

# **COVID-19 Student & Youth Travel Toolkit**

**FOR TOUR OPERATORS**

## Message from the SYTA CEO

Dear SYTA Friends,

Over the past several months we have experienced an unprecedented challenge to our families, our businesses, and our industry.

In response, SYTA worked with members to provide education, resources, and information to help guide you and your staff through the Pandemic.

Today we are being asked to provide guidance on how we can travel safely through COVID-19. The SYTA Safety Committee reviewed the safety protocols published by our supplier members and other industry associations to compile a COVID-19 Travel Toolkit to help you develop health and safety protocols for your business.

These new protocols should build upon your existing crisis and risk management plans as safety has always been a key priority for SYTA and its members.

The information in this Travel Toolkit is current as of the time of publication. We realize COVID-19 protocols are constantly changing and we will continually monitor industry safety and update the travel toolkit as needed.

The Safety Committee is also working on an Educator Travel Toolkit that you can share with your customers.

We have appreciated your patience and understanding throughout these past months as we have been working together to determine how we can reassure our customers and continue to provide travel experiences for our young people in the future.

On behalf of the Safety Committee, we ask that you share your feedback on this Travel Toolkit and provide recommendations for the resources you will need to get back to business.

Thank you for your support of SYTA.

*Carylann Assante*

Carylann Assante, CAE  
CEO



# Introduction

The objective of this SYTA COVID-19 Travel Toolkit is to provide educational materials for tour operators to reduce potential exposures to and spread of severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), the virus that causes COVID-19. This information is consistent with the health and safety recommendations and ongoing monitoring effects stated by the U.S. Centers for Disease Control and Prevention (CDC) in determining how to operate domestic and international tours during COVID-19. The information in the guide is current at the time of publication and if information should change, we will update and issue a revised toolkit.

This document is designed to provide guidance for you to consider as you begin coordinating and planning upcoming tours in the wake of the COVID-19 pandemic. Not all these considerations will apply to your operation type; however, the information outlined is intended to help you develop or review the plan that will work best for your groups. You may need to adjust your approach from what is outlined here to address cultural concerns or government guidance, or you may need to take additional measures based solely on each individual group's requirements.

As you develop your operating plans, be sure they are compliant with local/city, state/province, government regulations and country laws, and are in line with guidance provided by your government health agencies. Also, review your plans with legal counsel before moving forward. Please note that these are recommendations to consider based on industry information and individual organizations can use what works best for their tours.

It is also important to note that these considerations will change as effective practices, government guidelines, and guidance from medical professionals evolve. This is a living document and as guidelines evolve, SYTA will update this document with additional information as it becomes available.

To provide school officials and families with peace of mind to travel, communication and transparency will be even more critical going forward. Communicating your health and safety plan and policies to schools and families upfront will help ensure they will feel comfortable traveling with your organization and demonstrate that you are prepared as best as possible to run tours again.

Disclaimer: The information contained within these guidelines may change from time to time due to the evolving nature of the COVID-19 pandemic. It must not by itself be relied upon in determining obligations or other decisions. Users of this document must independently verify any information on which they wish to rely. It is expected that all schools, business owners and management will have familiarized themselves with governmental, health authority, and regulatory guidance prior to traveling again and implemented all relevant requirements. The Student & Youth Travel Association does not assume, and expressly disclaims, any legal or other liability for any inaccuracy, mistake, misstatement, or any other error of whatsoever nature contained herein. The information accessible in this document has been compiled from many sources that are not controlled by the Student & Youth Travel Association. While reasonable care has been taken in the compilation and publication of the contents of this document, the Student & Youth Travel Association makes no representations or warranties, whether express or implied, as to the accuracy or suitability of the information or materials contained in this document. The resources used to build this guide are U.S. based and although the information may carry over international, it is recommended to always check with your resources specific to your location and destination. The Student & Youth Travel Association shall not be liable, directly, or indirectly, to the user or any other third party for any damage resulting from the use of the information contained or implied in this document. By proceeding to use this document, you are accepting this disclaimer.

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# Recommended Guidelines for Employees Returning to Work

It is important that your staff stay healthy and safe upon their return to work, whether that be to an office setting or with traveling groups. Here are some tips to consider when bringing your employees back to work.



