

COVID-19: Policy & Protocol

Kenya (October 25, 2021)

Quick Summary of the Outbreak

1. A pneumonia of unknown cause detected in Wuhan China was first reported to the WHO Country Office in China on December 31, 2019.
2. On February 11, 2020, the WHO announced a name for the new coronavirus disease: COVID-19.
3. The novel Coronavirus disease was declared a pandemic on March 11, 2020.
4. On April 16, 2020, the WHO issued guidance for governments related to public health and social measures to avoid the spread of the disease. These lockdowns had already been in place in numerous countries. Travel restrictions have also been in place.
5. To date, the total number of confirmed cases is just under 242 million with about 4.9 million deaths.
6. The countries with the highest numbers of cases are the USA (more than 46 million), India (more than 34 million) and Brazil (more than 21 million).
7. For daily reports about the situation, please visit this link on the WHO website:
www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports

Symptoms of COVID-19

Symptoms of COVID-19 can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly. People with coronavirus may experience symptoms such as but not limited to:

- fever
- respiratory symptoms
- coughing
- sore throat
- shortness of breath
- Other symptoms can include runny nose, acute blocked nose (congestion), headache, muscle or joint pains, nausea, diarrhea, vomiting, loss of sense of smell, altered sense of taste, loss of appetite and fatigue.

The Current Situation in Kenya

1. As of October 21, 2021, there have been more than 252,000 confirmed cases of COVID-19 in Kenya, with more than 246,000 recovered patients and about 5,000 related deaths. About 2.6 % of the population has been fully vaccinated and the vaccination campaign is ongoing.

2. International flights resumed on August 1, 2020. Domestic air travel resumed on July 15, 2020, under the Ministry of Health and Transport guidelines.
3. **Mandatory wearing of masks in public is in effect.**

Current Entry and Exit Requirements

1. Currently, US passengers are permitted to enter Kenya and they are exempt from quarantine. Entry in Kenya is allowed under the following conditions:
 - The passenger does not have a body temperature above 37.5°C (99.5°F).
 - The passenger does not have a persistent cough, difficulty breathing or other flu-like symptoms.
 - The passenger has a negative PCR-based COVID-19 test conducted within **96 hours prior to arrival**.
 - Incoming travelers are required to have a **QR code** and complete a **Travelers Health Surveillance Form** which is available at https://ears.health.go.ke/airline_registration/. When registration is made on the website, the code is sent to the email given.
 - Passengers departing to the US **are required** to have a negative PCR-based COVID-19 test **no more than 72 hours before departure**. They will then be given a TT code with their results to use when departing.
 - The Kenya Ministry of Health launched the Trusted Travel (TT) Initiative: <https://africacdc.org/trusted-travel/>. At this time, the QR code is for arriving passengers and the TT code is for those departing. Travelers can get the TT code with their test results from an accredited lab at any major hospital.
 - Effective January 1, 2021, all passengers are required to apply and obtain an e-visa before boarding an inbound aircraft to Kenya. The e-visa can be obtained through <http://evisa.go.ke/evisa.html>.
2. For more information, please visit these websites:
 - Ministry of Health in Kenya: www.health.go.ke/#1621663315215-d6245403-4901
 - U.S. Embassy in Kenya: <https://ke.usembassy.gov/covid-19-information>
 - Kenyan Embassy in Washington D.C.: <https://kenyaembassydc.org>
 - COVID-19 dashboard providing key data elements about the COVID-19 pandemic: https://khro.health.go.ke/#/covid_19_tracker
 - US Department of State: <https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages/Kenya.html#>
 - CDC page on COVID-19: www.cdc.gov/coronavirus/2019-ncov/travelers/index.html

GEI Global Policy

1. We take daily updates from core, factual, reliable sites:
 - www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public
 - www.cdc.gov/coronavirus/2019-nCoV/summary.html
 - www.worldometers.info/coronavirus
 - Further local in-country sites for Kenya
2. We immediately address and action any amendments required to the Company Protocol (see below) arising out of the updates.
3. We follow country-specific guidelines and protocols, and those may supersede our Company guidelines and protocols.
4. We disseminate the Company Protocol to all in-country staff (including all program managers and guides), and we train and update them before the start of every program.
5. We assess program managers and guides prior to each program of their up-to-date knowledge of the available information and their comfort with the Company Protocol.
6. We have an internal COVID-19 Protocol Handbook for all GEI in-country staff. This Handbook provides detailed information on how to operate programs during the global COVID-19 spread.

