passenger sets off the alarm on the WTMD. Do I move to pat them down immediately?

Answer:

No. After the WTMD sounds conduct a screening with the hand-held wand metal detector. If this second line of screening does not result in a resolution, then you may proceed to the physical screening/pat-down of the traveller. This option should only be performed when all other options have been exhausted.

Foreign Exchange (after security)

See Shops Protocols in Arrivals section.

Shops (after security)

See Shops Protocols in Arrivals section.

Food Stalls & Restaurants (after security)

See Food Stalls & Restaurants Protocols in Arrivals section.

Bars (after security)

See Bars Protocols in Arrivals section.

Departure Lounges (e.g. VIP, pilot's lounge, club lounge, government lounge)

Entrance

- Determine the new capacity of the lounge based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per occupiable space or 70% capacity, if possible. Post signs listing the new maximum capacity.
- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other while in the waiting area.
- Install glass/plastic/plexiglass shield around certain areas of the reception desk where possible to create a barrier between travellers and reception desk staff.
- Place hand sanitizer in the reception area. Require patrons to sanitize or wash their hands upon entrance to the club lounge.
- Encourage use of digital Debit/Credit Card processing terminal where possible to reduce cash transactions. Notify patrons of preference for cashless payments prior to entering so they may plan accordingly. Sanitize POS machine after each use.
- Sanitize or wash hands after engagement with each traveller including exchange of credit card, cash and documents.
- Disinfect the reception desk/table and reception area continuously throughout operating hours. Disinfect the reception desk area upon an employee shift change including chair, computer, keyboard, desk etc.

Guest Amenities (newspapers, magazines etc.)

- Remove self-service newspapers, magazines, brochures etc. Require travellers to request the use of these materials.
- Dispose of materials which have been used by a traveller after use e.g. newspapers. Do not allow for newspapers, magazines etc. to be reused.
- Remove the TV remotes (where applicable) from public use and keep at the club lounge reception desk. Require travellers who wish the channel to be changed to seek assistance from the reception desk. Post signs detailing this practice.



WHAT TO DO IF ...

Question:

A club lounge traveller would like to watch a different channel on TV as they are a big English Premier League fan. They are searching for the remote to change the channel.

Answer:

Kindly let the traveller know that you would be happy to change the channel for them. Retrieve the remote from the reception desk and change the channel. Let the traveller know you would be happy to assist for any further changes, however, to limit the exchange of high-touch items, the remote will remain at the reception desk

Business Centres (computers/printers)

- Place hand sanitizer at convenient locations to allow patrons to sanitize as needed.
- Arrange floor plan to allow for 6 ft. physical distancing with the tables, chairs, benches etc.
- Ensure an employee is supervising business centre use at all times.
- Sanitize used business centre items (e.g. computer, printer, stapler, pens) and sanitizing stations, if not hands-free, after each use.

Food and Beverage Service

Note: Buffet service is only allowable if food is served by an attendant/dedicated staff member. Where possible, it is recommended to install a glass/plexiglass/plastic shield between travellers and food. It is recommended that buffet service is discontinued and food and drinks in individually wrapped and sized portions are used e.g. granola bars, sandwiches, wraps etc.

See Restaurants and Bars Protocols in Arrivals section.

Boarding

Pre-boarding

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other while queuing for plane boarding.
- Time announcements to be as close as possible to actual boarding time and utilise the group boarding sequence on the boarding passes to assist with managing the flow of travellers to a single gate.
- Avoid touching travel documents unless absolutely necessary. Request the traveller to show their travel identification and flip to the relevant page for travel requirements (e.g. visa, work permit).

Ticket Check

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Install glass/plastic/plexiglass shields where possible to act as physical barriers between airline officials and travellers. Ensure there is an opening for exchange of documents.

- Avoid touching travel documents unless absolutely necessary. Request the traveller to show their travel identification and flip to the relevant page for travel requirements (e.g. visa, work permit).
- Avoid handling the mobile device or ticket of traveller(s) unless absolutely necessary. Require travellers to scan their own boarding passes (digital or paper).
- Require travellers to maintain 6 ft. physical distance and remove their mask to verify their identify against the government-issued photographic identification. Do not touch the mask or allow the traveller to place the mask on any desk or podium. It must remain in the possession of the traveller or someone in their party at all times.
- Sanitize or wash hands after interaction with each traveller where an exchange of physical documents occurred.
- Wipe stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Assisted Boarding

- Enforce 6 ft. physical distance between travellers requiring assisted boarding. Ensure 6 ft. physical distance is maintained by those who are assisting those passengers in wheelchairs.
- Require airport attendants and assistants to sanitize their hands prior to assisting a traveller. Avoid touching the traveller where possible, understanding many travellers many require physical assistance to get up or down.
- Sanitize or wash hands after interaction with each traveller as well as the vehicle which transported the traveller e.g. wheelchair, cart, golf cart etc.
- Remind employees they can accept tips as offered if allowable by policy. Sanitize or wash hands after receiving.

Jet Bridge

- Enforce 6 ft. physical distancing with distance markers in the area to guide travellers and the distance they should maintain from each other.
- Avoid processing too many travellers through the ticket check so as not to overwhelm the queue which could lead to bunching.

Spot Checks/Security Checks

- Utilise digital screening techniques where every possible (metal detector, full-body scan, x-ray scanners etc.) to avoid physical interaction with travellers.
- Require travellers to place their own luggage on the table. Avoid touching luggage whenever possible.
- Conduct additional screening/spot checks, where possible, in a dedicated area separated from the flow of passengers to mitigate the risk of queue build-up and help maintain passenger throughput.
- Sanitize hands prior to engaging in a detailed physical luggage screen as well as after completing the physical detailed luggage screen.
- Sanitize hands prior to completing a detailed traveller physical pat-down as well as after completing the physical pat-down.
- Require travellers to remove their own luggage from the table when completed.
- Sanitize or wash hands after interaction with customer baggage if physically handled.
- Sanitize tables and bins continuously throughout operating hours and disinfect all bins at the end of each day.
- Place hand sanitizer at the end of the screening process for travellers to use after screening is finished.

Duty Free (planeside)

- Require travellers to remove their duty-free items from the cart. Do not handle the duty-free items.
- Wipe down the cart after each planeside delivery.
- Sanitize or wash hands after each planeside delivery.

Unaccompanied Minors

- Train personnel who escort unaccompanied minors to be able to walk the traveller through any procedures to which they will be subjected. Ensure unaccompanied minors are wearing a mask.
- Direct and promote sanitization and hand washing for the unaccompanied minor at key touchpoint intervals (especially for those whose are 12 years old and under).
- Sanitize or wash hands after the handling of the unaccompanied minor's baggage and/or travel documents.
- Avoid holding hands and/or other physical contact when escorting the unaccompanied minor.
- Sanitize or wash hands after each unaccompanied minor escort.

Airline Protocols

Note: Respective airlines will specify their own protocols for their aircraft & flights, details should be checked through airline website to ensure compliance.

SECTION TWO

**SMALL
INTERNATIONAL
AIRPORTS**

(IFIA)

Small International Airports

Scope

The scope of this document provides protocols specifically for small international airports/private flight facilities such as Ian Fleming International Airport (IFIA), the GA Terminal at NMIA and the IAM Jet Centre at SIA.

Responsibilities

Safety Point Person (SPP) – A minimum of one (1) employee who has been designated and trained on the protocols must be present during opening hours. The SPP should conduct regular spot checks throughout the property and observe protocols being enacted (see **Appendix 1**). The SPP should also serve as a point of contact for employee and traveller complaints and is required to document, investigate and triage complaints. Given the nature of this role, it is recommended to be an airport management team member.

Multi-Disciplinary Safety Committee – A committee with a minimum of one member from each of the key stakeholder organisations, e.g., Airline/Aircraft Operator, Jamaica Constabulary Force (JCF), Passport, Immigration & Citizenship Agency (PICA), Ministry of Health and Wellness (MoHW), Jamaica Customs Agency, Airport Management etc.), in the airport should be organised to oversee the various protocol areas in the airport, provide input on the process and ensure safety and security are being met. Members will be responsible for providing insight on the status and any challenges of those customer journey points where their staff members are engaged. Members will gather information from employees to present to the committee for review and discussion. This committee may be a sub-group of or added to an existing committee's responsibilities. In addition, this committee should:

- Ensure that workers receive adequate information and training for the implementation of the contingency plan and protocols (especially as there are updates given the phased approach).
- Establish mechanisms to gather the information for data-driven decision making, in consultation with the relevant authorities.
- Monitor the efficiency and effectiveness of the protocols and provide recommendations for improvement.
- Carry out an evaluation of those measures and draw conclusions.
- Design the necessary protection measures, included in a contingency plan.
- Implement the contingency plan if required, assessing its effectiveness.
- Modify the contingency plan if necessary, based on the demonstrated effectiveness.

Entrance/Exit Attendants – Restrict entry to airport to valid travellers or those who intend to purchase tickets for same day travel, verify that persons seeking to enter the travellers' entrance of the airport have valid passports. Exceptions may be made in the case of those who require assistance due to limited mobility. In this case one person may enter to assist in getting the traveller to the check-in counter.

It is recommended to monitor porters, carriers (private and contract) and airport patrons to ensure compliance with COVID-19 safety protocols outside of the airport to ensure orderly drop-offs and pick-ups, queuing to enter the building etc.