**Provide training and educational materials to your staff.** That could include organization specific materials, this guide, other industry guides and local guidance.

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**Determine if any staff members are at higher risk for complications related to COVID-19.** Work with your team to determine if these employees should not be in direct contact with other employees or with student groups as Tour Managers/Directors. Have conversations with these staff members regarding their risk and ability to work with large student groups.

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**Communicate the importance of vigilant monitoring of their own health for symptoms associated with COVID-19 and staying home if they are showing any symptoms.** Consider screening employees coming into the office or working with student groups with temperature checks.

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**Consider more flexible leave policies for both in-office employees and Tour Managers/Tour Directors.**

- Permit employees to take leave to care for a sick family member.
  - Communicate strategies for administrative staff to continue teleworking from home if possible.
  - Once you are back at work, be aware of workers' concern about pay, leave, safety, health and other issues related to COVID-19.
  - Once you are back at work, be available to hear concerns and answer questions related to COVID-19 guidelines or concerns.
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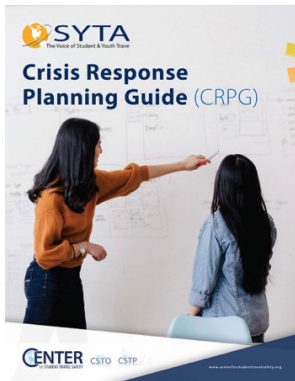


**Ensure your employees feel comfortable and safe coming into the office.**

# PRE-TRAVEL PLANNING:

## Scenarios and Questions to Consider

**This is a great opportunity to review your Crisis Response Plan.**



- If you do not have one, your organization can develop a plan using [SYTA's Crisis Response Planning Guide](#).
- If a traveler on your trip becomes ill, or shows signs of COVID-19, you should follow the same procedures that are in your Crisis Response Plan. These procedures should address the following:
  - *Who will be responsible for caring for a sick tour participant?*
  - *Should a tour participant become ill or need hospitalization, who will be contacting the parents, school, etc.?*
  - *Who will be responsible for payments for transportation, hospitalization, testing, etc.?*

SYTA does not recommend tour operators be responsible for screening tour participants but to have a transparent discussion with customers in the pre-travel planning phase. It is suggested to consider the following.

**Does the school have health and safety practices for travel? Here are some things to consider:**

- If yes, take those medical practices provided by the school and blend them into your organization's policies. Compare this with the destination you are traveling to and incorporate any additional state and local guidelines or restrictions. Be sure to go over this with the school and get written approval for implementation.
- If no, take the information that is in this guide and other industry guides, along with destination specific information, and build effective health and safety practices. Be sure to review your policy with the school and get written approval for implementation.

**It is suggested to review all health and safety guidelines and policies with all group leaders and ensure they share with the students at the beginning of the trip.**

- Provide your health and safety plan to groups who will be traveling during a pandemic. Publish your plan on your website or create a one-page document to share upon request.
- Discuss any school requirements with group leaders so you can incorporate them into the final itinerary.
- Include all health and safety guidelines on final itineraries.
- Review final itinerary with health and safety guidelines with group leaders prior to departure.

*Continued...* (Pre-Travel Planning: Scenarios and Questions to Consider)

### **Will the school be providing a nurse during the tour?**

- If yes, define the role and functions the nurse will be covering. Some roles and functions may include temperature taking, screening a student who may not be feeling well, monitoring a student who has a fever. Some questions that may need clarification may include:
  - *Who is responsible for taking a student to the hospital if the situation arises?*
  - *Is the nurse only responsible for students' health or for the chaperones' health also?*
  - *Who is responsible for communicating any issues that may arise on tour to school and/or families?*

### **Will pre-screening be required by the school or the destination?**

- If yes, create detailed procedures indicating who will be conducting the pre-screening, what information will be gathered, how the information will be managed, and what the result will be if someone should not pass the pre-screening.
  - *It is suggested to create a list of what is and what is not being screened for.*
  - *Ensure you are treating everyone the same and what you are screening for, do not discriminate.*
  - *It is suggested to communicate you are taking every step possible to minimize the risk of a traveler contracting COVID-19, but that the risk cannot be eliminated fully.*
  - *If there will not be a pre-screening process, it is suggested to follow CDC guidelines and enforce social distancing when possible.*
- If no, determine the procedure should a student display common signs and symptoms for COVID-19. Building this procedure into your organization's Crisis Response Plan is recommended. The CDC outlines the following as symptoms of COVID-19:
  - *Fever, headache, body aches, sore throat, cough, fatigue, nausea/vomiting and diarrhea. However, many children and adults infected with the virus that causes COVID-19 are asymptomatic, meaning they show no signs of illness.*

