

COVID-19 situation

GUIDELINES

for interacting with tourists during different activities



Create a sense of safety among your guests. Be clear on how you will ensure their health. Do this both before your guests arrive, while they're with you and on their further travels to the next holiday destination in Greenland or back home.

OFFICIAL GUIDELINES

- see nun.gl

This means that you must:

- Frequently wash your hands or use hand sanitiser
- Cough or sneeze into a tissue or sleeve (preferably your elbow, to avoid the risk of infection from the area close to your hands, where your sleeves are more likely to touch e.g. tables, railings and handles). Don't sneeze into your hands.
- Avoid spitting as well as conversations where you're directly facing each other or standing close together, as this increases the risk of infection
- Avoid handshakes, kisses and hugs - limit physical contact
- Pay special attention to cleaning and ventilation of both at home and at the work space
- Adhere to the assembly recommendation for the maximum amount of people allowed
- Find out more on nun.gl
- Keep your distance
- Use electronic payment solutions. If cash is used, hands must be disinfected afterwards. To ensure the health of others you should, if possible, wear gloves when handling cash
- COVID-19 virus can survive on surfaces for up to 3-days, and that is why extra cleaning precautions must be applied particularly to oft-used contact surfaces
- Stay up to date on the entry requirements for tourists on nun.gl and visitgreenland.com

BRIEFING PRIOR TO GUIDED TOURS

When customers receive an introduction before, for example, a guided tour, guests are often in close proximity for an extended period of time and touch the same surfaces. The same applies for the multiple bathroom visits before excursions. Bathrooms have many contact surfaces that can lead to infection. Always ensure that there are sufficient hand soap and paper towels available in bathrooms.

If applicable, a poster can be placed in the bathroom with instructions on good hand hygiene.

Briefings should be held outdoors with proper distance between guests. Alternately briefings can be held indoors in a room that allows the guide to ensure the proper distance between guests. In that case, contact surfaces must be cleaned with ordinary cleaning agents and the room ventilated after each group.

In short - briefing recommendations:

- Have briefings outdoors or in a large room indoors to ensure proper distance
- Clean all contact surfaces in the meeting room and ventilate the room after each briefing
- Ensure sufficient hand soap and paper towels
- Put up a poster on good hand hygiene in the bathroom

GENERAL TRANSPORTATION /SIGHTSEEING AND TOURS

by car / minibus / bus

Passengers must sit at a distance in accordance with the authorities' recommendations.

The vehicle must be cleaned with standard cleaning agents, with special attention to door handles, armrests and seat belts and must be ventilated properly after each group. Cloth wipes must be changed often and boiled washed. Distance between individuals must be ensured through queue formation when transported in larger vehicles. Precautions of one empty seat between passengers will be made by the driver of the vehicle in accordance with the authorities existing recommendations.

TOURS INVOLVING PHYSICAL ACTIVITY

You can get sweaty or short of breath during an excursion, which increases the risk of contagion, when you are in close proximity of others in a group. Thus pay attention to maintaining proper distance, when the guests gather f.x. to listen to the guide, receive/return equipment etc.

The guide must ensure that guests maintain proper distance while walking.

SAILING & BOAT TRIPS

When passengers are boarding, the boat operator / sailor/ guide must firstly check for pairs or groups of families, friends and partners as they will be seated next to each other. Passengers that travel alone will be seated individually.

The boat operator / sailor / guide must ensure that hand sanitiser is available and visible at all times and should, upon boarding inform passengers on where to find the sanitiser.

The boat operator / sailor / guide must inform the passengers on the measures and precautions provided by the health authorities and how to apply them throughout the trip.

The boat operator / sailor / guide is responsible for cleaning surfaces such as tables and windows as well as the toilets after each trip.

PHOTO TOURS

A photography tour usually involves multiple means of transportation. Please refer to the according guidelines for each mode of transport.

Boat trip: See the recommendations for trips by boat

Dog sledding: See the recommendations for dog sledding trips

Bus/ Car: See the recommendations for general transport

SKI TOURING

Ski touring usually involves multiple means of transportation. Please refer to the according guidelines for each mode of transport.

Briefing: See the recommendations for briefings

Boat trip: See the recommendations for boat trips

Equipment renting: See the recommendations for equipment renting

BICYCLE TOURS

Briefing: Please see briefing recommendations.

Both guests and the guide must have clean hands or wear gloves when distributing and handling equipment rental. Rental equipment is provided by the guide to each guest. The equipment must be cleaned and washed at the highest possible temperature in between each rental, if washable. Equipment that cannot be washed must be disinfected instead.