Mobile Cleaning Team – Designate a team of mobile cleaners to carry out ongoing sanitization of high-contact surfaces within the areas e.g. railings, chairs, armrests, buttons, door handles, counters etc. Members of the team are to wear appropriate PPE.

Supplies

- No contact hand-held thermometers for arriving passengers and employees
- Face masks (enough for each staff member for each shift to have at least one)
- Alcohol-based hand sanitizer (62% alcohol or above)
- Contactless sanitization stations (entrance, departures area, arrivals area)
- Medical grade Personal Protective Equipment (PPE) (N95 face masks, face shields) for medical personnel only
- Single use paper napkins or towels
- Soap dispensers and/or hand sanitizing stations
- Cleaning agents (including those with 62% alcohol or above)
- Hands-free garbage bins with covers (one per each sanitization station)
- Measuring device (tape measure, yardstick, 6 ft. pole etc.)
- Indicators (flags, markers, stakes, cones etc.)

- Signage for protocols, awareness regarding symptoms and MoHW contact information

- Tape/stickers

Note: Supplies are to be provided for staff employed to each respective organisation which has jurisdiction for its tenanted space. In common areas, the airport operator provides supplies for its employees along with sanitising stations, signage and cleaning agents. If an employee is not provided with equipment per these protocols, violations can be reported to Airports Authority of Jamaica (AAJ). Parties in violation of not providing supplies could be reported to Jamaica Constabulary Force (JCF).

General Protocols

This section contains protocols which are general and to be abided by at all times across all dimensions of the airport. General Protocols Include:

Employee Well-being⁷

- If employees have been off work for an extended period, ask them to complete a health questionnaire similar to the questionnaire administered to potential travellers or other mechanisms as appropriate.
- Check in formally on the health of employees on a regular basis, every 4-6 weeks, and if they are showing symptoms or have other risk factors, testing may be appropriate. Those who test positive are required to be reported to the Ministry of Health & Wellness for quarantine and contact tracing.
- Take the temperature of each employee upon arrival for their shift. Those with an elevated temperature and/or visible symptoms should be documented and screened by the onsite or on-call medical professional for additional symptoms that may indicate a risk of COVID-19. Depending on the assessment, the medical professional will instruct the employee to return home or will assist the employee in contacting the Health Department for further guidance (See **Appendix 2**).
- Brief employees at the start of their shift to remind them to disclose if: 1) they have knowingly been exposed to anyone with COVID-19, 2) they have symptoms of COVID-19 and 3) they had an above normal temperature at check-in.
- Encourage employees not to share desks, office supplies, computers, chairs, phones etc. When there is a shift change, the employee is responsible for wiping down their workstation, if appropriate, using alcohol-based sanitizing spray (62% alcohol or above).
- Ensure employee well-being standards are uniform and followed across all organisations with equities at the airports.
- Require employees to wear face masks throughout their work shift and in interaction with patrons. Require employees to sanitize or wash their hands regularly throughout their shift and after the following interactions occur:
 - Handling/exchange of cash
 - Processing a credit card from a traveller
 - Handling items from a traveller
 - Touching common areas
 - Upon serving food and drinks
 - Handling documents or luggage of a traveller
 - Touching a kiosk touchscreen device
 - Search or pat-down of a traveller for security screening

Common Areas

General

- Utilise automatic doors, keep doors open (if possible) or have doors manned by one person to mitigate excessive contact of one surface by multiple individuals.
- Mark the ground with 6 ft. of physical distance line spacing for queues and enforce physical distancing both inside and outside of an establishment.
- Erect hands-free sanitizing dispensers and/or hand wash stations at the entrance to the establishment. If hands-free dispensers are not feasible, sanitize the dispenser continually throughout the day.
- Include signage in clear and visible areas throughout the building.

Stairs/Railings

- Sanitize all stairways, door handles, handrails etc. continuously throughout the day. Areas should be sanitized on routine intervals based on flight traffic.
- Require staff conducting these activities to wear a disposable face mask.

Bathrooms

- Place signs in restrooms to guide travellers on the correct way to wash hands.

⁷ For a full list of requirements, please see the Ministry of Health & Wellness Workplace Guidelines and the WHO Workplace Guidelines.

- Mark floors with markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage bins, preferably with covers, for no touch waste disposal.
- Turn off the water source for water fountains in traveller areas and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Sanitize bathrooms regularly based on traffic.

Sanitization Stations

- Create sanitization stations in several locations on property with automatic sanitizer dispenser (where possible) and/or pump sanitizer (minimum of three stations - see Supplies).
- Place hands-free garbage bins nearby the stations to allow for easy and safe disposal of rubbish and used items.
- Ensure visible placement of sanitization stations, particularly at entrances and exits and at the completion of each step (check-in, security checkpoint etc.).

Cleaning

- Require all cleaners to wear appropriate PPE while conducting their cleaning duties.
- Provide specific guidance on PPE for workers to wear for the following activities:
 - Cleaning: Face Mask, face shield, disposable apron
 - Disinfecting: Face Mask, face shield
 - Sanitizing: Face Mask
- Sanitize all public touchpoints on a rotating basis throughout the operating hours with each surface being cleaned. Adjust frequency based on flight schedule and traveller volume. This includes door handles, railings, desks, flat surfaces, elevator buttons, etc. These activities should be completed by the Mobile Cleaning Team.
- Handle waste using tongs and bag waste properly. Empty garbage bins regularly to prevent overflow.
- Perform routine maintenance of air conditioning vents or filters to promote indoor air quality and limit exposure.
- Ensure safe removal and disposal of PPE using the safety disposal guidelines of the World Health Organisation (WHO)⁸.

Communication

- Erect signs at the entry points and key locations within the building detailing the procedures which are in place and what travellers can expect and how they can comply. Include penalties for non-compliance e.g. denied entry.
- Erect signage indicating instructions for travellers who do not feel well. Include the location of the medical facility or isolation room as well as the information for the onsite medical professional or COVID-19 SPP. Verbally reinforce this message upon arrival to the airport Terminal (Departures or Arrivals).
- Remind employees to greet travellers with warmth and friendliness. Remember that some travellers are visiting to relax and enjoy the beauty and culture of Jamaica which includes the interaction with people.
- Instruct employees on how to remind travellers of protocols with a smile in a polite and respectful manner if they make a request that is unallowable given the new protocols. Remember that everyone is learning together, and the rules are intended to protect all parties.
- Remind employees they can accept tips as offered if allowable by policy. Sanitize or wash hands after receiving.
- Utilise contact-less greetings. See the sample options below to greet travellers.

Figure 2 Signage Examples



Reporting

- Report suspected cases or contact with COVID-19 positive persons in real-time to the local Ministry of Health & Wellness representative including the date and time, signs and symptoms observed, age and gender of the

⁸ WHO - https://www.who.int/docs/default-source/searo/bangladesh/2019-ncov/2-steps-to-take-off-ppe-and-gown-en.pdf?sfvrsn=cf0c30c4_2

person(s) showing symptoms and the activities they engaged in. It is a requirement to report illness to the Ministry of Health & Wellness per the Public Health Act – Section 5 – Medical and First Aid Facilities⁹. Reporting must occur within 2-3 hours of identifying a suspected case. Reporting should be made first to the local, parish public health facility and then to the national level. The full listing of all parish public health facilities and contact information see **Appendix 2**.

- Compile a full report at the airport at a minimum on a weekly basis to review suspected contact and actions taken by the management team. Report information to the Ministry of Health & Wellness.
- Ensure all employees are familiar and know to report suspected cases or contact with COVID-19 positive persons to the following:
 - Parish Public Health Facilities (See **Appendix 2**)
 - <https://jamcovid19.moh.gov.jm/> (See **Appendix 5**)
 - **1-888-ONE-LOVE (1-888-663-5683)**

Specific Protocols – Arrivals¹⁰

Deplaning

General Deplaning

- Require all travellers and employees to wear masks when exiting the airplane.
- Ensure handrails on airplane staircase are sanitized with alcohol-based sanitizer of at least 62% before and after travellers have deplaned.
- Remind travellers to practice physical distancing when walking through descending staircase.
- Do not allow travellers to stop and/or loiter on the aircraft steps, direct any travellers waiting on other party members to wait at the bottom on the tarmac (be sure they are far enough away to not block the staircase).
- Place a sanitization station at the end of the staircase for travellers to sanitize their hands upon entry to the destination or at the nearest convenient location.
- Provide clear signage on next steps in the airport process where possible.

Assisted Deplaning – Golf Cart

- Transport travellers between airplane and terminal using golf carts (when appropriate based on the traveller). Do not allow for co-mingling of traveller groups in a single transport.
- Sanitize golf carts after each traveller party with an alcohol-based sanitizer (62% alcohol or above) with particular attention to the seats, handholds and armrests.
- Sanitize each golf cart at the end of each shift.

Assisted Deplaning – Wheelchairs

- Enforce 6 ft. physical distance between travellers requiring assisted deplaning. Ensure 6 ft. physical distance is maintained by those who are assisting those passengers in wheelchairs.
- Require airport attendants and assistants to sanitize their hands prior to assisting a traveller. Avoid touching the traveller where possible, understanding many travellers many require physical assistance to get up or down.
- Sanitize or wash hands after interaction with each traveller as well as the vehicle which transported the traveller e.g. wheelchair, cart, golf cart etc.
- Remind employees they can accept tips as offered if allowable by policy. Sanitize or wash hands after receiving.

