

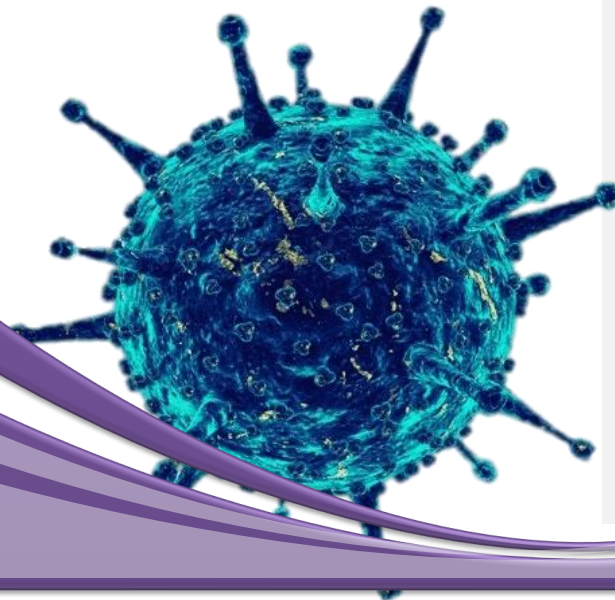


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Response Guideline for the Points of Entry



Health protection Agency
Ministry of Health
Maldives

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1 Introduction

On the 31st of December 2019, WHO was alerted to several cases of pneumonia in Wuhan City, Hubei province of China. The virus did not match any other known virus. This raised concern because when a virus is new, we do not know how it affects people.

One week later, on 7 January, Chinese authorities confirmed that they had identified a new virus. The new virus is a coronavirus, which is a family of viruses that include the common cold, and viruses such as SARS and MERS. This new virus was temporarily named “2019-nCoV.”

On 6th March 2020, Maldives had the first confirmed case of COVID19-9 virus.

Several measures were taken to prevent the spread of this disease in Maldives. However, despite all measures the disease could not be contained and on 21st April 2020, the first case of community spread was found. By the June the number of confirmed cases had reached 1900. The country had declared a national emergency and the capital (Male’ city) were put in lockdown on 15th April 2020. On 28th May the National Emergency Operations Centre decided to initiate an ease plan to get the country started on its long road back to a new normalcy. This guideline was developed as part of the ease plan. It addresses the operating procedures to be instigated at the points of entry.

- A. This guideline has been enacted under the parent act of act number 7/2017 (Public Health act), clause 94 (D) and formulated under the “Port Health Regulation, Regulation number: 2019/R-1007)
- B. The main basis for this regulation is “International Health Regulations (2005)” and various policies and standards set forth under Public Health Act
- C. The regulatory authority for this guideline is Health Protection Agency

1.1 PART A. Case Definition of COVID19 infection

- ◆ A. Patient with any acute respiratory illness (fever* and at least one sign/symptom of respiratory disease (e.g., cough, shortness of breath, runny nose, sore throat, etc.),
AND
no other etiology that fully explains the clinical presentation
AND
a history of travel to or residence in a country/area or territory reporting local transmission of COVID19 disease during the 14 days prior to symptom onset.

OR

- ◆ B. Patient with any respiratory illness
AND
Having been in contact with a confirmed or probable COVID19 case in the last 14 days prior to onset of symptoms

OR

- ◆ C. Patient with SARI
AND
no other etiology that fully explains the clinical presentation
SARI is defined as an acute respiratory infection (ARI) with history of fever or measured temperature (≥ 38.0 C or 100.4 F)* and cough; with onset within last 14 days and requiring admission to hospital.

*Absence of fever does NOT exclude viral infection

Probable case: A probable case is a suspected case for whom the report from laboratory testing for the COVID19 virus is inconclusive.

Confirmed case: A confirmed case is a person with laboratory confirmation of infection with the COVID19 virus, irrespective of clinical signs and symptoms.

Section - A

Infection Control Prevention (IPC) measures

Section – A - Infection Control Prevention (IPC) measures

1. IPC measures for the airport staff

Information about COVID19 and guidelines and SOPs related to it can be found at the Ministry of Health website. Follow the link given below:

<https://covid19.health.gov.mv/en/>

The link for the COVID19 Quick Reference Guideline is given below:

<https://COVID19.health.gov.mv/wp-content/uploads/2020/07/COVID19-QR-SOPs-v10.pdf>

2. International Border Health / Port Health Officer who escort and screen the cases/suspects at the airport

- 2.1. Should wear disposable latex gloves, surgical masks, head cover, galoshes, gown and goggles or face shield.
- 2.2. They should use alcohol-based hand sanitizer in-between the examination of suspected cases
- 2.3. They should wash their hands and face with soap and water after finishing their duty
- 2.4. They should wash their hands and face with soap and water after before leaving the terminal area when taking a break.
- 2.5. They should dispose of the gloves and mask every time they leave their post at the screening area
- 2.6. If contaminated by the bodily fluids, blood of the suspected case, follow Annex 16.
- 2.7. All contaminated material must be disposed separately.

3. International Border Health / Port Health Officer manning the counters at the airport

- 3.1. Officer should be behind the glass or plastic barrier (which must give them coverage for 7 feet from the floor including the height of the counter) and wear must surgical masks and disposable latex gloves for the duration of their duty.

- 3.2. If leaving or taking a break from their duty post, they must dispose of the gloves (refer to disposal of bio-hazardous waste Annex 15) and wash their hands with soap and water or use hand sanitizer.
- 3.3. Responsibility of all port health Officer to strictly follow instructions from Health Emergency Operations Center / Health Protection Agency Focal Points, Caller Officer and Coordinating Officer with top urgency and follow instructions organizational hierarchy, supervisors, guidelines.
- 3.4. Under no circumstance IBH Officer shall leave any matter for the benefit of doubt, should there be any doubt it is the responsibility of Officer to communicate and coordinate with supervisor in the least possible time.
- 3.5. Clean and disinfect the countertop before they start work. This must be repeated whenever the Officer on duty changes. (Refer to Annex 14)

4. Immigration Officer manning the immigration counters at the airport

- 4.1. Should be interacting by being behind the glass or plastic barrier (which must give them coverage for 7 feet from the floor including the height of the counter) and must wear disposable latex gloves for the duration of their duty.
- 4.2. If leaving or taking a break from their duty post, they must dispose of the gloves (refer to disposal of bio-hazardous waste Annex 15) and wash their hands with soap and water or use hand sanitizer
- 4.3. Clean and disinfect the countertop before they start work. This must be repeated whenever the Officer on duty changes. (Refer to Annex 14)

5. Maldives Customs and Airport Security (AVESCOM) Officer manning the custom counters at the airport

- 5.1. Maintain at least 3 feet distance from the passengers
- 5.2. Wear surgical masks and disposable latex gloves if dealing with passengers, otherwise wear gloves when inspecting luggage.
- 5.3. Keep a safe distance from passengers who are coughing or sneezing, if direct contact is not required.
- 5.4. If a Officer comes in contact with a passenger's bodily fluids, or blood, contact the International Border Health / Port Health hotline (7954333) and follow Annex 16.
- 5.5. Clean and disinfect the countertop before they start work. This must be repeated whenever the Officer on duty changes. (Refer to Annex 14). Airport staffs who directly deal with tourists should wear masks and work clothes.
- 5.6. Allow Port Health Officer for entry into Departure terminal and other premises on verbal request if time is a matter for risk of spread of infection and

contact/positive/suspect is proceeding towards boarding or check-in counters. Port Health is to produce justification within 24 hours after event has been executed / completed.

- 5.7. Security check agents who come in close contact (less than 3 feet) should wear face shields in addition to their masks.
- 5.8. It is preferable to change work clothes at the end of the shift prior to returning home from work, where possible.
- 5.9. Officer should perform frequent hand sanitization.

6. Airport operator staff manning the airports

- 6.1. Maintain at least 3 feet distance from the passengers
 - 6.2. Wear masks, (preferably surgical mask).
 - 6.3. Avoid close contact with passengers who are coughing or sneezing
 - 6.4. If a staff comes in contact with a passenger's bodily fluids, or blood, contact the International Border Health / Port Health hotline (7954333) and follow Annex 16.
 - 6.5. Clean and disinfect the countertop before they start work. This must be repeated whenever the staff on duty changes. (Refer to Annex 14).
- 6.6. Staff belonging to frontline airport agencies shall travel to other ports for official duty purpose needs to prior approval from Health Protection Agency for guidance.
- 6.6.1. The staff will stay in home quarantine and is allowed to go for dedicated official work while that staff travel takes full safety measures, avoid public places and is from a spread community to a non-spread community.
 - 6.6.2. Staff shall take sample after 14days/10days, wait for –ve results before commencing social acts.
 - 6.6.3. The travel arrangement request shall be emailed by respective organization to eoclegal@health.gov.mv, in not less than 24 hours prior to departure time (shall include traveller details and deification documents) and shall collect HPA approval document prior to arrival at destination island.

7. Other organizations and enterprises working at the airport

- 7.1. Strictly follow the guidelines, follow and execute orders from International Border Health / Port Health, HPA. Keep HPA teams in timely communication and coordination.'
- 7.2. Do not leave any matter unattended as of control of communicable diseases. Should there be a doubt please contact HPA Focal Points assigned.

- 7.3. Maintain at least 3 feet distance from the passengers
- 7.4. Wear masks and disposable latex gloves during operations. Mask is mandatory at all times.
- 7.5. Avoid passengers who are coughing or sneezing, staff with sign and symptoms to go to flue clinics and report sick to Human resource department.
- 7.6. If a staff comes in contact with a passenger's bodily fluids, or blood, contact the International Border Health / Port Health hotline (7954333) and follow Annex 16.
- 7.7. Clean and disinfect the countertop before they start work. This must be repeated whenever the staff on duty changes. (Refer to Annex 14).
- 7.8. Airport operator shall inform through PA system;
 - 7.8.1. At the beginning of each International flight landing and batches of passenger inward into arrival terminal entrance, COVID19 General safety measures and General quarantine information shall be announced in local and English Language (every 10 minutes), (at VIP and other Int' terminals).
 - 7.8.2. Aircraft shall inform through PA system on Mandatory quarantine requirement for all travellers other than those who travel to Resorts as tourists and those who have acquired HPA special approval for the stay period upto 7 Days. Please follow air traffic circular for the updates.