Equipment that touches the face should be cleaned in boiling hot water or correspondingly disinfected. Bicycle handles and helmets must also be disinfected.

Used equipment is kept separately from disinfected and clean equipment, while the equipment awaits cleaning and disinfection.

DOG SLEDDING TOURS

Before the tour: Read our recommendations for briefings before the tour.

It is recommended that there is only one passenger assigned to each sled and that the sled is long enough for proper distancing. As usual, the musher should be seated as far forward on the sled as possible and the passenger sits next to the handle bar.

Equipment: See equipment renting recommendations

If washing the overcoats is not possible, guests may wear their own clothes on tours or the

coats can be hung in strong frost for a period of time after each use. It is the responsibility of the individual tour providers to inform their customers about appropriate clothing for the trip.

Guests must wear their own headwear, scarfs, balaclavas or other clothing that covers the face to reduce the risk of infection. Guests must also wear their own gloves under the rental gloves or mittens.

After the dog sled rides physical contact should be avoided.

CAMPS, TENTS, TROPHY HUNTING & FISHING

Staying in cabins entails a risk of infections via contact and droplets, as the guide and guests are usually in a confined area for longer periods of time.

On trips that last multiple days the guide must provide access to hand sanitiser at all times.

Food & Drinks: See the recommendations for providing food and drinks to tourists

Staying in tents increases the risk of infection, as the guide and the guests are very close together in a very confined area. Tourists travelling together as friends, partners or as a family may stay in the same tent. People travelling alone must stay in individual tents.

It is important to note that during trophy hunting a safe distance must be kept between the guide and the hunters - even while stalking and shooting animals.

HORSEBACK RIDING TOURS

When horseback riding, guests come into contact with the same surfaces, which increases the risk of infection.

Oft affected areas on the riding equipment such as saddle, reins and the like must be cleaned and disinfected before or after every ride. The same goes for other points of contact. In addition, there must be free access to disinfectant for guests and the staff in the stables. Both guides and guests should wear gloves when handling the riding equipment, and should avoid using their bare hands.

SHEEP FARMS

For sheep farms the recommendations regarding the following applies:

- Briefing
- Camp / Cottage
- Shared bathrooms
- Food and drink

Please note that guests should also be kept from getting too close to the livestock that will likely be roaming the mountains.

KAFFEMIK

The kaffemik hosts and guests must have clean hands. The host / guide must provide the guests with disinfectant. All participants must keep a safe distance in accordance with the authorities recommendations - among other things this might involve keeping a spare seat between guests.

The host must disinfect the chairs and tables and/or wash the tablecloth after each session. The host must wear rubber gloves while serving food and drinks. The coffee cups and other dishes must be washed in a dishwasher or very hot water, and all frequently touched surfaces such as door handles, toilets, etc. must be disinfected.

KAYAKING TOURS

Both guests and the guide must have clean hands when handing out and handling the rental equipment. Rental equipment must be provided by the guide to each guest. The equipment must be handled safely after each use. If washable, it must be washed at the highest possible temperature. Equipment that cannot be washed must be disinfected.

Equipment that touches the face must be boiled if possible or disinfected. Towels, headgear and gloves must be washed thoroughly and dried after each trip. Disinfectant soap should be used when possible.

The paddles must be disinfected after each use.

EXPEDITIONS

(multi-day tours with accommodation)

The following recommendations apply:

- Briefing
- Equipment rentals
- Travelling by bus / car and dog sled
- Staying in a camp, cabin or tent
- Food and drinks

If you do guided tours in the wilderness and have guests that are in quarantine, make sure to stay up to date on test requirements for yourself, as well as current guidelines on travelling with tourists under quarantine rules.

MUSEUMS & CRAFTSMANSHIP

There's a risk of indirect infection when multiple people touch the same surfaces such as door handles, toilets, tables, etc.

Hand sanitiser must be available at the entrance and visitors should be encouraged to wash or disinfect their hands upon entering and leaving the room. Use disposable cloth wipes or a clean cloth that are washed after each use to clean surfaces. Avoid using the same cloth for multiple surfaces and make sure to change the cloth frequently. All reusable clothes must be changed and cleaned in boiling water in between usage.

Maintain proper distance between tourists and craftsmen.

Use card payments or other electronic payment methods to avoid contact. Disinfect hands after handling cash.

FOOD AND DRINK

Consuming regular meals in close contact with others increases the risk of infection. During meal breaks, there is a risk of contagion when distributing food from same containers and by

touching the same surfaces.

To reduce the risk of infection, guides should distribute food, drinks and snacks without the assistance of the guests and guests should not help themselves to food.