Assisted Deplaning – Unaccompanied Minors

- Train personnel who escort unaccompanied minors to be able to walk the traveller through any procedures to which they will be subjected. Ensure unaccompanied minors are wearing a mask.
- Direct and promote sanitization and hand washing for the unaccompanied minor at key touchpoint intervals (especially for those whose are 12 years old and under).
- Sanitize or wash hands after the handling of the unaccompanied minor's baggage and/or travel documents.
- Avoid holding hands and/or other physical contact when escorting the unaccompanied minor.
- Sanitize or wash hands after each unaccompanied minor escort.

Concierge Service

Note: It is understood that some clientele of IFIA prefer concierge service from the moment they deplane until they are in their mode of transportation to their destination. Throughout the process the traveller and employee are expected to

⁹ Public Health Act – Section 5 – Medical and First Aid Facilities – “Where there is suspicion or confirmation of any communicable disease or food-borne illness at a tourist establishment a report shall be made within 24-hours to the Medical Officer (Health)...”

¹⁰ COVID-19 health and safety protocols will be implemented when required due to anticipated international flight arrivals.

maintain physical distance, wear a face mask and sanitize hands regularly when exchanging documents and/or handling luggage.

- Maintain physical distance of 6 ft. between employees providing concierge airport services and travellers and enforce the traveller and employee requirement for wearing face masks.
- Require airport attendants and assistants to sanitize their hands prior to assisting a traveller. Avoid touching the traveller where possible.
- Sanitize or wash hands after interaction with each traveller as well as the vehicle which transported the traveller e.g. wheelchair, cart, golf cart etc.
- Remind employees they can accept tips as offered if allowable by policy. Sanitize or wash hands after receiving.



WHAT TO DO IF ...

Question:

A high-profile client has arrived via private aircraft from overseas to IFIA. They requested concierge assistance throughout the entire arrivals process. What should we do?

Answer:

Concierge service can continue to be provided. Greet the client with warmth using contactless greetings. Throughout the process the traveller and employee are expected to maintain social distance, wear a face mask and sanitize hands regularly when exchanging documents and/or handling luggage. For a job well done if offered and allowable by policy, tips can be accepted. Sanitize or wash hands after receiving.

Planeside Baggage

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Ensure employees wash/sanitize hands before and after handling each suitcase.
- Allow travellers to retrieve their own baggage planeside if possible, given the configuration or number of travellers.
- Sanitize any baggage carts utilised in transport between each journey.

Arrivals Hall/Health and Safety Screening

- Post signs outlining the steps to be taken as part of the arrivals process and outlining which documents will be required.
- Provide arriving travellers with information on the six steps to be completed before leaving the airport and the related protocols, see **Appendix 3**, which are to be completed before being allowed to leave the airport.
- Ensure travellers have their temperature checked (handheld or walkthrough).
- Place a sanitization station in the arrivals hall and/or in the area where the health screening takes place to allow travellers and employees to sanitize hands or wash hands.
- Request that travellers address any questions asked by the health officer regarding their health authorization, physical health and any symptoms of illness.
- Discourage the use of physical forms as all required information should have been submitted prior to travel. In instances where physical forms are required, encourage travellers to use their own pens to reduce transmission risks, or sanitise pens between use.
- Ensure there is an adequately isolated room for travellers who are symptomatic upon arrival or are required to be immediately isolated based on the initial health screening.
- Request that travellers sanitize their hands after engagement at each station.

Note: If MoHW is not present upon arrival, private aircraft travellers will complete a health screening at NMIA or SIA.

Immigration

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other (guardians should supervise children). Place roaming staff members to enforce distancing and mask wearing as well as observe any potential symptoms.
- Install glass/plastic/plexiglass shields where possible to act as physical barriers between Officers and travellers. Ensure there is an opening for exchange of documents.
- Rely upon electronic immigration forms where possible to minimise the number of travellers filling out physical immigration forms.
- Wipe down counters regularly throughout the day with roving cleaning staff members.
- Require staff members who assist travellers at the counters and kiosks to sanitize their hands regularly throughout workday and sanitize after engaging with travellers.

Baggage Claim

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note physical distance amongst travellers should be maintained if possible.
- Place a sanitization station near the baggage area.
- Require employees assisting travellers with bags from the conveyor belt to sanitize hands after each bag.

JamCovid Help Station (Baggage Claim Area)

- Direct travellers to the JamCovid App download station if they do not already have the App downloaded prior to arrival.
- Instruct travellers on the functionality of the App including the following key features:
 - Information on COVID-19 in Jamaica
 - Submission of temperature
 - Submission of geolocation to ensure adherence to quarantine and/or staying in the resilient corridor
 - Submission of voice to confirm location
- Provide chairs in a 6ft. physical distancing configuration and a staff member who can assist travellers with downloading and installing the App.
- Avoid touching the devices of the travellers unless absolutely necessary. Sanitize or wash hands after touching each device and/or engagement with the traveller where a physical exchange occurred.
- Sanitize the chairs regularly throughout the day through the use of the Mobile Cleaning Team.

See **Appendix 5** for JamCovid Travellers' Instructions.

Customs

Interview and X-Ray

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Install glass/plastic/plexiglass shields where possible to act as physical barriers between Officers and travellers. Ensure there is an opening for exchange of documents.
- Encourage physical distancing of customs officers by spacing stations 6 ft. apart, where possible, when there are multiple counter stations open.
- Rely primarily on x-ray scanning machines for review of luggage for customs purposes. Utilise physical inspections only as needed to clear any alarms.
- Do not allow for the loitering of travellers in the area who are awaiting other members of their party, direct them to wait in open spaces in alternate areas.

Physical Search

- Require travellers to open their own luggage if further inspection and screening is required. Require travellers to close and remove their own luggage once screening is completed.
- Sanitize hands prior to engaging in a detailed physical luggage screen as well as after completing the physical detailed luggage screen.
- Do not allow for the loitering of travellers in the area who are awaiting other members of their party, direct them to wait in open spaces in alternate areas.
- Place hand sanitizer at the counter for customers to use before conducting business at the counter.
- Sanitize or wash hands after interaction with traveller luggage, exchange of documents, credit cards, card machines and cash for payment of duties.
- Sanitize the desk or table continuously throughout operating hours. Disinfect the stand/desk/table area upon an employee shift change including chair, computer, keyboard, desk etc.

Payments

- Sanitize or wash hands after interaction with traveller luggage, exchange of documents, credit cards, card machines and cash for payment of duties.
- Sanitize the desk or table continuously throughout operating hours. Disinfect the stand/desk/table area upon an employee shift change including chair, computer, keyboard, desk etc.

Ad Hoc Requests

Note: Customs is asked to perform several duties on an ad hoc basis including detailed searches, investigations, freight/cargo searches and passenger escorts. Customs Officers must wear appropriate PPE, maintain physical distancing measures where possible and sanitize frequently to reduce risks.

COVID-19 Testing

Note: Travellers may or may not be tested based upon the initial health screening and risk assessment performed by MoHW. Testing should take place in a naturally ventilated area where possible, sheltered from the elements (sun and rain).

- If required, direct travellers to the next stage in the process and display large, clear signage noting medical testing is taking place on a risk-based approach according to answers on the health and safety questionnaire.
- Consider providing bottled water for sale to travellers to stay hydrated while going through the medical check process.
- Provide chairs for travellers while they are waiting for tests or completing parts of the process especially for the elderly or those with other conditions. Sanitize chairs after each use by the traveller.
- Equip the testing area with hands-free garbage bins with garbage bags that are emptied frequently to prevent overflow and labelled with appropriate biohazard warning.
- Ensure there is a space for travellers who have a severe negative reaction to the test or who need to lie down.
- Provide each traveller or group of travellers (for families with young children) a pamphlet with the requirements while being in Jamaica based on the current phase of re-opening.

Pilot's lounge

Entrance

- Determine the new capacity of the lounge based on physical distancing guidelines or 70% capacity. Post signs listing the new maximum capacity.
- Place hand sanitizer in the lounge area. Require pilots to sanitize or wash their hands upon entrance to the lounge.
- Disinfect the room continuously throughout operating hours. Disinfect the desk area including chair, computer, keyboard, desk etc.

Pilot Amenities (newspapers, magazines etc.)

- Remove self-service newspapers, magazines, brochures etc. Require pilots to request the use of these materials and encourage pilots to bring their own materials for safety purposes.
- Discontinue placement of TV remote in pilot's lounge. Require pilots to request to change TV channel to eliminate multi-contact. Have employees sanitize or wash hands after each use of remote control.
- Dispose of materials which have been used by a pilot after use e.g. newspapers. Do not allow for newspapers, magazines etc. to be reused.

Food Services

- Remove shared, self-service items such as toothpicks, mints, matches or any other traveller amenity to take.
- Cover food until it is delivered to the table. Wipe down food covers between use.
- Disinfect hands upon each completed pick-up and delivery of food to pilot.
- Ensure all service and standards are in accordance with Hazard Analysis and Critical Control Point (HACCP)¹¹ and/or ServSafe¹².
- Sanitize or wash hands after interaction with customer credit cards, card machines and cash.
- Sanitize the cheque presentation folders with an alcohol-based sanitizer (62% alcohol or above) after each traveller handling and use.

Medical Services

Note: All airports are required to have a medical station and isolation room. The requirements are detailed below.