8. IPC measures to be taken by Flight crew

- 8.1. All flight attendants should wear surgical/cloth masks, goggles/face shield and in addition they must wear gloves if handling a sick patient.
- 8.2. Wash their hands with soap and water or use hand sanitizer.
- 8.3. Use detergent to clean any contaminated surface (i.e. all seats of the row in which the patient was sitting. 2 rows in front and 2 rows behind. (diagram is given in the annex 3). Use 1-part Bleach, 9-parts water solution to disinfect the seats.
- 8.4. Flight crew who transfer symptomatic patients by domestic flight must wear (surgical mask, gloves and work clothes)
- 8.5. Should the aircraft captain/ agent come to knowledge of a positive case on board during flight/or on arrival is it the responsibility of captain and airlines/aircraft to self-request port health (notify) or port operator for disinfection prior to departure or disinfection prior commencing boarding or interrupt operations until informed by Port health (IBH).

9. Counters at the airport which serves the tourists/passengers.

- 9.1. Should have glass /plastic partition.

- 9.2. All passengers must be wearing mask while going through immigration procedures.
- 9.3. Masks should be available for those passengers who are not wearing masks.
- 9.4. Ensure physical distancing (3 feet) at queues.
- 9.5. Floor markings could be used to help ensure physical distancing.
- 9.6. Hand sanitizers/ hand washing facility must be made available at different locations.
- 9.7. Health education materials with public health messages related to COVID19 should be displayed at the airports. (Annex 18)

10. Luggage handling

- 10.1. Luggage handling staff should wear masks and work clothes. Use latex gloves or reusable heavy-duty gloves (if there is a risk of physical hazards) during loading and unloading the baggage.
- 10.2. After luggage handling, staff should perform hand washing with soap and water or use hand sanitizer. If reusable gloves are used, wash the gloves with soap and water and dry the gloves well.
- 10.3. Tourists and staff should maintain physical distancing (at least 3 feet) at luggage belts.
- 10.4. Floor markings at the luggage belts could help to ensure physical distancing.
- 10.5. Used trolleys must be disinfected.
- 10.6. Disinfected trolleys must be kept in an allocated area separate from used trolleys.
- 10.7. Tourists should wash their hands or use hand sanitizers after handling trolleys and baggage.

11. Waiting lounges at the airport

- 11.1. Seating arrangements should ensure a minimal distance of 3 feet between passengers.
- 11.2. Waiting lounge area and high touch surfaces should be cleaned and disinfected at least every 4 hourly.
- 11.3. Cushions for sofas and chairs should preferably be of a material that can be wiped clean and disinfected easily.
- 11.4. Tourists and staff must wear masks inside the lounge.
- 11.5. Maintain physical distance when serving the guests.
- 11.6. Hand sanitizers must be available at the lounge.
- 11.7. Frequent hand washing must be practiced by the staff.

- 11.8. Foot operated covered and double lined dustbins should be available for safe disposal of waste.
- 11.9. Avoid keeping books, magazines etc. which could get contaminated and be shared by guests.
- 11.10. Health education material with public health messages related to COVID19 should be displayed at the lounge area.

12. Shops at the airport terminals

- 12.1. Staff and customers should wear masks while inside the shops.
- 12.2. Counters should have a glass or plastic barrier.
- 12.3. limit number of customers inside the shop to allow physical distancing.
- 12.4. The number of customers which can be present inside the shop at any given time should be displayed outside the shop.
- 12.5. Hand sanitizers should be available. Customers should be encouraged to sanitize their hands after entering and prior to exit from the shop.
- 12.6. Customers should not touch an item unless he/she intends to buy it.
- 12.7. Encourage cashless transactions.
- 12.8. Cleaning and disinfection of frequently touched surfaces at least 4 hourly.
- 12.9. Signage to remind guests about physical distancing, wearing masks and hand hygiene should be displayed inside the shops.

13. Restaurant/ Coffee shops at airport

- 13.1. Hand sanitization at entry.
- 13.2. Printed menus should be avoided at tables to avoid sharing of contaminated material.
- 13.3. Self-service should not be allowed, if it is a buffet, a designated server should be there, wearing mask and gloves (gloves should be changed every 4 hours after hand washing with soap and water or hand sanitization). Staff should maintain physical distance of at least 3 feet whenever possible.
- 13.4. There should be adequate distancing between the tables (at least 3 feet).
- 13.5. Seating arrangements at tables should ensure adequate physical distancing (at least 3 feet)
- 13.6. If table clothes are used, they should be changed after every group of customers.
- 13.7. The restaurant/coffee shop premises, and all surfaces and food serving platforms, counters, to be cleaned with detergent wipes before every shift. High touch surfaces should be cleaned and disinfected every 4 hourly.

- 13.8. Should have good ventilation. If an air-conditioned room, door or windows should be periodically opened.
- 13.9. Closed dustbins lined with double dustbin bags should be available for disposal of used tissues/masks etc. (Annex 15)
- 13.10. Sign boards/ posters to remind guests about physical distancing, hand hygiene, wearing masks at buffet should be displayed.

14. Pickup from the airport

- 14.1. Airport representatives should wear masks and maintain adequate physical distancing (at least 3 feet) when receiving and escorting tourists.
- 14.2. They should observe frequent hand hygiene.
- 14.3. Airport representatives based in Male' area should not escort tourists to the resort.
- 14.4. Airport representatives who are based in resorts should not escort tourists to Male'.

15. Launch which transports tourists

- 15.1. Seating capacity must be displayed on the launch.
- 15.2. Crew of launch should wear masks and work clothes.
- 15.3. Passengers should wear masks.
- 15.4. Hand sanitizers should be available inside the launch.
- 15.5. Tourists should sanitize their hands at the time of boarding the launch and disembarking.
- 15.6. Cleaning and disinfection should be carried out after every journey. This should include surfaces as well as objects or equipment such as life jackets which came in contact with the passengers.
- 15.7. Covered and lined dustbins should be present for safe disposal of waste.

- 15.8. Vehicles such as busses, vans and taxis which transport tourists
- 15.9. Seating capacity must be displayed inside the vehicle.
- 15.10. Driver should wear mask and work clothes. If the driver handles luggage, he should wash hands or use hand sanitizer after handling luggage.
- 15.11. The vehicle should preferably have a separate driver compartment
- 15.12. If there is no separate driver compartment, a transparent plastic sheet could be used to separate the driver and passenger compartments.
- 15.13. Passengers should not be allowed in the driver compartment.
- 15.14. All passengers should wear masks.

- 15.15. Hand sanitizers should be available. Passengers should sanitize their hands before boarding the vehicle.
- 15.16. Seating arrangements should ensure a minimal distance of 3 feet between passengers.
- 15.17. Windows should be kept open to allow natural ventilation.
- 15.18. Cleaning and disinfection should be carried out after each journey.
- 15.19. Prior payments to be done where possible.
- 15.20. Signage should be used to remind guests about physical distancing, wearing masks and hand hygiene.

16. Sea planes

- 16.1. Ensure physical distancing at boarding queues.
- 16.2. All the crew (including pilots) should wear adequate PPE (surgical masks, face shield, and work clothes) during regular flights). If attending to a sick patient should wear gloves and gown in addition.
- 16.3. Seating arrangements should be identified prior to boarding. Maldives Civil Aviation Authority is to enforce strict seating arrangement in sea planes are ensured by sea plane operators for the purpose of contact tracing if required.
- 16.4. A record of seating arrangements should be kept for every flight for the purpose of contact tracing.
- 16.5. All passengers should wear masks.
- 16.6. Sea planes should be cleaned and disinfected after each journey according to the recommended protocols.
- 16.7. If sea plane crew need to transit in a resort overnight or in between journeys, they should stay in a designated room. They should not mix with the resort staff or tourists. Meals should be delivered to their rooms.

17. Transfer of symptomatic persons or close contacts by land transport

- 17.1. There should be a dedicated vehicle such as an ambulance or a dedicated van to transport symptomatic persons (patients) and contacts. It is recommended to have a separate driver compartment which is sealed from the patient compartment. If the vehicle design does not allow such, make sure all windows are open for ventilation during transport.
- 17.2. Prior to transporting patients or contacts, inform the relevant staff of the receiving facility regarding the transfer and inform regarding patient's condition. If possible, give an estimated time of arrival.

- 17.3. Transfer of patients should occur separately. If transporting multiple patients together, should keep physical distancing with 3 feet distance during seating.
- 17.4. Transfer of contacts should occur separately. If transporting multiple persons together, should keep physical distancing with 3 feet distance during seating.
- 17.5. Should NOT transport any other passengers during transport of patients or contacts.
- 17.6. The vehicle should have alcohol-based hand sanitizer.
- 17.7. The vehicle should have a closed bin lined with double bags for safe waste disposal.
- 17.8. Patients and contacts must wear a surgical mask. They should sanitize hands before boarding the vehicle.
- 17.9. Optimize ventilation in vehicles during transport. Keep windows open if possible.

18 PPE for Driver

- 18.1 If involved only in driving and the driver's cabin is separated from the patient, the driver need not wear PPE. Driver should wear work clothes.
- 18.2 If driver compartment is not separated from patient compartment but no direct contact with the patient, driver should wear surgical mask and work clothes.
- 18.3 If driver also assists with loading or unloading the patient, then should wear work clothes, gown, surgical mask, disposable gloves, face shield/goggles, closed shoes or boots.

19 PPE for Health-Care Worker (HCWs) if accompanying the patient

- 19.1 PPE for Health-care worker (HCWs) if accompanying the patient: work clothes, gown, surgical mask, disposable gloves, face shield/goggles, closed shoes.
- 19.2 After transfer of the patient or contacts, staff should take off PPE as follows:
 - a. Remove gloves and perform hand hygiene.
 - b. Remove gown and perform hand hygiene.
 - c. Remove eye protection and perform hand hygiene.
 - d. Remove mask and perform hand hygiene.
- 19.2.1 After transfer of the patient or patient's contacts, clean and disinfect the vehicle and tools and equipment which came in contact.

- 19.2.2 At the end of each shift, staff is recommended to perform IPC measures before leaving the workplace: hand washing; shower, if available change into clean clothes before leaving for home or designated accommodation.

20 Transfer of symptomatic persons or close contacts by sea. (e.g. speedboat)

- 20.1 Prior to transporting patients or contacts, inform the relevant staff of the receiving facility regarding the transfer and inform regarding patient's condition. If possible, give an estimated time of arrival.
- 20.2 Transfer of patients should occur separately. When transporting multiple patients together, should keep physical distancing with at least 3 feet distance during seating.
- 20.3 Transfer of contacts should occur separately. If transporting multiple persons together, should keep physical distancing with at least 3 feet distance during seating.
- 20.4 Should NOT transport any other passengers during transport of patients or contacts.
- 20.5 Alcohol-based hand sanitizer should be available.
- 20.6 Should have a closed bin lined with double bags for safe waste disposal.
- 20.7 Patients must wear a surgical mask and contacts must wear a mask. They should sanitize hands before boarding the launch.

21 PPE for transport crew

- a) Work clothes,
- b) gown,
- c) surgical mask,
- d) disposable gloves,
- e) face shield/goggles,
- f) Closed shoes or boots.