Service staff must maintain good hand hygiene when handling the food. Guests must eat at a safe distance from each other. Make sure that hand sanitiser is available.

SHARED BATHROOMS

In shared bathrooms, guests come in to contact with the same surfaces, which increases the risk of contagion. Make sure there is enough soap and paper towels available in the bathroom at all times. Hang a poster encouraging guests to wash properly and encourage closing faucets with paper towels etc. to reduce the risk of contagion.

The frequency of cleaning intervals of exposed contact surfaces in bathrooms as well as cleaning intervals are decided by the individual company based on the design and size of the room as well as on the number of guests.

ACCOMMODATION

Guests should be informed about the contagion preventive measures on arrival.

Rooms should be cleaned thoroughly, this includes disinfecting the sockets, switches, remote controls, all handles, etc. between each stay.

The hotel must provide hand sanitiser for the guests at the reception, restaurant and any other facilities. Facilities such as gyms must be cleaned in accordance with the authorities' guidelines for that specific facility.

FIRST AID

If first aid is required, there's a risk of infection from the guest to the guide and vice-versa. All guides should keep a mouth-to-mouth mask in their jacket pocket or another easily accessible place. The guide must use disposable gloves and have hand sanitiser available.

First-aid equipment that is in accordance with the COVID-19 guidelines can be purchased at amongst others the Red Cross.

CHECKLIST FOR PREVENTING INFECTION BETWEEN TOURISTS AND PROVIDERS

MEASURES	COMMENTS
Overall responsibilities of the management	
Make the content of this guide known to employees	
Information for user about the new routines	
Plan hygiene measures and cleaning	
Assess and plan working hours, possibly work from home	
Open dialogue on procedures with employees or others who are at a risk	
Sick people must not show up for work	
People with symptoms of illness (even seemingly harmless symptoms) must stay at home	
Employees or customers must leave the work place, if they start to feel sick	
Good hygiene	
Ensure that there's enough soap and paper towels available at all sinks and toilets	
Hang posters regarding hand washing routines and coughing hygiene	
Wash your hands frequently and thoroughly (use hand disinfectant if necessary)	
Cough and sneeze into a tissue or your elbow	
Plan the frequency and methods of cleaning	
Increase frequency of cleaning surfaces that are oft used (door handles, hand-rails, table tops etc.)	
Place alcohol-based disinfectant where sinks are unavailable	
Reducing physical contact between people	
Aim to keep a safe distance between 2 people - follow the authority's guidelines	
Plan how to keep a safe distance in common areas like changing rooms, waiting rooms, toilets, entrances and exits of the premises	
Place labels on the floor to ensure safe distances in areas that become crowded	
Limit the maximum number of people allowed on the premises	
Evaluate the size of the premises in relation to the number of people - use larger premises if necessary	
Plan for maintaining proper distance between people and hygiene measures at meals / while dining	

It is **important** that you call ahead and do not show up at the hospital or health center as you can infect others.

TOWN / SETTLEMENT	From 08 AM - 4 PM	After 4 PM
Aasiaat	89 22 11	89 22 11
Ilulissat	94 32 11	94 32 11
Ittoqqortoormiit	99 10 11	59 93 21
Kangaatsiaq	89 43 00	89 22 11
Maniitsoq	81 32 11	81 32 11
Nanortalik	61 32 11	61 32 11
Narsaq	66 12 11	66 12 11
Nuuk	34 44 00	34 44 00
Paamiut	68 12 11	68 12 11
Qaqortoq	64 22 11	64 22 11
Qasigiannuguit	91 12 11	89 22 11
Qeqertarsuaq	92 12 11	89 22 11
Qaanaaq	97 10 11	94 32 11
Sisimiut	86 42 11	86 42 11
Tasiilaq	98 12 11	98 12 11
Upernavik	96 12 11	96 12 11
Uummannaq	95 12 11	95 12 11

Sådan bruger du ansigtsmaske korrekt



1. Inden du begynder: Vask hænder eller brug håndsprit
2. Tag masken ud af emballagen
3. Dæk næse og mund med masken. Fastgør masken i nakken eller bag ørerne. Sørg for, at der ikke er afstand mellem dit ansigt og masken.
4. Rør ikke masken under brug, heller ikke for at tage den af og på flere gange.
5. Skift masken hvis den er fugtig eller forurenet, fx hvis du har hostet i den.
6. Når masken skal af:
 - Vask hænder eller brug håndsprit.
 - Fjern masken uden at røre selve masken, men kun bindebånd/elastikker.
 - Smid den ud med det samme i en lukket skraldepose.
7. Når du er færdig: Vask hænder eller brug håndsprit

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coronasmitte.dk

sst.dk/corona