



COVID-19 Health & Safety

This document is designed to provide information about travel with Ker & Downey Botswana post COVID-19.

Protecting the health of both Ker & Downey Botswana staff and guests is paramount.

We are prepared and ready to welcome our guests.





Knowledge about the transmission and spread of COVID-19 will help combat this disease.

There are new findings emerging daily about the virus necessitating regular updates to our policies and practices. A Health Team has been formed to provide ongoing assessment, as international best practices evolve so will our policy.

Sources of information for the Ker & Downey Botswana COVID-19 Health & Safety Policy:

- World Health Organisation (WHO)
- World Travel & Tourism Council (WTTC) – Safe travels
- Ministry of Health and Wellness, Botswana

Why a Ker & Downey Botswana safari is safe

The camps provide an exclusive experience accommodating guests in up to 8 tents. Footsteps Camp and Shinde Enclave provide a totally private option, shared only with your family or closest friends.

The vehicle policy ensures a max. 4 guests per game viewer, an open center seat on each row adequate for social distancing.

Private vehicles are available if pre-booked.

Remote locations mean staff live onsite for up to 3 months at a time with little interaction with people from outside.

When flights are booked with Safari Air the whole experience from arrival to departure is compliant with the Health & Safety Policy.

COVID-19 thrives in densely populated areas with high movement and traffic. Botswana is sparsely populated.





Preventive measures against spread of COVID-19

It has been found that transmission of the virus from one person to another can be slowed or stopped if these preventive measures are followed:

- Regular and thorough hand hygiene.
- Social distancing.
- Avoid touching eyes, nose and mouth.
- Good respiratory hygiene/etiquette.
- Thorough cleaning and disinfecting of surfaces and frequently touched objects.
- Wearing of personal protective equipment.
- If any guest or staff member exhibits any symptoms of COVID-19, that person needs to stay at home or in their room/tent if they are in one of the camps and notify management for help.

The measures listed above are the cornerstones of the action plan to address the health threats that COVID-19 poses.



There are several human interactions that are considered in this document.

Staff to guest, guest to guest, and staff to staff interactions.

Safari Air

- Meet & Greet service at Maun or Kasane Airport by a company representative once through immigration & customs.
- All luggage will be sprayed with disinfectant before loading.
- Hand sanitizer provided on arrival at the aircraft and in the plane.
- Guests will be provided with face masks and required to wear them for the duration of the flight.
- Temperature screening of guest to take place before boarding, staff temperature screening daily prior to their shift.
- All pilots, porters and ground crew will wear personal protective equipment.
- Aircraft will be sanitised before each flight and the pilot or crew will sanitise each seat area after passengers disembark and before passengers embark.
- Respiratory etiquette to be maintained. When coughing or sneezing, mouth and nose to be covered with a bent elbow or tissue. Used tissues to be discarded into a covered bin.
- Compliance with the Civil Aviation Authority Botswana Covid-19 Health & Safety Regulations once published.





Preventive best practice and operational protocols (sanitation & hygiene)

This has been divided into sections for the different areas in the camps namely:

- Management
- Kitchen & Dining area
- Housekeeping & Laundry
- Guides & Activities
- Back of house & Grounds keeping





Management

- Detailed guest information is collected prior to travel date to enable tracing of contacts if a guest is to test positive for COVID-19.
- Staff are well informed about COVID-19 and the preventive measures that have been adopted and impart this information to guests upon arrival. (This includes hand sanitizing of guests on arrival, along with ensuring that guests are wearing masks).
- Each guest is required to sign an indemnity form upon arrival, included in which is a COVID-19 register put in place by the Botswana Government. Temperature screening to take place at this time.
- Daily screening of temperature and wearing of masks for both staff and guests. If a temperature reading is above 37.4/99.32 °C/° F and the guest is exhibiting other COVID-19 related symptoms, Management will advise Maun head office to contact the Ministry of Health and Wellness, Botswana.
- Social distancing of about 1.5-2 m to always be maintained. People to refrain from hugging, kissing and shaking hands.
- Respiratory etiquette to be maintained. When coughing or sneezing, mouth and nose to be covered with a bent elbow or tissue. Used tissues to be discarded into a covered bin.
- Hand hygiene to be practiced. Regular cleaning with an alcohol-based hand sanitizer or washing with soap and water, mostly after exchanging items from person to person. Avoid touching the eyes, nose, and mouth.
- High traffic surfaces will be cleaned regularly including doorknobs, light switches etc.