22 PPE for Health-care worker (HCWs) if accompanying the patient

- 22.1 PPE for Health-care worker (HCWs) if accompanying the patient: work clothes, gown, surgical mask, disposable gloves, face shield/goggles, closed shoes.
- 22.2
- 22.3 After transfer of the patient or contacts, staff should take off PPE as follows:

- a) Remove gloves and perform hand hygiene.
 - b) Remove gown and perform hand hygiene.
 - c) Remove eye protection and perform hand hygiene.
 - d) Remove mask and perform hand hygiene.
- 22.4 After transfer of the patient or patient's contacts, clean and disinfect the launch and tools and equipment which came in contact.
- 22.5 At the end of each shift, Officer is recommended to perform IPC measures before leaving the workplace: hand washing; shower, if available change into clean clothes before leaving for home or designated accommodation.

23 Transfer of symptomatic persons or close contacts by sea plane.

- 23.1 Cabin crew should wear adequate PPE (surgical masks, face shield/goggles, work clothes, gown or apron over the work clothes, gloves).
- 23.2 Patient seating should be such that a distance of 6 feet is kept from other passengers.
- 23.3 All the passengers should wear masks (unless any contraindication to wear masks)
- 23.4 The flight should be cleaned and disinfected after each journey according to the recommended protocols.
- 23.5 Boarding and off-loading of patients from the flight should be as per Civil Aviation rules.
- 23.6 Seating plan must be available for boarding, passengers and crew use designated seat allocated prior to departure.

24 Transfer of symptomatic persons or close contacts by domestic flight.

- 24.1 Cabin crew should wear adequate PPE (surgical masks, face shield/goggles, work clothes, gown or apron over the work clothes, gloves). Flight crew (pilots) should wear adequate PPE (surgical masks, face shield/goggles, and work clothes).
- 24.2 Patient seating should be such that a distance of 6 feet is kept from other passengers.
- 24.3 All the passengers should wear masks (unless any contraindication to wear masks)
- 24.4 The flight should be cleaned and disinfected after each journey according to the recommended protocols.

- 24.5 Boarding and off-loading of patients from the flight should be as per civil aviation rules.

25 Cargo Imports area (Customs Controlled)

- 25.1 The area will require mandatory mask wearing and face shields with proper social distancing.
- 25.2 Log keeping of all Officers and clients who enter will have to be maintained by airport operator and customs. (shall keep separate logs if entrances are not common / separate)
- 25.3 Thermal scanning of foreheads is to be checked while entering the premises, should one have signs and symptoms such as cough/cold/fever it must be marked on the log sheet / highlighted and shall restrict entrance. The particular person shall be advised to seek a clinic consultation before commencing duty further.
- 25.4 Sign boards with social distancing and mask wearing needs to be placed near entrances and common work area.
- 25.5 Staff toilets and Client toilets must be separated by markings on the entrances with cleaning logs and 4 hourly cleaning.
- 25.6 Foot controlled bins for waste disposal must be identified and allocated at common areas.
- 25.7 Airport operator will be held responsible for monitoring and implementing the safety measures and social distancing.
- 25.8 Airport operator shall ensure all clearance agents adhere strictly to the measures and keep interagency coordination for control and prevention of outbreaks.
- 25.9 Captain and vessel crew shall not enter customs controlled and cargo designated premises as they will be travelling to non-COVID communities/islands from the greater Male area. Captain and crew shall remain on board and not mix with cargo loading clearance agents.
- 25.10 Maldives customs service shall ensure those are taking precautionary measures as per the guidelines and take strict action for those who violate the measures.
- 25.11 Multi language posters and signboards are to be used in the vicinity of clients and staff.
- 25.12 Designated and marked waste bins for Mask and PPE disposal.
- 25.13 Should there be an outbreak or positive case / suspect HPA staff will contact to recover log sheet of entry for immediate provision. HPA shall contact airport focal point or head cargo area (designated person).

26 Smoking areas (Public areas outside buildings)

- 26.1 Maximum number allowed will have to be on sign board and control of capacity shall be monitored by airport police and airport operator.
- 26.2 Should there be violations as to smoking outside designated smoking areas measures as per Tobacco Guidelines shall be imposed.
- 26.3 Social distancing shall be maintained at all times.
- 26.4 Airport operator will be held responsible for monitoring and implementing the smoking measures and social distancing.
- 26.5

27 Cleaning procedures

- 27.1 (See Annex 14)

28 Donning and doffing area

- 28.1 There should be designated donning and doffing area for those who have to do so and this area should not be accessible other to passengers and other staff working at the airport.

29 Random inspection (Airport Premises)

- 29.1 Airport Port Health Unit (IBH) shall make random visits (weekly) as per sanitation guidelines of the Port Health Regulation, prepare detailed reports and dispatch to HPA (HEOC) within maximum 48 hours of inspection.
- 29.2 Airport Police shall report their observations to airport operator and HPA focal point for immediate solution and addressing.
- 29.3 Airport Operator shall conduct routine observation and monitoring and informed the relevant agencies for immediate solution.
- 29.4 Port Health Unit (IBH) as per port health regulation is entrusted to take immediate action for timely correction involving violations by passenger/staff/crew.
- 29.5 Should port health officers require immediate entrances to controlled premises notify responsible authority's duty officers on duty, proceed with entrance and shall produce document (within 24 hours) as on why the entrance request had to be made at that time. Aviation command officers and airport operator staff shall assist and attend to such requests by HPA International Border Health / Port Health immediate.

Section - B

PUBLIC HEALTH INTERVENTIONS AND PROCEDURES IN
IMPLEMENTING COVID19 PREVENTION AND CONTROL
MEASURES

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1. General Measures

1.1. Information, Education and Communication (IEC) materials giving all relevant information regarding COVID19, should be displayed in several points along the pathway of passengers as they pass through the terminal (arrival and departure).

1.1.1. IEC dissemination through multiple mediums and multi languages including signboards, electronic mediums and posters.

1.1.2. All travelers to and from Maldives must read through the information document prior to travelling to and from Maldives.

- i. TV
- ii. Standee
- iii. Banners
- iv. Website
- v. Phone messages
- vi. Displayed in the resorts and guest houses

1.1.3. The IEC information should be displayed or made available from:

1.1.4. Information desks at airports, seaports, resorts, guest operator desks (at airports)

1.1.5. Websites of Ministry of Health, Ministry of Tourism, Ministry of Foreign Affairs, Civil Aviation, MMPRC, Immigration and any other relevant organizations. (Annex 12 and 17)

1.2. Airport operator shall inform through PA system; at the beginning of each International flight landing and batch of passenger inward movement COVID19 General safety measures and General quarantine information shall be announced in

1.2.1. In Local and English Language (every 10 minutes), (at VIP and other Int' terminals).

2.1.2 All aircrafts shall inform through PA system; after landing of each International flight landing and batch of passenger inward movement COVID19 General safety measures and General quarantine information shall be

announced in local and English Language (every 10 minutes), (and in languages of the region / port where originated from).

1.3. All emergency contact numbers should be readily available at all counters at the airport.

2. Prior to travel to Maldives.

Commented [u1]: Edited on 13 Sept

2.1. It is mandatory for all travellers arriving in Maldives (Including tourists, diplomats, Expatriate workers (and their dependents who are coming with them), and Maldivians to fill out the online Health Declaration Form for arrival, within a period not exceeding 24hrs prior to their departure time from the country of exit (Annex 5). The online health declaration form is available on the Maldives Immigration's official website named as "IMUGA"/"Health Declaration".

2.1.1. Travellers who fit into Quarantine category of travellers (please refer to the most recent air traffic circulars and HPA Guidelines) are expected to register on Haalubelun web portal within not more than 24 hours of arrival for the purpose of receiving quarantine document from HPA, if unable to get registered due to technical issues the traveller / sponsor should write to eoclegal@health.gov.mv or porthealth@health.gov.mv or shall call 1676 hotline for assistance. **Till such time the traveller shall remain in self-quarantine at the place of residing till release sample result (-ve result) is available after 14th day of arrival.

2.1.2. Business Visa, Special Visa, Employment Visa holders are mandated to insert/provide sponsor/employer's local contact number on IMUGA before arrival/on arrival. Such visa holders need to enter the exact quarantine address / residing addresses.

2.1.3. Tourists who become symptomatic on arrival or after arrival into Maldives will be tested for COVID19 virus at the airport. The testing fees and the additional costs due to quarantine/ isolation at the resort have to borne by the tourist.

2.1.4. Travellers other than tourists who are symptomatic will be referred / advised to go to flue clinic unless otherwise informed by health officers.

2.1.5. All Maldivians and expatriate workers and those stay allowed on local community island (Including Special visa/Business visa holders) including

their dependents must be registered at the “Haalubelun web portal”. The website has the option of 6 different languages: Dhivehi, English, Bengali, Sinhala, Malayalam, and Tamil. The link is given below.
<https://haalubelun.hpa.gov.mv/>

- 2.1.6. * All employment Visa Holders shall be given health clearance and immigration entry given that employment Visa Holders have completed IMUGA Health Declaration Online form by sponsor/employer

3. Pre-testing for COVID19 virus

- 3.1.1. Travellers in diplomats, travellers coming for a short visit (upto 7 days), or those with business visa/special visa are required to produce COVID19 PCR test results (test valid if done within 96 hours (subjected to change, for current updates please refer to the most recent Air Traffic Circular release by Maldives Civil Aviation Authority, announcements by Ministry of Tourism, and Guidelines by Health Protection agency) before their departure time from their first port of embarkation enroute to Maldives).
- 3.1.2. If the passenger makes a transit during the journey, the initial PCR test will be valid if the transit does not exceed 24 hours or given that the traveller does not leave airport premises within the transit window of 24hours. If a passenger makes a transit exceeding 24 hours, the passenger must take a repeat PCR test within 96 hours prior to embarkation at the port of transit and shall produce the document on arrival at Maldives, preferably shall be allowed to board at transit port with the new –ve PCR result.
- 3.1.3. Maldivians and those with work visa need not do produce this test result on arrival/and during boarding for embarkation to the Maldives, as they will be required to stay in mandatory quarantine for 14 days and will be released after release sample –ve results are received from HPA.
- 3.1.4. Travellers required to submit a COVID19 PCR test must submit valid documentation with their test results at airport check-in counters while embarking to the Maldives and to the Maldives immigration on arrival (preferably to the online portal <https://imuga.immigration.gov.mv/>). (Note: Those who have filled the IMUGA “Online Health Declaration” and submitted shall be considered as fully agreeing to the current terms and conditions of Public Health Act 7/2012 and to adhere to COVID19 Prevention and Control

Measures laid and informed as required by the Health Protection Agency of Maldives).