GEI Protocol

1. Our staff members are all fully vaccinated. Tourism personnel in Kenya have been given priority to get vaccinated and a majority of them got vaccinated. We will, as much as is possible to do so, only work with tourism personnel who have been vaccinated.
2. We have identified the government-appointed medical facilities/clinics/hospitals in Kenya capable of providing the best available care to our clients if required. These are:
 - **The Nairobi Hospital** - Argwings Kodhek Rd, Nairobi, Kenya. Tel: (+254) 703082000.
 - **Makueni County Referral Hospital** - Wote Makueni, Kenya. Tel: (+254) [758 722016](tel:+254758722016), (+254) 723 919457. This is the biggest hospital in Makueni and offers all the services.
 - **Loitokitok Sub-County Hospital** - Kuku Kajiado, South Kajiado, Kenya. Tel: (+254) 726 734271. This is a mall hospital in the remote area of Amboseli, they cannot do major operations like scans and MRI.
3. We provide our clients with local COVID-19 related information for pre-departure dissemination.
4. **We require that all our guests be fully vaccinated for COVID-19 at least 14 days before travelling to one of our destinations. Our guests will be required to send us a copy of their vaccination certificates prior to traveling.** Guests who cannot get vaccinated because of a health condition could be exempt upon submission of a medical certificate attesting of the condition. We will review the medical certificate and take a decision on a case-by-case basis. Any further requirements that will be in place such as the submission of negative COVID-19 tests prior to departure and upon arrival will be communicated.

5. We request that our clients ensure that all program participants have adequate travel and medical insurance, including medical evacuation insurance.
6. Hotels and lodges require that we submit scanned passport copies for each program participant in advance.
7. **A COVID-19 Safety Officer will be assigned to each program.** The Safety Officer will be responsible for ensuring best practice is followed throughout the program by monitoring behavior, environment, and adherence to agreed hygiene measures. **For groups with up to 20 participants, the Program Manager or Guide will play this role and will be supported by other team members who will be on standby in case of an emergency.** For larger groups, the Program Manager or Guide will play this role as well as a second member of our team who will be appointed to be with the group.
8. Specific preventive measures will be put on place and include the following:
 - Participants must keep a social distance of 1.5 meters at all times.
 - Participants must wear a proper mask in public places or when requested by the Safety Officer.
 - Participants must wear a proper mask when their temperature is being checked, when visiting public places or when adhering to social distancing of 1.5 meters is not possible.
 - Masks should meet the following requirements:
 - Have two or more layers of washable, breathable fabric
 - Must completely cover the nose and mouth
 - Fit snugly against the sides of your face and don't have gaps
 - Have a nose wire to prevent air from leaking out of the top of the mask
 - It is important to change face masks that cannot be washed or reused at least every 4 hours and to dispose safely of any used face masks in a bin bag that is then closed tightly.
 - If masks are taken off, it is important to place them somewhere safe to keep them clean, such as in the pocket, purse, or in a clean paper bag.
 - Participants must avoid shaking hands and regularly use hand sanitizers.
 - Vehicle configuration and utilization limits will be applied as per industry protocols and per agreement with the client.
 - Participants will be encouraged to occupy the same seat for the day, if not the whole program.
 - Number of occupants on game drive vehicles will be limited.
 - Accommodation: **Single rooms will be reserved for all participants unless otherwise instructed. If rooms are to be shared, rooming lists are to be adhered to and not changed during the course of the program.**
9. Personal protective equipment (PPE):
 - No PPE (including facemasks) or cleaning/sanitizing supplies will be provided for travelers unless specifically requested and travelers will be expected to bring their own.
 - Hand sanitizer will be available on embarkation and disembarkation of vehicles, and at all sites in line with global industry protocols.

- GEI will have on hand a limited emergency supply of face masks should guests need to buy some for themselves. It will be a small supply and guests are generally expected to have enough masks for the duration of the trip.
- GEI will supply face masks and sanitizer for all ground staff and drivers.

