Improving Traveler’s Health, Safety, Security, and Tourism Quality, Resilience & Sustainability through the Regional Tourism & Health Program
Tourism Dependent Economies

- In 2018, travel & tourism: US $56.4 billion (14.9% of GDP)
- Stay over arrivals: over half (56%) of the total tourist arrivals to the Caribbean in 2016 (59.4 million).
- 535,130 hotel rooms
- Stay over arrivals increased from 20.3 to 33 million/year from 2000 and 2018 (Fig 1)
- Caribbean: primary cruise destination: 33.7% in 2016-26M cruise arrivals
- Visitors to local population, 2:1
- Increasing tourism - increase in economic sustainability
The Problem

Caribbean depends on visitor arrivals more than any other region in the world, with over 55M visitors in 2018.

High and increasing visitors threatens Health, Safety and Security of the local population.

Evident: SARS, H1N1, Chikv, Zika, Norovirus, Measles, COVID-19

Traveller/visitor-related illnesses are not only a health and security risk but contribute to reputational damage and economic instability in Caribbean economies.
The Problem

From 2010-2016, 255 outbreaks of gastroenteritis (GI) were reported to CARPHA: 33% WERE TRAVEL RELATED.

One Norovirus outbreak in 2012 caused over 800 illnesses, closure of hotels, travel advisories and a 30% decline in arrivals for that country.

Another in 2018 affected 300 persons.

Another 4 travellers related norovirus outbreak in 2019.

In 2017, the number of measles cases occurring in Europe was four times that of 2016.

Since the Caribbean has been certified free of polio, measles and rubella, just one confirmed transmitted case of any of these diseases would be considered an outbreak.

Threats

Globalization and modern international travel increases potential disease transmission: in 36 hours diseases can spread across the continent.

Risk factors:
- Clustering of persons in close quarters (i.e. hotels, cruise ships)
- Different vaccination practices
- Differences in natural immunity
- Differing hygiene and sanitation practices and systems
- Exhaustion, changes in climate, risky behaviours
Global outbreak of SARS from a Hotel in Hong Kong

Began with 1 sick doctor staying on the 9th floor of the Hotel Metropole who infected 16 other guests

Within 10 months: 8422 cases, 900 deaths, in 30 countries

Source:
U.S. CDC, 2003
The health of Caribbean economies is closely related to the health of its travel and tourism industry given that the Caribbean is the most tourism-dependent region in the world.
To address the challenge, CARPHA aims to ‘strengthen Member States’ capacity to prepare for and respond to public health threats, which can transcend national and international boundaries and negatively affect access to goods and services’

In this regard, through the Tourism & Health Program, CARPHA has developed a range of Regional Public Goods (RPGs) which have the potential to strengthen regional health security
The Regional Tourism and Health program (THP)

INNOVATIVE, Integrated, Multisectoral & Multifaceted program

- Address tourism health, safety & environmental sanitation threats
- through innovative web-based tourism and health information's early warning system; training, standards, partnerships
- to promote health & well-being of visitors and locals
- Healthier safer tourism, Tourism Resilience, Econ sustainability

MANDATE: CCH4, COHSOD (Regional policy), COTED
CARPHA/CTO/CHTA MOU, UNWTO affiliate member, Public-private Partners

First global effort of its kind: international precedent
Elements of the Tourism and Health Program

Partners: International public health and tourism agencies

Environmental Indicators

The Tourism Health Information, Monitoring and Response System (THMRS)

Media Reports

CARPHA Laboratory Data

Passenger Ship Surveillance Data

Tourism & Health Information System (THiS) web app for syndromic surveillance:
- stay-over facilities (hotels)
- Self-reporting

Regional Surveillance Guidelines (stay-over arrivals and passenger ships)
THP Tools to Improve Regional Health, Safety & Security for visitors & residents

- **Early Warning and Response Travel Health System**: Web-based, real time, Tourism Health Information, Surveillance, Monitoring and Response system ([THIS.carpha.org](http://THIS.carpha.org))
  - Real time info for early response, to reduce/stop spread, reputation damage
  - CONFIDENTIAL (no names persons, hotel NOT targeted/published)
  - Health tracking system, not hotel tracking

- **Regional Guidelines for Response to Travelers Illness in hotels and ships**
  - Instructive harmonised & standardized responses
  - Avoid introduction and spread of public health threats

- **Integrated THMRS system**
  - Comprehensive capture of travelers illness data from hospitals/health centers, accommodations, cruise ships, laboratories, environment & PH agencies (CATHNET)

- **Capacity Building & Certification**
  - Advanced food safety & sanitation, illness prevention
  - Global recognized certification, increased capacities prevention & response

- **Hospitality Health, Safety & Environment Standards**:  
  - Caribbean wide clean, green and safe standards
  - Certification & Recognition

- **Multisectoral, multiagency, Partnership for Response**
  - CTO, CHTA, CDC, PHE, PHAC, CLIA