### **Will your company be providing PPE to tour participants, or will individual travelers be required to bring their own? Some points to consider:**

- Regardless of who provides PPE, it will most likely fall to the tour operator to determine how to manage and enforce usage.
- You may want to consider having pre-made packages of gloves, masks, etc. that you can easily distribute daily. There should also be extra masks available, should a traveler need a new one. You may need up to three reusable masks per day, per tour participant.
- If you will not be providing PPE to tour participants, ensure you have a policy in place for guaranteeing they bring their own. It's always a good idea to have a small backup supply.



*Continued...* (Pre-Travel Planning: Scenarios and Questions to Consider)

**Have you factored in the extra cleaning and sanitation time into your itinerary?** *(i.e., time for bus sanitation, time for tour participants to sanitize/handwash after an activity, etc.)*

- If yes, great! We suggest to continually monitor local regulations and adjust itinerary as needed.
- If you have not, we suggest reviewing your itinerary and make sure your itinerary will not be affected by time spent on cleaning and sanitation needs. Now is the time to adjust the itinerary if needed. If you are using motorcoaches, talk with the company to see their cleaning procedures and time needed to clean.

**We suggest reviewing specific guidelines for each segment your tour will be visiting on a regular basis to ensure your group is ready to meet the requirements of each place.** *(i.e., restaurants, museums, etc.)*

- Reviewing the guidelines regularly, and again right before travel, will ensure you have the most up-to-date information.

**Wearing masks can cause sweating and may become an issue, especially if your trip is in a warm climate.**

- Providing additional water or water stops will help minimize the risk of heat exhaustion.

**Request health and safety guidelines and/or policies from all vendors you will be using/visiting while on the trip. Many vendors will provide documents that your tour manager can take on the trip with them for reference.**

- In the final itinerary, it is suggested to include all relevant information regarding health and safety guidelines. This helps those leaders on the trip easily see the guidelines for each segment.

**If you find that there is usage of paper documents; menus, health forms, emergency contact forms, etc.**

- Consider making these electronic, to eliminate the possibility of contamination through multiple people handling the documents.

**If there are medical waivers as part of your trip:**

- Medical waivers should already encompass situations that may arise due to COVID-19, but it is suggested to review the waivers in depth. It is suggested to have a lawyer review them as well.
- Keeping an electronic copy of each medical waiver reduces touch points and allows for easy accessibility.
- Ensure confidentiality is protected when handling medical forms, health records, questionnaires, medical waivers and any other documents that have personal medical information



## PRE-TRAVEL PLANNING:

# Recommended Operational Guidelines – Hotels

The American Hotel and Lodging Association (AHLA) issued Safe Stay Guidelines, and you should check to be sure the hotels on your itineraries are compliant. Among the guidelines are social distancing measures such as remaining 6 feet apart, contactless check-in and self-parking options when possible, and keeping housekeepers out of occupied guest rooms unless specifically requested. Hand sanitizer stations and health and hygiene signage will be placed in high-traffic areas.

Traditional room service dining procedures will be replaced with no-contact delivery methods. Buffet service, while limited, will be served by a worker in personal protective equipment and sneeze and cough screens will be present at all food displays. Employees will keep a physical distance from each other in dining rooms and other shared spaces and front desk workers will use every other station.

Cleaning protocols will be increased, especially for high-touch communal areas such as elevators, vending machines, and gym equipment, and high-touch guest room areas such as remote controls, light switches, and water faucet handles.