4. COVID19 PCR test sample format Check/Validity

4.1.1. Should passenger/party/agency/airline require checking if a sample result document fits the criteria / definition it needs be emailed to hoec.pcr@health.gov.mv or porthealth_maleairport@health.gov.mv, given sufficient time for reply.

4.1.2. The COVID19 PCR test result document shall clearly state the below:

- (a) Name of the passenger (name as in passport)
- (b) Name and address of the testing laboratory
- (c) Type of test (stated as COVID19, PCR test)
- (d) Date of sampling
- (e) Result (Clearly mentioning Negative /Not detectable/not traceable etc)
- (f) Result: reference number

4.1.3. It is the responsibility of the delivering airline to check during boarding to check for aforementioned validity.

5. Responsibilities of aircraft operator /General Aviation and Airlines

5.1. Shall ensure that following categories of travelers hold a valid negative result for a nucleic acid test (PCR test) for COVID19 prior to disembarkation to the Maldives.

- a) All tourists,
- b) Special Visa holders whose duration of stay in the Maldives will be up to seven days
- c) Business visa holders whose duration of stay in the Maldives will be up to seven days,
- d) Foreign diplomats and their accompanying family members (does not include residing diplomats)

- e) Airline crew and crew of private jets/general aviation whose;
- f) Transit stay is arranged in an accommodation other than a designated transit hotel or guest house / designated tourist establishment allocated for crew stay by Ministry of Tourism.
- g) Crew whose stay in Maldives exceeding 7days
- h) Crew of ships that arrive by air to sign onto ship/vessel/safari/Yachts.

5.2. Should there be doubt on validity of the results airlines/operator shall contact HPA for clarification prior to boarding of the passenger/crew holding the particular result document.

5.3. Airlines and General Aviation shall not uplift passengers with

- a) No PCR results (Maldivian passport holders and expats with no –ve PCR shall be quarantined after arrival into the Maldives).
- b) Expired results (exceeding 96hrs and transit period > 24hrs)
- c) invalid PCR results
- d) Positive PCR COVID19 Results.

5.4. Airlines/aircraft will be held liable for the uplifting of passengers/crew with;

- a) Positive test results,
- b) Results with doubt (not clarified from HPA)
- c) Expired results
- d) Invalid/questionable results (as of validity criteria)
- e) Travellers with invalid results due to transit stay exceeding 24hours at any other ports/airport.

5.5. Should there be any doubt on COVID19 PCR result validity (i.e. criteria and/or content) prior to check-in of passenger for embarkation to the Maldives, the doubts shall be cleared well given sufficient time.

5.6. Anyone of the above traveller (1.5.1) does not produce a valid –VE PCR COVID19 result to the Maldives immigration on arrival to the Maldives, a sample for COVID19 PCR test will be taken from them at the airport before immigration clearance is given and will be in isolation till payment is completed and results are received from HPA (costs for testing are to be borne by the passenger/sponsor and if required to quarantine the expenses for quarantine shall apply same).

5.7. As per, section 2.3 (e) of the current procedure, if crew have been planned stay in a facility other than a designate place for crew stay, crew shall embark to the Maldives with Valid PCR Negative results for the purpose of producing to the Maldives Immigration and International Border Health / Port Health . Should there be constrains/limitations for testing and/or collection of results prior to embarkation to the Maldives, it the sole responsibility of the operator/agent to ensure testing is available at port of disembarkation ahead of planning the journey.

i) Should the agent/operator fail to facilitate testing the crew stay shall be arranged/changed to accommodate at a tourism ministry allocated transit facility until departure. (for more information (please visit https://www.tourism.gov.mv/announcements/approved_opening_dates_of_resorts_hotels_vessels_and_transit_facilities (or) email to smu@tourism.gov.mv).

ii) Should the aircraft uplift a passenger with +ve (positive) PCR COVID19 results the operator/airline shall bear the incurring costs of testing and quarantine/treatment of the passenger and direct contacts until released by Health Protection Agency (at government rates). The costs may vary and are subjected to changes depending on the availability and standard of quarantine facility and the developing health condition of those who are quarantined until released accordingly.

iii) It is mandatory for all travellers arriving in Maldives (Including tourists, diplomats, Expatriate workers (and their dependents who are coming with them), and Maldivians to fill out the online HDF on Immigration website for arrivals, within a period not exceeding 24hrs prior to their departure time from the country of exit.

iv) As per health regulations and guidelines, and aviation procedures, if a passenger has fever, cough or shortness of breath on board the flight it should be informed to the pilot who should then inform the Air Traffic Controller who should immediately call the International Border Health / Port Health (Port Health) hotline (7954333) and inform the International Border Health / Port Health unit (officer) at the airport.

v) Airlines must ensure that the following measures are taken on board an aircraft by passengers during a flight enroute to Maldives:

a. That every passenger on board wears a mask, unless he or she:

- I.is less than 6 years old,
- II.is having a medical reason for not wearing face masks,
- III.is eating, drinking or taking oral medication,
- IV.is removing the mask under a crew member's direction

- b. Passengers must be advised to replace face masks when it becomes wet or soiled.

5.8. Traveller departing Maldives who require proof of negative PCR results is checked for validity and result.

5.9. Tourists who stayed in a guest house / amongst local community shall be checked by airlines, port operator, Maldives immigration upon departure check-in/exit clearance for –ve PCR results etc. (approved guest houses are listed on the website of Ministry of Tourism)

6. At the airport arrival terminal and departure

- 6.1. All arriving passengers must wear masks.
- 6.2. Physical distancing (of minimum 3 feet) should be maintained.
- 6.3. Hand sanitization should be done at entry to the arrival terminal or prior to disembarkation from the airplane.
- 6.4. All arriving passengers must undergo thermal screening at the arrival terminal.
- 6.5. Encourage all tourists to install the contact tracing app "TraceEkee" and switch on the Bluetooth function.
- 6.6. A fee will be charged to the tourist/expatriate employee in case a sample needs to be taken to be tested for COVID19. The procedure of this financial transaction is given in Annex 21.
- 6.7. Had the aircraft uplift a passenger with +ve (positive/detectable/traceable) PCR COVID19 results the operator/airline;
 - I. Shall contact Port Health (IBH) at Airport for disinfection of the aircraft before commencing boarding. If the aircraft has already boarded passengers segregate the boarded passengers and perform proper disinfection of the aircraft under guidance of the port health officer.
 - II. Initiate disinfection as per this protocol.
 - III. Shall report to HPA/IBH with proof of disinfection in order to continue further operations after HPA/Port Health gives clearance.

7. General Declaration of Health / Aircraft (Departure/Exit)

- 7.1. Those aircraft which transported passengers with expired COVID19 results, suspect for COVID19 and passengers with +ve PCR COVID19 results enroute to Maldives is obligated to perform proper disinfection under IBH supervision prior to boarding of passengers. Clearance for Departure from Maldives will require after GD Health section has been cleared and stamped by International Border Health / Port Health / HPA or Clearance e-mail from Port Health Section.
- 7.2. Such an aircraft will stop boarding of departing passengers, ground handling agents and personnel from relevant agencies/authorities as soon as a suspect or passengers with +ve PCR COVID19 results are detected at immigration or after immigration counters. Aircraft crew will carefully segregate passengers, who are already on board, provide full and clear copy passenger / crew manifest to international Border Health / Port Health at the airport for the purpose of contact tracing.

7.3. After extracting required information for required information, and isolating probable contacts and after proper disinfection the aircraft with hand luggage holds will be allowed to resume boarding by IBH/HPA with stamped GD.

7.4. Aircraft/operators that violates the procedures will be held liable and will face a penalty of fine under the Port health regulation and relevant regulations (or) as per guidelines.

8. Procedure for Electronic screening (on arrival).

8.1. Immigration Officers will ensure Business Visa, Special Visa, Residential Diplomats and Employment Visa holders including dependents, immigration officers shall ensure they provide the correct information of the sponsor/employer on IMUGA HDF. This is for the purpose of dispatching Quarantine Document and release COVID19 sample notification to the Traveller/Sponsor.

- I. Contact Number of the Sponsor/Employer (Local Number)
- II. E-Mail address of the traveller
- III. Exact Stay Duration (not for employment Visa holders)
- IV. Stay address.

8.2. Expats/Employment/Business/Special visa holders should have provided correct address of stay, if not address of employer/sponsor.

8.3. Boats/floating vessels provided as addresses on IMUGA will have to be changed to a Building if on a city/island/ address on arrival, except for tourists/ employees going to safari and sign-on crew.

8.4. If a traveller other than sign-on crew provides a boat/vessel address on arrival / IMUGA Portal, forward the traveller to Port Health because the employer will have to be contacted either to change to a land/building address or keep the Boat/Vessel on monitoring until release sample result is received.

8.5. Aircraft crew stay address shall be matched with that of crew stay allowed places on https://www.tourism.gov.mv/announcements/approved_opening_dates_of_resorts_hotels_vessels_and_transit_facilities

8.6. Port Health Officers at arrival shall ensure those travellers who are notified by Immigration and those who are randomly checked by port health, information of the sponsor/employer is available on IMUGA HDF. If found the information is

not properly entered Port Health shall ensure the passenger leaves the arrival terminal after the traveller provide the correct information. This is for the purpose of dispatching Quarantine Document and release COVID19 sample notification to the Traveller/Sponsor.

- I. Contact Number of the Sponsor/Employer (Local Number)
- II. E-Mail address of the traveller/ Sponsor
- III. Exact Stay Duration (not for employment Visa holders/residing travelers)
- IV. Boats/Safari/yachts floating vessels provided as addresses on IMUGA will have to be changed to a Building on a city/island address on arrival, except for tourists, employees going to safari and sign-on crew.
- V. If a boat crew/employed on a boat insists that there is no quarantine address on land/building contact employer/captain to mention that the boat will have to be on Monitoring until release sample result is given.
- VI. Boats/floating vessels provided as addresses on IMUGA will have to be changed to a Building address on an city/island address on arrival, except for tourists, employees going to resort/safari and sign-on crew.
- VII. Expats/Employment/Business/Special visa holders those who are unable to clarify exact address of quarantine, on arrival shall be released given that port health is able to collect correct address and phone number of the employer/sponsor.

8.7. Aircraft crew stay address shall be matched with that of crew stay allowed places on https://www.tourism.gov.mv/announcements/approved_opening_dates_of_resorts_hotels_vessels_and_transit_facilities

8.8. Quarantine Documents will be issued to traveller in General by Male' Quarantine Cluster/Monitoring at HEOC/HPA upon completion of Haalu Belun registration within 24hours of arrival.

8.9. Those traveller who are in home quarantine until negative sample release, this place of stay will be automatically monitored and quarantined given that the traveller shares with other living in that particular place of stay.

