



COVID-19 PROCEDURES

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The purpose of this plan is to develop and implement a strategy of operating trips in a manner that minimizes the possibility of an outbreak and spread of COVID-19 on our trips.

We are closely monitoring government policy changes and recommendations of local government and health departments. We will continue to make modifications to this protocol, as necessary or appropriate to the developing situation regarding COVID-19.

While we will do everything we can to minimize the risk of transmission, the world is an inherently risky place and **we cannot eliminate the possibility that you may get COVID-19 while travelling, either alone or with Malik Adventures. The decision to travel brings a risk of contracting the illness. That is your decision alone.**

We have developed a [Covid-19 Code of Conduct](#) that outlines the behavior we expect from guests. We reserve the right to remove from the trip any guest who does not comply with the minimum recommended precautions by Malik Adventures.

This document includes:

1. Safety protocols if no suspicion of Covid-19 infection
2. Safety protocols if suspicion of potential Covid-19 infection

Legend

- Action to be performed
- Screening questions to be asked

1. SAFETY PROTOCOLS IF NO SUSPICION OF COVID-19 INFECTION

A) HYGIENE SAFETY REGULATIONS

All clients, guides, and hosts must respect the following 5 principles:

1. Avoid physical contact and maintain a physical distance of a minimum 1.5m indoors and outdoors.
2. Use of face masks is obligatory in vehicles and closed spaces is obligatory.
3. If coughing, do so in your elbow.
4. Hand washing must occur:
 - Before and after unloading boards/kayak
 - Before and after every new activity (i.e. eating, restroom)
 - After blowing one's nose or coughing into an elbow
5. Use only your own gear; no gear should be shared between clients.

B) GUIDE SAFETY KIT

The following kit needs to be with the guide at all times:

- Sanitary dispenser for clients (with enough sanitary solutions for refills)
- Sanitary dispenser for guides
- Sanitary dispenser for gear
- Cloth for cleaning gear

C) SCREENING OF EMPLOYEES

Every day, before work, each employee must

a) PASS A TEMPERATURE SCREEN and

b) ANSWER THE FOLLOWING QUESTIONS:

- Do you have a new cough that you cannot attribute to another health condition?
- Do you have shortness of breath that you cannot attribute to another health condition?
- Do you feel like you are developing a fever or chills?

If an employee answers yes to any of the screening questions, the person screening will immediately activate the emergency protocol for a suspected COVID-19 infection by following these steps:

- Ask the employee to immediately leave the work area and isolate the employee from others.
- First put on protective gloves and protective facial mask, and then place a protective mask over the employees mouth and nose. Give the employee a set of protective gloves to wear. The employee should wear a mask and gloves around co-workers until the status of the employee is determined with a medical test.
- Communicate the case to Marko (091 784 75 47).
- Marko will organize an examination by a medical professional as soon as is feasible.

D) SCREENING OF GUESTS

Before arrival to Croatia, all guests have filled out an 'Enter- to-Croatia' form by Ministry of Internal Affairs that confirms they do not have symptoms or history of Covid-19 infection.

On arrival at the first meeting point with staff of Malik Adventures, guests will sign a form which affirms that within the last 14 days they have not had:

- Fever of 37.2 C or higher, a feeling of developing a fever, or chills.
- A newly developed cough that cannot be attributed to another health condition.
- A newly developed shortness of breath that cannot be attributed to another health condition.
- A new developed sore (painful) throat that cannot be attributed to another health condition.
- Contact with an individual who has been ill with respiratory complaints or fever, or who a guest knows has tested positive for COVID-19.
- Been themselves diagnosed with COVID-19.

During your trip with us, every day, before breakfast and before dinner each guest must:

- a) PASS A TEMPERATURE SCREEN and
- b) ANSWER THE FOLLOWING QUESTIONS:

- Do you have a new cough that you cannot attribute to another health condition?
- Do you have shortness of breath that you cannot attribute to another health condition?
- Do you feel like you are developing a fever or chills?

If an employee answers yes to any of the screening questions, the staff member screening will immediately activate our emergency protocol for COVID-19 by following these steps:

- Removing the employee from the work area and isolating the employee from others.
- Implement the use of masks and gloves by the employee and co-workers until the status of this employee can be determined with a medical test.
- Communicate the case to Marko (091 784 75 47).
- Marko will have the employee examined and tested by a medical professional as soon as this is feasible.