As guidelines continue to evolve, it is important that you, the tour operator, remain informed and updated on each hotel's individual policies. Here are some points to consider when working with hotels:

- **Request additional rooms** in case a traveler becomes ill and needs to isolate.
- **Ensure contactless breakfast**—buffet or cafeteria-style service served by a hotel staff member or prepared to-go boxes.
- **Ensure keys are sorted and labeled** with names and are ready upon arrival.
- **Travelers should remain on the bus** while keys are distributed.
- **If possible, request a meeting room for travelers to wait in** upon arrival while keys are being distributed.
- **Inform travelers they will need to clean their own rooms and bathrooms** as housekeeping will not be entering rooms daily unless specifically requested.
- **Develop procedure for handling luggage and equipment** to ensure minimal handling of tour participants' luggage.

## PRE-TRAVEL PLANNING:

# Recommended Operational Guidelines – Transportation

### ▪ MOTORCOACHES

The American Bus Association (ABA) has issued guidelines that include best practices and protocols for the motorcoach industry to travel safely again.

As guidelines continue to evolve, it is important that you, the tour operator, remain informed and updated on each motorcoach company's policies. Here are some points to consider when working with motorcoach companies and planning your trips:

- **What safety precautions are the driver required to abide by, to limit contact?**
- **What are their luggage handling procedures?**
- **If the driver will be loading and unloading, ensure they wear gloves.**
- **What is the daily cleaning schedule and how much time do you need to factor into the itinerary to support this schedule?** Will cleaning times need to be built into the driver's daily hours of service?
- **How will loading and unloading occur?** ABA suggests loading from the back of bus to the front and unloading from the front of the bus to back, so travelers do not have to pass others.
- **Will you continue with full motorcoach capacity or limit the number of passengers** per motorcoach and hire additional coaches?
- **Some suggestions from ABA:**
  - *Institute assigned seating for the length of the trip, so tour participants are always in the same seat.*
  - *It is suggested to keep a detailed manifest of all people who are on the motorcoach, whether for a day or for the entire trip, to assist with tracing if needed.*

ABA has provided motorcoach companies with two suggested cleaning schedules. One is a 10-point critical-touch cleaning that happens multiple time per day. This procedure requires the motorcoach driver to disinfect the top 10 critical touchpoints on the motorcoach multiple times per day. The second is critical 32-point sanitization procedure. This procedure requires a motorcoach driver to disinfect the 32 critical touchpoints, including fogging machines, once a day. A detailed description of both cleaning procedures can be found in the American Bus Association Post-COVID Guide (link at the end of this guide). **We suggest asking each motorcoach company you are working with for documentation on their specific cleaning procedures and policies.**

*Continued...* (Pre-Travel Planning: Operational Guidelines – Transportation)

## ▪ AIRLINES/AIRPORTS

The International Air Transport Association (IATA) has issued guidelines that include mock training for all cabin crew members relating to health and safety to mitigate the spread of germs during COVID-19. IATA recommends cabin crew members and travelers wear masks/face coverings during travel. Increased cleaning and sanitization protocols have been implemented along with physical distancing for boarding and disembarkation. Depending on the airline, travelers may expect some physical distancing while aboard the aircraft as well. Airlines are also taking extra precautions to keep cabin crew healthy, which includes reserving one lavatory for cabin crew members only and limited contact between crew members and travelers.

Airports have taken precautions that similarly include increased cleaning and sanitation protocols, social distancing enforced with signage, and the requirement to wear mask/face coverings for both travelers and employees. Sneeze guards and contactless TSA and boarding checks are being enforced, to limit contact between individuals.

As guidelines continue to evolve, it is important that you, the tour operator, remain informed and updated on each airport and airline policy. Here are some points to consider if your group is flying:

- **Inform travelers they will most likely be required to wear masks/face coverings in the airport and in flight.** Each airline has different requirements. Be sure to check your specific airline.
- **Check if the outbound airport and airline carrier is conducting temperature checks** and inform your travelers accordingly.
- **TSA will now allow each traveler to carry up to 12 ounces of hand sanitizer in a carry-on bag.**
- **Arrive at your gate earlier than usual.** Some airlines will take your temperature and not allow you to board if they believe you have a temperature. Hurrying to your gate or rushing a group through the airport is stressful and can raise your internal temperature, appearing as if you have a temperature.
- **Suggest to your travelers they bring an empty water bottle** through security and then fill once through the checkpoint. This ensures they have water and limits the need to buy some or drink water served by flight attendants.
- **TSA suggests travelers bring their own food.** Keep in mind any carry-on food should be carried in a clear plastic bag or container and should be pulled out while going through security, as it can cause an alarm during x-ray screening.