8.10. It is the role of Maldives Immigration to provide the Information Card (Health Arrival Card) to informing the arriving traveller (crew/passenger) with in recent information pertaining to stay in Home quarantine until PCR negative sample results are dispatched by HPA. IBH at the port ensure the task is

completed by Maldives Customs and passengers and crew carry the slip with them on arrival and immigration clearance.

9. Passenger/Crew notification and quarantine/isolation measures for airport.

9.1. Upon Detection / Identification / Notification of a passenger as COVID19 suspect/positive;

- I. inside the ready to outbound aircraft AND (OR)
- II. after flight had already embarked to its next destination,
- III. And (OR) is currently is travelling inbound to Maldives.

9.2. The respective (arrival / departure destination) airport agencies in Maldives shall;

- I. Contact to Port Health / International Border Health / Port Health for further instruction,
- II. Contact Tracing staff/Port Health Coordination Officer/Tourism Focal Point/Male Quarantine Focal Point should use the below mentioned medium given the time span available for immediate action.
- III. By phone call (if less than an hour) and SMS Message / Text details (Passport number/National I.D and reason for attending with other instructions.
- IV. If time span available till departure ETD is greater than 90mins from time of departure the FP of HPA shall inform IBH unit the details via email (porthealth_maleairport@health.gov.mv) or relevant port unit's email address and give a call to duty phone 7954333.
- V. Should there be communication error IBH Officer shall remind the FP or the caller to follow the guideline by explaining how the procedure for request is.

9.3. AND (OR) Port Health is notified by reporting agency (HPA, Aircraft, Contact tracing cluster etc) that a passenger is identified as suspect/positive while aircraft had already flown outbound / landed at a foreign destination.

9.4. Port Health contacts relevant agencies / aircraft agency to ensure all possible contacts are identifies, logged and traced for the purpose of immediate quarantine and containment until further decided.

9.5. Port Health Officer who received the call will pass the instruction from HPA focal points to shift supervisor on duty, is the supervisor unable to be reached the Officer on duty shall ensure in identifying the passenger on-board utilize and inform airline crew/agent to identify the passenger isolate and retained for health screening at departure hall / arrival hall.

- I. For this matter port health can use the medium of phone call and/or physical presence at the place of event and details immediate post-event and instruction execution. Due to shortage of time and immediate action it is the responsibility of Officer who answers duty phone/email address to coordinate and ensure the suspect/passenger is off-loaded by using means available.
- II. Port health Officer is to enter departure controlled premises with access card and identification, by means of notifying and providing verbal explanation to security Officer on duty for immediate execution (refer to port health regulation, 2019/R-1007, section 6). A security personal could be asked to accompany/escort the port health officer immediate.
 - a. If a document for access is required IBH Unit shall prepare and have a set format for access request where the shift supervisor shall fill and sign/stamp to be produced at the entrance (produce to the security Officer on duty).
 - b. Inform the above actions concurrently with HPA focal point / section head and follow instructions from section or HPA FP. If section head is not available contact alternative focal point assigned by operations and as informed by section head.

9.6. Should the action require immediate execution, aircraft representative and airport operator shall be notified immediately and concurrently to halt departure and operations until informed otherwise.

9.7. Should the security department require the reason for access by in the form of official request the port health officer / IBH unit shall provide the justification within 24 hours to the concerned security department via official email and other details of why immediate access required.

- a. The above details of events from port health unit shall be copied to HPA – IBH section porthealth@health.gov.mv within 24 hours of event in proper detailed format.

9.8. Flight Manifest with crew details are to being collect (outbound or inbound as required)

9.9. Flight had been properly disinfected prior to boarding of passengers from the port of embarkation. Should the flight be disinfected written document of proof for disinfection (date, reason, flight number, and port health contact and officer name) to be obtained from the originating country or to be issued by port health after ensuring that disinsection had been conducted by port operator.

9.10. Locate the crews who attended the passenger/crew, collect relevant crew information on contact and PPE use through journey / dealing with passenger/crew for the purpose of contact tracing.

9.11. Notifies airport agencies and ground handling agent on the incident

9.12. IBH officer to Instruct ground handling agent to disinfect the aircraft while focusing on the areas that could have been cross contaminated (alleys, lavatory, suspect/positive passenger seat and overhead compartment used by passenger(s) to store hand luggage.

9.13. On arrival to the Maldives, port health allows after passenger/crew offloading and no further agency is allowed to board the a/c until International Border Health / Port Health informs.

9.14. Further boarding is to be commenced after proper disinfection and reporting to Port Health by ground handling agency/operator.

9.15. Had there been passengers already boarded segregate the passengers to proceed the cleaning.

9.16. Check the seating arrangement to locate the suspect / positive passenger(s) and contact(s) used seat(s). Advise the passenger (inbound) to report if signs and symptoms develop over the incubation period/visit flue clinic.

9.17. The crew should be questioned/screened (basic/general) on arrival regarding proper PPE usage throughout the journey and while attending to the passenger. and other crew who got closer/served.

9.18. Should there be a breach of health safety measures by crew(s) during flight and during serving the passenger the crew(s) shall be quarantined at home/stay place by HPA / Port Health until release sample negative has been collected.

9.19. Inform the attending crew to report signs and symptoms to 1676 or 7954333 or visit the flue clinic with the travel history within the incubation period (14days from date of contact for COVID19). While Explain to crew the signs and symptoms of COVID19 before release.

9.20. After following the instruction / notification from FP who activated the event the attending Officer / shift supervisor / Unit head shall contact the FP of the measures taken and then notify the section head / HPA focal point on the

progress and development. Should there be handover of the event management the Officer dealings shall be recorded/logged in the report.

9.21. Port Health shall record the incidence in incidence log dispatch to HPA and concerned FP and keep a signed/printed and stamped copy available for dispatch (completed within 24hours of the incident handling by the IBH Unit head and Shift supervisor / attending Officer)

10. ISSUING QUARANTINE DOCUMENT (on arrival)

10.1. Port Health Officers at arrival shall will issue quarantine document as per below process,

- a. The process if issuing QD at airport shall be arranged through FP based at HPA/ HEOC since procedures are subjected to change of process.
- b. Local passport holders with sign and symptoms / Positive cases.
- c. Travellers who produce + ve PCR results on arrival. (that is even if a negative result has been produced with a positive result / DOUBLE RESULTS)
- d. Those issued Quarantine Document copy will be sent to Immigration e-mail and Duty Officer to watch list the passengers until release date.
E-Mail address airport@immigration.gov.mv, sharif@immigration.gov.mv and cc to porthealth@health.gov.mv
- e. Crew who had been identified as crew who had breached safety measures for more than 15 minutes or on multiple occasions during the journey in close contact with a probable suspect/contact/positive shall be issued quarantine document on arrival.
- f. In general Quarantine document for all arrivals requiring quarantine document is arranged to be issued by the Monitoring Cluster of HPA. Details of those who may require quarantine document shall be emailed to homequarantine@health.gov.mv on daily basis by the port health Unit.

10.2. Traveller arriving to reside in a local islands/community address will not be issued Quarantine on arrival by Port health. Inform traveller to register on <https://haalubelun.hpa.gov.mv/dv/Identity/Account/Login/?ReturnUrl=> and get approval from Island Council.

- a. E-Mail address of the traveller/ Sponsor
- b. Exact Stay Duration (not for employment Visa holders)
- c. Stay address of a place.

10.3. IF a traveller other than a sign-on crew provides a boat/vessel address Port Health / IBH Officer attending shall ensure the employer is contacted either to change to a land/building address or keep the Boat/Vessel on monitoring until release sample result is received. Inform boat captain if the crew is staying on boat address he/she will be quarantined till release result by HPA and that the boat will not be allowed to travel or board/deboard vessel crew until then.

- a. The Owner agrees for above terms to keep vessel under monitoring Quarantine Document will be issued by Port Health.
- b. The information will be passed to Atoll cluster (phone: 9922285), send the quarantine document copy to inform respected island council that the crew will be staying on board and that the vessel will have to be kept under monitoring until release sample result is available. This process must begin at the time issuing quarantine document.

11. Procedure for arriving crew going on-shore and relieving from Vessel crew Duty.

- 11.1. Ensure Crew is registered on IMUGA (crew after international travel)
- 11.2. Crew shall be listed as a Crew on Maritime health GD to be identified as a crew.
- 11.3. Ensure Crew is registered on Haalubelun, If crew is unable to complete registration process, it is the responsibility of the agent make sure it is done on behalf of the crew before the immigration clearance process.
- 11.4. Daily email the crew list (those coming onshore for more than 10days) for the purpose of Quarantine to homequarantine@health.gov.mv.
- 11.5. Advise staying at Home for the period and take release sample and negative results to get released.
- 11.6. If the above is for crews (in islands) please inform Rashu/island Council /City Council and Public Health Unit (daily to their email address / COVD Task force), please get their focal point email address and phone numbers for your reference.

12. Procedure for managing an arrival tourist who is symptomatic/positive.

12.1. At the immigration counter

- 12.2. Immigration Officer must verify that the HDF has been completed. If the HDF has not been completed, then immigration Officer must enter the information into the HDF then and there.
- 12.3. Thermal scan the passenger for fever. If any arriving tourist is detected to have fever OR on health declaration form patient reports fever or respiratory symptoms (such as cough, shortness of breath, sore throat or runny nose) OR reports being sick irrespective of symptoms, the tourist must be examined by the doctor at the medical screening area.
- 12.4. If patients' symptoms are compatible with COVID19, the medical officer will take the tourists sample (nasopharyngeal and oropharyngeal swab) for PCR testing for COVID19. The sample will be transported to a designated laboratory for testing (See Annex 13). The tourist must be sent to a designated facility/resort for isolation.
- 12.5. Isolation could be done at the tourists' destination resort (depending on the policy in conjunction with procedures advised by Ministry of Tourism) or at a designated transit facility until the results of the PCR test are released after payment. The Tourist may also be kept at a temporary Isolation facility until the test results come.
- 12.6. The tourist shall bear the costs for the testing and also for the duration of stay in isolation. The tourist will have to bear the additional costs incurred due to delays related to isolation.

13. If a COVID Positive/Suspect notified / Direct Contact detected on arrival/on flight.

- 13.1. If the result of the PCR test is positive, the tourist may continue isolation at the resort (depending on the resorts policy) or will be transferred to a designated state-run isolation facility. The duration of isolation period will be at least 3 days without symptoms AND 14 days after symptom onset. Upon completion of this isolation period, the patient will be released. (Note: If the tourist requires a second COVID19 test as part of the entry requirement of his/her return destination, it is the tourist responsibility to get this test done within the required time period prior to departure).
- 13.2. If identified as a direct contact the passenger/crew shall take sample at the airport before being transported on public transport / Domestic flight with the other common passengers.

