



IWOKRAMA INTERNATIONAL CENTRE  
FOR RAIN FOREST CONSERVATION AND DEVELOPMENT

**Hygiene & Sanitation Protocol (Ver 2.1) 26<sup>th</sup> February, 2021**

***Providing assurance for a clean and healthy environment for visitors and staff at Iwokrama locations.***

The Iwokrama Hygiene and Sanitation Protocol is an addition to Iwokrama's Safety and Health Manual. This new protocol is implemented as a result of the COVID – 19 Pandemic. It includes new guidelines and procedures to ensure a safe and healthy environment for staff, tourists and other visitors.

***This Protocol is subject to change without notice and is based on current Government of Guyana regulations and other health and safety best practices***

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### Acknowledgement

Iwokrama wishes to express its appreciation to the Ministry of Labour – Health and Safety Section, the Guyana Tourism Authority and staff, who provided information and guidance to compile this protocol.

## **Iwokrama's Safety and Health Policy**

- The Iwokrama International Centre for Rain Forest Conservation and Development is committed to providing a safe and healthy work environment for its employees, contractors, the community, visitors, and every other person who visits our locations.
- A major part of this commitment involves making sure that accidents and diseases at the workplace are prevented, and that management and staff work together to ensure that safety measures and programmes are effective, and in accordance with the Occupational Safety and Health Act and its Regulations in Guyana.
- Management will ensure that staff is properly trained, and understands and follows the new guidelines set out under this protocol.
- Each employee is required to follow general safety guidelines such as using protective clothing, safety gear, sanitising regularly, and keeping their workspace and equipment clean at all times and are in compliance with the provisions of the Occupational Safety and Health Act.
- All contractors, subcontractors, volunteers, trainees, etc are required to fulfil the requirements of the Iwokrama Hygiene and Sanitation Protocol in carrying out their work at any of our locations.
- Our OSHA Committee will check the effectiveness of our programmes, investigate accidents, monitor health and safety statistics, and advise senior management of policy changes required.
- It is our firm belief, that with everyone's commitment, we can make safety and health practices effective in making our work environment a safe and healthy one.

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Mr. Dane Gobin  
**Chief Executive Officer**

This **Hygiene & Sanitation** protocol has several guidelines and procedures for each department which will be implemented and monitored by the Iwokrama management team. Each person visiting any Iwokrama location must adhere to these guidelines.

## **1. Requirements for visitors:**

- a) All visitors **MUST** produce a negative COVID-19 test before entry to the Iwokrama River Lodge and this certificate must be produced to the bookings office before the trip is undertaken:
  - a. Local residents must provide at minimum a negative antibody test result which is not more than 5 days prior to the date of departure;
  - b. International residents must provide a negative PCR test result which is not more than 5 days old prior to the date of departure;
  - c. Iwokrama will try its best to provide an antibody test at a cost of US\$50 (G\$10,500) on site if supplies exist, but there is no guarantee and so guests should find out in advance if testing is available at the River Lodge.
- b) Guests that display signs of the infection; coughing, shortness of breath, sneezing or an above normal body temperature on initial arrival will **NOT** be allowed in the Iwokrama Forest unless Iwokrama can test at site. If this is not possible, the guest(s) will have to depart the forest **IMMEDIATELY** at their own expense.
- c) All persons entering any Iwokrama location will sanitize at the entrance by washing hands at a sink provided or using the instant hand sanitizer provided. Temperature screening will be done at the Georgetown Office and in the parking area of the IRL compound if traveling by road. If guests are arriving by air, a temperature check will be done on arrival at the airstrip.
- d) Visitors using Iwokrama transport will be screened before they depart Georgetown for Iwokrama River Lodge. If a visitor is tested above the normal temperature or displays signs of the illness, he/she will not be allowed to embark on the journey from Georgetown.
- e) All visitors must come with personal protective masks and other personal hygiene products. Masks (we encourage you to bring multiple masks just in case) must be worn at all times in public spaces during the visit. Iwokrama will provide commercial hygiene stations at strategic locations. Masks and personal sized sanitizers will be sold at the River Lodge.

