



# COVID-19 (CORONAVIRUS) VISITOR PROCEDURES

The Ministry of Health and Tourism of Aruba is collaborating with all government authorities on a national level in actively implementing Aruba's recovery plan for COVID-19. Aruba continues to monitor the situation of the Coronavirus locally, regionally and internationally.

**COVID-19 PROCESSES AND PROCEDURES – As per July 1st, 2020**

**For Use in Suspected COVID-19 Cases at the airport and among Hotel Guest(s)**

The Ministry has outlined the following protocols at the airport and as a guide for accommodations. This document is solely for internal purposes and is confidential.

The protocols listed are subject to change as the Ministry will consider additional precautionary measures, as necessary.

## • **CONTACT INFORMATION**

Company	Phone	Hours of Operation	Role
Call Center - Tourist	280-0505	8am – 8pm	Created specifically to address COVID-19 medical concerns among non-residents
Medcare	280-0630	9:30am – 10pm	Private Clinic
Department of Public Health (DPH)	522-4221 522-4241	8am – 4pm	General questions
Private Concierge	566-4961	8am-8pm	Arrange transportation and designated locations

## **KEY TERMS**

**Isolation:** When someone is showing symptoms or has a confirmed case of COVID-19, they are placed in isolation at one of the designated isolation accommodations.

**Quarantine:**

- For someone who does not have symptoms, but they have been in direct contact with someone who has shown symptoms or has been confirmed as a COVID-19 case, the guest will be placed in quarantine at one of the designated locations for quarantine.
- For someone who didn't upload a negative PCR test result prior to arrival in Aruba, who will have to be quarantined at host hotel up to 24 hours pending test results.

**Important Note:** The department of public health is responsible for defining the nature and degree of contacts in order to identify who will be quarantined or not

## **AIRPORT SCENARIO**

Below protocol delineates actions to be taken during the various stages of the travel process at Aruba Airport.

### **Arrival**

Upon arrival all arriving passengers, crew must comply with/ will undergo the following checks:

#### **Initial Step**

- Passengers and crew required to use PPE (face masks) with the exception of children 14 and under
- Hand sanitizing equipment available for all arriving passengers and crew
  
- Help desk (after customs screening area) will provide assistance to download or register information in reference to the Aruba Health App.

### **VISITORS WITH APPROVED PRE UPLOADED NEGATIVE PCR TEST PRIOR TO TRAVEL**

This screening process also applies to everyone who is exempted from the PCR test requirement:

1. Children 14 and under
  2. Same day traveler
  3. Aircraft crew members
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- Manual temperature check and short interview by a Health Worker to determine COVID-19 risk

**If cleared:**

- Passenger can proceed to enjoy their vacation

**If not cleared:**

- Passenger (Covered by the Aruba Visitors Insurance) will have to be tested at the airport by Private Clinic
- DPH will escort the suspected case and his/her travel companion to the VIP room of the airport via the landside door where they will wait for testing of the suspected case.
- The team leader of DPH will call Private Clinic to come to take the swab and transport this immediately to the laboratory for analysis.
- The suspected case and his/her travel companion(s) will remain in the VIP room awaiting test results.
- Test results will be available in approximately 2 hours. In the meantime, both the suspected case and his/her travel companion(s) are required to have a face mask on pending test results.
- DPH will request the host to contact the private concierge by phone in order start the process of having an alternative accommodation and a transportation company on standby in case the test results come back positive for Covid-19.

**If test results are negative:**

- DPH will inform the host, who in turn will inform the passenger and the private concierge by phone
- Passenger and travel companion(s) are free to leave the airport premises and start their vacation.