Kitchen & Dining area

- Hand hygiene station installed at the entrance of the kitchen and dining area.
- Strict personal hygiene to be followed by both staff and guests (frequent hand washing and coughing etiquette).
- All people to wear Personal Protective Equipment (PPE) - masks for guests and wait staff to wear masks, gloves and an apron.
- A la carte service for breakfast, lunch and dinner. High tea to be served by one member of the wait staff. Individual snacks when out on activities.
- Social distancing of about 1.5-2 m to always be maintained. Dining tables are spread out allowing for social distancing. A group or family may request a table together.
- The recommended table setting is a maximum of 4 people per 10 m² table. The distance from the back of one chair to the back of another chair to be more than 1 m apart and guests to face each other from a distance of at least 1 m.
- Tablecloths and napkins to be washed at a higher temperature setting to kill off any pathogens.





Housekeeping

- Staff to wear PPE when cleaning and doing laundry.
- Hand wash liquids and hand sanitizers to be provided for guest use in the room/tent.
- Guests can opt to forgo housekeeping service for the duration of their stay. But for those who need room service, strict cleaning protocol to be followed.
- Rooms to be well ventilated. Curtains and tent flaps opened in the morning.
- Rubbish from bins to be handled carefully and put in sealed rubbish bags.
- Frequently touched surfaces will be sanitized - doorknobs, taps, light switches etc.
- Cleaning cloths, mops to be sanitized or dipped in a sanitizing solution prepared specifically for each room after cleaning each room.
- Additional sanitization of cleaning utensils is required after the end of a shift.
- Dirty linen and used towels to be folded carefully into a laundry bag and not shaken to prevent release of the virus into the air.
- The laundry bag to be sealed properly.
- Thorough cleaning and sanitization of surfaces when guests leave.

Laundry

- All staff to be trained about COVID-19 and certificates to be kept at the laundry.
- All staff to be trained in how to use detergents effectively. The Material Data Safety Sheets (MSDS) to be displayed at the laundry.
- A hand wash station is installed at the entrance of the laundry. Staff members to wash or sanitize their hands before entering the laundry.
- All surfaces to be cleaned with a bleach solution including the surfaces of the washing machines and dryers.
- Staff to wear the recommended PPE – mask, gloves, apron and shoe coverings.
- Soiled linen to be loaded in the washing machine, if the washing machine is full, the remaining items to be left in secured laundry bags. WHO recommends a higher washing temperature setting.
- Soiled linen bags to be cleaned and sanitized.
- When the washing cycle is finished, all disposable PPE must be removed and placed in a 'bio-hazardous' bin. The area to be cleaned with a bleach solution before unloading of the washing machine.
- After clean linen and clothes are ironed, stored, and folded, the whole laundry can be sanitized. All cloths and mops shall be sanitized at the end of the shift in a bucket filled with sanitizing solution.





Guides & Activities

- Guides to wear PPE and clean uniform daily.
- Social distancing of about 1.5-2m to always be maintained. People to refrain from hugging, kissing and shaking hands.
- All luggage to be sprayed with disinfectant before putting in the vehicle. Hands to be washed or sanitized.
- Maximum 4 guests per vehicle/boat are already provided, ensuring social distancing. Groups and families may request more than 4 guests on a vehicle/boat. Pre-booking of private vehicles is available.
- Vehicles/boats/mokoros to be well equipped with all necessary supplies including sanitizing spray for guest bags, PPE and wipes for guest pick up. A hand sanitizer to be provided for snack times whilst on activities.
- Vehicles/boats/mokoros to be cleaned after every trip in accordance to the WHO standard of a suspected COVID-19 case. Cleaned thoroughly with a regular household cleaner containing 0.5% of sodium hypochlorite.
- Doors, door handles to be wiped down with a sanitizer containing over 70% alcohol.
- Fumigators or ozonators may be used for deep cleaning.