10. Temperature checks and symptoms scanning:

- **Daily temperature checks and visual assessment of any COVID-19 related symptoms will be conducted and recorded by the GEI Safety Officer/guide each morning.**
- Additionally, guests will also be asked to self-monitor and immediately inform the guide if they have a temperature of 37.5 C (36.2 C on the wrist) or higher and/or if they are feeling unwell.
- **During the daily monitoring by GEI, the Safety Officer/guide will do the following:**
 - Take every participant's temperature with a handheld thermometer each morning.
 - Assess if a participant is showing any other symptoms of COVID-19 by asking if they have any other symptoms.
 - Wear a face mask while doing the readings, and so must each program participant.
 - Have a clip board with a participant list for every day, where the reading of each participant will be recorded, thus always keeping the record up to date.
- If the temperature check by the Safety Officer/guide shows that a person has an initial elevated temperature (37.5 C or higher on the forehead **or** 36.2 or higher on the wrist), the test will be repeated 10 minutes later. If the temperature is then still higher than 37.5 C on the forehead or 36.2 on the wrist, the participant will be sent to his/ her room, and the temperature check will be repeated an hour later by the Safety Officer or by a GEI member of staff. If the temperature is still high an hour later, the GEI Safety officer or GEI member of staff will call the nurse on duty. If the group is out in the field, the participant will be requested to wear a face mask at all times and will be seated on the back seat of the bus, until the temperature check can be repeated an hour later. If the temperature is still high an hour later, the participant will be taken to the nearest hospital for a check-up and medication if needed. The GEI Safety Manager will decide if a PCR test needs to be taken and will advise the participant accordingly. The cost of the PCR test will be at the participants' own expense.
- If a participant does not have a temperature but is showing other signs of COVID-19 during the program, he/she will be asked to self-isolate until a PCR test is conducted. If the group is out in the field, the participant will be requested to wear a face mask at all times and will be seated on the back seat of the bus or be taken to the nearest hospital for a check-up and medication. The cost of the PCR test will be at the participants' own expense.
- **Reminder: Temperature screening will not identify a person who has COVID-19 who is asymptomatic (not showing any symptoms), does not have an elevated temperature as one of their symptoms, or is on medication that reduces their temperature. A person may also have an elevated temperature for other reasons, including a medical condition not related to COVID-19.**

- **PCR testing labs are not widely available in Kenya and tests are expensive. GEI uses Check-ups Medical Centre at the airport or Lancet Pathologists Kenya to send a doctor to where the clients are to do the swabs one day before departure. Typically, this costs around \$100 pp and results are sent by email within 24 hours.**
 - All lodges and hotels temperature screen their guests daily, upon entering reception & restaurant area(s) and bar(s). In case any person has a high temperature (confirmed 37.5 or higher), he/ she has to go to an isolation room at the hotel until a doctor or nurse can be dispatched to perform the COVID test. **The isolation room and COVID test will be for the guest's own account. The GEI COVID Safety Officer will arrange this together with the hotel as conveniently and economically as possible.**
11. Every GEI Program Manager/Guide ("Guide") is individually briefed about key health and safety measures for each program. This includes the following:
- On arrival, all guests are requested to alert the Guide immediately if they have any symptoms typical of a cold or flu at any time during the program. For this purpose, he/she ensures that all guests have access to his/her mobile phone/WhatsApp number and email address.
 - The Guide will also proactively approach any guest who shows symptoms (cough, fever, etc.).
 - During the arrival briefing session, the Guide informs all guests about hand washing: www.cdc.gov/healthywater/hygiene/hand/handwashing.html.
 - In case of any concern at any time during the program, the Guide organizes an evaluation by a medical practitioner as soon as possible and follows said practitioner's instructions. He/she will also immediately alert the GEI local office and GEI's global Head Office.
 - If the guest is suspected of having, or is diagnosed with, COVID-19, the Guide shall follow the GEI policies and also follow the instructions of the local authorities and health facilities. He/she shall also keep GEI's global Head Office informed at all times so that Head Office can alert and communicate with the client and any emergency contacts.
12. **In the event of a positive diagnosis, a decision on whether the other program participants need to be tested and possibly even self-isolated as well is taken together with local health authorities. In general, GEI recommends that program participants get a PCR test done 3 to 5 days after exposure. The PCR tests will be at the participants own costs. If a participant is positive, isolation rooms will be made available at the hotels and lodges at the participants' own cost.**
13. Furthermore, GEI's global Head Office will decide together with the client and the local health authorities whether to proceed with or cancel the program.
14. **Any travelers who contract COVID-19 while in the destination country will be required to self-isolate/quarantine in line with government regulations at that time. Their participation in their program will be suspended and any costs incurred are to be covered by participants and/or their institution. Travel and medical insurance are compulsory and expected to be in place.**
15. **In Kenya, it may be possible to be released from self-isolation/quarantine after two negative PCR tests taken 24 hours apart. It will be up to the Kenyan doctors to decide on a case-by-case basis whether this is applicable and GEI cannot guarantee that this will**

apply. In general, self-isolation or quarantine of 14 days is applicable when tested positive.

IMPORTANT NOTICE: The information provided in this document has been researched carefully but due to the current situation, it changes regularly so we cannot guarantee its accuracy. We invite our guests to always check the travel updates and restrictions both in their home country and Kenya before traveling.