



COVID-19 Essential Health Guidelines for Hospitality Sector

Wednesday, December 9, 2020 2:00-4:00PM ET

Question	Answer
Are you teaching this in the schools?	Currently the CARPHA THP department will be delivering this training to CARPHA Member States' tourism and travel sectors. It is not specifically designed for that target audience. Countries can determine the need to teach children and adolescents about sustainable tourism in the CXC and CAPE syllabuses.
Will you be emailing this information after the training?	<p>We currently do not email our presentation. You can however visit our websites and YouTube to access our infographics, guidelines and additional information.</p> <p>CARPHA GUIDELINES AND INFOGRAPHICS https://carpha.org/THP/COVID-guidelines-training-and-Infographics-for-Tourism</p> <p>CARPHA PREVENTION AND CONTROL GUIDELINES https://carpha.org/THP/Prevention-and-Control-Guidelines</p> <p>THIS HOTEL BASED SURVEILLANCE https://carpha.org/THP/THiS-Hotel-Based-Surveillance</p> <p>COVID-19 UPDATES https://carpha.org/What-We-Do/Public-Health/Novel-Coronavirus</p> <p>CARPHA THiS VIDEO https://www.youtube.com/watch?v=evATeKJIBXQ&feature=emb_title</p> <p>CARPHA THP VIDEO https://www.youtube.com/watch?v=Zkih8SpqJ44</p> <p>VISIT THE CARIBBEAN SAFELY https://www.youtube.com/watch?v=KzCtb1-UkTs</p> <p>CARPHA THiS REGISTRATION https://carpha.org/THP/THiS-Hotel-Based-Surveillance/Registration</p>
what is the name of the app as listed in apple store?	The name of the mobile application is Caribbean Travelers Health App.
Could you please tell us how we will be able to report while we are not allowed to host international tourist at present.	<p>There is a "Zero Cases" feature on the THiS. Hotels can thus maintain their reporting.</p> <p>CARPHA THiS VIDEO https://www.youtube.com/watch?v=evATeKJIBXQ&feature=emb_title</p> <p>THIS HOTEL BASED SURVEILLANCE https://carpha.org/THP/THiS-Hotel-Based-Surveillance</p>
Why does a person have a negative pcr arrive and have a rapid test which is positive, do another pcr which is now negative. If someone on the flight is positive does everyone go into quarantine.	<p>Good afternoon. Can you offer an example/Case/Article on this? Also what was the timeframe for this? Determining quarantine measures for persons on the flight also depends on how close the people sat, seating positions, types of masks worn on the flight, movement of the Confirmed Case on the flight, sanitization measures during the flight, etcetera.</p> <p>Transmission has been variable thus far on aircrafts as there are multiple variables.</p>



Is it possible to get this training in email for my staff?	The video recording of this session will be distributed within 48 hours of the session. We strongly recommend that your team attends this session; please note that for your business to receive the Healthier Safer Tourism stamp, 10% of your team needs to attend a live training session. On the chat, we have posted a number of CARPHA resources that you can share with your staff.
How long should a mask be worn during the day?	Persons should change their masks immediately once it is wet. Persons are also expected to change their cloth masks at the end of each working day. These cannot be used the next day but washed before usage. Medical masks are not designed to be reused. They are to be appropriately disposed of as biohazard materials. Throw immediately into the garbage. https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub/q-a-detail/coronavirus-disease-covid-19-masks Please see the above WHO FAQs on the use of masks. CARPHA Links COVID-19 UPDATES https://carpha.org/What-We-Do/Public-Health/Novel-Coronavirus CARPHA GUIDELINES AND INFOGRAPHICS https://carpha.org/THP/COVID-guidelines-training-and-Infographics-for-Tourism CARPHA PREVENTION AND CONTROL GUIDELINES https://carpha.org/THP/Prevention-and-Control-Guidelines
Maintaining physical distancing seems to be one of our biggest issues in preventing the spread of the virus. What more can be done to ensure that people practice social distancing?	In addition to social distancing, please do handwashing with approved soaps for at least 20 seconds. In addition, persons should use appropriate hand sanitizers and ensure there is adequate use and contact time. Persons need to practice respiratory etiquette - not coughing and sneezing into their hands, coughing and sneezing into the air. Social distancing markers on the floor with easy, simple language and attractive colors. Security and staff can also be used to aid in maintaining social distancing.
Also so persons have serious facial allergies and are unable to wear masks for extended periods, any other suggestions please?	Persons will still be expected to wear their masks as it is a key measure to prevent/ decrease the risk of transmission. What I will suggest is that these individuals see a medical doctor to aid them in effectively identifying, managing and treating their allergies.