**If test results are positive:**

- DPH will go over to the VIP room to inform the suspected case of his/her test results and inform travel companion(s) that they will have to go in quarantine.
- DPH will inform the host who in turn will inform the private concierge by phone
- The private concierge will confirm booking and transportation at a designated isolation location for the confirmed case and arrange transportation to designated quarantine location for identified contact(s)
- After making arrangements the private concierge will call the host back to inform on booked isolation and quarantine location who in turn will inform the positive case and the travel companion(s)
- The private concierge contacts the original host accommodation to inform them that the visitor and his/her companion(s) will not be coming in order to arrange refund (if applicable)
- The confirmed case will remain in isolation at one of the designated locations (Covered by the Aruba Visitors Insurance) until recovered
  - Medical follow up will be done by one of the private clinics which will report back to DPH when patient is recovered
- Identified contact(s) of the confirmed case will remain at the quarantine designated location (guest is responsible for payment) and will be monitored by the DPH

Please note that a person who is not showing symptoms cannot be forced to stay in quarantine in Aruba, however Aruba can mandate that they return to their country of origin should they refuse to remain in quarantine on island.

**Important Note:** The department of public health is responsible for defining the nature and degree of contacts in order to identify who will be quarantined or not.

## VISITORS TESTING IN ARUBA – WITHOUT PRE UPLOADED NEGATIVE PCR TEST PRIOR TO TRAVEL

- Swab will be taken by a Health Worker and passenger can proceed to his/her host hotel in quarantine
- Result of test will be notified via the Aruba Health App, via email or a phone call by DPH
- This process can take up to 24 hours but generally the test results will be known within 6-8 hours.
- All visitors are required to show at check in at their host hotel their ED Card boarding approval which contains a QR code.
- Visitors who need to be in quarantine will have a Green ED Card boarding approval showing a test tube stating “test upon arrival”

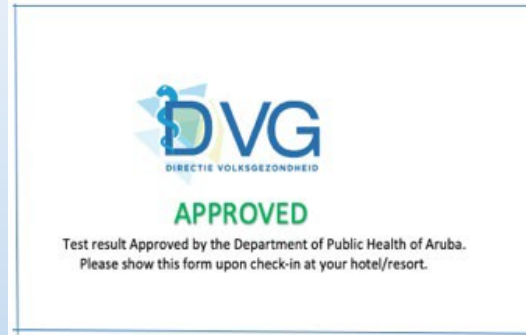


- Visitors who are free to enjoy their vacation after arrival will have:
  1. A Green ED Card boarding approval showing a green check mark stating “qualified” and a DVG approved ticket



2. A Green Ed Card boarding approval showing a green check mark stating “qualified to board” show test upon arrival and a DVG approved ticket.

Traveler should have both forms and in case test is not approved (no ticket), traveler needs to retest and remain in quarantine pending test results.



- Front desk agent needs to collect the DVG approved ticket upon check in.
- For visitors testing at the airport: after test results are known the visitor is required to report this to the host hotel by showing the notification sent by the Department of Public Health.

### **If test results are negative:**

- - The visitor can discontinue quarantine and start their vacation

### **If test results are positive:**

- The DPH will notify the guest and the private concierge
- In case of positive test result the visitor will receive the following notification : Your test results are known. You will be contacted by the Department of Public Health shortly. Meanwhile, we kindly request you to remain in your room.
- The private concierge will inform the host hotel of the positive case.
- The private concierge to arrange relocation of positive case and identified contact(s).

- Private concierge will ensure booking at one of the designated isolation locations and arrange transfer to the designated isolation location for the positive case (Covered by the Aruba Visitors Insurance)
- Private concierge will arrange booking and transfer for relocation to a designated quarantine location for identified contact(s) (guest is responsible for payment)
- Host hotel will connect private concierge with the positive case and identified contact(s) to provide more information on the designated isolation and quarantine location
- The GM or assigned person will need to ensure the positive case and identified contact(s) to pack their belongings and stay in the room until transportation has arrived
- The GM or assigned person will then arrange for a mask to be delivered to the room of the positive case.
- Furthermore, each hotel is to implement their own hotel staff safety protocols.
- The confirmed case will remain in isolation at one of the designated locations (Covered by the Aruba Visitors Insurance) until recovered
  - Medical follow up will be done by one of the private clinics which will report back to DPH when patient is recovered
- Identified contact(s) of the confirmed case will remain at the quarantine designated location (guest is responsible for payment) and will be monitored by the DPH

Important note: If a guest refuses to leave, the host hotel needs to handle the issue on a case by case basis

- Please note that a person who is not showing symptoms cannot be forced to stay in quarantine in Aruba, however Aruba can mandate that they return to their country of origin should they refuse to remain in quarantine on island.