Back of house & Grounds keeping

- Staff to wear personal protective equipment (PPE) when handling waste.
- Social distancing of about 1.5-2 m to always be maintained. People to refrain from hugging, kissing, and shaking hands.
- Proper disposal of all waste according to recommended protocol.



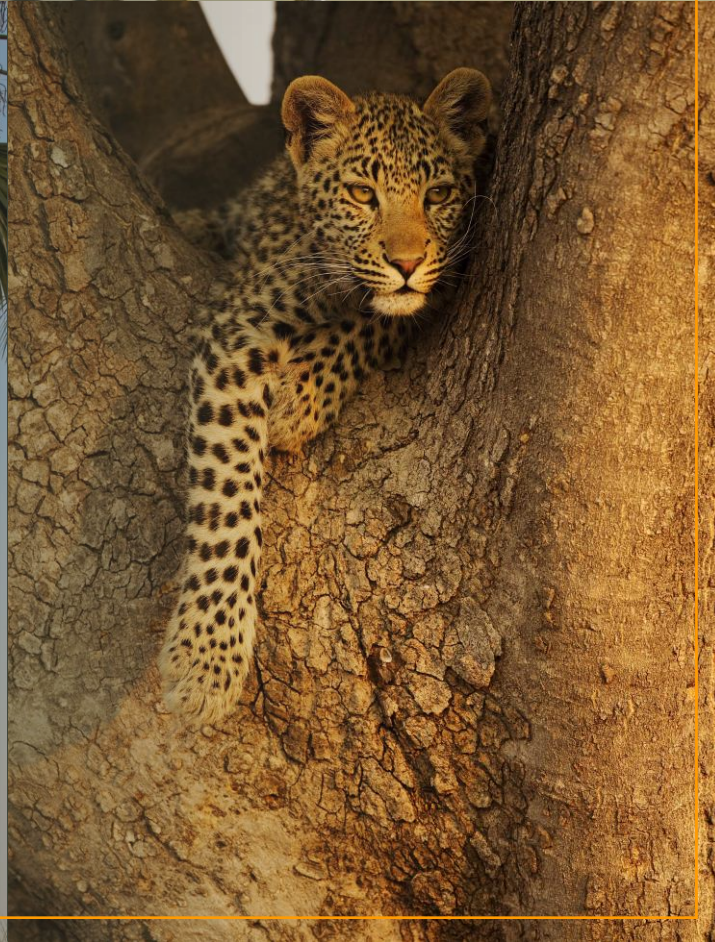


Protocols for handling suspected COVID-19 cases in camps

- The company doctor and emergency medical evacuation (Okavango Air Rescue) is available to guests and staff.
- If a person develops symptoms of acute respiratory infection, (fever, persistent cough or difficulty in breathing) contact with other people is to be minimized. A distance of at least 2m to be maintained from other people.
- If the person cannot be evacuated to a medical facility immediately, then room confinement is recommended and proper care is given to the patient. A member of staff to be designated to be the primary care giver. The staff member to wear recommended PPE and drop off food or any items outside the sick person's room/tent.
- The patient is to be given a medical mask and practice respiratory hygiene when coughing and sneezing. If the patient cannot tolerate a mask, tissues to be provided to cover the mouth and direct contact with ill patient to be avoided. If contact cannot be avoided additional protective equipment to be used (disposable apron, mask, eye protection, and gloves). Used gear to be disposed into an intact rubbish bag and tagged with red tape to symbolize it as 'biohazardous waste'
- Used tissues to be discarded into an intact rubbish bag. All rubbish generated from rooms with suspected COVID-19 cases to be tagged with red tape and considered as 'biohazardous waste'.
- Hands to be washed thoroughly or an alcohol-based hand sanitizer can be used.