- f) In addition to the COVID test requirement above, international tourists must provide the Centre with the following information before travelling to any field location:
  - a. copies of the data page of their passports.
  - b. details of their medical/health insurance (visitors are strongly encouraged to take out private medical health insurance before visiting Iwokrama).
  - c. Completed travel history form
- g) Any visitor who has tested above the normal temperature during a visit will be placed in quarantine immediately and transported to the nearest public health facility as soon as is possible.
- h) Guests will be expected to follow standard protocols such as social distancing, no physical contact such as shaking hands, etc.
- i) After check-in, visitors will be subject to an orientation exercise re: operational and health guidelines applicable during their visit

## **2. Requirements for Staff**

This applies to all Iwokrama personnel including staff, employees, interns, volunteers, contracted staff, part-time staff and other personal representing the Centre:

Iwokrama personnel:

- a) must check with the Medex for a daily temperature test and should inform the Medic of any signs or symptoms related to COVID-19 (coughing, sneezing, sore throat, temperature, etc.)
- b) must wash hands for 20 seconds regularly and especially after taking off gloves, when finished cleaning and/or dealing with money. Staff **MUST** follow standard protocols such as wearing masks, social distancing, no physical contact such as shaking hands, etc.
- c) will sanitize at the entrance by washing hands at a sink provided or the use of the instant hand sanitizer provided before entering any building at the IRL. All staff must come with personal protective masks and other personal hygiene products. Iwokrama will provide commercial hygiene stations at strategic locations. Masks and personal sized sanitizers will also be sold at the River Lodge.

- d) must wear the personal protective equipment (cover toe shoe, rubber gloves and face masks) at all times whilst on duty especially in public places.
- e) who have tested above the normal temperature during their period of work will be placed in quarantine and transported to the nearest public health facility as soon as is possible. Staff would not be allowed to hold social gatherings (parties, fun days, etc.) while at the Iwokrama River Lodge and should not partake in such gatherings at any time even whilst off duty. This is in accordance with COVID-19 national guidelines.
- f) will be required to disinfect and clean daily or as required all areas around their immediate office space and highly touched areas with disinfectant provided.
- g) will be responsible for disinfecting and cleaning all areas around their immediate dormitory at least three times per week or as necessary including but not limited to (personal rooms, washrooms and all highly touched areas) cleaning agents to be provided by Iwokrama.
- h) will not be allowed causal visits from families and friends while on/off duty until further notice.

### **3. Hygiene and Sanitation Procedures**

All facilities and amenities used by guests: restaurant and dining, bar, accommodation, transportation (vehicles and boats) and public spaces will be cleaned using industry and FSC™ approved cleaning agents and according to a schedule based on advice and guidelines from the relevant national agencies.

Facilities will be cleaned using a wet dusting and mopping system so as to minimize the spread of the virus through dry dust particles.

#### **a. Facilities**

#### **Hygiene and Sanitization Procedure for Tourism Accommodation (Cabin, research rooms and Student dormitory).**

- a) Scheduled internal and external fogging using fogging machine/equipment and approved chemicals will be done prior to visitor arrival and after departure.
- b) All mattresses and pillows will be sanitised using heat (sunlight) , UV treatment or other approved method.

- c) Facilities will be cleaned and disinfected at least once daily during visits, including key areas such as toilet flush handles, door handles, water faucet handles, light switches, and floors.
- d) Linens and towels will be disinfected using approved detergents after every visit or every two days.
- e) Bedspreads will not be used, only bed sheets which can be washed and dried frequently.
- f) Hampers and carts that are used for transporting laundry and garbage receptacles will be cleaned and disinfected after each use.
- g) All equipment (mops, brooms, buckets, goggles, shoes, etc) used in cleaning will be cleaned at the end of the cleaning process.
- h) Freshly prepared 1% sodium hypochlorite solutions will be prepared for cleaning purposes
- i) Cleaning will be done in the order from lesser used area to mostly used areas and surfaces
- j) Shared bathrooms will be cleaned and sanitized at least twice daily.

Accommodation Occupancy will be restricted to the following numbers except in the case of families:

<b>Building</b>	<b>Maximum number of persons<sup>1</sup></b>
Cabins	3
Researchers rooms	1
Management rooms	1
Student Dormitory – rooms	1
Open area	10
Hammock accommodation	6
ITTO House	2

- <sup>1</sup> Exceptions can be made for families travelling together, upon request.

### **b. Public spaces**

Public spaces include: the Fred Allicock Building (offices, dining area, bar, gift shop, sitting area (upper and lower), washrooms), the walkway, parking lot and the River Landing, etc.