¹¹ HACCP - <https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements/hazard-analysis-critical-control-point-haccp>

¹² ServSafe- <https://www.servsafe.com/ss/regulatory/default.aspx>

Medical Station

- Stock the medical station with the following, at a minimum:
 - Bed
 - Desk and chair
 - No touch thermometer
 - Wash station
 - Disinfectant and hand sanitizers
 - Hands-free garbage can with a cover
 - First aid kit
 - Telephone
 - Ministry of Health & Wellness emergency contact numbers
 - Medical Grade PPE (N95 face masks, face shields, disposable aprons, gowns) for medical personnel
 - Contact number for a medical personnel/hospital to be on call in case of an emergency
- Require travellers to sanitize or wash their hands upon entry to the medical station.
- Disinfect the medical station after each guest. Treat each guest while wearing a disposable face mask and observe all other standard medical protocols.

Isolation Room

- Designate a minimum of one isolation room at the airport to take workers or travellers if they show symptoms or have an elevated temperature. Either the onsite or on call medical professional should perform an initial assessment to determine the appropriate on-site treatment procedures. If COVID-19 is suspected after examination procedures, the medical professional should contact the Health Department (See **Appendix 2**).
- Equip the isolation room with medical grade PPE (N95 face masks, face shields, disposable aprons, gowns) for the medical personnel.
- Isolate the traveller or worker in the room while awaiting next steps from the Ministry of Health and Wellness.

Terminal Exit

Private Contract Carriage, e.g. JUTA/JCAL Vehicles

Note: Non-residents must ride in transportation that has been certified as COVID-19 Resilient by TPDCo.

Capacity

- Limit capacity of Private Contract Carriage Vehicles to 70% capacity for groups of strangers e.g. 15 seaters to carry 10, 29 seaters to carry 20, five seaters to carry 3. Require passengers to be seated.

Protection

- Install plexiglass barriers with limited speaking holes between passengers and vehicle operators to allow for communication if possible.
- Wear face masks at all times inside of the vehicle including patrons and operators.
- Provide hand sanitizer to guests within the vehicle. Guests should sanitize or wash their hands upon entry into the vehicle.

Entry

- Utilise contactless entrances where possible e.g. automatic doors.
- Allow for boarding only if a passenger is wearing a face mask. Require all passengers to sit in accordance with physical distancing.

Luggage Handling

- Use care when handling luggage of patrons. Use hand sanitizer or a hand washing station once luggage has been delivered.

Payment/Tipping

- Arrange for payment for transportation to be done through the hotel (where possible) to limit the exchange of cash.
- Minimise personal contact and avoid hugging and shaking hands of passengers upon entry or departure.
- Accept tips as offered. Sanitize or wash hands after receiving tips.

Sanitization

- Practice routine sanitization and disinfect the vehicle throughout the hours of operation including door handles, seats, armrests, steering wheel, gear shift, door console, air vents, seats and all hard surfaces using alcohol-based sanitizing spray or wipes (62% alcohol or above).
- Sanitization should occur at a minimum at the following times:
 - Beginning of shift
 - Change of shift

- After carrying a group and before picking up new riders
- Wear a face mask for the cleaning and sanitization of the vehicle. Dispose of the used face mask in a covered garbage can either inside of the vehicle or outside of the vehicle in a nearby garbage can.
- Equip vehicles with garbage bins (minimum of one per vehicle).

Hotel Operated Shuttles

Capacity

- Limit capacity of hotel operated shuttles to 70% capacity for groups of strangers e.g. 15 seaters to carry 10, 29 seaters to carry 20, five seaters to carry 3. Require passengers to be seated.

Protection

- Transport all passengers in the back. Do not allow passengers to sit next to the driver in the front seat.
- Install plexiglass barriers with limited speaking holes between passengers and vehicle operators to allow for communication if possible.
- Encourage passengers to wind the windows down for open air ventilation.
- Wear face masks at all times inside of the vehicle including patrons and operators.
- Provide hand sanitizer to guests within the vehicle. Guests should sanitize or wash their hands upon entry into the vehicle.

Entry

- Utilise contactless entrances where possible e.g. automatic doors.
- Allow for boarding only if a passenger is wearing a face mask. Require all passengers to sit in accordance with physical distancing.

Luggage Handling

- Sanitize or wash hands upon completion of luggage handling with an alcohol-based sanitizer (62% alcohol or above).

Payment/Tipping

- Arrange for payment for transportation to be done through the hotel (where possible) to limit the exchange of cash.
- Allow for online reservation of hotel shuttle services (where possible).
- Minimise personal contact and avoid hugging and shaking hands of passengers upon entry or departure.
- Accept tips as offered. Sanitize or wash hands after receiving tips.

Sanitization

- Practice routine sanitization and disinfect the vehicle throughout the hours of operation including door handles, seats, armrests, steering wheel, gear shift, door console, air vents, seats and all hard surfaces using alcohol-based sanitizing spray or wipes (62% alcohol or above).
- Sanitization should occur at a minimum at the following times:
 - Beginning of shift
 - Change of shift
 - After carrying a group and before picking up new riders
- Wear a face mask for the cleaning and sanitization of the vehicle. Dispose of the used face mask in a covered garbage can either inside of the vehicle or outside of the vehicle in a nearby garbage can.
- Equip vehicles with garbage bins (minimum of one per vehicle).

Specific Protocols – Departure

Pre-Departure Communications

- Promote online check-in options, use of kiosks and use of digital boarding passes to touchless travel.
- Encourage passengers to arrive at the airport early to allow for extra time for health and safety screening (*recommended 2.5 - 3 hours*).

Departures

Drop-off

- Restrict access to the airport terminal building to those who are travellers, employees or patrons seeking to purchase an airline ticket. Exceptions can be made for those passengers with physical disabilities or unaccompanied minors. Post signage detailed requirements and exceptions.
- Utilise only automatic or touchless doors for entry (recommended where possible). Post signs on non-automatic doors noting their discontinued use and directing staff and travellers to automatic doors. For non-automatic doors,

it is recommended to clean on routine intervals based on flight traffic (this would be in-scope for the Mobile Cleaning Team) or station a staff member to open/hold the door to minimise touching.

- Enforce 6 ft. physical distancing for passengers waiting in line to enter the terminal during the screening where possible. Demarcate 6 ft. physical distancing space with floor markings.

Check-in

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Encourage the use of self-baggage tagging where possible.
- Avoid touching travel documents unless absolutely necessary. Request the traveller to show their travel identification and flip to the relevant page for travel requirements (e.g. visa, work permit).
- Avoid handling any passenger luggage during check-in. If luggage is handled, sanitize hands between each handling.

Customer Service

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Place hand sanitizer in common area of customer service room to allow travellers and employees to sanitize their hands after each engagement, put in a visible location which can be monitored.
- Install glass/plastic/plexiglass shields where possible to act as physical barriers between customer service agents and travellers. Ensure there is an opening for exchange of documents.
- Encourage physical distancing of customer service stations by spacing stations 6 ft. apart, where possible, when there are multiple counter stations open.
- Sanitize or wash hands after interaction with customer credit cards, card machines and cash for payment of baggage, upgrade or other fees.
- Sanitize the desk or table continuously throughout operating hours. Disinfect the stand/desk/table area upon an employee shift change including chair, computer, keyboard, desk etc.

Baggage Drop-off (Combined in a single step for some airlines)

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Encourage travellers to utilise self-baggage tags and self-baggage drop.
- Sanitize or wash hands after interaction with customer luggage, credit cards, card machines and cash.

Security Checkpoint

Document Checkpoint

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Install glass/plastic/plexiglass shields where possible to act as physical barriers between Officers and travellers. Ensure there is an opening for exchange of documents.
- Avoid touching travel documents unless absolutely necessary. Request the traveller to show their travel identification and flip to the relevant page for travel requirements (e.g. visa, work permit).
- Avoid handling the mobile device or ticket of traveller(s) unless absolutely necessary. Require travellers to scan their own boarding passes (digital or paper).
- Require travellers to maintain 6 ft. physical distance and remove their mask to verify their identify against the government-issued photographic identification. Do not touch the mask or allow the traveller to place the mask on any desk or podium. It must remain in the possession of the traveller or someone in their party at all times.
- Sanitize or wash hands after interaction with each traveller where an exchange of physical documents occurred.
- Wipe stations (e.g. phones, registers, tables) regularly throughout the day and after the end of each shift.

Screening

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Install glass/plastic/plexiglass shields where possible to act as physical barriers between Officers and travellers. Ensure there is an opening for exchange of documents.
- Require travellers to place their own luggage in bins and onto the conveyor belt. Avoid touching luggage whenever possible.
- Utilise digital screening techniques where every possible (metal detector, full-body scan, x-ray scanners etc.) to avoid physical interaction with travellers.
- Require customers to handle their own baggage on the conveyor belt once screening is finished.
- Sanitize or wash hands after interaction with customer baggage if physically handled.

- Disinfect conveyor belt, tables and bins continuously throughout operating hours.
- Place hand sanitizer at the end of the screening process for travellers to use after screening is finished.

Detailed Screening (alarm resolution)

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Prioritise the use of handheld metal detectors for walk-through metal detector (WTMD) alarm resolution. Physical pat-down is a last resort. Require travellers to open their own luggage for further inspection and screening. Require travellers to close and remove their own luggage once screening is completed.
- Conduct alarm resolution, where possible, in a dedicated area separated from the flow of passengers to mitigate the risk of queue build-up and help maintain passenger throughput.
- Prioritise the use of explosive trace detection equipment (ETD) or explosive detection dogs (EDD) to resolve any alarms in lieu of manual searches, where appropriate and subject to the nature of the screener's concerns.
- Discontinue the reuse of ETD swabs, if the practice is in place.
- Sanitize hands prior to engaging in a detailed physical luggage screen as well as after completing the physical detailed luggage screen.
- Sanitize hands prior to completing a detailed traveller physical pat-down as well as after completing the physical pat-down.
- Place hand sanitizer at the end of the screening process for travellers to use after screening is finished.