- 13.3. If identified as a direct contact the passenger/crew shall take sample at the airport before being transported on public transport / Domestic flight with the other common passengers.

14. Direct Contacts and other Suspects/+ve cases;

- 14.1. Direct Contacts are;
- a. Those accompanying the passenger with the COVID19 Positive case,
 - b. Those who are sitting 2 rows from the back and front of seating row of the suspect/positive
 - c. The crew who attended the passenger throughout the journey on board without proper PPE or touched soiled item used by the passenger (with bodily fluid)
 - d. Any other passenger/crew who spend more than 15 minutes without Proper PPE during the travel period
- 14.2. All Direct Contacts shall identify themselves on arrival and agree for quarantine and sample taking before being transported to Resort/ Designated place of stay.
- 14.3. Contacts shall stay in Quarantine for the full period of Quarantine and departure will be halt until release sample comes negative.
- 14.4. Those identified as direct contacts shall be still separated from the positive case and shall clear immigration separated from other passenger arrivals and other traveller bubbles.
- 14.5. If the result of the PCR test done at Maldives becomes negative, the tourist shall be released from isolation. In the case of negative PCR test of a tourist who is isolated temporarily at a transit facility, he/she will be released from isolation and may travel to the destination resort. Although released from isolation, a symptomatic tourist must wear a mask when going out of the room, observe physical distancing measures and must avoid public gatherings such as going to the restaurant etc. until 48 hours after resolution of symptoms.
- 14.6. Port Health Officer on duty will Inform HPA focal point and (as per in order of operational organization Hierarchy of HEOC or Department) and Ministry of Tourism Focal Point / Tourism desk (Hotline number: 9423131) and email details to smu@tourism.gov.mv.
- 14.7. Port Health will issue quarantine document to the positive contact and direct contacts at airport, unless otherwise informed from HPA Focal

Point. This event shall be coordinated through Port Health Focal point based at HPA.

- 14.8. **Food Arrangement** for the tourist will be self-paid or paid through the accommodating resort / representative.
- I. The International Border Health / Port Health officer will explain the options as food can be ordered from Airport Food outlets given that the tourist pays on delivery. MACL will assist them in the delivery of food.
 - II. If it is a local HPA will complete the payment and ensure payment is delivered.
 - III. It is the role of IBH Officer to to inform tourist help desk to arrange food the tourist person kept in isolation.
 - IV. Non – tourists will be asked of food choice and will provide options as how food is available from airport food outlets. If passenger provides money food can be ordered through airport operator.
- 14.9. The collected sample must be transported to the designated laboratory. This mechanism will be operated under the MACL operator under IBH Supervision. The sample transport from the POE to the designated laboratory will be done by the designated people. (RRT, MRC or some other designated group). (Annex 13).
- 14.10. Immigration will watch list the +ve passengers and direct contacts on IMUGA when IBH provides the Quarantine Document to passengers on arrival and Immigration duty officer after they have been transferred to Isolation. Also copy the E-mail to airport@immigration.gov.mv
- 14.11. Immigration must make sure the passengers do not depart until cleared by HPA. The passengers will be removed from Immigration Health watch list when release document has been produced and received from HPA/IBH to airport@immigration.gov.mv.
- 14.12. On arrival sample from those who produce +ve PCR COVID19 result shall not be taken at the port of arrival. Immigration will give clearance to the positive passenger and direct contacts after coordinating with Port Health Officer on ground.
- 14.13. Port Health Officer on ground shall the airport ambulance / Movement Cluster designated for the purpose of moving suspected COVID19 cases/+ve COVID19 case, to transfer the passenger and direct contacts to designated Isolation Facility (1.3) at airport.

- 14.14. Inform/Request the immigration to proceed the passport control/clearance process.
- 14.15. Inform MACL and Customs to clear the passenger's baggage and bring it to the screening area or make arrangements to send it to the designated Isolation Facility at airport.
- 14.16. Inform airport operator, airline operators and immigration to get the contact tracing information. This includes the passenger manifest, names, passport numbers, seat numbers, and destination of the passengers sitting in the same row, and the 2 rows in front and 2 rows behind the suspected case. This also includes the flight attendants who came in contact with the suspected case as well as those passengers and crew who used the same toilets that the case has used. All those who were travel companions of the case will also be treated as contacts. Contacts who are tourists can be quarantined in their destination resorts.
- 14.17. In case of a tourist passenger, inform the focal point of the Ministry of Tourism immediately. To the focal provided by MoT at the time. Or email documents to smu@health.gov.mv followed by phone call to the FP.
- 14.18. Escort the passenger to designated Isolation Facility at airport and wait there with the passenger until all the potential cases from the flight are identified or cleared. Fill out the COVID19 POE Surveillance forms for all the passengers at designated Isolation Facility at airport. (Annex 4)
- 14.19. Call HPA focal point to make arrangements to transfer all the identified cases to an Isolation facility outside the airport.
- 14.20. IBH Officer shall wait near the premises of airport temporary isolation facility to provide assistance to the waiting passengers (suspects/positives) until otherwise arranged or until shifting is completed.
- 14.21. IBH Officer waiting / attending with the positive case/direct contact near shall;
 - I. Attend calls from Contact Tracing FP and follow the instructions from seniors. Required communication must maintain proper channel and flow of instruction from IBH relevant FP. Updates can be communicated using texts and phone calls.
 - II. Shall check if his/her mobile phone is charged or inform Unit in charge / shift supervisor to provide a duty phone with Battery charge, use the phone to inform relevant FP that the number will be used to contact regarding the specific case
 - III. Shall not leave duty without proper briefing to the taking over officer and keep unit head/shift supervisor briefed in detail

- IV. If rest and relieve and food is required unit in-charge / supervisor to arrange, Call should be made given sufficient time for relieve arrangements to be made.
- V. Should the duty officer require additional Officer to accompany this request shall be communicated to unit head or supervisor with sufficient time available for such an arrangement to be made
- VI. Should the Officer require transfer to home due to unavailability of public transportation this request shall be made with sufficient time given.
- VII. Disinfection of IBH premises and cases arrangements to be made by the IBH Officer handling the case at the port before relieving duty.
- VIII. This event details shall be noted in Unit Daily Yaumiyya by the handling shift supervisor / Officer handling the case., in not more than 24 hours of handling the case. Yaumiyya shall be checked by Unit Supervisor for corrections and correction to be made immediately. The statistics shall be included in statistics report for monthly surveillance reporting.

14.22. A suspected case is said to be handled and over once the checklist is completed and the passenger has been transferred out of the airport. (Checklist-A is in the annex 1).

15. By the focal point of the Ministry of Tourism

- 15.1. Inform the destination hotel/resort about the isolation of the passenger and inform the focal point of the Ministry of Tourism and to proceed with the cancellation of the bookings and take any other necessary steps.
- 15.2. Assist in ensuring if the passenger / contact / case have any food options and food delivery as soon as passenger is taken to quarantine at airport.

16. By the focal point of the Ministry of Foreign Affairs

- 16.1. HPA Focal Point to inform the relevant diplomatic agency and take all necessary steps.

17. By the focal point of the Ministry of Economic Development

- 17.1. HPA Focal Point to inform the employer about the passenger being held, and take all necessary steps. (Annex 1 and 8)

18. Procedure for managing an arrival Maldivian/expatriate passenger(s) who is symptomatic.

- 18.1. All Maldivians and expatriate workers who reside within the greater Male' area will be instructed to get their samples taken at the flu clinic. They will be in self-home quarantine until the results of the PCR testing. Arrangements for a place for home quarantine must be in place prior arrival in Maldives. All cost incurred due to home quarantine must be borne by the passenger.
- 18.2. All Maldivians and expatriate workers who reside outside the greater Male' area will be instructed to get their samples taken at the flu clinic in the GMA. They will be in self-home quarantine until the results of the PCR testing. Arrangements for a place for home quarantine in Male' must be in place prior arrival in Maldives. All cost incurred due to home quarantine must be borne by the passenger.
- 18.3. All Maldivians and expatriate workers including their dependents must be registered at the "Haalubelun portal". The website has the option of 6 different languages: Dhivehi, English, Bengali, Sinhala, Malayalam, and Tamil. The link is given below.
<https://haalubelun.hpa.gov.mv/dv/Identity/Account/Login/?ReturnUrl=/>
- 18.4. All their internal travel (taxi, ferry, launch and air flight) arrangements to their destination of residence must be arranged and paid for by the passenger.
- 18.5. All Maldivians and Expatriate workers who are symptomatic on arrival or had declared their symptoms in the HDF must make their own arrangements to stay in the greater Male' area (Male', Hulhumale, or Villimale) until their test results come. They will be in quarantine.
- 18.6. If the result of the PCR test is positive, he/she will be transferred to a designated state-run isolation facility. The duration of isolation period will be at least 3 days without symptoms AND 14 days after symptom onset. Upon completion of this isolation period, the patient will be released.
- 18.7. If the result of the PCR test is negative, he/she will be kept in self-home quarantine for 14 days after which he/she will be released after a second PCR test is negative.

- 18.8. If the passenger shows symptoms of COVID19 (Annex 17), he she must report to the COVID19 hotline 1676. A sample will be taken for testing. If the result is positive (see 2.6.2). For additional information see COVID19 QR SOPs v10.
- 18.9. In case of an expatriate employee, inform the focal point of the Ministry of Economic Development.

19. Procedure for managing arrival of diplomatic/special VIP passengers

- 19.1. Refer to Annex X

20. Procedure for Maldivian and expatriate arrival passengers who are not symptomatic who will reside outside Greater Male' Area (Male', Hulhumale, and Villimale)

- 20.1. All Maldivians and expatriate workers arriving will be kept in mandatory home quarantine for a period of 10 days. Arrangements for a place for home quarantine must be arranged by the passenger prior to arrival in Maldives. All cost incurred due to home quarantine must be borne by the passenger.
- 20.2. Those arriving with –ve PCR results is not required to get quarantined in Male area. But those travelling shall wait in quarantine for 10 days in the Islands where there is no community spread.
- 20.3. A legal notice will be given to the passenger by Maldives Immigration or by IBH where applicable.
- 20.4. All the internal travel (taxi, ferry, launch and air flight) arrangements to their destination of residence must be arranged and paid for by the passenger

21. Procedure for Maldivian and expatriate arrival passengers who are not symptomatic who will reside in Greater Male' Area (Male', Hulhumale, and Villimale)

- 21.1. All Maldivians and expatriate workers will be kept in self-home quarantine for a period of 14 days. Arrangements for a place for self-home quarantine must be arranged by the passenger prior to arrival in Maldives. All cost incurred due to home quarantine must be borne by the passenger.