Suspected COVID-19 cases for staff members

- If a member of staff exhibits COVID-19 symptoms, they are to be accommodated in the isolation room while waiting for medical assistance.
- If a member of staff falls ill at home, they are to stay home and self-isolate and seek medical assistance.



Suspected COVID-19 cases for guests

- If a guest is affected, they are to self-isolate on a temporary basis while waiting for medical intervention. The guest will be assessed and if they satisfy the criteria, they will be moved to a designated health care facility.
- If the guest is accompanied by other guests, those guests to be moved to another room depending on availability. Managers to monitor their temperature and check for fever, cough or other COVID-19 symptoms.
- If a guide or staff members are required to transport a sick guest to an airstrip for medical evacuation, recommended WHO guidelines to be followed:
 - Hand hygiene before and after they put on PPE (mask, eye protection, gloves, and gown) to transport the patient.
 - If there is more than one patient to be transferred, protective gear to be changed to prevent cross contamination.
 - All used PPE to be considered infectious and treated as 'bio-hazardous waste'.
- The vehicle used for transporting a suspected COVID-19 case to be cleaned thoroughly with a regular household cleaner containing 0.5% of sodium hypochlorite. Bleach to remain in contact with the surface for 1 minute before rinsing with clean water.
- The room vacated by the sick guest to be thoroughly cleaned according to WHO cleaning and disinfection protocols.
- If health authorities advise that a sick guest self-isolate at the camp, Doctor's visits to be carried out in the room/tent. Visitors are not allowed unless the patient needs a caretaker i.e. children, older people, then only one person is assigned to the patient. Pregnant women or people with underlying health issues to not be caretakers. Food to be served in the room. It may be left outside the door.
- Patients to not share a bathroom, towels, blankets or cloths with other people. Caretakers must wear PPE and designate separate areas for putting on and removal of PPE to prevent contamination. They are to self-monitor for emergence of any symptoms.
- Cloths and linen used by the patient to be stored in sealed bags and washed according to WHO recommended standards.
- Health personnel will advise management on how to manage tracing of possible contacts of the sick guests and update on the results of the guest's clinical test results.

Identification and management of contacts

Identification of contacts to begin immediately after a suspected case has been identified.

WHO's definition of a contact is any person who has any of the exposures listed below during 2 days before and the 14 days after the onset of symptoms of a probable or confirmed case:

- Face to face with a probable or confirmed case within 1 meter and for more than 15 minutes.
- Direct physical contact with a probable or confirmed case.
- Direct care for a patient with a probable or confirmed case without using proper personal protective equipment.





According to the WHO definition, in a camp, a contact will be:

Guests who accompanied the sick guest or other guests who came in close contact and satisfy any of the criteria listed.

Staff members who were taking care of the sick guest, assigned housekeepers and guide along with any other people who were in close contact with the sick guest.



All potential contacts are required to self-quarantine for 14 days and self-monitor for COVID-19 symptoms and if the sick guest was in close contact with people then the local health authority to be informed.

Other guests who had low exposure to be provided with information on the disease, its spread and preventive measures. They are to take precautionary measures by social distancing, wearing PPE and self-monitoring for COVID-19 symptoms for the next 14 days.

Recommended personal protective equipment (PPE)

Guest	Staff
Guests to wear masks (disposable or cloth masks, a buff is also acceptable) whenever they are in public areas except when they are eating or drinking.	All staff to wear masks, gloves and disposable aprons. Eye protection may be used in place of a mask.
Masks to remain with the individual at all times. Not to be placed on any surfaces.	There must be an adequate supply of PPE in the camp.
There are adequate supplies of masks for purchase in the camps and provision of wash powder in the rooms/tents for mask washing.	Proper training of how to wear and remove PPE safely has been conducted and will be refreshed.
When there is a suspected case of COVID-19, enhanced PPE to be implemented (mask, eye protection, apron, and gloves)	

Welcoming you soon....

We open-heartedly await the return of our guests and look forward to providing them with the highest level of wildlife experience, personal service and care.

info@kerdowney.bw

www.kerdowneybotswana.com


KER & DOWNEY
— BOTSWANA —
A NICHE CARVED FROM ETERNITY