*Continued...* (Pre-Travel Planning: Operational Guidelines – Transportation)

## ▪ **PUBLIC TRANSPORTATION**

As guidelines for public transportation will vary depending on the type of transportation and location, it is important to stay updated on individual guidelines for whichever transportation your group plans to use. Generally, guidelines include increased cleaning and sanitation protocols, employees and passengers using masks/face coverings, reminding riders of precautions with station announcements, additional signage, and floor markings.

Here are some points to consider if your group is using public transportation:

- **Check schedules and plan alternate routes.**
- **Have the group travel during less busy times** that do not fall within rush hours.
- **Encourage your travelers to wear masks/face coverings** regardless of individual public transportation requirements. Find opportunities for handwashing or using sanitizer after using public transportation.
- **Emphasize the importance of social distancing** when boarding and disembarking.
- **Continually check the website** of the specific transportation your group will be using, to ensure your leaders have the most up-to-date information.

## PRE-TRAVEL PLANNING:

# Recommended Operational Guidelines – Attractions

The Global Association for the Attractions Industry (IAAPA) issued guidelines that include allowing all healthy people to enjoy attractions and encouraging both staff and guests to use masks/face coverings. Attractions will provide means to wash/sanitize hands frequently and will reduce touch areas wherever possible. High-touch point areas will be sanitized frequently. Guidelines may vary by region and attraction but may include physical distancing in queues and inside facilities, adhering to signage and floor markings, and requiring masks/face coverings. Many attractions will be operating at a reduced capacity to manage the density of people within their facilities while keeping groups and family units together.

Employees will be trained on how to prevent the spread of germs and will be protected through various approaches, including physical barriers, protective coverings, and distancing. Attractions will have a plan to screen employees and guests prior to entry; this may include a temperature check. They will have a plan for when a guest or employee becomes ill on-site, which may include isolation and/or denial of entry.

As guidelines continue to evolve, it is important that you, the tour operator, remain informed and updated on each attraction's policies. Here are some points to consider when working with attractions:

- **Reserve tickets for and enter and exit attractions** in smaller groups, with a designated adult or chaperone.
- **When inside the attraction**, and if relevant, designate multiple meeting points for larger groups, to avoid crowding.
- **Develop a plan for when a traveler must isolate** and/or is denied entry to an attraction.
  - *Designate adults/chaperones who will stay with the student/traveler.*
  - *If denied entry and there is no isolation area, know where you will take the student—back to the bus, taxi/public transportation back to the hotel, local walk-in clinic, etc.*
- **Each attraction will have its own guidelines and policies.** Be sure to review on a regular basis and provide this information to your group leaders.
- **Develop alternate itinerary plans**, should an attraction limit capacity when your group arrives.

## PRE-TRAVEL PLANNING:

# Recommended Operational Guidelines – Restaurants

The National Restaurant Association issued guidelines that include social distancing measures such as updating floor plans with tables remaining 6-feet apart, limiting party sizes and capacity, installing physical barriers, and limiting congregating in waiting areas.

Guidelines may vary by region and restaurant, but may include prohibiting sick employees in the workplace, practicing strict handwashing, increasing cleaning and sanitation of all surfaces, and requiring masks/face coverings. Many restaurants will be installing contactless hand sanitizing stations for guests and will post signage and floor markings to ensure safety.

As guidelines continue to evolve, it is important that you, the tour operator, remain informed and updated on each restaurant's policies. Here are some points to consider when working with restaurants:

- **Request a private dining space** for your groups or outdoor space if weather permits.
- **Understand policies regarding maximum group size** as you may have to split your group into several tables.
- **Encourage travelers to wash their hands** before eating and after eating.
- **If using a buffet or cafeteria-style service**, ensure that a worker is serving all students and others in your group, to limit touch between travelers.
- **Are boxed or to-go meals offered?** This may be a good alternative to eating inside. Maybe there is a grassy area nearby, where the group can eat while staying socially distant.
- **Procedures for allergies and special menu needs** should always be followed and strictly adhered to.

