



TANZANIA

NATIONAL PARKS



COVID-19

Health and Safety Standard Operating Procedures

“Sustainable Conservation for Development”

PREAMBLE

On the bases of the World Health Organization (WHO), Ministry of Health, Community Development, Gender, Elderly and Children (MoHCDEC) and the MNRT COVID-19 Standard Operating Procedures (SOP's), Tanzania National Parks (TANAPA) has customized specific COVID-19 standard operating procedures that will guide service provisions in the national parks. The procedures provide a framework for operations during the unprecedented times of COVID-19 pandemic. These guidelines will be updated as the COVID-19 situation progresses in conformity with the measures provided by the MoHCDEC.

The protocols will help to control the spread of COVID-19 pandemic and therefore protecting staff, visitors, other park users, along with ensuring safe working environment. The general and specific SOP's are outlined as follows.

1. GENERAL SOPS

TANAPA shall ensure that:

- (i) Staff are trained on health and safety protocols for COVID-19;
- (ii) Frontline duty staff are tested and proved to be negative from COVID-19;
- (iii) Front desk staff use the recommended PPE's when attending guests and servicing guest areas;
- (iv) A COVID-19 liaison officer is appointed at the corporate level who will be coordinating COVID-19 issues. The COVID-19 Liaison Officer shall keep abreast of health protocols and preventative measures to all parks. Note: The officer shall report to SAC-Administration;
- (v) A COVID-19 responsible officer is appointed in the respective national parks and contacts provided. The officer shall ensure the implementation of the following functions;
 - a. Special area cleaning procedures.
 - b. Standard hygiene and sanitizing procedures.
 - c. Capacity limits and controls to ensure social distance.
 - d. Physical distancing plans.
 - e. Tourist and staff health safety procedures.
 - f. Procedures for suspected people with COVID-19 symptoms.

- g. Monitoring the implementation of the SOP's and the effectiveness of the measures undertaken.
- h. Maintain health records for staff and tourists with COVID-19 symptoms.
- i. Maintain and checks logs of cleaning activities.
- j. Oversight of all COVID-19 staff training and information provision.
- k. Report all COVID-19 suspected cases to the District Medical Officer.

Note: The officer shall report to in-charge of Administration at the park level.

- (vi) Health centers in the national parks are designated to provide COVID-19 emergency services while arranging for transfers to designated Government health centers for COVID-19 cases among others;
- (vii) All contact surfaces are thoroughly cleaned, sanitized and disinfected with approved solutions regularly and disinfectant solutions provided;
- (viii) Hygienically operated hand sanitizers/hand washing facility with soap and running water is provided in entry/exit gates and in other tourist facilities;
- (ix) A disposal mechanism for masks, and other protective gear complies with recommended national health and safety standards and following TANAPA waste management guidelines;
- (x) Staff and guests are aware and reminded to adhere to the best preventive practice against COVID-19.
- (xi) To a large extent and where practical all our staff at all times maintain a distance of not less than one (1) meter from one person to another;
- (xii) Staff are protected by providing masks, sanitizers, gloves or any other item(s) required for personal safety;
- (xiii) COVID-19 precautionary measures are continuously observed and communicated accordingly to tour operators and other relevant stakeholders;
- (xiv) Entry/exit gates are supplied with digital thermo-scanner for tracking visitors' and crew body temperature when or before entering the park and during their exit;
- (xv) Cleaning attendants disinfects thoroughly surfaces such as taps, toilet handles, basins, bathroom door handles, etc. after every hour and other times disinfectant spray will be provided;
- (xvi) Mechanisms for drying visitors/guest hands are provided;
- (xvii) Physically challenged persons, elderly guests, and those with declared underlining health issues are served before others. Note: the tour guide should declare at the respective service points;