**If a visitor who is testing upon arrival is showing obvious covid-19 symptoms which has been noticed by either the DPH or the HOH personnel:**

- Suspected case (Covered by the Aruba Visitors Insurance) will have to be tested by Private Clinic
- DPH will escort the suspected case and his/her travel companion(s) to the VIP room of the airport via the landside door where they will wait for testing of the suspected case
- The team leader of DPH will call Private Clinic to come take the swab and transport this immediately to the laboratory for analysis.
- The suspected case and his/her travel companion(s) will remain in the VIP room awaiting test results.
- Test results will be available in approximately 2 hours. In the meantime, both the suspected case and his/her travel companion(s) are required have a face mask on pending test results.
- DPH will request the host to contact the private concierge by phone (5664961) in order start the process for having an designated isolation and quarantine location and a transportation company on standby in case the test results come back positive for covid-19

**If test results come back negative:**

- DPH will inform the host, who in turn will inform the passenger and the private concierge by phone
- Passenger and travel companion(s) are free to leave the airport premises and start their vacation.

**If test results are positive:**

- DPH will go over to the VIP room to inform the suspected case of his/her test results and inform the travel companion(s) that they will have to go in quarantine.
- DPH will inform the host who in turn will inform the private concierge by phone
- The private concierge will arrange booking and transportation to a designated isolation location for the confirmed case and arrange transportation to designated quarantine location for identified contact(s).
- After making arrangements the private concierge will call the host back to inform on booked isolation and quarantine location who in turn will inform the positive case and the identified contact(s).
- The private concierge contacts the original host accommodation to inform them that the visitor and his/her companion(s) will not be coming in order to arrange refund (if applicable).
- The confirmed case will remain in isolation at one of the designated locations (Covered by the Aruba Visitors Insurance) until recovered
  - Medical follow up will be done by one of the private clinics which will report back to DPH when patient is recovered
- Identified contact(s) of the confirmed case will remain at the quarantine designated location (guest is responsible for payment) and will be monitored by the DPH.

Please note that a person who is not showing symptoms cannot be forced to stay in quarantine in Aruba, however Aruba can mandate that they return to their country of origin should they refuse to remain in quarantine on island

# ACCOMMODATION PROTOCOL – VISITORS DISPLAYING SYMPTOMS

## Initial Step

- In the case of a guest contacting the hotel in light of symptoms linked to COVID-19 (fever, cough, shortness of breath, sore throat, anosmia and myalgia/chills), the hotel staff must direct the guest immediately to their room and the respective hotel representative must contact the Call Center Tourist at 280-0505 and connect the call to their room.

It is noteworthy to add that the guest might not contact the hotel directly but the Call Center Tourist instead.

- Over the phone, a triage questionnaire will be conducted by a medical practitioner.

## Scenario one

### For guests that do NOT MEET criteria for testing:

- If the guest does not meet the criteria, the medical practitioner will advise them on next steps (at own cost).

- The hotel should follow up by calling the room and confirming the status. No further action required from the hotel if the criteria is not met.

## Scenario two

### For guests that MEET criteria for testing:

- If the guest does meet the criteria, the medical practitioner at the Call Center Tourist will inform the guest and Private Clinic of suspected case

- Private Clinic will inform guest and host hotel of the testing appointment to be conducted at the host hotel (Covered by the Aruba Visitors Insurance)

- Host hotel will contact the private concierge to be on standby in regards to transportation and isolation / quarantine location for possible positive case

## **Option A**

- Testing will take place in additional testing room at host hotel
- Private Clinic arrives on hotel premises and reports to the assigned hotel representative
- Private Clinic will enter the designated testing room, puts on PPE and suspected case comes in and lab technician takes the swab
- After the swab the lab technician takes off PPE, puts this in a plastic bag, washes his/her hands and leaves the room
- The suspected case will stay in designated testing room until test results are known