## PRE-TRAVEL PLANNING:

# **Recommended Operational Guidelines – Travel Insurance**

Travel Insurance, now more than ever, is an important part of the student travel experience, providing peace of mind and risk mitigation to customers, suppliers, and organizations across the travel and tourism sector. It differs from other products or services within the travel and tourism sector. As this is a multifaceted and complex service with varying regulations, depending on each country, province, or state, tour operators should review the needs of their customers and research the possible options and/or refer them to appropriate insurance providers. It is important that insurance purchasers verify whether existing policies cover COVID-19/pandemic-associated losses as well as whether any new policies that are being reviewed or purchased include coverage for COVID-19/pandemics.

## DURING TRAVEL:

# Scenarios and Questions to Consider

Below are some questions and scenarios you should take into consideration:

### Does the school have health and safety practices for travel or after-school activities, sports, etc.?

- If yes, take those medical practices provided by the school and blend them into your organization's policies. Compare this with the destination you are traveling to and incorporate any additional state and local guidelines or restrictions. Be sure to go over this with the school and get approval for implementation.
- If no, take the information that is in this guide and other industry guides, along with destination-specific information, and build effective health and safety practices. Be sure to review your policy with the school and get written approval for implementation.

### If a student should become sick, do you have a policy and procedure in place to manage the situation?

- If yes, ensure the leaders on the trip have been trained on this procedure and have the proper materials to effectively handle a student who may be sick with COVID-19.
- If no, prior to the trip starting, develop a policy and procedure on how your organization will manage a student who may be sick with COVID-19



### How will you manage if a chaperone, tour director or bus driver becomes ill while on tour?

- You may want to consider breaking your travel group into cohorts or pods.
  - *Cohorts, or pods, is a strategy many schools may start using to limit contact between students and staff as part of their efforts to limit transmission of COVID-19. A cohort or pod is a small group of individuals who stay together during an activity or for a specific reason. This practice can be incorporated into student and youth travel, to limit the possibility of transmission amongst the entire group and to allow for easy contact tracing, if needed.*
  - *Some tips on traveling in cohorts are to have cohorts sit together while on the motorcoach, move together through the attraction and eat with each other during meals.*

### How will you ensure sanitation procedures are enforced during the trip? Here are some tips:

- Have hand sanitizer at the front of the motorcoach for all tour participants to use when they load and unload.
- Factor extra handwashing time into the itinerary, after each activity.

*Continued...* (During Travel: Scenarios and Questions to Consider)



**How will you or the tour director manage if a student is not allowed into an attraction?**

- What if a small group is not allowed in due to number restrictions?

**What if the hotel does not have keys labeled and ready upon arrival?**

**How will communication to families be handled while on tour?**

**How will you handle the mobility of groups—and the additional time required—when entering or leaving attractions, to ensure social distancing?**

## DURING TRAVEL:

# CDC Guidelines

It is important for tour operators and tour directors/managers to familiarize themselves with Centers for Disease Control and Prevention Guidelines on how to mitigate the spread of the novel coronavirus, COVID-19. Below are CDC Guidelines on how the virus spreads and ways for individuals to protect themselves from the virus.

### Wash Your Hands Often

- **Wash your hands** often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose and mouth with unwashed hands.

### Avoid Close Contact

- Avoid close contact with people who are sick, even inside your home. If possible, maintain 6 feet between the person who is sick and other household members.
- Put distance between yourself and other people outside of your home.
  - Remember that some people without symptoms may be able to spread the virus.
  - Stay **at least 6 feet—about two arms' length—from other people.**
  - Keeping distance from others is especially important for **people who are at higher risk of getting severely ill.**

### Cover your mouth and nose with a cloth face cover when around others

- You could spread COVID-19 to others even if you do not feel sick.
- Everyone should wear a **cloth face cover** when they have to go out in public, for example to the grocery store or to pick up other necessities.
  - Cloth face coverings should not be placed on young children under age 2, or anyone who has trouble breathing or is unconscious, incapacitated, or otherwise unable to remove the mask without assistance.
- The cloth face cover is meant to protect other people in case you are infected.
- Do NOT use a face mask meant for a healthcare worker.
- Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

*Continued...* (During Travel: CDC Guidelines)

### Cover Coughs and Sneezes

- If you are around others and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow, and do not spit.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

### Clean and Disinfect

- Clean AND disinfect **frequently touched surfaces**, daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks.
- If surfaces are dirty, clean them. If possible, use detergent or soap and water prior to disinfection.
- Then, use a household disinfectant. Most common **EPA-registered household disinfectants** will work.