- (xviii) Effective implementation of physical distance between one person to another when providing/receiving services at our gates, viewing points, or when using tourist's public facilities such as toilets or picnic and camping sites;
- (xix) Barriers are placed at the payment counter or designate floor markings of at least 1-meter distance to protect staff and maintain social distancing in areas likely to have queues;
- (xx) Where practical, doors shall be left open to reduce surface touching or attendants shall be deployed to open doors for guest to limit their touching of surfaces;
- (xxi) Medical evacuation services from the parks are provided in collaboration with air operators who offer the service;
- (xxii) Guests are encouraged to carry their disinfectants sanitizers;
- (xxiii) In public campsites, all tourists and camp crew pitch their tents at a reasonable distance of not less than three (3) meters from each other and with a maximum of two guests per tent;
- (xxiv) Visible notices are provided on strategic locations on COVID-19 preventive measures, frequent hand washing and sanitization, screening, and mandatory mask wearing;
- (xxv) Where appropriate doors will be kept open/ wedge opened doors fixed to reduce surface touching;
- (xxvi) All parks with chimp's tracking/habituation experience shall strictly ensure that;
 - a) Visitors wear masks and gloves during chimpanzee trekking
 - b) Visitors provide proof of negative test against COVID-19
 - c) Maximum number of six (6) visitors per group and a maximum of one (1) hour for every sighting
 - d) Visitor undertakes full-body sanitizing before trekking
- (xxvii) All organization staff are aware of how the SOPs work; and
- (xxviii) The SOP's are reviewed and updated from time to time when more information is revealed on COVID-19 and the situation progresses.

2. SPECIFIC SOP'S

In addition to general SOP's, the following specific SOP's shall apply to particular areas and various types of tourism activities conducted in the national parks.

a) SOP for Water Vessels and airstrips in the parks

TANAPA shall ensure that:

- (i) All incoming passengers are subjected to MoHCDEC pre-screening procedures at the point of entry;
- (ii) All ports and airstrips have required equipment approved by the MoHCDEC to assess passenger's physical condition.
- (iii) Security lines are not adjacent to each other and a minimum of 1-meter gap between passengers/people is maintained;
- (iv) Posters with information about the COVID-19 preventive measures are placed in the visible part of the passenger's check-in/departure area;
- (v) Enough disinfectant gel is placed at the Check-in/out counters for passengers to disinfect their hands, and that check-in/out areas are clean and regularly sanitized;
- (vi) All staff working in areas such as security, boarding, Health Care, Ground Cleaning, etc., use proper protective gears;
- (vii) Docks/airstrips and their public areas as much as possible practice "Physical distancing";
- (viii) Air ventilation is enhanced in the lounge areas;
- (ix) Security Inspection key areas such as document verification counters, baggage packing areas, baggage plates, hand-held metal detectors, and security screening facilities are sanitized, and hand sanitizers are provided in screening areas; and
- (x) All other COVID-19 preventive measures are adhered.

b) SOP for Mountain Climbing

TANAPA shall ensure that:

- (i) Full body disinfectant mechanism provided at main entry gates for visitors to be sanitized before entering the park;
- (ii) None-contact temperature sensors are available in respective points/stations of visitors' registrations. Visitors with abnormally high body temperature or other COVID-19 related symptoms are ordered to descend immediately;
- (iii) Tour companies provide sterilized transport to entry gates and porters are on appropriate PPE's at all times;