- a) Public infrastructure such as the Fred Allicock building, the BBQ area, medical facility etc will be cleaned and disinfected at least twice daily or as necessary.
- b) Office furniture and equipment will be disinfected after every client visit or as necessary
- c) Public washrooms will be cleaned and sanitized at least twice daily depending on use.
- d) Housekeeping staff will disinfect high touch areas in public spaces as necessary, based on use. These include surface areas at the bar and store counter, seating areas, dining area, food stations, toilets, hand sinks and water fountains. Pens in the tourism offices, doorknobs, and room keys should also be cleaned with disinfectant.
- e) Liquid soaps or sanitizers will be placed at strategic and convenient locations
- f) Appropriate caution and information signs will be posted in all buildings and other areas.

### **c. Kitchen and Dining Protocol**

- a) Table seating will follow the 2-metres social distancing. The number of chairs will be reduced at the tables accordingly (adjustments can be made for families wanting to dine together).
- b) Kitchen Staff must keep hands and arms clean and follow cleaning procedures including washing for at least 20 seconds with soap and rinsing under warm running water.
- c) Kitchen staff should wash hands after any activity which may contaminate hands such as touching body parts; after using the restroom; after coughing, sneezing, after eating or drinking; after handling raw food and working with ready to eat food; before putting on gloves; and after any other activity that contaminates hands.
- d) Kitchen floor/surfaces will be disinfected three times daily.
- e) All food products, will be sanitized with a food grade sanitizer before entering kitchen
- f) All cutlery, glasses, plates, dispensing containers etc will be sanitized with a food grade sanitizer before meals for staff and tourist
- g) Limited number of Kitchen staff would handle food plating before serving to guest and staffers



- h) Dining tables and Bar area will be sanitized before each meal with a Food Grade Sanitizer
- i) No guest is permitted to enter the kitchen area
- j) Non- Kitchen staff should also not enter the kitchen area unless to help with a specific task and should only do so with permission of Chef in charge.

#### **d. Vehicle and Boat Transportation Cleaning Safety Protocol**

- a) Face mask MUST be worn by everyone in the vehicle and boat
- b) Alcohol-based hand rub and no-touch disposal receptacles will be placed for driver/captain and passengers use in every vehicle.
- c) Drivers/captains should keep their hands clean especially after handling money with instant hand sanitizer or washing their hands with soap and water for at least 20 seconds.
- d) Drivers and boat captions will clean boats and vehicles daily or before each trip paying close attention to surfaces that are touched often by passengers including car door handles, arm rests, buttons for windows and locks, seatbelts and in the case of boats, life jackets.
- e) Special attention/cleaning will be given to a vehicle or boat after transporting a patient such as thoroughly cleaning and sanitizing the entire vehicle/boat
- f) Drivers/Captains MUST wear disposable gloves while cleaning and MUST wash hands for 20 seconds after disposing the gloves.
- g) Signage for health guidelines will be placed in vehicles/boats.
- h) Driver/Captain would also work to ensure groups are NOT mixed, guests will also be seated at the back seat of the vehicle to maintain physical distance
- i) Drivers/Captains MUST take proper precaution if transporting a positive or a suspected COVID patient, by wearing a combination of a glove and mask. Additionally, after helping that patient the driver/captain MUST remove gloves and sanitize well before entering the vehicle.
- j) No guest (unless a family member) shall be in the vehicle or boat transporting a patient

k) Drivers/Captains MUST take records on each group interactions and trips for the safety of staff and guest.

l) Vehicle / boat occupancy as below:

### **Vehicle Occupancy**

Recent GOG guidelines now allow for 100 % capacity of vehicles and boats. However, Iwokrama will try as best as possible, whenever possible, to allow for social distancing on its transport.

Visitors do have the option of hiring additional vehicles / boats (at an additional cost) if they want to adhere to personal social distancing requirements.

#### **e. Guide / Tour protocols**

a) There will be NO physical contact including handshake to welcome visitors

b) All guests must wear masks especially when interacting with each other.

c) Groups will be kept at a minimum of four with one tour guide.

d) Day tours to the lodge will be encouraged, with groups of four and six, which are facilitated via Bus (on land) and plane (air) to facilitate social distancing and avoid crowding the Lodge

e) Groups will never be mixed unless they approve in order to avoid interactions between persons from different locations

f) On tour, guides will be allowed to speak without mask, but will maintain a distance of at least six feet from visitors.

g) First Aid kits must always be updated with the required emergency response items and must be carried on each tour.

h) Tour guides must always have instant hand sanitizers during tours, visitors are encouraged to bring their own.

i) Guides should ensure all equipment used (scope and binoculars) are properly sanitized before and after each tour.

j) Guides must avoid sharing equipment (scope and binoculars) without sanitising.

k) All seating or rest stops will be arranged as per social distancing requirement of 2 metres apart.