### Monitor Your Health

- Be alert for symptoms. Watch for fever, cough, shortness of breath or **other symptoms** of COVID-19.
  - *This is especially important if you are **running essential errands**, going into the office or workplace, and in settings where it may be difficult to keep a **physical distance of 6 feet**.*
- Take your temperature if symptoms develop.
  - *Do not take your temperature within 30 minutes of exercising or after taking medications that could lower your temperature, such as acetaminophen.*
- Follow **CDC guidance** if symptoms develop.

## DURING TRAVEL:

# Recommended Responsibilities

### ▪ TOUR OPERATORS

As the tour operator, you should work to gain as much knowledge as possible and work with all vendors to compile a list of their safety protocols as well as with the school/group leaders to be informed about their specific school policies. It is important to include all relevant information on the final itinerary and review this with your tour manager/tour director and group leaders, prior to departure.

Below is a list of recommendations of general requests for vendors:

- **Private rooms for dining** in restaurants.
- **To-go/boxed meals** instead of buffets.
- **Additional hotel room(s)** as needed for isolating people who are ill. The sick traveler should remain in their room and healthy travelers should be moved to a disinfected room.
- **Ensuring motorcoach driver follows increased cleaning procedures** for the motorcoach.
- **Requesting details on each attraction and vendor protocols**, to share with the group.

### **Health of Tour Manager/Director**

Schools and families need to have confidence that the tour managers/directors are healthy and will not potentially spread any illness to travelers. To promote a healthy environment, here are guidelines regarding the health of your tour manager/director.

- **Tour manager/director should follow all health and safety guidelines** and set a good example for the entire group while on tour.
- **Tour manager/director should not travel if they are feeling ill and suspect they have COVID-19.** If the tour manager becomes ill prior to departure:
  - *Get a COVID-19 test immediately. If the result is positive, notify necessary parties and work together to find a replacement.*
  - *Implement a flexible pandemic sick policy for tour managers/directors. In the case of a pandemic, everyone is concerned about mitigating the spread and financial reasons should not drive the decision about working on tour while sick.*

*Continued...* (During Travel: Recommended Responsibilities)

### Responsibilities of Tour Manager/Director During the Tour

- **Tour manager/director should work with group leaders to familiarize everyone** with federal and local guidelines regarding health and safety.
- **Tour manager/director should work with the group leaders to support the schools' efforts** and guidelines pertaining to the group.
- **All vendors need to be reconfirmed** by the tour manager/director.
- **When reconfirming with vendors**, the tour manager/director should ensure that the agreed upon arrangements are being followed.
  - *If any guidelines are not being followed, please notify the tour operator immediately.*
- **At the beginning of the tour, the tour manager/director should review health and safety procedures with the entire group.** Below is an outline of what should be discussed:
  - *Shared responsibility and doing your part to protect yourself and others.*
  - *Emergency plan and meeting points.*
  - *Frequent and proper hand washing and hand sanitizing.*
  - *Proper mask/face covering wearing.*
  - *Social distancing guidelines.*
  - *What to do if a traveler does not feel well.*
    - Having a defined plan of how the group leaders will manage an ill student is more important than ever. Having two plans, one for non-COVID illness and one for suspected or confirmed COVID-19 illness, is recommended.
- **Suggestion:** Tour manager/director should carry a small amount of extra PPE for backup—masks, hand sanitizer, etc.
- **If a traveler becomes ill on tour**, in addition to contacting the tour operator the tour manager/director should:
  - *Always refer to and follow your Crisis Response Plan.*
  - *In a non-emergency situation, help find an urgent care facility.*
  - *Be prepared to schedule transportation, such as Uber, Lyft or a taxi. It is recommended that a policy be established in advance regarding payment of these expenses.*
  - *Discuss the isolation hotel room at the hotel with group leaders. Sick traveler should remain in their room and healthy travelers should be moved.*
  - *Assist group leaders in arranging alternate return transportation if needed—bus ride home, earlier return flight, etc.—and coordinate with the tour operator.*
    - At this time, the tour operator should be planning to let schools know a student is sick and unable to return with the group and that a parent/guardian must come pick up the child—or confirm a pre-determined plan for getting the traveler home safe.
  - *In a true medical emergency, call 911.*