How effective are the "non-medical" masks?	<p>Good afternoon. Once used effectively and with appropriate measures they are effective measures for disease control. There are standards for cloth/ "non-medical" masks. Not all masks are designed appropriately. Please see our CARPHA links for further information.</p> <p>CARPHA GUIDELINES AND INFOGRAPHICS https://carpha.org/THP/COVID-guidelines-training-and-Infographics-for-Tourism</p> <p>CARPHA PREVENTION AND CONTROL GUIDELINES https://carpha.org/THP/Prevention-and-Control-Guidelines</p> <p>THIS HOTEL BASED SURVEILLANCE https://carpha.org/THP/THiS-Hotel-Based-Surveillance</p> <p>COVID-19 UPDATES https://carpha.org/What-We-Do/Public-Health/Novel-Coronavirus</p> <p>You may also find the WHO FAQs on masks useful. https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub/q-a-detail/coronavirus-disease-covid-19-masks</p>
envsion a 40' boat. captain and crew in masks. private charter are the guests required to wear a mask all day on the water too? They are typically all in the same travel group or family	<p>If out of the water, then YES. Persons should dry off before putting on their masks. Wet masks will be ineffective in preventing the transmission of COVID-19. Your crew should continue to wear masks and ensure passengers maintain appropriate masks use and sanitization measures. As the chartered persons are from the same family, they are considered a cluster. It is advisable to disinfect before and after families are on the boat. COVID-19 can survive on different surfaces for hours to days. Disinfecting with appropriate agents will ensure you significantly decrease the risk of transmission to another family/cluster and to your crew.</p>
I would like to know if I will be getting my stamp	<p>If you have been regularly reporting on THiS and have met other HST Stamp measures, then you will be considered eligible for the Stamp. Please email frankmau@carpha.org if you need further clarification.</p>
I presently have a total of 5 employees including myself. So I think my attendance is 20% being 1 of 5?	<p>Thanks for joining the session! If you are referring to the team percentage requirement to receive the Healthier Safer Tourism Stamp, the requirement is 10% based on your total number of employees. Remember this is only one requirement, you must register for THiS and report for at least one month.</p>
how long can you leave a mask on when you are working in a kitchen	<p>Please see the WHO FAQs on masks https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub/q-a-detail/coronavirus-disease-covid-19-masks</p> <p>COVID-19 is currently not noted as a Foodborne Disease. We recommend reducing the number of staff in the kitchen facility, to ensure frequent handwashing and sanitization and to change your masks. When working in the kitchen if using a single use masks then change every 3-4 hours. If</p>



	wearing a reusable cloth mask then you can change at the end of the day. Once wet, masks are to be changed immediately.
I understand the sanitizing and cleaning...but why would a cluster(family) be required to wear a mask in the open air if the Captain and crew are in fact wearing masks	Because if one of them sneezes or coughs they can and will be leaving the virus on your ship's different surfaces. In addition to this, asymptomatic carriers do not show symptoms but can still spread the virus to others and contribute to fomite spread. https://www.who.int/news-room/commentaries/detail/modes-of-transmission-of-virus-causing-covid-19-implications-for-ipc-precaution-recommendations
how do i get the stamp	Hello, steps to receive CARPHA's Stamp and CHTA's Health Safety Marketing Tools can be found here: http://www.caribbeanhotelandtourism.com/health-safety-commitment/
How many hours are the medical mask effective?	The longest medical single-use masks can be worn is 3 to 4 hours.
At present the app and stamp only caters to transportation, accommodation and tour operators. When will it cater to tour guides?	Good afternoon. We have had individuals register their tour guide businesses. If you need any additional information please email frankmau@carpha.org CARPHA THiS REGISTRATION https://carpha.org/THP/THiS-Hotel-Based-Surveillance/Registration
Are the posters with hand washing, face covering, etc available for printing or already printed? Downloadable?	Please see the following links for our infographics: VISIT THE CARIBBEAN SAFELY https://www.youtube.com/watch?v=KzCtb1-UkTs CARPHA GUIDELINES AND INFOGRAPHICS https://carpha.org/THP/COVID-guidelines-training-and-Infographics-for-Tourism CARPHA PREVENTION AND CONTROL GUIDELINES https://carpha.org/THP/Prevention-and-Control-Guidelines THIS HOTEL BASED SURVEILLANCE https://carpha.org/THP/THiS-Hotel-Based-Surveillance COVID-19 UPDATES https://carpha.org/What-We-Do/Public-Health/Novel-Coronavirus
How do I get approved to reopen? Also coming from Canada can I quarantine at my guest house if approved ?	Thanks for joining our session! We recommend you review your local protocols and regulations in terms of receiving approval to reopen as well as quarantine requirements.



How safe are the plastic shields.	The plastic shields are to be used in combination with masks. They are not as effective a means of preventing transmission as masks. Face shields are usually used in combination with masks in settings where there is increased risk of particle transmission. Usually in cases where persons are working in emergency departments.
if you are hiking, how often do u have to change your mask and how long can someone keep a mask as well.	<p>It is recommended to change the medical mask every 3 to 4 hours. In the case where masks can become wet, as during the hike in tropical climates, please come prepared with additional masks which can be placed in bags to ensure they stay dry and safe. Change them as needed. Please see the WHO FAQ on masks</p> <p>https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub/q-a-detail/coronavirus-disease-covid-19-masks</p> <p>CARPHA links on masks</p> <p>CARPHA GUIDELINES AND INFOGRAPHICS</p> <p>https://carpha.org/THP/COVID-guidelines-training-and-Infographics-for-Tourism</p> <p>CARPHA PREVENTION AND CONTROL GUIDELINES</p> <p>https://carpha.org/THP/Prevention-and-Control-Guidelines</p> <p>THIS HOTEL BASED SURVEILLANCE</p> <p>https://carpha.org/THP/THiS-Hotel-Based-Surveillance</p> <p>COVID-19 UPDATES</p> <p>https://carpha.org/What-We-Do/Public-Health/Novel-Coronavirus</p>
Just to be clear hand sanitizers should be placed in each room?	Yes. They should be placed in strategic areas where they can be seen and used by guests and staff. Consider signage to attract persons to their presence. Ensure they are monitored for usage. Regularly changed - more sanitizer added during the day.
If you have nothing to report in the THIS site , how do you reflect that?	You are able to report 'zero cases' on THiS and it is important to continue to report that as well if that is the case.