- l) Guests are encouraged to be honest as possible and report to the tour guide if they are feeling sick or required any medical attention.

**f. Medical protocols**

a. Monitoring Visitor Safety and Health

- i. Notice of anyone entering and leaving the Lodge must be given to the manager for record keeping
- ii. Security hut at the River Lodge road entrance will record incoming and outgoing traffic to monitor the situation
- iii. All guests will be provided with a copy of our Hygiene and Sanitation manual if requested. This information will also be available on the websites, displayed on the notice board and repeated on arrival.
- iv. Daily temperature checks will be conducted and recorded by the medical officer.

b. Maintaining Records

- i. Records will be maintained to help trace who has been in contact with any infected individuals that have been to your property or used your vehicles.
- ii. A record keeping process to maintain records of guest, staff, and driver's movements will be done on arrival at the IRL. These records will be kept for a minimum of 90 days. This includes maintaining guest registration records, employee work assignments and documentation of key control procedures and deliveries and records of entrance and exitance of the compound.
- iii. Documentation will be kept on time and date when fogging, sanitization and regular cleaning are done.
- iv. Cleaning supplies will be recorded and managed daily to ensure they are correctly used and to avoid shortages.

c. Managing a positive COVID – 19 case

Once a guest shows common signs / symptoms associated with COVID – 19 or is positive, he/she will be immediately quarantined/isolated respectively and the patient will be monitored. If, in the assessment which includes communication with the Ministry of Health COVID unit, the medex feels or is advised that further medical attention is required, in the first instance, transport to a health facility in Guyana will be arranged as follows:

Whilst in quarantine/isolation daily checks will be taken with guidance from the public health department.

- i. *Visitors with private medical insurance or who are willing to pay.* These guests can choose how their case is to be handled in terms of how they want to be evacuated (air or road) and can specify which hospital (providing that the hospital accepts COVID-19 patients) they want to be carried to in Georgetown. In the case of air evacuation, the Iwokrama air evacuation protocols will be applied.
- ii. *All other visitors.* Iwokrama will provide ground transport to the nearest public health facility which would be the Annai Hospital. Any other special preferences will incur costs to be borne by the visitor.
- iii. A list of all contacts of the infected person will be compiled by the Medex using the Ministry of Health Contact Questionnaire

During the period from the date of quarantine, the patient will only be accessible to Iwokrama's medex or properly protected staff and family members (with approval from Iwokrama's medex).

#### **4. Personal Protective Equipment**

The main aim of using Personal Protective Equipment (PPE) is to provide you with the necessary protection against injury to the body including the inhalation of dust and harmful substances. It also protects your clothing.

PPE can be of different design and type, suitable to the type of work you are engaged in. The material should be suitable, light in weight, allowing freedom of movement, self-ventilating and impermeable to all substances against which protection is guaranteed or recommended.

##### Types of Personal Protective Equipment

Masks, Gloves, Cover toe boots, coveralls, safety goggles, etc

##### Use of Personal Protective Equipment (PPE)

Each employee is required to wear suitable personal protective equipment once on duty and interacting with staff and visitors.

Supervisors must ensure all employees wear protective equipment. Failure to wear PPE will result in disciplinary action by management.

## Disposal of PPE

PPE should be removed after being used or immediately if damaged during work, and replaced with a new pair. All disposable PPE should be disposed of immediately after use and hands should be washed with soap and water immediately after each piece of PPE is removed.

## **5. Staff Training**

Training to be provided by suitably qualified health personnel including from the Ministry of Health and Iwokrama.

**ALL STAFF/CONSULTANTS MUST ATTEND TRAINING SESSIONS AND BE REGISTERED**

Training areas include but will not be limited to the following areas:

- General safety procedures and COVID-19 awareness
- Managing and observing protocols requirements
- Managing and evacuating measures for dealing with a COVID-19 case
- Hygiene and sanitation procedures
- Kitchen and dining area protocol
- Guest accommodation protocol
- Transportation service protocol
- Maintaining records
- Identification of the common signs and symptoms of the Corona Virus
- Quarantine and Isolations procedures
- How to use, clean and care for medical equipment including thermometers
- Training on the use of highly concentrated chemicals and fogging machines.
- Public signs of caution and information for public view.
- How to use and dispose of Personal Protective Equipment (PPE)
- Stigma and Discrimination issues