Important note: hotel to supply plastic bag

## **Option B**

- Testing will take place in the guest room at host hotel
- Private Clinic arrives on hotel premises and reports to the assigned hotel representative
- Private Clinic will go to the guest room, puts on PPE in front of the door, goes into the room and takes the swab
- After the swab the lab technician leaves guest room, takes off PPE in front of the door, puts this in a plastic bag, applies hand sanitizer, washed his/her hands at public rest room (if available)
- The suspected case will stay in his/her guest room with mask on until test results are known Important note: hotel to supply plastic bag

Next steps for both options (A&B)

- Private Clinic will call the guest at the designated room (via operator) and inform about the test results and will inform the DPH and host hotel

### **If test result is negative:**

- Visitor can resume their vacation

### **If test result is positive:**

- DPH will instruct the confirmed case to go in isolation
- Host hotel will inform the private concierge of the confirmed case who will ensure booking at designated isolation location and arrange transfer with designated transportation company for re-location of positive case (Covered by the Aruba Visitors Insurance)
- The private concierge will ensure booking at designated quarantine location and arrange transfer with designated transportation company for re-location for identified contact(s) (guest is responsible for payment)
- Host hotel will connect private concierge with the positive case and identified contact(s) to provide more information on the designated isolation and quarantine location
- The GM or assigned person will need to ensure the positive case and identified contact(s) pack their belongings and stay in the room until transportation has arrived for re-location
- The GM or assigned person will then arrange for a mask to be delivered to the room of the positive case.
- Furthermore, each hotel is to implement their own hotel staff safety protocols.
  
- Upon arrival at the hotel, the driver of the designated transportation company will advise the GM or assigned person to send the hotel guest (wearing the mask) to the car immediately
- The GM and hotel staff must ensure the guest and identified contact(s) are transported safely, with the mask on, with minimal interaction with other guests, in a timely manner.
- Positive case and identified contact(s) cannot be transported in the same vehicle

- Medical follow up will be done by one of the private clinics which will report back to DPH when patient is recovered
- In case an identified contact develops COVID-19 related symptoms while in quarantine, the new suspected case will be tested by one of the private clinics
- Identified contact(s) of any new confirmed case will stay in quarantine (guest is responsible for payment) – quarantine period restarts each time a new case is discovered within the group
- Please note that a person who is not showing symptoms cannot be forced to stay in quarantine in Aruba, however Aruba can mandate that they return to their country of origin should they refuse to remain in quarantine on island.

Important note: If a guest refuses to leave, the host hotel needs to handle the issue on a case by case basis Accommodations should encourage identified contact(s) to return home, instead of being relocated to quarantine designated locations.

# Refund

If test result is positive, visitor will be relocated to a designated isolation location. His/her identified contact(s) have 2 options:

1. Depart Aruba

2. Move to designated quarantine property

- If affected guests depart the hotel for quarantine, isolation, or return to home country, hotel shall refund guests for any unused nights (net rate received by hotel).
- Reservations that are made via third parties (OTA and TO) will technically be refunded by the third party (because payment has not been received by hotel yet).
- So, the hotel agrees to the refund and will notify the third party of such approval, however the customer has to request the refund from the third party (and it will have a processing time).
- The refund assists guests with payment of quarantine expenses which will not be covered by the Aruba Visitors Insurance. Note that identified contact(s) that do not display symptoms also have the option to leave the island while the affected visitor is in isolation.
- Identified contact(s) in quarantine is responsible for expenses relating to quarantine accommodation, meals and transportation.
- It is recommended to inform guest of possible isolation or quarantine in reservation confirmations and registration cards.
- The Refund policy is not applicable for the vacation ownership sector (timeshare resorts).

# Alternative Accommodations Protocol

- Mask must be available on property for the guest.

## **Initial Step**

- In the case of a guest having symptoms linked to COVID-19 (fever, cough, shortness of breath, sore throat, anosmia and myalgia/chills), the guest must contact their accommodation host or COVID Call Center Tourist at 280-0505
- Over the phone, a triage questionnaire will be conducted by a medical practitioner.

## **Scenario one**

For guests that do not meet criteria for testing:

- The medical practitioner will advise them on next steps.