WHAT TO DO IF...

Question:

A passenger sets off the alarm on the WTMD. Do I move to pat them down immediately?

Answer:

No. After the WTMD sounds conduct a screening with the hand-held wand metal detector. If this second line of screening does not result in a resolution, then you may proceed to the physical screening/pat-down of the traveller. This option should only be performed when all other options have been exhausted.

Departure Lounge

- Determine the new capacity of the lounge based on physical distancing guidelines and the recommendation of approximately 113 sq. ft. per person/group per occupiable space or 70% capacity, if possible. Post signs listing the new maximum capacity.
- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other while in the waiting area.
- Install glass/plastic/plexiglass shield around certain areas of the reception desk where possible to create a barrier between travellers and reception desk staff.
- Place hand sanitizer in the reception area. Require patrons to sanitize or wash their hands upon entrance to the departure lounge.
- Discontinue the use of communal tables/seating for multiple parties unless 6 ft. physical distancing can be achieved.
- Wipe down tables and chairs between use with alcohol-based cleaner (62% alcohol or above).

Boarding

Assisted boarding

- Provide assistance to elderly travellers and unaccompanied minors who are boarding the airplane, only provide assistance to other travellers if specifically requested.
- Sanitize any equipment utilised in assistance before and after each use by a traveller.
- Ensure employees sanitize or wash hands after interaction with each traveller.

Unaccompanied Minors

- Train personnel who escort unaccompanied minors to be able to walk the traveller through any procedures to which they will be subjected. Ensure unaccompanied minors are wearing a mask.
- Direct and promote sanitization and hand washing for the unaccompanied minor at key touchpoint intervals (especially for those whose are 12 years old and under).
- Sanitize or wash hands after the handling of the unaccompanied minor's baggage and/or travel documents.
- Avoid holding hands and/or other physical contact when escorting the unaccompanied minor.
- Sanitize or wash hands after each unaccompanied minor escort.

Ticket Check

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Install glass/plastic/plexiglass shields where possible to act as physical barriers between airline officials and travellers. Ensure there is an opening for exchange of documents.
- Avoid touching travel documents unless absolutely necessary. Request the traveller to show their travel identification and flip to the relevant page for travel requirements (e.g. visa, work permit).
- Avoid handling the mobile device or ticket of traveller(s) unless absolutely necessary. Require travellers to scan their own boarding passes (digital or paper).
- Require travellers to maintain 6 ft. physical distance and remove their mask to verify their identify against the government-issued photographic identification. Do not touch the mask or allow the traveller to place the mask on any desk or podium. It must remain in the possession of the traveller or someone in their party at all times.
- Sanitize or wash hands after interaction with each traveller where an exchange of physical documents occurred.
- Wipe stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Spot Checks/Security Checks

- Utilise digital screening techniques where every possible (metal detector, full-body scan, x-ray scanners etc.) to avoid physical interaction with travellers.
- Require travellers to place their own luggage on the table. Avoid touching luggage whenever possible.
- Conduct additional screening/spot checks, where possible, in a dedicated area separated from the flow of passengers to mitigate the risk of queue build-up and help maintain passenger throughput.
- Sanitize hands prior to engaging in a detailed physical luggage screen as well as after completing the physical detailed luggage screen.
- Sanitize hands prior to completing a detailed traveller physical pat-down as well as after completing the physical pat-down.
- Require travellers to remove their own luggage from the table when completed.
- Sanitize or wash hands after interaction with customer baggage if physically handled.
- Sanitize tables and bins continuously throughout operating hours and disinfect all bins at the end of each day.
- Place hand sanitizer at the end of the screening process for travellers to use after screening is finished.

Golf Cart transport

- Transport travellers between airplane and terminal using golf carts (as appropriate based on the traveller). Do not allow for co-mingling of traveller groups in a single transport.
- Sanitize golf carts after each traveller party with an alcohol-based sanitizer (62% alcohol or above) with particular attention to the seats, handholds and armrests.
- Sanitize golf cart(s) at the end of each shift.



SECTION THREE

DOMESTIC AERODROMES

Domestic Aerodromes

Scope

The scope of this document provides protocols specifically for Jamaica's domestic aerodrome including Negril Aerodrome (Hanover), Tinson Pen Aerodrome (Kingston and St. Andrew) and Ken Jones Aerodrome (Portland).

Responsibilities

Safety Point Person (SPP) – A minimum of one (1) employee who has been designated and trained on the protocols must be present during opening hours. The SPP should conduct regular spot checks throughout the property and observe protocols being enacted (see **Appendix 1**). The SPP should also serve as a point of contact for employee and traveller complaints and is required to document, investigate and triage complaints. Given the nature of this role, it is recommended to be an airport management team member.

Multi-Disciplinary Safety Committee – A committee with a minimum of one member from each of the key stakeholder organisations, e.g., Aircraft Operators, Ports Security Corps, Jamaica Constabulary Force (JCF), Passport, Immigration & Citizenship Agency (PICA), Ministry of Health and Wellness (MoHW), Jamaica Customs Agency, Airport Management etc.), in the airport should be organised to oversee the various protocol areas in the airport, provide input on the process and ensure safety and security are being met. Members will be responsible for providing insight on the status and any challenges of those customer journey points where their staff members are engaged. Members will gather information from employees to present to the committee for review and discussion. This committee may be a sub-group of or added to an existing committee's responsibilities. In addition, this committee should:

- Ensure that workers receive adequate information and training for the implementation of the contingency plan and protocols (especially as there are updates given the phased approach).
- Establish mechanisms to gather the information for data-driven decision making, in consultation with the relevant authorities.
- Monitor the efficiency and effectiveness of the protocols and provide recommendations for improvement.
- Carry out an evaluation of those measures and draw conclusions.
- Design the necessary protection measures, included in a contingency plan.
- Implement the contingency plan if required, assessing its effectiveness.
- Modify the contingency plan if necessary, based on the demonstrated effectiveness.

Mobile Cleaning Team – Designate one employee to carry out continuous sanitization of high-contact surfaces within the building e.g. railings, chairs, armrests, buttons, door handles, counters etc. Members of the team are to wear appropriate PPE.

Supplies

- No contact hand-held thermometers for arriving passengers and employees
- Face Masks (enough for each staff member for each shift to have at least one)
- Alcohol-based hand sanitizer (62% alcohol or above)
- Contactless sanitization stations (2-3 depending on size) - entrance, departures area, arrivals area)
- Medical grade Personal Protective Equipment (PPE) (N95 face masks, face shields) for medical personnel only
- Single use paper napkins or towels
- Soap dispensers and/or hand sanitizing stations
- Cleaning agents (including those with 62% alcohol or above)
- Hands-free garbage bins with covers (minimum of 2-3 one per each sanitization station)
- Measuring device (tape measure, yardstick, 6 ft. pole etc.)
- Indicators (flags, markers, stakes, cones etc.)
- Signage for protocols, awareness regarding symptoms and MoHW contact information
- Tape/stickers

Note: Supplies are to be provided for staff employed to each respective organisation which has jurisdiction for its tenanted space. In common areas, the airport operator provides supplies for its employees along with sanitising stations, signage and cleaning agents. If an employee is not provided with equipment per these protocols, violations can be reported to Airports Authority of Jamaica (AAJ). Parties in violation of not providing supplies could be reported to Jamaica Constabulary Force (JCF).

General Protocols

This section contains protocols which are general and to be abided by at all times across all dimensions of the airport. General Protocols Include:

Employee Well-being¹³

- If employees have been off work for an extended period, ask them to complete a health questionnaire similar to the questionnaire administered to potential travellers or other mechanisms as appropriate.
- Check in formally on the health of employees on a regular basis, every 4-6 weeks, and if they are showing symptoms or have other risk factors, testing may be appropriate. Those who test positive are required to be reported to the Ministry of Health & Wellness for quarantine and contact tracing.
- Take the temperature of each employee upon arrival for their shift. Those with an elevated temperature and/or visible symptoms should be documented and screened by the onsite or on-call medical professional for additional symptoms that may indicate a risk of COVID-19. Depending on the assessment, the medical professional will instruct the employee to return home or will assist the employee in contacting the Health Department for further guidance (See **Appendix 2**).
- Brief employees at the start of their shift to remind them to disclose if: 1) they have knowingly been exposed to anyone with COVID-19, 2) they have symptoms of COVID-19 and 3) they had an above normal temperature at check-in.
- Recommend that all employees change clothes, to a fresh set or a work-provided uniform, upon arrival to work once they have signed in.
- Encourage employees not to share desks, office supplies, computers, chairs, phones etc. When there is a shift change, the employee is responsible for wiping down their workstation, if appropriate, using alcohol-based sanitizing spray (62% alcohol or above).
- Require employees to wear face masks throughout their work shift and in interaction with patrons. Require employees to sanitize or wash their hands regularly throughout their shift and after the following interactions occur:
 - Handling/exchange of cash
 - Processing a credit card from a traveller
 - Handling items from a traveller
 - Touching common areas
 - Upon serving food and drinks
 - Handling documents or luggage of a traveller
 - Touching a kiosk touchscreen device
 - Search or pat-down of a traveller for security screening

Common Areas

General

- Utilise automatic doors, keep doors open (if possible) or have doors manned by one person to mitigate excessive contact of one surface by multiple individuals.
- Mark the ground with 6 ft. of physical distance line spacing for queues and enforce physical distancing both inside and outside of an establishment.
- Erect hands-free sanitizing dispensers and/or hand wash stations at the entrance to the establishment. If hands-free dispensers are not feasible, sanitize the dispenser continually throughout the day.
- Include signage in clear and visible areas throughout the building.