- **Sensitization and Instructional materials**
OUTPUTS

>2000 persons with enhanced knowledge & capacity to address health and safety threats to tourism

517 persons trained in advanced food safety and 92% certified (global certification)

551 persons, and 144 accommodations trained in Tourism Health information System

244 accommodations using web based THiS

8 Countries: Barbados, Belize, Bahamas, Guyana, Jamaica, T&T, Bermuda, TCI
OUTPUTS

Regional Policy Mandate, CCHI IV, PH Acts IDs for policy change in 7 countries

THP Webpage, THP Logo, Brochures, Bookmarks, 36 Media Releases

3 Regional and 7 national promotional and training videos

Partners: CTO, CHTA, CLIA, CDC, VSP, PHE, PHAC, UNWTO, ABTA
## Benefits

**Health/ Country**

- **Strengthened PH capacity** for disease surveillance monitoring and response
- Real time, simultaneous health tracking system for timely alerts and response to HSE events (many facilities all at one)
- Improved Regional health security
- Meet IHR requirements
- Strengthened capacity in Food and environment safety, HSE standards
- Rapid response by health to tourism-based PH events to avoid spread
- Reduction in ill illness sentry, spread, and disease outbreaks
- Heathier safer populations
- Health sector reform
- Regional support for S&R

**Tourism / Hotels/Accommodations**

- Healthier, Safer Recognition
- Enhance Reputation, competitiveness marketability
- **Increased ore arrivals, more $ profits**
- Heathier safer tourism product: enhanced reputation: increased visitors
- FREE Internal health and system tracking system for facility & tourism
- **RAPID RESPONSE** to PH events
- Reduce Illness entry & spread in facility
- Reduce lawsuits, liabilities, blame
- Advanced Food Safety Capacity and international Certification
- **Tourism Quality & Resilience**
The Response

Implementing these RPGs will contribute to meeting key regional health security objectives for the Caribbean, namely:

- Reduction of the health and safety risks posed to people in the Caribbean Region by communicable diseases (CD) outbreaks and public health emergencies;
- Strengthened early detection of CD outbreaks and public health emergencies;
- Strengthened rapid response to CD outbreaks and public health emergencies (PHE);
- Strengthened and effective preparedness for emerging diseases and PHE.
8 COUNTRIES Implementing (8 IDB and 2 non-IDB)

BELIZE, Aug 2016

TRINIDAD, Sept 2016

TOBAGO, Sept 2016

BAHAMAS, June 2016

GUYANA, April 2017

BARBADOS, Nov 2016

BERMUDA, Nov 2016

TCI, June 2016

JAMAICA, July 2017
Components of the Program
1. Tourism & Health Information System (THiS)

[the website] this.carpha.org

- **web-based, real time, (early warning & response) tourism information system for COUNTRY**
- monitors and responds efficiently to tourism related public health threats/crisis; to prevent and minimize the spread and impact of disease

**Early Warning, hence Early Response:**
- Avoid or minimize spread/increase; Loss of revenue & reputation
- Automated instant analyses
- **Automated Alerts systems:** trigger timely notification for rapid response
Facility
- Hotel/Guesthouse
- Doctor/Hospital/Clinic
- Vessels

Region (THP Epidemiologist)

Non-identifiable data
- Number of cases
- Types of illness

real-time data analysis, syndrome trends over time, illness attack rates
- Alerts of aberrations

Country
National Surveillance
i.e. National Epidemiologist, Surveillance Officer, CMO
- real-time data analysis, syndrome trends over time, illness attack rates
- Alerts of aberrations

Access restricted to registered users only
1. Data entry persons
2. Data analytic viewers
Resources Available for THiS

1. THiS User Manual

2. Instruction flyer for data entry persons

3. Information Pamphlet for Visitors in hotels

4. Self reporting cards

5. Instructional Videos for Hotels
   https://www.youtube.com/watch?v=evATeKJIBXQ&t=2s
How to register for THiS

1. Facility fills out google doc form
   https://docs.google.com/forms/d/e/1FAIpQLSdr7X1niAYiaU1l3AyQvRwoLxHrPpJejvzdN9M2tV4eNw20KQ/viewform?usp=sf_link

2. Computer generates login information and password

3. Login information automatically sent to Accommodation Manager

4. Data entry can start by logging into http://this.carpha.org/signin.aspx
2a. Regional Guidelines Managing issues of Public Health significance in Sea (passenger ships) and Air (hotels/guesthouse) Arrivals

- Endorsed at June 2018 CMOs meeting
- Supported at Regional Tourism and Health Stakeholder Workshop: 14 MS, PHAC, PHE US CDC; CLIA; CMOs, PS of Tourism, Tourism Boards/Agencies, ABTA, CARICOM, CTO, CHTA, PAHO
- Guidance documents for public health surveillance, ports of entry authorities, environmental health
- **Harmonized, standardized** regional surveillance and response to tourism/travel related public health issues
- Tabular, ease to use format for timely response and responsible area
2b. Communication Protocols for investigation of illness