- 21.2. All the internal travel (taxi, ferry, launch and air flight) arrangements to their destination of residence must be arranged and paid for by the passenger.
- 21.3. At the end of the quarantine period, the existing release guideline will be followed.

22. Procedure for managing contacts (who is a tourist) of a symptomatic arrival passenger

- 22.1. Contact tracing should be done for arrival tourists who are symptomatic (COVID-19 suspects) to identify passengers who were close contacts of the symptomatic tourist during the flight and during the journey. PCR for COVID19 testing will be done for close contacts of the patient who travelled together with the patient during the journey (e.g. family members or friends who travelled with the patient during the journey) (see Annex 3). Contacts who are tourists can be quarantined in their destination resorts. Contacts will be managed as given below depending on the results of the PCR test: (see Annex 8).
- 22.2. If the PCR result of a contact is positive, the contact will be treated as a positive case.
- 22.3. If the PCR result of a contact is negative and the PCR test of the symptomatic patient is also negative, the contact will be released from isolation and no restrictive measures will be taken regarding the contact.
- 22.4. If the PCR result of the contact is negative but the PCR result of the symptomatic patient is positive, the contact will be quarantined for 14 days in the resort for observation to see if the contact develops any symptoms of COVID19. Resort doctor must monitor the contacts daily and keep a log of the findings. If the contact becomes symptomatic during this period, he/she will require PCR testing for COVID19. If the contact remains asymptomatic during this period, PCR testing will be done upon completion of 14 days of quarantine.

23. Procedure for managing an arrival tourist who gives history of contact with a confirmed case of COVID19.

- 23.1. Any arrival tourist who has a history of contact with a confirmed case of COVID19 within 14 days prior to arrival (as per passenger health declaration form), must be examined by the doctor at airport clinic and a sample should be taken for PCR for COVID19 testing. (see Annex 1,2 and 4)

- 23.2. If the person is symptomatic, he/she will be managed as a suspected case of COVID19 at the resort. He will be kept in isolation at the resort for 14 days and 3 days after being asymptomatic.
- 23.3. If asymptomatic, the tourist can be transferred to a designated transit facility until results of COVID19 test OR can be transferred to the tourists' destination resort for resort quarantine (depending on the resorts' policy).
- 23.4. If the result of the COVID19 test is negative, the tourist will be quarantined for 14 days from the date of last exposure. Quarantine can be done at the tourist's resort room. If the person develops symptoms any time during this period, PCR test should be repeated. If person remains asymptomatic, do PCR testing upon completion of the quarantine period and release from quarantine if test result is Negative.
- 23.5. If the result of the COVID19 test is positive, the patient will be transferred to a designated isolation facility or can continue isolation at patient's resort room (depending on resorts' policy). Duration of isolation will be for 14 days from the date of the COVID19 test.

24. Departure/Exit requirement

- 24.1. It is the responsibility of the Tourist/crew to fulfil the test requirements for the country of departure. The passenger must carry the required test results with them when arriving at the departure check-in counter.
- 24.2. All departure passengers/crew must report to the COVID19 hotline, 1676 if they are having any of the following symptoms, within 24hrs of their departure time. Fever, sore throat, runny nose, cough, or breathing difficulties. They must verify with the COVID19 hotline if they need to cancel their current booking.
- 24.3. It is mandatory for all travellers departing from Maldives (Including tourists, diplomats, Expatriate workers (and their dependents who are leaving with them), and Maldivians to fill out the online HDF for departure, within a period not exceeding 24hrs prior to their departure time from Maldives.
- 24.4. Procedure for Maldivian and expatriate arrival passengers who are not symptomatic who will reside outside Greater Male' Area (Male', Hulhumale', and Villimale')
- 24.5. It is the responsibility of the tourist to ensure that any COVID19 tests that are requirements of their return destination are completed within the required timeframe prior to departure. The tourists will bear the costs of any such tests.
- 24.6. Aircraft Crews are not required to fill the online Health Declaration Form.

25. Departure Maldivians/Expatriate workers

- 25.1. It is the responsibility of the Maldivians/Expatriate workers to fulfil the test requirements of the country of departure. The passenger must carry the required test results with them when arriving at the departure check-in counter.
- 25.2. All departure Maldivians/Expatriate workers must report to the COVID19 hotline, 1676 if they are having any of the following symptoms, within 24hrs of their departure time. Fever, sore throat, runny nose, cough, or breathing difficulties. They must verify with the COVID19 hotline if they need to cancel their current booking. They must visit the flu clinics or resort clinics and follow their advice.
- 25.3. All departure passengers/crew must complete the online Health Declaration form for departure and get the completion code. The Health Declaration form for departure must be filled before the time of departure but not exceed 24hrs before the time of departure. (Annex 7)

26. At the departure check point (manned by MACL fire and rescue at VIA)

- 26.1. Checkpoint Officer must verify the completion of the HDF and if not filled it must be filled then and there before allowing them to proceed forward. What is to be done if their HDF shows that they were symptomatic within the last 14 days?
- 26.2. Thermal scan the passenger for fever. If fever, instruct the passenger to go to the designated screening area.

27. At the screening area inside Arrival Terminal;

- 27.1. IBH Officer shall inform Airline, Immigration and Sample taking FP as soon as a suspected case is identified.
- 27.2. IBH Officer assesses the passenger to see if he/she fits sample taking criteria COVID19 (PART A). If local or employment visa holder refer to clinic and ask to wait at Home till results. IBH officer will explain to Employer/ Sponsor.
- 27.3. If fits the criteria collect a sample for PCR testing.
- 27.4. International Border Health / Port Health Officer should remain until the doctor assesses the passenger and if the passenger fits the case definition criteria.

28. International Border Health / Port Health (Port Health) follows the below steps for COVID suspects,

- 28.1. Instruct the passenger to make arrangements find temporary accommodations so as to isolate him/her (locals).
- 28.2. Inform HPA focal point (Contact Tracing) about potential new case.
- 28.3. HPA focal point to make arrangements to transfer the case to a designated isolation facility.
- 28.3.1. If Tourist to be taken to Isolation facility / resort through MoT FP, and if local (not Positive) to be referred to Flue clinic.
- 28.4. If an airport staff or a concerned person at the airport calls regarding a potential exposure
- 28.5. Take them to the contact tracing area
- 28.6. Tell them to wash their face and hands with soap and water
- 28.7. Get the full history of the incident
- 28.8. Take their ID card number/passport number/work permit number, Workplace (for expatriates), name, age, gender, current residential address, contact number, email address, comorbidities if any and the date of exposure.
- 28.9. Instruct the person to inform the International Border Health / Port Health hotline (7954333), if they show any of the following symptoms: Fever, Cough, runny nose, or breathing difficulty within the next 14 days.

29. SUSPECT CASE

29.1. Suspected case identified at the airport (from the airport clinic or elsewhere within the airport)

- I. Suspected case is identified at the airport (from the airport clinic or elsewhere within the airport)
- II. If the person does not have a mask on, ask him to put on a mask on the person (provide a mask if necessary)
- III. International Border Health / Port Health Officer are to escort the person to the screening area. This screening area is a different screening area to the one mentioned for arrival and departure passengers.

- IV. Clinic doctor checks the passenger for case definition (see PART A)
- V. If the person does not fit the case definition criteria, proceed with the normal treatment (in a clinic) or instruct the patient to go to a health care facility.
- VI. If the person fits the case definition criteria, isolate him/her and follow the instruction given above (2).

29.2. Suspected case identified at the airport (at departure)

- I. At the departure entrance check point (AVSECOM/ Fire and Rescue security)
- II. Check for the completion of the online HDF (for departure) of all passengers.
- III. Passenger is identified via thermal scanner, or for being symptomatic (informed via HDF-D, self-reporting or by other means), at the airport departure hall.
- IV. Passengers to the airport must wear masks at all times unless contra-indicated due to a medical condition. If no mask, give the passenger a mask and keep a distance of minimum 3 feet with others.
- V. Inform International Border Health / Port Health Officer and if requested by health Officer allow access into departure premises for halting a/c, contact tracing, immigration dealings and other works required by HPA to be performed and executed immediately.

29.3. Role of the International Border Health / Port Health Officers

- I. Suspected case escorted by the International Border Health / Port Health officer to screening area.
- II. Clinic doctor checks whether the passenger fits the case definition (see PART A)
- III. If the passenger does not fit the case definition criteria, then send him/her back to departure terminal or check-in counter.
- IV. If the person fits the case definition criteria, isolate the passenger and take a sample for COVID19 testing.
- V. Explain to the passenger that he/she will not be able to travel by that flight and that he/she will only be cleared for flight after the results of the test result. It is possible that a period of quarantine will be imposed

on him/her for duration of 10 days. This testing process might incur a fee which the Expatriate worker may be asked to provide. (If positive 14 Days quarantine / until release by HPA are applied)

- VI. Inform HPA focal point and obtain the legal notice.
- VII. After providing the legal notice to the passenger (tourists are exempted from the legal notice):
 - a. For tourists, he/she will be sent back to the resort to await the test results (No legal notice required until Positive).
 - b. For Maldivians from greater male' area, he/she will be will sent back to his home for home quarantine to await the test results. If positive, he/she will be taken to an isolation facility. If negative he/she will stay in home quarantine. He/she will have the bear all related expenses.
 - c. For Maldivians from other atolls, he/she will have to make his/her own arrangements to stay in quarantine in greater Male' area, until the test results. If positive, he/she will be taken to an isolation facility. If negative he/she has to make on their own arrangement to travel back to his/her home quarantine address in the island. He/she will have the bear all related expenses.
 - d. For Expatriate worker, he/she will have to make his/her own arrangements to stay in quarantine in greater Male' area, until the test results. If positive, he/she will be taken to an isolation facility. If negative he/she has to make their own arrangements to in home quarantine for 14 days. The person or employer will have the bear all related expenses.
(Note: A fee shall be taken as a charge for testing and quarantine where required)
- VIII. Inform the Airline Counter and MACL/Airport Operator
- IX. In case of a tourist passenger, inform the focal point of the Ministry of Tourism.
- X. In case of an expatriate employee, inform the focal point of the Ministry of Economic Development.
- XI. Collect travel information up to airport.
- XII. This includes the travel history from his residence to the airport, including all conveyances used.
- XIII. Collect all potential contact information possible. (Annex 2 Form 2)
- XIV. IBH should information to the passenger about IPC measures to be taken.

