

COVID-19: Policies & Protocols

Kenya (June 22, 2022)

Quick Summary of the Outbreak

1. The novel Coronavirus disease was declared a pandemic on March 11, 2020.
2. Globally, as of May 2, 2022, there have been 511,479,320 confirmed cases of COVID-19, including 6,238,832 deaths, reported to WHO.
3. For daily reports about the situation, please visit these links on the WHO website:
 - <https://covid19.who.int/>;
 - www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports

Symptoms of COVID-19

According to the CDC, people with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. Anyone can have mild to severe symptoms. People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

This list does not include all possible symptoms. CDC will continue to update this list as it learns more about COVID-19. Older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness.

(Source: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>)

The Current Situation in Kenya

1. As of June 21, 2022, there have been 329,353 confirmed cases of COVID-19 in Kenya and about 5,651 related deaths. As of June 4, 2022, a total of 18,367,309 vaccine doses have been administered.
2. **The wearing of masks in indoor public spaces including public service vehicles, offices, supermarkets and places of worship is mandatory.**

Current Entry and Exit Requirements

1. 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. All travelers coming to Kenya **who are fully vaccinated** are **exempt from the requirement of a PCR test** and must have a certificate of vaccination.
3. The following categories of travelers are exempt from the requirement:
 - Travelers with medical conditions precluding vaccination. Such persons shall be required to provide a letter from a recognized medical practitioner detailing the medical reason precluding vaccination.
 - Travelers who have recovered from an active COVID-19 infection or received convalescent plasma in the preceding 90 days. Such persons shall be required to provide a letter from a recognized medical practitioner showing that the person may have recovered from an active infection in the preceding 90 days.
4. All **eligible unvaccinated travelers** arriving at any port of entry into Kenya, **must be in possession of a valid COVID-19 negative PCR test certificate conducted within 72 hours before departure regardless of the route of entry.**
5. Unvaccinated travelers arriving at any point of entry shall be subjected to rapid antigen test at **their own cost of 30 USD. Any person who tests positive on antigen RDT will be subjected to a PCR test at their own further cost of 50 USD and will have to self-isolate.**
6. There will be no paper verification of COVID-19 test results and vaccination certificates upon arrival into Kenya. Travelers must upload both documents into global haven before boarding via www.globalhaven.org.
7. All travelers must fill the passenger locator form on the “**jitenge**” platform (https://ears.health.go.ke/airline_registration) prior to arrival.
8. Incoming travelers are also required to have a **QR code**. To get your code, complete the **Travelers Health Surveillance Form** which is available at https://ears.health.go.ke/airline_registration **before traveling**. When registration is made on the website, the code is sent to the email given.

9. All passengers with flu-like symptoms at the point of entry in Kenya, or those who develop symptoms of COVID-19, will be placed into isolation and tested for COVID-19 at a Kenyan government testing facility at the traveler's expense.
10. Passengers travelling out of Kenya will be required to abide by the particular travel, health and COVID-19 related requirements of the destination country
11. Pre-departure testing may be considered at the discretion of any of the airlines departing from or terminating in Kenya.
12. All travelers to countries requiring antigen testing hours before travel will be required to undertake pre-travel rapid antigen test at the MOH Port Health facility at the airport and the results uploaded to the Trusted Travel platform.
13. **All airline passengers to the United States** ages two years and older, **regardless of vaccination status or citizenship**, must provide a negative COVID-19 viral test taken within **one calendar day of travel**. Alternatively, travelers to the United States may provide documentation from a licensed health care provider of having recovered from COVID-19 in the 90 days preceding travel.
14. 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.

(Source: <https://ke.usembassy.gov/covid-19-information/> and Kenya Ministry of Health)

15. 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 guidelines 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 interventions.
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 in place and include the following:
 - Participants are encouraged to practice social distance as much as possible.
 - **We strongly recommend that participants still wear a proper mask even in places where it is not mandatory.**
 - Participants are required to wear a proper mask when their temperature is being checked or when adhering to social distancing 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 day 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 must 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 may 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 C 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/doctor 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 participant with high temperature will have to undertake a rapid test and/or PCR test. The nurse/doctor will advise on the type of tests required. If the participant is sharing a room, he/she will be moved to a single room to isolate. The costs of tests and isolation single room 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 nurse/doctor is called and a rapid test and/or 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 and taken to the nearest hospital for a check-up and medication. The cost of the tests and isolation room 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 on the forehead/36.2 C or higher on the wrist), 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 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 the 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 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 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.