## **Scenario two**

For guests that meet criteria for testing:

- If the guest does meet the criteria, the Call Center Tourist will inform the guest of the appointed time for testing (Covered by the Aruba Visitors Insurance)
- Testing will take place at the place of stay
- Private Clinic arrives at the property, puts on PPE and takes the swab
- After the swab the lab technician takes off PPE puts this in a plastic bag, applies hand sanitizer and washes his/her hands
- The suspected case will stay with mask on until test results are known
- Identified contact(s) must stay in quarantine pending test results of the suspected case.
- Guest must keep the host informed of the status regarding testing
- Private Clinic will call the guest and inform about the test results and will inform the DPH

## **If test result is negative:**

- Visitor can resume their vacation



## **If test result is positive:**

- DPH will instruct the confirmed case to go in isolation in a separate room until recovered
- In case the current accommodation does not host isolation, the positive case will have to be relocated to a designated isolation location (Covered by the Aruba Visitors Insurance).
- Host will have to contact private concierge to ensure booking at designated isolation location and arrange transfer with designated transportation company for re-location of positive case.
- Host hotel will connect private concierge with the positive case and identified contact(s) to provide more information on the designated isolation and quarantine location (if applicable)
- Identified contact(s) of the confirmed case will have to be in quarantine and will be monitored by the DPH.
- In case the current location hosts guests for quarantine, guests can remain in accommodation and avoid contact with positive case.
- If not, the private concierge needs to make arrangements for guests to be relocated to a designated quarantine location (guest is responsible for payment).

o Please note that a person who is not showing symptoms cannot be forced to stay in quarantine in Aruba, however Aruba can mandate that they return to their country of origin should they refuse to remain in quarantine on island. A person shall not be tested if they are not showing symptoms, as per WHO procedures

- In case an identified contact develops COVID-19 related symptoms while in quarantine, the new suspected case will have to get tested and then be isolated pending test results
- Identified contact(s) of any new confirmed case will have to stay in quarantine - quarantine period restarts each time a new case is discovered within the group

Here again please note that a person who is not showing symptoms cannot be forced to stay in quarantine in Aruba, however Aruba can mandate that they return to their country of origin should they refuse to remain in quarantine on island. A person shall not be tested if they are not showing symptoms, as per WHO procedures

# Departure

Upon departure, all departing passengers, crew must comply with the following:

- Passengers and crew required to use PPE (face masks) with the exception of children 14 and under
- Restricted access into check in areas: only passengers and crew
- Hand sanitizers offered to passengers and crew
- Social distancing requirements within check in areas and throughout departure process
- Plexi-Shielded counters
- Airport Authority staff required to use PPE (face masks)

**If suspected case is identified among a visitor who is testing upon departure and is showing obvious covid-19 symptoms which has been noticed by either the DPH or the HOH personnel:**

- Suspected case (Covered by the Aruba Visitors Insurance) will have to be tested by Private Clinic
- DPH will escort the suspected case and his/her identified contact(s) to the VIP room of the airport via the Landside door where they will wait for testing of the suspected case
- The team leader of DPH will call Private Clinic to come take the swab and transport this immediately to the laboratory for analysis.
- Private Clinic personnel arrives at the AAA and takes the swab in the assigned bathroom (as agreed upon). Private Clinic personnel takes off PPE, puts these in a plastic bag, wash his/her hands, and leaves the VIP room with the sample for testing.
- The suspected case and his/her identified contact(s) will remain in the VIP room awaiting test results.
- Test results will be available in approximately 2 hours. In the meantime, both the suspected case and his/her identified contact(s) are required have a face mask pending test results.
- DPH will request the host to contact the private concierge by phone (5664961) in order start the process for having an alternative accommodation and a transportation company on standby in case the test results come back positive for covid-19

### **If test results come back negative:**

- DPH will inform the host, who in turn will inform the passenger and the private concierge by phone (5664961)
- Passenger and travel companions are free to leave the airport premises and start their vacation.