- (iv) Visitors and crew wear recommended face masks when entering the park;
- (v) Luggage weighing is done by service providers under the supervision of Conservation Rangers on PPE and Rangers shall not touch the luggage;
- (vi) Guest luggage's are sanitized before ascending;
- (vii) All equipment are handled with crews in appropriate PPE's;
- (viii) Service providers use rubberized bags to carry their equipment/supplies;
- (ix) Weighing scales are sprayed with sterilization solution after every weighing action;
- (x) Service providers install hygienically operated handwashing facilities after arriving at the designated camping area;
- (xi) Masks and disposable gloves to be worn by any crew setting tents where appropriate;
- (xii) Staff serving guests or porters wear masks and disposable gloves where appropriate;
- (xiii) Kitchen tents are only accessed by cook and crews. All other staff and guests shall be required to keep away;
- (xiv) Cleaning crew disinfect all public toilets regularly when guests are in camp;
- (xv) All eating spots are re-planned to accommodate distancing of groups according to expected capacity;
- (xvi) All companies adhere to GMP by limiting the number of trekkers for all routes. Max guests as per available camping places;
- (xvii) Lemosho and Machame are considered for a dual-route system for porters and guests to decongest people to enable easier distancing.
- (xviii) Few people spend shorter time at Uhuru peak;
- (xix) On certain summit sections where congestion is expected, up and down trails are developed to allow more distancing;
- (xx) Companies operating on Mount Meru are allowed to carry own firearms to guide their respective groups rather than grouping many guests with 1 ranger on day 1 or 2;
- (xxi) Anyone with COVID-19 symptoms immediately descend with appropriate support and monitoring;
- (xxii) Soap and running water for handwashing is available in respective stations.

c) **SOP for Park Accommodation Facilities**

TANAPA shall ensure that:

- (i) Frequently touched surfaces such as workstations, countertops, light switches, and doorknobs are cleansed all times as appropriate;
- (ii) Number of guests in dining facilities are limited to adhere to safety distance required;
- (iii) Tables have a limited number of seats;
- (iv) Guests are managed to be spread out at all times;
- (v) Items which guests handle regularly shall be sanitized regularly;
- (vi) As much as possible, cleaning is done using disposable cleaning equipment;
- (vii) Luggage's are disinfected after offloading from vehicles and before the attendant carries the bags to the accommodation facility;
- (viii) After check-out, furniture/equipment, surfaces, and floors are thoroughly cleaned with an effective disinfectant and bathroom surfaces cleaned thoroughly; and
- (ix) Appropriate non-touch bins are available for disposal of wipes/tissue everywhere the wipe/tissue is provided.

d) **SOP's for staff while on duty**

TANAPA shall ensure that all staff:

- (i) Maintain a distance of not less than one (1) meter from one person to another;
- (ii) Adhere and exercise the best hygiene practices;
- (iii) Avoid close contact with anyone showing symptoms of respiratory illness such as coughing, sneezing and/or runny nose;
- (iv) Once they observe co-workers or guests with respiratory symptoms, they report to supervisor for follow up. Upon being advised, the Supervisor should isolate the employee or guest and immediately notify the Medical Officer of Health for the locality;
- (v) Must protect themselves by having sanitizers, gloves, or any other item(s) required for personal safety, available in their workspace, such as vehicles, stalls, vessels, etc; and
- (vi) Contact COVID-19 liaison officer or RRT in case of any respiratory symptoms associated with COVID-19.

e) SOP for Meetings

TANAPA shall ensure that:

- (i) Attendees must sanitize upon entering the event and before any activity undertaken during the event;
- (ii) Attendees must handle all event items on their own and independently;
- (iii) Participants adhere to a safe distance during their interactions;
- (iv) Registration areas are not congested and numbers limited in group areas;
- (v) For indoor events, doors will be kept open/designated personnel open and close the doors to prevent multiplicity of persons touching door handles;
- (vi) The number of attendees to the event is controlled to maintain the required safe social distance; and
- (vii) All attendees comply with the SOP's provided by the MoHCDEC.

f) Monitoring of COVID-19

TANAPA shall ensure that:

- (i) Procedures to check for signs and symptoms of employees daily and as feasible and implemented;
- (ii) Any staff who is sick stay is isolated from work;
- (iii) A sick employee is immediately attended in line with the established government protocols;
- (iv) Monitoring of employees' attendance at work is regularly conducted and a flexible leave practice effected where appropriate; and
- (v) Our liaison officer regularly monitor development and communicate to relevant health authorities.

3. COMMUNICATION ON COVID-19

TANAPA has designated a centralized communication team that shall always communicate the measures that the organization is taking to address the Pandemic in the national parks.

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