



AFRICA
SAFE-T
SAFARI & ADVENTURE FOCUSED
EMERGENCY TEAM

STAFF PROTOCOLS

WHO SHOULD NOT RETURN TO WORK, MEDICAL DECLARATION FORMS,
STAFF ACCOMMODATION & QUARANTINING, SCREENING, PPE, TRAINING

» ***YOUR MOST VALUABLE ASSET (AND ALSO YOUR GREATEST RISK).***



SAFARI AND ADVENTURE FOCUSED EMERGENCY TEAM

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ICON KEY:



AFRICA SAFE-T
SERVICES



CRITICALLY
IMPORTANT



USEFUL
INFORMATION



RECOMMENDATIONS

STAFF MEDICAL DECLARATION

All staff should complete a Medical and Travel declaration when returning to work.

Africa SAFE-T recommends that the declaration is sent to the staff member and completed prior arrival at the property to facilitate contactless operation. Staff should complete the form at least 24 hours before returning to the lodge to allow for pre-screening and flagging of potential COVID-19 cases.

» WHO SHOULD NOT RETURN TO WORK



Staff that are ill should not be permitted to return to the lodge, and should remain at home.



Staff that have tested positive for COVID-19 but did NOT have any symptoms MUST NOT be allowed to return to work until 10 days have passed since the positive test result.



If the staff member tested positive WITH symptoms of COVID-19, they must not return to work for a minimum of 13 days. If these symptoms persist beyond 10 days from onset, a longer isolation period is required. A period of 3 days WITHOUT any symptoms must be observed before the staff member may return to work.



Our medical team consists of doctors, nurses and paramedics who are familiar and up to date with the current research available on COVID-19. It is therefore advisable to always consult with them when considering symptoms.





»» THE MEDICAL AND TRAVEL DECLARATION SHOULD INCLUDE:

STAFF INFORMATION

- Staff name & surname
- Nationality
- ID/ passport number
- Email address
- Contact number
- Medical Aid Information
- Contact details of their next of kin

MEDICAL INFORMATION

- General health (any unusual symptoms in past 30 days)
- Physical impairment
- Smoker status and fitness level
- Chronic medical conditions such as Diabetes, Hypertension, COPD, Cancer, Cardiovascular, Lung disease, Obesity, Smoking
- Contact details of treating physician for chronic conditions

TRAVEL HISTORY

- Travel history over the past 14 days

Clause that allows the release of travel and health information to health authorities in a suspected COVID case

I, _____, hereby consent to and authorise the use and disclosure of the above information including any and all subsequent COVID-19 screening data if I am suspected or confirmed to have COVID-19 and/ or I am suspected or confirmed to have been exposed to a COVID-19 case. This information will be disclosed to and used by public health authorities and medical service providers. This authorization will be valid for 24 months from the date signed.

Declaration that COVID-19 briefing took place

I, _____, hereby confirm that I have received specific information relating to COVID-19 policies and procedures which relate to myself as an employee. I confirm that I understand what is expected of me and agree to practice the required precautions for my safety, the facility's guest and fellow employees, and to ask any questions if I am not certain regarding certain procedures and policies.



The Medical and Travel declaration must be signed on arrival by the staff. The following process should be followed:

1. Sanitise hands and pen in the presence of the staff member before use
2. Hand the pen to the staff member on a small tray
3. Sanitise the pen and hands in the presence of the staff member after use



CURRENT CONTACT INFORMATION FOR THE STAFF MEMBER MUST BE CONFIRMED WHEN DEPARTING THE LODGE.

» STAFF ACCOMMODATION AND QUARANTINING

- Lodges with on-site staff accommodation must ensure that adequate social distancing measures within accommodation units of at least 1.5 metres are maintained at all times.
- Ideally staff should not share rooms or bathrooms.
- Staff must wear masks when moving around the room.
- Daily surface and floor cleaning and sanitisation are required.

Lodges with on-site staff accommodation that have the capacity to quarantine staff when returning from leave should follow the process as outlined below.



Africa SAFE-T clients are encouraged to engage with our client services department to discuss effective quarantine periods should you have the ability to do so.

NORMAL DAILY SCREENING PROCESSES MUST STILL BE FOLLOWED AFTER QUARANTINING.