### **If test results are positive:**

- DPH will go over to the VIP room to inform the suspected case of his/her test results and inform identified contact(s) that they will have to go in quarantine.
- DPH will inform the host who in turn will inform the private concierge by phone (5664961)
- The private concierge will arrange booking at and transportation to designated isolation location for confirmed case and booking at and transportation to designated quarantine location for identified contact(s)
- The confirmed case will remain in isolation at one of the designated locations (Covered by the Aruba Visitors Insurance) until recovered

Medical follow up will be done by one of the private clinics which will report back to DPH when patient is recovered

- Identified contact(s) of the confirmed case will remain at the quarantine designated location (guest is responsible for payment) will be monitored by the DPH

# PROTOCOL – CLEAN ROOM AFTER A QUARANTINE OR ISOLATION GUEST VACATES

Rooms that have been vacated should be left closed until proper cleaning and disinfecting procedures can be completed.

- It is recommended to leave vacant rooms for at least 4-6 hours before staff enter for cleaning and disinfecting.
- All personnel entering the room, including cleaning personnel, must wear the appropriate personal protective equipment: FFP2 mask, liquid resistant gown, gloves and splash proof goggles.
- PPE must be put on before entering the room and it is important to previously remove all personal items that are worn (watch, rings, bracelets, mobile phone, etc.). Long hair should be tied back. It is also important to ensure correct fit of the PPE to ensure that protection is guaranteed during the activity.
- Discard any waste that has come into contact with the guest in isolation in a separate waste bag.
- Clean and disinfect all common touch surfaces (including doorknobs, light switches, phones, bathroom fixtures, tables, chairs, keyboards, tablets, remotes, etc.) and all hard surfaces in the room that have been vacated (bedside tables, bedroom furniture, etc.) using disinfectant (e.g. bleach, ammonium, Hydrogen peroxide, etc.). Tip: prepare a fresh solution in the ratio of 250 ml bleach to 10 liters of water (or 5 tablespoons bleach per gallon of water or 4 tablespoons of bleach per quart of water) prepared the same day that it is going to be used. Other disinfectants and house cleaners as quaternary ammonium, ethanol are effective too.
  - o Bring all supplies into the room at one time and before cleaning begins
  - o Clean all surfaces first with a detergent or cleaning chemical, following manufacturer's instructions
  - o Rinse surfaces before applying disinfectant effective against coronaviruses. Follow manufacturer's label instructions for disinfectant, including contact time needed.
- Soft surfaces such as carpets, bedding, drapes, etc. should be cleaned to remove visible contamination. Launder all soft surfaces such as bedding, curtains, etc. if possible.
  - o Avoid application methods that produce aerosols or generate splash.
- If a guest with COVID-19 used reusable glassware, these should be washed separately with standard detergent and hot water, or in the dishwasher on an extended washing program.
- If possible, let the room ventilate before the next guest enters.

## **Laundry treatment (for those in isolation)**

Discard laundry that has been in contact with the COVID-19 positive guest or in the immediate vicinity into a separate laundry basket. Wash towels, bed linens, etc. at a minimum of 60 ° C with a full wash program and normal detergent. Let the laundry dry well in a tumble. Wear gloves when handling laundry and then apply hand hygiene.

## **Donning and Doffing of Personal Protective Equipment (PPE) for Cleaning**

Donning (Putting on):

- Perform hand hygiene before putting on any PPE
  - General approach to putting on this PPE combination:
    - First put on the gloves
    - Then put on the mask
    - Then put on the eye protector
    - Lastly, put on the gown
  - After placing the mask, the mask should no longer be touched.
  - If the mask becomes dirty, it must be replaced.
- DoFFing (Taking off):
- Consider performing hand hygiene using an alcohol-based hand rub with gloves on prior to removing any PPE.
  - Remove PPE carefully to avoid contaminating yourself
  - General approach to removing this PPE:
    - First remove the gown
    - Then remove the eye protector
    - Then remove the mask
    - Lastly, remove the gloves
  - Dispose of the PPE together with other potential infectious waste items in a secured plastic bag.
  - Perform hand hygiene after removing PPE.

Note: The potential infectious waste (staff PPE together with personal trash from the guest room) should be collected and transported separately.