Stairs/Railings

- Sanitize all stairways, door handles, handrails etc. continuously throughout the day. Areas should be sanitized on routine intervals based on flight traffic.
- Require staff conducting these activities to wear a disposable face mask.

Bathrooms

- Place signs in restrooms to guide travellers on the correct way to wash hands.
- Mark floors with markers or indicators on the ground to guide patrons as to where the lines will need to form should waiting occur for the bathrooms.
- Utilise hands-free garbage bins, preferably with covers, for no touch waste disposal.
- Turn off the water source for water fountains in traveller areas and include signage marking them as closed until further notice.
- Remove any reusable hand towels and do not allow the use of air dryers. Utilise only disposable hand towels.
- Sanitize bathrooms regularly based on traffic.

¹³ For a full list of requirements, please see the Ministry of Health & Wellness Workplace Guidelines and the WHO Workplace Guidelines.

Sanitization Stations

- Create sanitization stations in several locations on property with automatic sanitizer dispenser (where possible) and/or pump sanitizer (minimum of two to three stations - see Supplies). Where possible secure the pump sanitizer to prevent unauthorised removal. Put in a visible location which can be monitored.
- Place hands-free garbage bins nearby the stations to allow for easy and safe disposal of rubbish and used items.
- Ensure visible placement of sanitization stations, particularly at entrances and exits and at the completion of each step (check-in, security checkpoint etc.).

Cleaning

- Require all cleaners to wear appropriate PPE while conducting their cleaning duties.
- Provide specific guidance on PPE for workers to wear for the following activities:
 - Cleaning: Face Mask, face shield, disposable apron
 - Disinfecting: Face Mask, face shield
 - Sanitizing: Face Mask
- Sanitize all public touchpoints on a rotating basis throughout the operating hours with each surface being cleaned. Adjust frequency based on flight schedule and traveller volume. This includes door handles, railings, desks, flat surfaces, elevator buttons, etc. These activities should be completed by the Mobile Cleaning Team.
- Handle waste using tongs and bag waste properly. Empty garbage bins regularly to prevent overflow.
- Perform routine maintenance of air conditioning vents or filters to promote indoor air quality and limit exposure.
- Ensure safe removal and disposal of PPE using the safety disposal guidelines of the World Health Organisation (WHO)¹⁴.

Communication

- Erect signs at the entry points and key locations around the building detailing the procedures which are in place and what travellers can expect and how they can comply. Include penalties for non-compliance e.g. denied entry.
- Erect signage indicating instructions for travellers who do not feel well. Include the location of the medical facility or isolation room as well as the information for the onsite medical professional or COVID-19 SPP. Verbally reinforce this message upon arrival to the airport Terminal.
- Remind employees to greet travellers with warmth and friendliness.
- Instruct employees on how to remind travellers of protocols with a smile in a polite and respectful manner if they make a request that is unallowable given the new protocols. Remember that everyone is learning together, and the rules are intended to protect all parties.
- Remind employees they can accept tips as offered if allowable by policy. Sanitize or wash hands after receiving.
- Utilise contact-less greetings. See the sample options below to greet travellers.

Figure 3 Signage Examples



Reporting

- Report suspected cases or contact with COVID-19 positive persons in real-time to the local Ministry of Health & Wellness representative including the date and time, signs and symptoms observed, age and gender of the person(s) showing symptoms and the activities they engaged in. It is a requirement to report illness to the Ministry of Health & Wellness per the Public Health Act – Section 5 – Medical and First Aid Facilities¹⁵. Reporting must occur within 2-3 hours of identifying a suspected case. Reporting should be made first to the local, parish public health facility and then to the national level. The full listing of all parish public health facilities and contact information see **Appendix 2**.

¹⁴ WHO - https://www.who.int/docs/default-source/searo/bangladesh/2019-ncov/2-steps-to-take-off-ppe-and-gown-en.pdf?sfvrsn=cf0c30c4_2

¹⁵ Public Health Act – Section 5 – Medical and First Aid Facilities – “Where there is suspicion or confirmation of any communicable disease or food-borne illness at a tourist establishment a report shall be made within 24-hours to the Medical Officer (Health)...”

- Compile a full report at the airport at a minimum on a weekly basis to review suspected contact and actions taken by the management team. Report information to the Ministry of Health & Wellness.
- Ensure all employees are familiar and know to report suspected cases or contact with COVID-19 positive persons to the following:
 - Parish Public Health Facilities (See **Appendix 2**)
 - <https://jamcovid19.moh.gov.jm/> (See **Appendix 5**)
 - **1-888-ONE-LOVE (1-888-663-5683)**

Specific Protocols – Arrivals

Deplaning

- Enforce the use of face masks by all employees and travellers exiting the airplane.
- Place hand sanitizer in a visible location which can be monitored. Encourage travellers and attendants to sanitize hands.
- Enforce 6 ft. physical distance between travellers and those who are requiring assisted deplaning. Ensure 6 ft. physical distance is maintained by those who are assisting those passengers in wheelchairs.
- Require airport attendants and assistants to sanitize their hands prior to assisting a traveller. Avoid touching the traveller where possible, understanding many travellers many require physical assistance to get up or down.
- Sanitize or wash hands after interaction with each traveller as well as the vehicle which transported the traveller e.g. wheelchair etc.
- Remind employees they can accept tips as offered if allowable by policy. Sanitize or wash hands after receiving.

Baggage Claim

- Encourage travellers to maintain physical distance from each other when removing baggage from cart. Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons.
- Ensure employees wash/sanitize hands before and after handling each suitcase.

Other Aerodrome Services

Airport Services/Airport Handling Companies

- Check the temperature of each individual utilising terminal facilities. Those with elevated temperature should be documented and denied entry. If appropriate, contact the SPP for an initial screening of the airport handling personnel. Report instances of denial of entry due to elevated temperature or visible symptoms to the Ministry of Health & Wellness on a daily, real-time basis.
- Mandate and enforce the use of wearing face masks of all individuals and maintain 6 ft. of physical distance at all times.
- Limit contact between individuals through electronic documentation where possible. Wash or sanitize hands after contact with any documents.
- Encourage distributors to wipe down any reused carry bins, carts etc. after each use.
- Require all team members working onsite to sanitize or wash their hands throughout the day.

Cargo/Courier

- Check the temperature of all entering patrons or cargo handlers and enforce hand sanitization or washing before allowing entrance to the building. Report instances of denial of entry due to elevated temperature or visible symptoms to the Ministry of Health & Wellness on a daily, real-time basis.
- Mandate and enforce the use of wearing face masks of all individuals and maintain 6 ft. of physical distance at all times.
- Disinfect receiving areas and all high-contact surfaces after each delivery.
- Encourage cargo handlers to sanitize bins and trucks in between deliveries and at the start and end of each business day.
- Require all team members working onsite to sanitize or wash their hands after handling each cargo package.

Training School

- Require all staff and students to have temperature taken by contactless thermometer and hands sanitized before gaining entry to the building. Report instances of denial of entry due to elevated temperature or visible symptoms to the Ministry of Health & Wellness on a daily, real-time basis.
- Enforce the use of face masks throughout the course period by both students and teachers.
- Encourage student and teacher to maintain a minimum of 6 ft. physical distancing throughout the course where possible.
- Place hand sanitizers in a visible location where it can be monitored in classrooms, encourage students and teachers to sanitize hands frequently.

- Remove excess furniture and items from classrooms, wipe all desks, chairs, tables and high contact surfaces at beginning and end of business day and in between classes. Use appropriate PPE gear and sanitizing spray with a minimum alcohol base of 62% when cleaning.
- Sanitize simulation equipment and/or computers usage frequency scale and after use by students.
- Keep doors and windows open in classrooms to increase ventilation and reduce multi-contact by individuals on objects (e.g. door handles) where possible.
- Request teachers and students carry portable hand sanitizer to sanitize hands throughout the day.
- Sanitize the cockpit and all high-contact surfaces at the beginning and end of each business day and after use by each student.

Specific Protocols – Departures

Check-in

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Require staff members who assist customers to sanitize or wash their hands regularly throughout workday and after engaging with travellers.
- Avoid touching travel documents unless absolutely necessary. Request the traveller to show their travel identification and flip to the relevant page for travel requirements (e.g. visa, work permit).
- Avoid handling any passenger luggage during check-in. If luggage is handled, sanitize hands between each handling.

Security Screening

Traveller

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Discontinue physical checks as first preference for the screening of travellers. Utilise metal detectors and hand wands prior to conducting a physical search of travellers.
- Sanitize or wash hands after interaction with customer baggage if physically handled.
- Place hand sanitizer at the end of the screening process for travellers to use after screening is finished.

Luggage

- Sanitize hands before and after handling suitcases to conduct physical examination, utilise traveller assistance in moving items where possible.
- Disinfect tables continuously throughout operating hours and after each use by screening staff.
- Place hand sanitizer at the end of the screening process for travellers to use after screening is finished. Put in a visible location which can be monitored.