30. Suspected case identified en route in an airplane

30.1. By the flight captain and the flight attendants

- a. Inform of the situation to MACL Tower operators.
- b. Tower operators to contact International Border Health / Port Health within the shortest possible time.
- c. International Border Health / Port Health Officer on duty to collect the information by flight captain and get a situation update via tower operators.
 - l. Record the conversation on record sheet by Port Health Officer. Follow instruction, Inform Shift supervisor / HPA Focal Point and proceed as per this procedure.
- d. Captain should wear a mask before stepping into the flight cabin.
- e. All flight attendants should be wearing masks and gloves.
- f. Put a mask on the patient. (Unless the patient is having breathing difficulties).
- g. The captain announces to all the passengers “Do not be alarmed, we have a passenger who is not feeling well, and we are taking care of him/her. Do not move from your seat, do not use the toilet facilities, we will assess the situation and let you know the appropriate steps to be taken as soon as possible”
- h. Assess the sick passenger to see if he/she fits the case definition (PART A)
- i. Identify the passengers in the row where the suspected passenger is seated, and also identify the passenger’s seated 2 rows in front and 2 rows behind the patient.
- j. Ask the passengers to identify themselves if they have moved from their assigned seats. “If you have moved from your assigned seats to another seat please let us know” If this involves the row in which the ill patient is in or 2 rows in front or 2 rows behind, then the contact information of the passengers who switched will be needed.
- k. Identify the toilets that the suspected passenger used
- l. Identify all the passengers who used the same toilet
- m. Treat the patient’s symptoms
 - I. Panadol/paracetamol for fever
 - II. Lozenges for cough
 - III. Plenty of fluids

IV. Psychosocial support

- n. Ask the passengers if they have used the same toilet as the suspected patient and collect their contact information (Annex Form 2).
- o. Ensure that the online HDF for arrival of all passengers have been completed. The captain must make an announcement reminding all passengers that their online HDF is mandatory and they cannot proceed beyond immigration counter unless they have the completion code or QR code.

30.2. By the International Border Health / Port Health Officer and airport doctor

- a. Follow the on-board contact tracing measures. (Annex 3)
- b. If the patient is stable and well enough, he/she will be removed last. If the patient's condition is critical, move him/her first. The doctor must make this decision.
- c. Remove the rest of the passengers to the contact tracing site. (Designated by MACL).
- d. Transfer the patient to Airport temporary Isolation facility (i.e One Three) or DH11 or TTH as per the instructions from HPA.
- e. Make necessary arrangements with HPA to transfer the patient.

Section - C

VESSEL MONITORING, QUARANTINE/ISOLATION AND CONTACT TRACING AT POINTS OF ENTRY FOR COVID19

1. International going Vessel with passengers and crew

1.1 International Out going vessels include all those travel into international water territories with Customs clearance and Immigration permits.

- a) Cargo ships
- b) Very large cruising ships
- c) Navy and Coast Guard ships
- d) Diplomatic Vessels
- e) Passenger Liners
- f) Yatches and Safari's

1.2 Quarantining the vessel for the purpose of contact tracing and prevention of further spread designated contact tracing team shall inform International Border Health / Port Health Unit of the designated area such;

- a) Male Seaport Unit (porthealth_maleseaport@health.gov.mv)
- b) Addu Atoll Unit (porthealth_adduatoll@health.gov.mv)
- c) Kulhudhufushi Unit (porthealth_Kulhudhuffushi@health.gov.mv)
- d) Uligamu Unit (porthealth_uligamu@health.gov.mv)

1.3 Contact Tracing Team or Quarantine/Monitoring Document issuer (department/Cluster/Section/Program) shall dispatch official documents to the vessel agent /operator through International Border Health / Port Health Units as defined in the Port Health regulation.

1.4 Concurrently copying (cc) the document to the emails seaport@immigration.gov.mv, airport@immigration.gov.mv, harbour.management@customs.gov.mv is mandatory to contact tracing or document issuing Officer.

1.5 Should a passenger/crew is to be removed from vessel as a control measure the communication to the agent shall be coordinated via International Border Health / Port Health Unit.

1.6 Minimum manning as per Maritime regulations has to be considered at all costs.

1.7 Preparation and readiness for removal of crew due to sickness and/or for medical attention the agent shall facilitate for such requirements

1.8 Such requirements of removal of crew shall be identified in advance by the operator/agent so as to cater such scenarios.

2. Aircrafts, passengers and air crew,

- 2.1 Aircrafts reporting of suspects shall be notified to International Border Health / Port Health unit at main airports and to public health officer attending flight clearance works at other Int' airports.
- 2.2 Contact tracing team shall request for Aircraft passenger/crew manifest via email from aircraft representative/agency or request through International Border Health / Port Health Unit.
- 2.3 Quarantine Document to be issued to crew through International Border Health unit and to be dispatched to airline and international Border Health / Port Health email address porthealth@health.gov.mv

3. Staff from Port Agencies,

- 3.1 Should contact tracing team require collecting information required for the purpose of contact tracing shall contact Individual Organizational focal points working from the ports.
 - i. Maldives National Defense Force
 - ii. Aviation Security Command
 - iii. Maldives Immigration
 - iv. Airline Focal
 - v. General Aviation
 - vi. Airport Operator (For operator based service components such as cargo area, arrival staff, Duty free, Ramp services etc)
 - vii. Maldives Customs Service
 - viii. Maldives Food and Drug Authority
 - ix. Tourist Police
 - x. Airport Police
 - xi. Domestic Terminal Operators (Island Aviation etc
 - xii. Sea Plan services and Sea Plan Operators
 - xiii. International Border Health / Port Health Unit
 - xiv. Airport Construction Companies (Contractors)
 - xv. Food and Beverage Service Providers
 - xvi. Maldives Inflight Catering services
 - xvii. Miscellaneous agencies...
- 3.2 For expediting the process of acquiring information required by contact tracing team shall contact International Border Health / Port Health Units of HPA designated at the Airport/Seaports.

3.3 If positive case(s) identified airport operator needs to be informed on need to know basis where by the main agency the staff belonging will ensure staff is isolated and direct contacts identified for the purpose of isolation.

3.4 Should the contact tracing team need to directly inform individual staff for questioning for the purpose of contact tracing staff shall be contacted directly and informed to stay in isolation until further instruction.

Section – D / ADDITIONAL ROLES AT POINTS OF ENTRY FOR COVID19

1. Arrangement for safe return of Positive persons / Close contacts

On request of the tourist/person, Health Protection Agency provides permission for safe return of COVID19 positive person (and/or) persons identified as close contacts that are already identified and in quarantine, provided that passenger/persons provide no objection letter/document by the relevant government authority of the return country / destination is provided via diplomatic channel.

Below mentioned is the general guidelines as to how the repatriation to be coordinated and carried out. It is the responsibility of the requesting party to explore the best option with safety for other passengers and clients/ government agencies at the airport to have safe measures while carrying out the process.

1.1 Emails shall be sent to Airport Agencies by EOC Legal after permission given.

1.2 Port Health shall provide full PPE Kits and Key of Isolation Room. This will be recorded at Port Health Log sheets and stock inventory. (Customs, Immigration, MACL, AVESCOM)

1.3 Airport Operator FP will coordinate the event with HEOC Port Health Coordination FP and HEOC Tourism FP.

1.4 After acquiring permission from Health Protection Agency, Maldives, It is advisable for the passenger(s) to remain in the boat (if possible) / designated safe area till the immigration and aircraft operator is ready to begin the immigration control process and check-in process.

1.5 Passenger(s) shall be offloaded the vessel after getting permission from airport operator / even coordinator.

1.6 It is strictly advised that passenger(s) and helpers(s) do not use common departure area such as VIP/CIP for check-in and immigration control and not to use the common vehicle for transport. For this arrangement and further clarification passenger representative contact Immigration Duty Mobile and Aviation Security Command.

1.7 As per point number two the passengers shall be taken to the airport isolation area. The vehicle transport must be dedicated given that driver wears full kit/ if partitioned, windows open air condition to be switched off. Proper disinfection after passenger and luggage offload.

1.8 It is advised that passenger/person arrives at the airport considering the minimum time available for clearance to complete with that of not extra hours to keep the passengers waiting in the boat / Isolation Facility.

1.9 Luggage Handling will be carried out by airport operator under guidance by Maldives customs.

1.10 Passenger/Person shall produce the permit by receiving country and HPA at Departure to Check-In staff and Maldives Immigration.

1.11 Ensure at check-in **aircraft representative** is present with immigration and customs clearance hour.

1.12 Doffing shall be done at a designated place/safe area at facility (after cleaning please handover keys to Port Health / Key handover book shall be signed)

2. REPATRIATION HEALTH CERTIFICATION AND CLEARANCE

2.1 On request from Ministry of Economic Development repatriation of expatriate worker from Maldives requiring Health Clearance Certification before travel is arranged to be conducted at the site of stay designated by the concerned ministry and the relevant embassy.

2.2 The certification will be provided after physical medical screening at the site of accommodation of expatriates for the purpose of providing health clearance certificate for approving fit to fly for COVID19 destination requirement.

2.3 Fit to Fly (COVID19) document will be provided by licensed Port Health Officers holding Primary Health Care Academic qualification. Those attending shall wear full PPE kit and maintain safety measures at all times.

2.4 On email request from relevant Ministry to Male Airport Health Unit, the unit head or the focal point will inform duty Officer on receipt of email address. Therefore Unit head will arrange duty shifts so as to cater for the time of clearance work. Relevant Shift supervisors will be informed of the need in advance and changes will be brought to adjust duties.

2.5 Report will be prepared and dispatched by the Team leader after attending the repatriation clearance site by including patient/traveller passport number, full name, no. of screened persons, nationality, identified issues, and signs and symptoms on physical screening, fit to fly (yes/or/No).

2.6 Report shall be filed for future reference and shall be included in Port Unit Monthly Yaumiyya which should also reflect on Annual Yaumiyya and sent to HPA Surveillance email address.

2.7 Health Certificates issued must be complete, signed and name of screening/certifying officer at sight shall be put on each paper.

2.8 Those who are not fit to fly shall be segregated and highlighted in the list and notified immediately to the site supervisor representative from the relevant Ministry and relevant embassy.

Section – E / OTHER INTERNATIONAL AIRPORTS

1. International Airports where International Border Health / Port Health Officers are not present;

- 1.1 Shall take over the roles and responsibilities mentioned in this guideline and adhere to the HPA guideline and Port Health regulation.
- 1.2 Shall report of Violations by passengers and, aircrafts and operators to International Border Health / Port Health Section / HPA. Such reports shall be in detail report format with stamp of Public Health Unit / Hospital with attending officer information and date/timings with not more than 36 hours from Violations. Email addresses are hpa@health.gov.mv / Porthealth_maleunit@health.gov.mv.
- 1.3 Airports operating ADHOC International Flights shall follow as per the current guideline.
- 1.4 Ad hoc flight operations shall be coordinated within set arrangements where the operator shall ensure that flight operation hours are informed to designate health facility in the island in not less than 24 hours of ETA to ensure timely PCR sample collection is facilitated. (Refer to recent PCR application Guidelines and Air Traffic Circular)