- Staff must prepare for the quarantine period prior to arriving at the lodge. They will be required to bring all personal belongings and other items needed as they will have no access to communal staff/public areas will need all their personal belongings and items that they may need with them on arrival, as they will not be allowed access to any communal/public staff areas.
- Staff must be quarantined in en-suite accommodation, with access to a private bathroom.
- The lodge should provide a non-porous container with a set of clean cutlery/crockery/glassware, as well as 3 litres of bottled water.
- After the quarantined person has used the water bottle, cutlery/crockery and other items, they should be rinsed, placed back into the container, sprayed with sanitiser, and the container placed outside the staff room for proper cleaning each morning.
- Dirty laundry should be placed in a laundry bag, tied/zipped closed, sprayed with sanitiser, and placed outside the staff room each morning.
- The person caring for the quarantined staff member;
 - o Collects the non-porous container with contents and laundry bag, wearing the correct PPE
 - o Takes the container to the designated washing area/scullery. The contents and container must be washed in warm, soapy water by the designated scullery staff
 - o Takes the laundry bag to the laundry to be washed according to laundry procedures by the designated laundry staff
 - o The PPE must be removed and re-usable items cleaned once all the items have been dropped off at the designated areas
- After the correct cleaning of the non-porous container and its contents, food for the day is dished up and placed into the non-porous container, and the water bottle re-filled. The container is then delivered and placed outside the staff room.
- Once the laundry is done, it is placed inside the laundry bag and placed outside the staff room.
- The person caring for the quarantined staff member must maintain a 1,5 meter distance from the door when the quarantined staff member collects the food and laundry.
- Prior to being released from quarantine, the staff member must be screened by the COVID-19 Officer in accordance with the staff arrival and screening procedure at the access point of the quarantine area.



» STAFF ARRIVAL AND SCREENING

A *temperature and symptoms questionnaire* of all staff will be completed on arrival and departure from the lodge. It must be performed daily at the start and end of each shift if staff are on site for multiple days. Screening must also occur between split shifts to ensure guest and staff safety.

These screenings must be recorded, and the records must be kept on file until 6 weeks after the termination of the national State of Disaster. This will allow for effective tracking and tracing of potential cases.

All temperatures must be taken with a noncontact thermometer.

Refer to SCREENING_INDIVIDUAL ENTRY & DAILY SCREENING LOG SHEET (Refer to Appendix 01).



Any temperature outside of the normal range (above 37.5°C) or with symptoms questions answered as “yes” requires that action be taken. The staff member must return to their room or be taken to the isolation room, and should not touch any objects or doors en-route (an escort may be needed to open doors and to clear the path for the suspected case). The staff member should also be provided with an N95/FFP2 mask to wear as soon as possible. Hand washing should occur before removing, and again before and after putting on the N95/FFP2 Mask.

Staff who have arrived on site for the first time (and completed their quarantine, if applicable) must be taken to a designated area after screening, where they will attend a mandatory COVID-19, PPE, sanitising and hygiene practices training session before being allowed to commence with their work/shift.

» STAFF TRAINING

Extensive training must be provided to ALL staff to ensure that they understand:

- The virus, how it spreads, the symptoms and how long it survives on surfaces
- The required sanitisation and distancing procedures for themselves and for guests
- The effective use of PPE and what PPE they must use when performing certain task or working in their different departments
- How to change into and out of uniforms safely
- Contactless operations
- Procedures relating to package handling, and deliveries to the lodge
- Entry and exit procedures
- Steps that should be followed if they have symptoms or test

Staff in certain functions exposed to higher risk (such as scullery, housekeeping, waiters/butlers, vehicle cleaning and laundry) should be provided with additional training specific to their duties.



Staff training should not be conducted as a once off. Repetition will ensure that there are no lapses in knowledge, or deterioration in the standards of protocols implemented.



“ *Africa SAFE-T provides an initial COVID-19 Training Workshop for our clients, on request. These workshops provide the COVID-19 Officer with an orientation of the required training, and cover the above topics. We also provide a certificate of attendance for the COVID-19 Office r/s for record purposes. COVID-19 on-site training workshops are conducted in English.* ”

We have developed training videos in English, Afrikaans, Zulu, Xhosa, Sesotho, Tswana and Tsonga for continued learning and reinforcement of knowledge.



STAFF PERSONAL PROTECTIVE EQUIPMENT

The lodge must provide 2 cloth masks per staff member (3 masks is preferable). One is worn on shift, including on the transport home; one is in the laundry; and one is already clean and ready to wear the next day when returning to work.

Employers are responsible for the washing and drying of masks, and ironing (if applicable).

THE TABLE ON THE FOLLOWING PAGE highlights different coloured zones, which are designated according to the risk of transmission.

GREEN ZONES	- LOW RISK
YELLOW ZONES	- INTERMEDIATE RISK
RED ZONES	- HIGH RISK



These zones need to be clearly marked through the use of floor tape and signage, which is available through Africa SAFE-T.

Staff must wear the correct PPE in each designated zone. Zone lines should not be crossed without the correct PPE, and ONLY staff who work in the Red and Yellow Zones should cross the zone line or enter these areas during active operation. Posters that clearly display the PPE needed for each zone need to be displayed at its entrance.