Departure Lounge

- Utilise outdoor lounge areas and open air spaces as waiting rooms where possible to allow for ventilation.
- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other.
- Mark chairs with guides on where travellers may sit to encourage physical distancing between each other.
- Sanitize or wash hands after engagement with each traveller including exchange of credit card, cash and documents.
- Disinfect the reception desk/table and reception area continuously throughout operating hours. Disinfect the reception desk area upon an employee shift change including chair, computer, keyboard, desk etc.
- Remove all shared reception items such as magazines, brochures, newspapers etc., if necessary, utilise disposable items or online materials.

Boarding

- Mark floors with markers or indicators to delineate required 6 ft. physical distancing or use stanchions to guide patrons and note the distance they should maintain from each other while queuing for flight boarding.
- Avoid touching travel documents unless absolutely necessary. Request the traveller to show their travel identification and boarding pass.
- Allow for boarding only if a passenger is wearing a face mask. Require all passengers to sit in accordance with physical distancing.

Pilot's lounge

Entrance

- Determine the new capacity of the lounge based on physical distancing guidelines or 70% capacity. Post signs listing the new maximum capacity.
- Place hand sanitizer in the lounge area. Require pilots to sanitize or wash their hands upon entrance to the lounge.
- Disinfect the room continuously throughout operating hours. Disinfect the desk area including chair, computer, keyboard, desk etc.

Pilot Amenities (newspapers, magazines etc.)

- Remove self-service newspapers, magazines, brochures etc. Require pilots to request the use of these materials and encourage pilots to bring their own materials for safety purposes.
- Discontinue placement of TV remote in pilot's lounge. Require pilots to request to change TV channel to eliminate multi-contact. Have employees sanitize or wash hands after each use of remote control.
- Dispose of materials which have been used by a pilot after use e.g. newspapers. Do not allow for newspapers, magazines etc. to be reused.

Food Services

- Remove shared, self-service items such as toothpicks, mints, matches or any other traveller amenity to take.
- Cover food until it is delivered to the table. Wipe down food covers between use.
- Disinfect hands upon each completed pick-up and delivery of food to pilot.
- Ensure all service and standards are in accordance with Hazard Analysis and Critical Control Point (HACCP)¹⁶ and/or ServSafe.¹⁷
- Sanitize or wash hands after interaction with customer credit cards, card machines and cash.
- Sanitize the cheque presentation folders with an alcohol-based sanitizer (62% alcohol or above) after each traveller handling and use.

Medical Services

Note: All small aerodromes are required to have at least one isolation room. The requirements are detailed below.

- Designate a minimum of one isolation room at the airport to take workers or travellers if they show symptoms or have an elevated temperature. Either the onsite or on call medical professional should perform an initial assessment to determine the appropriate on-site treatment procedures. If COVID-19 is suspected after examination procedures, the medical professional should contact the Health Department (See **Appendix 2**).
- Require travellers to sanitize or wash their hands upon entry to the medical station.
- Equip the isolation room with medical grade PPE (N95 face masks, face shields, disposable aprons, gowns) for the medical personnel.
- Isolate the traveller or worker in the room while awaiting next steps from the Ministry of Health and Wellness.

¹⁶ HACCP - <https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements/hazard-analysis-critical-control-point-haccp>

¹⁷ ServSafe- <https://www.servsafe.com/ss/regulatory/default.aspx>



APPENDICES

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Travellers' JamCovid Instructions

Appendix 1

AAJ – Airport COVID-19 Cleaning/Disinfection Control Sheet

Airport Area: _____

This airport area disinfection was made in accordance with the recommendation of the World Health Organization, at a frequency determined by the Ministry of Health and Wellness and in accordance with approved products and application instructions.

SPP Stations by Customer Journey Points

Date (dd/mm/yy)	Time (24hr)	Areas	Cleaning/Disinfectant Product	Disinfector name and signature
		<ul style="list-style-type: none">• Floor• Seats• Counter• Screening equipment• Conveyor belts• Hand railings• Elevators• Baggage Trolley• Washroom• Information Desk• Boarding Area• Stanchions / queues• Self-service kiosks• Sanitization stations• Other		

Remarks

Appendix 2

Key Health & Diplomatic Contacts

Contact List for Parish Medical Officers of Health

SERHA

Name	Parish	Email	Telephone
Heather Reid-Jones	Kingston & St. Andrew	Hreidjones.ksahd@gmail.com	876-317-8998
Debbie Carrington		Dcarrington.ksahd@gmail.com	876-317-9566
Audré McIntosh		M.audre.ksahd@gmail.com	876-317-9563
Kimberley Myers		Myerskimberley.moh@gmail.com	876-317-9707
Aleiya Virgo-Herron		Avirgoherron@gmail.com	876-997-9287
Stephan Figueroa		Sfigueroa.ksahd@gmail.com	876-549-5228
D'Oyen Smith	St. Thomas	Doyenssmith@gmail.com	876-317-8985
Dianne Jackson		Robyjack2005@yahoo.com	876-549-3158
Francia Prosper Chen	St. Catherine	Prosper.chen@gmail.com	876-317-9439
Pauline Weir		Weir.pauline@gmail.com	876-317-8990
Katherine Gordon-Robinson		Kejg.robinson@gmail.com	876-542-3618
Kemisha Shaw Kelly		Kemishashaw@yahoo.com	876-358-7473
Carissa Burgess		Carissacb16@gmail.com	876-313-5404
Gail Evering Kerr		Gailevering@gmail.com	876-383-0186

SRHA

Tonia Dawkins-Beharie	St. Elizabeth	Stelizabemoh@gmail.com	876-318-0349
Kara Malcom		Karaeyap@yahoo.com	876-386-1609
Nadine Williams	Manchester	Nadine.williams@srha.gov.jm	876-318-0476
Kimberley Campbell	Scarlett Clarendon	K_scarlett@yahoo.com Kimberly.campbell@srha.gov.jm	876-318-0940

NERHA

Tamika Henry	St. Ann	Tamika.henry@nerha.gov.jm	876-829-4056
Sharon Lewis	Portland	Sharon.lewis@nerha.gov.jm	876-318-0086
Tamara Henry	St. Mary	Tamara.henry@nerha.gov.jm	876-318-0940

WRHA

Diahann Dale	Trelawny	Diahannd@yahoo.com	876-829-4056
Kaushal Singh	Hanover	Kaushal_healh@yahoo.co.uk	876-318-1197
Marcia Graham	Westmoreland	Marcia.graham@wrha.gov.jm	876-776-3987
Marcia Johnson-Campbell	St. James	Moh.stjames@gmail.com	876-318-1208
Tanique Bailey		Tanique.bailey@yahoo.com	876-771-0758
Francine Phillips Kelly		Stjhs4work@gmail.com	876-770-8143

Other Contacts

Government of Jamaica

Name (click for website)	Contact
Jamaica Tourist Board	https://www.visitjamaica.com/contact-us/
Ministry of Health (General)	888-ONE-LOVE, 876-542-5998
Passport, Immigration & Citizen Services (PICA)	info@pica.gov.jm
Ministry of Foreign Affairs	https://mfaft.gov.jm/jm/contact-us/
Tourism Development Co. Ltd. (TPDCo)	https://www.tpdco.org/contact-us/
Airports Authority of Jamaica	(876) 924-8835

Embassies

British High Commission	876-936-0700
High Commission of Canada	876-926-1500
Embassy of Spain	876-926-7734
United States Embassy	876-702-6000
Full Listing of Other Embassies	

Appendix 3

Arrivals Journey Maps

Ready. Set. Let's Go....Jamaica!



MONTEGO BAY & IFIA ARRIVALS*

Welcome to Jamaica! The information you provided in your travel authorization application will facilitate a smooth health screening and immigration/customs processes. Continue to stay up to date with the latest travel requirements by visiting the visitjamaica.com (visitors) or jamcovid19.moh.gov.jm (residents) websites.

2 Immigration

- Proceed to immigration with your passport. No need to complete paper immigration and customs forms.
- Respect physical distancing requirements while in line.
- Answer any questions asked by the Officer/s.



1 Health Screening & Information

- Present your travel authorization for verification by a health professional.
- Provide information on any new symptoms.
- Get your temperature checked.
- Receive instructions on PCR testing based on your health screening.
- Receive important health information for your stay in Jamaica.



3 Duty Free & Baggage Claim

- Enjoy duty free shopping.
- Respect physical distancing requirements.
- If required, confirm information for your onsite PCR test.
- If staying in a private residence, work with the support team to download the JamCOVID19 app if not done prior to travel.
- Take your luggage from the baggage carousel and proceed to customs.



4 Customs

- Carry your luggage to customs for clearance.
- Declare any purchases if not included on electronic customs submission.
- Respect physical distancing requirements while in line.



5 Covid-19 PCR Testing

- If an onsite test is required, proceed to your Covid-19 PCR test administered by a health professional.
- Follow any additional instructions provided.



6 Transportation

- Take your pre-arranged certified transportation to your hotel or residence unless you have arranged for pick-up by a friend or family member.
- Follow all instructions on movement restrictions
- Relax and enjoy your stay!



*Note: Travelers on domestic flights are only subject to protocols related to Baggage Claim and Transportation.