If a participant is not able, or refuses to answer the above listed questions in the affirmative, he/she will not be allowed to travel with us. Any participant that has shared the same physical address for the past 7 days or has travelled in the past 7 days with the person displaying symptoms which may indicate COVID-19. will not be allowed to participate on the trip.

If a guest's body temperature increases to 37.2 degrees Celsius or higher during the trip, we will not allow them, or any participant that has shared their physical address for the past 7 days, or anyone who has travelled with them in the past 7 days to participate on the trip. In the event of this circumstance, we offer the choice of refunding 20% of fees paid.

If a guest tests positive during the trip, this will activate the emergency protocol for COVID-19 (see section 2).

E) SEA KAYAKING/SUP TOURING SAFETY PROCEDURES

Before the trip

- Ensure every client has been assigned personal gear for the entire trip:
 - Kayaking: kayak, paddle, PFD, spray deck, dry bag
 - Stand up paddle boarding: board, paddle, leash, dry bag
- Bring cleaning supplies to wash your hands and bring your own hand towel.
- Approved hand sanitizer and a cloth for wiping gear

During the trip

- Ensure every client has his own personal gear set! No gear should be shared between clients.
- Only touch your own gear. Again, we're applying a common rule to paddling. If you help someone carry a boat, remember where you touched it. If you carry the stern to launch, carry the stern when you take the boat out of water.
- Avoid close contact with guests. Rescue protocols after capsizing are to be adjusted if possible (as explained in training) to maintain a 1.5m distance. Avoid rafting unless really necessary.
- When launching: ensure the group is physically spread out. There should be enough space for everyone to maintain 1.5m of distance between each other. Explain all safety procedures from a distance: using spray decks, pdfs,
- Adjust itineraries to be allow for group skill/fitness level. An important part of our trips is to help push people's limits, but we should make sure we do not stretch their comfort level in ways that will lead to capsizing or requiring close contact rescue techniques.
- Don't let COVID-19 distract you from following normal safety precautions. This is all a distracting, frustrating mess, and it will end eventually. Until then, take your time. Make sure to follow standard safety procedures like telling your friends where you're going, checking river and weather conditions before you leave, and wearing a personal flotation device.
- Include Covid-19 procedures in all briefings!

Food service protocol

- A guide will serve food to guests and will pour coffee for guests
- Use of a protective face mask is mandatory while preparing food
- Wash hands frequently
- Ensure cups, cutlery, spices and honey are in individual packaging. This is an extremely important part of the picnic lunch, and we should ensure that every client uses only their cup. Make sure the guests are not sharing food or cutlery, and that each person has brought their own food bag.
- Remember, do not:
 - Provide buffet-style food service.
 - Allow guests to help prepare, serve food or congregate in the food preparation area

F) CYCLING PROCEDURES

On our trips we do simple and short cycling trips and the following procedures need to be respected:

- Clean each bike (handle, rail and seat, helmet) with proper sanitary agent before and after each clients use!
- Only touch your own gear. Organize a demonstration session and explain how seats are adjusted and how one changes gears.
- Ensure availability of hand sanitizers for all clients before, and after the cycling trip.

G) VEHICLE TRANSFER PROCEDURES

Before van transfer

- Clean the van before and after every transfer of guests (head rests, door handles, windows, driver's area) with the appropriate solution (70% alcohol or other approved disinfectant)
- Display visible instructions in the vehicle
- Open the doors and windows outside to ventilate the van

During van transfer

- Do not use air conditioning or car ventilation.
- Ventilate space with open windows.
- Ensure 1,5m between passengers (5 clients in the van at the same time)
- Ensure passengers wear masks and sanitize their hands

H) ACCOMODATION PROVIDERS

All accommodation will be provided by family operated apartments and houses. All of the hosts have been briefed and instructed to follow the safety protocols for disinfection of apartments issued by the Croatian Health Ministry.

These include procedures for cleaning of premises where a guest has resided, but who was not suspected of Covid-19 infection and procedure the case of a suspicion of Covid-19 on the premises. Croatian version is here:

I) FOOD VENUES

Restaurants that prepare and serve our food have all been briefed and have made necessary preparations in line with safety protocols issued by the Croatian Health Ministry.

This includes procedures in case there is no suspicion of Covid-19 and procedures in case of is suspicion of a Covid-19 infection on the premises.