## Post-Travel Suggestions

- It is suggested to monitor your guides and employees to ensure they stay healthy. If they start showing symptoms of COVID-19, it is recommended they get tested immediately and that communication to tour participants should be done right away.
- Having a debrief with the tour manager/director, along with any group leaders, after concluding the tour is a great way to discover what can be improved or modified for future trips.
- If your organization conducts post-trip surveys with tour participants, it is strongly recommended to read through these at the end of each tour so you can adjust as needed for upcoming trips.
- Continue to monitor the CDC safety guidelines as well as destination specific guidelines. This includes city, attractions, hotels, dining and motorcoach companies.

## WHAT TO DO IF A STUDENT BECOMES SICK WHILE ON A TRIP.\*

Student displays signs of infectious illness consistent with COVID-19.

Chaperone or tour guide isolate the student and contact tour operator to determine if the student needs to return home or seek medical attention. The adult who stays with the student is now the COVID-19 POC (point of contact).

**NOTE:** *If multiple students are displaying symptoms and must be placed in the same isolation room/area, ensure mask use and that they maintain at least six feet of distance between them.*

The COVID-19 POC notifies parents, guardians, or caregivers of ill students and instructs them to either come pick up their child or that you are taking them to seek medical attention. **Regular contact with the parents should happen even if there are no updates. IE: every hour no matter if there is an update or not.**

**If the student(s) is tested for COVID-19 at a medical facility and tests negative,** then the student can return to the tour.

### STUDENT POSITIVE COVID-19 TEST RESULT.

If the student(s) is tested for COVID-19 and tests positive, parents must be contacted immediately. The COVID-19 POC must determine the list of people for contact tracing and work with the tour operator to contact those people.

The COVID-19 POC must work with the tour operator to determine the best course of isolation. This may include parents or guardians coming to pick up their child or quarantining the student in a hotel room.

Those that have been in direct contact with the student who tested positive for COVID-19, should consult a healthcare provider to determine if testing is needed and their parents/guardians contacted.

Any student or adult who is feeling any sort of symptoms should isolate and determine next steps with the help of the tour operator.

## CONTRIBUTING RESOURCES

### The Global Association for the Attractions Industry:

[https://www.iaapa.org/sites/default/files/2020-06/IAAPA\\_COVID-19\\_ReopeningGuidance\\_rev1\\_final.pdf](https://www.iaapa.org/sites/default/files/2020-06/IAAPA_COVID-19_ReopeningGuidance_rev1_final.pdf)

### American Camp Association Field Guide:

<https://acacamps.app.box.com/s/7gkh9buu3ntssx2v38gajg4z94631lag>

### American Hotel & Lodging Association:

<https://www.ahla.com/sites/default/files/SafeStayGuidelines061220.pdf>

### American Bus Association:

<https://www.busesmoveamerica.com/re-opening-recommendations/the-motorcoach-industrys-sample-policies-for-post-pandemic-cleanliness-and-safety-protocols/>

[https://www.buses.org/assets/images/uploads/pdf/Taskforce\\_1\\_Pagers\\_FINAL.pdf](https://www.buses.org/assets/images/uploads/pdf/Taskforce_1_Pagers_FINAL.pdf)

[https://www.buses.org/assets/images/uploads/pdf/The\\_Motorcoach\\_Industry\\_Recommendations\\_on\\_Post-COVID\\_Travel.pdf](https://www.buses.org/assets/images/uploads/pdf/The_Motorcoach_Industry_Recommendations_on_Post-COVID_Travel.pdf)

### National Restaurant Association:

<https://restaurant.org/manage-my-restaurant/business-operations/covid19/recovery>

### The International Air Transport Association (IATA):

<https://www.iata.org/contentassets/df216feeb8bb4d52a3e16befe9671033/iata-guidance-cabin-operations-during-post-pandemic.pdf>

### Million Mile Secrets Article:

<https://millionmilesecrets.com/guides/is-it-safe-to-fly-coronavirus/>

### Center for Disease Control:

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>