KINGSTON ARRIVALS*

Welcome to Jamaica! The information you provided in your travel authorization application will facilitate a smooth health screening and immigration/customs processes. Continue to stay up to date with the latest travel requirements by visiting the visitjamaica.com (visitors) or jamcovid19.moh.gov.jm (residents) websites.

2 Covid-19 PCR Testing

- If an onsite test is required, proceed to your Covid-19 PCR test administered by a health professional.
- Follow any additional instructions provided.



4 Duty Free & Baggage Claim

- Enjoy duty free shopping.
- Respect physical distancing requirements.
- If staying in a private residence, work with the support team to download the JamCOVID19 app and input required health data.
- Take your luggage from the baggage carousel and proceed to customs.



6 Transportation

- Take your pre-arranged certified transportation to your hotel or residence unless you have arranged for pick-up by a friend or family member.
- Follow all instructions on movement restrictions
- Relax and enjoy your stay!



1 Health Screening & Information

- Present your travel authorization for verification by a health professional.
- Provide information on any new symptoms.
- Get your temperature checked.
- Receive instructions on PCR testing based on your health screening.
- Receive important health information for your stay in Jamaica.



3 Immigration

- Proceed to immigration with your passport. No need to complete paper immigration and customs forms.
- Respect physical distancing requirements while in line.
- Answer any questions asked by the Officer/s.



5 Customs

- Carry your luggage to customs for clearance.
- Declare any purchases if not included on electronic customs submission.
- Respect physical distancing requirements while in line.



*Note: Travelers on domestic flights are only subject to protocols related to Baggage Claim and Transportation.

Appendix 4

Departures Journey Maps

See You Soon....One Love Jamaica!



MONTEGO BAY & IFIA DEPARTURES*

1 Airport Check-in

- Show your passport at airport entrance.
- Check-in at the kiosk, unless required to check-in with a representative.
- Respect physical distancing requirements while in line.
- Check bags as preferred or advised by the agent.



2 Airport Security

- Respect physical distancing requirements while in line.
- Provide your passport and ticket to the Officer for review.
- Follow instructions when putting bags through the x-ray and moving through the metal detector.
- Sanitize your hands once screening process is complete.



3 Immigration

- If required, proceed to immigration with your passport.
- Respect physical distancing requirements while in line.
- Answer any questions asked by the Officer.



4 Departure Lounge

- Respect physical distancing requirements at shops and restaurants or while seated.
- Wear your mask when not eating or drinking.
- Proceed to your gate when called.



5 Boarding Gate

- Follow the instructions provided to by the gate agent for boarding procedures.
- Respect physical distancing requirements during the boarding process.



6 Take Off



*Note: Travelers on domestic flights are only subject to protocols related to Baggage Claim and Transportation.

KINGSTON DEPARTURES*

1 Airport Check-in

- Show your passport at airport entrance.
- Check-in at the kiosk, unless required to check-in with a representative.
- Respect physical distancing requirements while in line.
- Check bags as preferred or advised by the agent.



2 Airport Security

- Respect physical distancing requirements while in line.
- Provide your passport and ticket to the Officer for review.
- Follow instructions when putting bags through the x-ray and moving through the metal detector.
- Sanitize your hands once screening process is complete.



3 Immigration

- If required, proceed to immigration with your passport.
- Respect physical distancing requirements while in line.
- Answer any questions asked by the Officer.



4 Departure Lounge

- Respect physical distancing requirements at shops and restaurants or while seated.
- Wear your mask when not eating or drinking.
- Proceed to your gate when called.



5 Boarding Gate

- Follow the instructions provided to by the gate agent for boarding procedures.
- Respect physical distancing requirements during the boarding process.



6 Take Off



*Note: Travelers on domestic flights are only subject to protocols related to Baggage Claim and Transportation.

Appendix 5

Travellers' JamCovid Instructions



Ready. Set. Let's Go....Jamaica!

Staying in a private residence?*

Instructions for the JamCOVID19 app

1 What You Need:

- Smart phone (e.g. iPhone, Android).
- Travel authorization reference number.
- Email access to the account used to submit your travel authorization request.
- Temperature reading.



2 What To Do First:

- Connect to the airport internet.
- Download the JamCOVID19 app free from the Google Play Store or Apple Store.
- Click on the "check-in" button on the lower right corner. Read and agree to the terms and conditions.
- Follow the instructions to authenticate your account.
- Provide the required health information including your temperature reading.
- Record a video of yourself saying your name and location.
- Upload the video.



3 What To Expect:

- The JamCOVID19 app will be used to monitor your compliance with movement restrictions provided to you.
- The app will send you requests throughout the day to upload a video of yourself indicating your location.
- The app will recognize your voice and confirm your location once uploaded.
- The app will report issues of non-compliance to the local authorities.

*Private residences are intended for returning residents, visitors of friends and family or travelers with a home in Jamaica. Tourists are discouraged from staying anywhere other than hotels that have been certified by TPDCo from July 1 – July 31, 2020.



REFERENCES

References

Sources Consulted

Public Entities

- International Civil Aviation Organization
- Airports Council International
- International Air Transport Association
- Government of Dubai – Tourism
- ICAO Council Aviation Recovery Task Force (CART)
- International Air Transport Association

Private Entities

- Board of Airline Representatives of Jamaica
- MBJ/SIA COVID-19 Response Protocols
- Courtleigh Hospitality Group

Articles

Topics	Article Title and Link
Tests	<ul style="list-style-type: none"> • It can still be hard to get a coronavirus test -- and that's not the only problem • Let's Get Real About Coronavirus Tests • Iceland set to open to tourists in June with COVID-19 tests upon arrival • Coronavirus (COVID-19) Update: FDA Authorizes First Antigen Test to Help in the Rapid Detection of the Virus that Causes COVID-19 in Patients
Travelling	<ul style="list-style-type: none"> • The nine rules for tourists, flights and hotels in Greece • Safe Travels: Global Protocols for the New Normal • Singapore Travel and COVID-19 • CART Take off • New Zealand Travel FAQ • New Zealand Airport Response • Portugal New Measures • https://thepointsguy.com/news/maldives-opening-border-in-july/ • https://www.cnbc.com/2020/06/12/which-countries-are-open-for-summer-travel-after-coronavirus.html •
Airports	<ul style="list-style-type: none"> • Miami airport changes in light of COVID-19 • Greece city new airport rules for COVID-19 • ICAO COVID-19 Airport Status • Dulles International Airport Update on COVID-19 Coronavirus • Measures in place for sick passengers

Topics	Article Title and Link
	<ul style="list-style-type: none"> • New Arrivals and Departure Hall • San Diego airport changes
Airlines	<ul style="list-style-type: none"> • Airline cancellations and suspended services
Airport Lounges and Skyclubs	<ul style="list-style-type: none"> • American Airlines Lounges • International flight lounge guidelines • Air Delta sky club COVID-19 update
Surveys	<ul style="list-style-type: none"> • COVID-19 Caribbean Tourism Impact and Outlook Survey
Guidelines for Cleaning	<ul style="list-style-type: none"> • CDC-Disinfecting Your Facility • CDC- Cleaning and Disinfection for Community Facilities • Air Delta new cleaning protocols
Restaurants	<ul style="list-style-type: none"> • McDonalds Restaurant Reopening • McDonalds Franchise Reopening Dining Rooms
Banks/Foreign Exchange	<ul style="list-style-type: none"> • Scotiabank COVID-19 updates • Western Union FAQ

Guidelines

Guidelines	Link
Jamaica Public Health Act	<ul style="list-style-type: none"> • https://moj.gov.jm/sites/default/files/laws/Public%20Health%20Act.pdf
Airports Council International	<ul style="list-style-type: none"> • https://aci.aero/about-aci/priorities/health/covid-19/
World Health Organisation (WHO)	<ul style="list-style-type: none"> • https://www.who.int/emergencies/diseases/novel-coronavirus-2019 • https://www.cdc.gov/hai/pdfs/ppe/PPE-Sequence.pdf • https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf
Ministry of Health & Wellness (MoHW) Guidelines	<ul style="list-style-type: none"> • https://www.moh.gov.jm/COVID-19-resources-and-protocols/
Ministry of Health “Interim Guide for COVID-19 Recommendations for Infection Prevention and Control for Employers”	<ul style="list-style-type: none"> • https://www.moh.gov.jm/wp-content/uploads/2020/03/Interim-Guidance-For-COVID-19-Recommendations-For-Employers.pdf
Centres for Disease Control and Prevention (CDC)	<ul style="list-style-type: none"> • https://www.cdc.gov/coronavirus/2019-ncov/index.html • https://www.cdc.gov/coronavirus/2019-ncov/downloads/php/CDC-Activities-Initiatives-for-COVID-19-Response.pdf
World Travel and Tourism Council (WTTC)	<ul style="list-style-type: none"> • https://wttc.org/COVID-19/Safe-Travels-Global-Protocols-Stamp
Transport Security Administration (TSA)	<ul style="list-style-type: none"> • https://www.tsa.gov/coronavirus
International Civil Aviation Organization (ICAO)	<ul style="list-style-type: none"> • https://www.icao.int/covid/cart/Pages/CART-Take-off.aspx
Hazard Analysis Critical Control Point (HACCP)	<ul style="list-style-type: none"> • https://www.fda.gov/food/hazard-analysis-critical-control-point-haccp/haccp-principles-application-guidelines
ServSafe	<ul style="list-style-type: none"> • https://www.servsafe.com/Landing-Pages/Free-Courses • https://www.restaurant.org/covid19