2. SAFETY PROTOCOLS IF SUSPICION OF POTENTIAL COVID-19 INFECTION

CONFIRMING COVID-19 SYMPTOMS

Suspicion of Covid-19 is defined as presence of any of these symptoms that cannot be attributed to any other health condition:

- Raised body temperature (>37,2 Celsius)
- Cough (usually “dry”)
- Difficulty breathing

PROTOCOL FOR SUSPECTED COVID-19 CLIENT SYMPTOMS

Immediate response:

1. Escort client with Covid-19 symptoms by the shortest possible route to their room/apartment (avoid contact with any other people or shared spaces like shops, bars)
2. Ensure the client understands that they must stay in their room with closed doors and windows. Ensure the client has everything they need to be able to stay in the room:
 - Food and water (organize food delivery to their doorstep)
 - 6 disposable masks
 - 6 pairs of gloves
 - Special trash bin (with lid) for infected waste (gloves and masks)
3. Inform all hosts responsible for the client (landlords, restaurant owners) and their roommates not to enter the room.
4. Designate one person that will maintain some sort of contact with the client:
 - Contact the client only while wearing a mask, gloves and keeping 2m distance, without entering the room of the infected client.
 - Dispose masks, gloves and all safety gear in plastic bags and which will be placed in bag specifically labeled for infected waste!
 - Always wash hands thoroughly with soap and water after being in contact even at the recommended distance from the infected person.
5. Contact Marko (091 784 75 47) and inform him about the situation
6. Marko will immediately contact the local health authority responsible for island Molat: (Dr. Velimir Vuk, 099 27 49 745 or 023 372 510). Immediately contact Dr. Vuk yourself if Marko is unavailable to answer the phone.
7. Proceed according to the recommendations given by local health authorities.

The remainder of the holiday trip for clients who become suspected of Covid-19:

- The guest suspected of COVID-19 infection and their roommates must stay in the apartment for the remainder of the vacation. No exit outside is allowed! Dr. Vuk will organize the necessary testing, and the local epidemiologist will issue written orders for self-isolation and conduct interviews to determine contact tracing.
- The guest suspected of COVID-19 infection and their roommates will be supplied surgical masks, gloves, plenty of hand sanitizer along with disposable paper towels. All used masks and gloves are to be disposed in a specially designated infectious waste bin (with a lid).
- Delivery of all food and supplies will be ensured to the client's room. All goods will be delivered to the doorstep without direct contact with the guest in self-isolation.
- The guest suspected of COVID-19 infection will designate one liaison person who will be responsible for taking care of the client. The person must have no chronic illnesses, and you must remember that only the designated person should talk and deliver goods to the guest suspected of COVID-19 infection. The designated person must wear gloves, a medical mask and maintain distance from the guest suspected of infection. Masks and gloves will be disposed in a specially designated bin (with a lid) labelled 'infectious waste'. All deliveries must be left at the doorstep without direct contact with the guest in self-isolation.
- Once the guest has left, enter the room with a mask, and open the doors and windows. After at least one day has passed clean and sanitize the rooms while wearing a mask and gloves by using typical sanitary solution containing at least 0,5% Sodium Hypochlorite.
- Ensure the guest has all necessary support.
- Insure delivery of all food and supplies (i.e. Linens, clothes).
- Insure delivery of sanitary supplies
- Insure disposal of garbage and ensure the garbage bag is tightly sealed before disposing
- Return to the mainland will be organized following recommendations by local health authorities.

CLEANING PROCEDURE FOR GEAR USED BY A GUEST SUSPECTED OF COVID-19 INFECTION

- Isolate the contaminated area or gear to prevent further contact of the equipment by other clients.
- Clean the gear with ECDC (European Center for Disease Control???) recommended cleaning agents which may be based on: 70% Ethanol, Sodium Hypochlorite, Sodium Chloride, Glutaraldehyde, Isopropyl alcohol and Benzalkonium Chloride
- Make sure to have a properly labelled garbage bag for disposal of infectious waste
- Immediately remove and change gloves in case of visible damage to the gloves.
- Clean surfaces with detergent and water
- Use the above recommended cleaning agents for the gear
- Spend a sufficient amount of time scrubbing surfaces with detergent to ensure removal of possible pathogens
- Finally, rinse with water to complete the cleaning of the gear. Remember! Avoid using water under high pressure, as this and other aggressive cleaning methods may cause dissemination of the virus from the surface to the air around you via aerosol. Use a vacuum only after sanitation is completely finished.
- Dispose of gloves and masks used in the appropriate infectious waste trash bag.
- Wash hands thoroughly after cleaning