

# COVID-19 Disease Control Measures Check-sheet

For travel agents



## 1. Cleanliness and the use of masks

- Place notices requesting all customers to wear a mask (endeavor to provide a mask to customers who do not have one)
- Place hand sanitizer and/or disinfectant within the facility, and notify staff and customers to wash/disinfect their hands thoroughly
- Ensure good hygiene - e.g., stop the use of shared towels and wash uniforms thoroughly

## 2. Social distancing (maintaining a 2m distance)

- Avoid crowding with measures such as managing lines, placing markers on the floor to indicate where to stand, and implementing an online ticket system for entry
- Arrange seating to ensure sufficient space between customers (and staff), and notify people not to speak in a loud voice
- Place shields/barriers in places where people are likely to come face-to-face, and lower chances for contact, for example by allowing cashless payments

## 3. Avoid the 3 Cs (closed spaces, crowded places and close-contact settings)

- If the 3 Cs are likely, use numbered entry ticket systems or place restrictions on entry times/how many people can enter the facility
- Periodically ventilate rooms by opening doors and windows and/or placing fans blowing outwards
- Keep staff breaks rooms well ventilated and prevent eating or conversing face-to-face

## 4. Cleaning and disinfecting facilities

- Reduce the amount of objects and places that many people touch, and disinfect them thoroughly where that is difficult
- Notify people to throw used masks away by putting them in a plastic bag and shutting it tightly
- Ensure employees mask and gloves when cleaning or disposing of rubbish, and ensure they wash their hands thoroughly

## 5. Monitoring staff and customers' health

- Request customers who have a fever not to enter the premises.
- Check employees' health and temperature before they come to work through daily reporting
- Urge employees who are unwell to rest, and send home people who start feeling unwell at work immediately
- Prepare for cases of infection by knowing the local health center and having a grasp on who is coming to the premises

## 6. Industry-specific guidelines

- Make arrangements so that customers can arrange their travels without visiting the store, for example via the internet, phone or mail
- As necessary, implement a system whereby staff can contact and/or advise travelers on cancelling trips
- Even in cases where staff must speak face-to-face with customers, aim to simplify processes to minimise direct contact with customers
- Refer to guidelines from industry-groups to implement measures in addition to those listed above

<https://www.jata-net.or.jp/virus/>