Africa SAFE-T can assist our clients in identifying and demarcating these areas.

Separate dirty and clean PPE stations should be erected at the entrance and exit points of the Red Zones to aid with the correct putting on and removing of the PPE.



Africa SAFE-T can assist clients with identifying the placement and layout of these PPE Stations.



DID YOU KNOW

Plastic pollution threatens our environments sustainability, and has been on top of political agendas across the world. The COVID-19 pandemic has however severely disrupted the implementation of policies aimed at reducing the production and disposal of plastic. Approaches to reduce plastic pollution need to be reprioritised.

Furthermore, on 03 March 2020 the WHO warned against severe and mounting disruptions to the global supply of PPE, caused by rising demand, panic buying, hoarding and inappropriate usage. Without appropriate PPE, healthcare providers (HCPs) working on the frontline are at risk of acquiring COVID-19 and infecting others. The situation is still dire, and global competition for PPE has resulted in demand far exceeding the available supply.

An alternate solution is to adopt reusable options. The notable advantage of reusable equipment is sustainability. With the current pandemic of unknown duration, sustainability will ensure HCPs protection while reducing the environmental burden. Reusable PPE options also offer robust protection with high quality materials, whereas their disposable counterparts are often of inferior quality.



“ Africa SAFE-T has listed re-usable PPE on our essential COVID-19 PPE Pricelist to encourage sustainable and environmentally friendly purchasing. We only sell the following disposable items: N95 Mask, FFP2 Mask, FFP1 Mask ”



ZONES AND PPE REQUIRED FOR EACH DEPARTMENT

Personnel	Area/s	3-Layer Cloth Mask	5-Layer Mask with Filter	N95/ FFP2 Mask	Perspex Divider *	Face Visor *	Wide Vision Goggles	Gloves	Overall	Apron Full Sleeve	Apron PVC	Shoe Covers OR Closed Shoes
Maintenance Staff	Workshop	X				X						
Office Staff	Back of House	X			X							
Front of House	Reception and Concierge Desks	X			X							
Delivery Receivers	Delivery Area	X				X						
Luggage Attendants	Reception	X				X						
Night Porters	Walkways	X				X						
Rangers/Guides/ Trackers	Vehicles	X			X	X	X**					
Shuttle/Transfer Driver	Guest and Staff Vehicles	X			X	X	X**	X				
Spa Therapists	Spa	X				X				X (Cloth)***		
Waiter/Butler/ Bartenders/ Sommeliers	Restaurant, Bar, Lounge, Cellar	X				X						
Chefs	Kitchen	X				X						
COVID-19 Officer		X				X						
Guest Vehicle Valet Attendants	Guest Private Vehicles		X				X	X	X			X
Laundry Attendant	Laundry - Washing Machine Area		X				X	X		X (Cloth or PVC)***		X
Laundry Attendant	Laundry - Other Areas	X										
Sculler	Scullery		X				X	X			X	X
Housekeeper	Guest Suites		X				X	X		X (Cloth or PVC)***		X
COVID 19 Server	Guest Suite/ Isolation Room			X			X	X			X	
COVID 19 Driver	Vehicle			X			X	X	X			X
COVID 19 Laundry Attendant				X			X	X		X (Cloth or PVC)***		X
COVID 19 House Keeper	Areas requiring Decontamination			X			X	X		X (Cloth or PVC)***		X

* Face Visor/Perspex Divider only required if a distance of 1,5 Meters cannot be maintained at ALL times

** For use while driving if no Perspex divider or face visor is in place or used

*** Cloth Aprons must be laundered before being used again. PVC Aprons must be washed with soap and water and sanitised before being used again



Staff must wear the correct category mask at all time, except while taking meals. IF A STAFF MEMBER DOES NOT WEAR THE CORRECT PPE, THEY WILL BE ISOLATED IF THEY HAVE WHAT IS DEEMED A CLOSE CONTACT TO A POSSIBLE COVID-19 CASE UNTIL A NEGATIVE RESULT IS RECEIVED, OR FOR 14-DAYS IN THE EVENT OF A POSITIVE RESULT.





Surname	First Names	Date of Birth
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DATE: DD/MM														
TEMPERATURE °C														
(NO MEDICATION)														
SYMPTOMS (CIRCLE Y OR N)														
SORE THROAT	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
COUGH	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
LOSS OF SMELL OR TASTE	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
BODY ACHES	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
CHILLS	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
SHORTNESS OF BREATH	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
REDNESS OF THE EYES	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
NAUSEA/VOMITING/DIARRHOEA	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N
FATIGUE/ WEAKNESS	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N	Y / N