<table>
<thead>
<tr>
<th>Vessel</th>
<th>Competent National Authority</th>
<th>Region</th>
<th>International</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Parish</strong></td>
<td><strong>National</strong></td>
<td><strong>CARPHA</strong></td>
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<tr>
<td></td>
<td>Medical Officer of Health Name:</td>
<td>Director ENDS (IHR NP) Name:</td>
<td>Relevant CARPHA Member States (if necessary)</td>
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<td>Emergency Phone:</td>
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<td>Technical Director Name:</td>
<td>Director ENDS (IHR NP) Name:</td>
<td><strong>International</strong></td>
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<td><strong>Environmental Health Officer</strong></td>
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<td><strong>WTO</strong></td>
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<td></td>
<td><strong>Regional Nurse Supervisor</strong></td>
<td><strong>Program Manager Quarantine</strong></td>
<td><strong>WTD</strong></td>
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<td>Name:</td>
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<td>Emergency Phone:</td>
<td>Emergency Phone:</td>
<td><strong>WHO</strong></td>
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<td></td>
<td><strong>Cruise Ship</strong></td>
<td><strong>Chief Medical Officer</strong></td>
<td><strong>WTO</strong></td>
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<td>Cruise Ship</td>
<td>Name:</td>
<td><strong>WHO</strong></td>
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<td></td>
<td>competes letter and forwards to</td>
<td>Email:</td>
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<td><strong>Port Health Officer</strong> Name:</td>
<td>Emergency Phone:</td>
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<td>Email:</td>
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<td><strong>WHO</strong></td>
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<td><strong>Parish Investigation Team</strong></td>
<td><strong>National Epidemiologist</strong></td>
<td><strong>WTO</strong></td>
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<td>Port Health Nurse Name:</td>
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<td><strong>Medical Officer of Health</strong></td>
<td><strong>Program Manager Quarantine</strong></td>
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<td><strong>National Environmental Health</strong></td>
<td><strong>Chief Medical Officer</strong></td>
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<td>Officer</td>
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<td>Actions</td>
<td>Cruise Ship completes letter and forwards to</td>
<td><strong>Chief Medical Officer</strong></td>
<td><strong>WTO</strong></td>
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<td></td>
<td>Port Health Office 24 hours and 6 hours before arrival</td>
<td>Name:</td>
<td><strong>WTO</strong></td>
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<td>if there is a change in illness (prior to arrival)</td>
<td>Email:</td>
<td><strong>WTO</strong></td>
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<td><strong>Port Health Officer</strong> name receives report (if standard)</td>
<td>Emergency Phone:</td>
<td><strong>WTO</strong></td>
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<td>if public health issues is reported. Port Health must forward the MOH electronically to the applicable Parish Medical Officer of Health</td>
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</table>

**Actions**
- **Cruise Ship**: Competes letter and forwards to Port Health Officer 24 hours and 6 hours before arrival.
- **Port Health Officer** receives report (if standard) if public health issues is reported. Port Health must forward the MOH electronically to the applicable Parish Medical Officer of Health.
- **Parish Medical Officer** of Health may form an Parish Investigation Team to investigate the public health issue on-board. Parish Medical Officer of Health forwards the MOH electronically to the Regional Technical Director.
- **Regional Technical Director** distributes the MOH electronically to the Regional team (see above) and also to the National Technical Director (IHR National Focal Point).
- **National Director ENDS** communicates with the MOH electronically to the National team (see above).
- **Local Epidemiologist** collects data and completes the Case/Outbreak Reporting Form (Annex 7.1) and submit it along with relevant information from the MOH to CARPHA.
- **Chief Medical Officer** contacts Parish Medical Office of Health regarding public health issues and outbreaks.

**Actions**
- CARPHA updates relevant parts of all other CARPHA Member States if a serious disease or outbreak has been detected on the Cruise Ship.
- CARPHA provides relevant information to Regional authorities (CCTO, CHTA, and International agencies).

**Actions**
- International Agencies are involved in information sharing and response to PHEDs.
3. Food Safety & Environmental Sanitation
4. Hospitality Health Safety and Environmental (HSE) standards

➢ Seven (7) Caribbean-wide health safety and environmental (HSE) “clean and green” hospitality standards
➢ Developed to improve health, safety and environmental quality in the hospitality sector
➢ Developed under the authority of the CARICOM Regional Organization for Standards and Quality (CROSQ)
➢ Meets International (ISO, ABTA), regional and international reequipments
5. Multisectoral Partnership

Regional Tourism and Health Stakeholders Workshop  Oct 2017, Miami

- Chief Medical Officer (or delegated representatives) from 10 CARPHA Member States
- (CMS, Permanent Secretaries of Tourism (or delegated representatives) from 9 CMS
- Caribbean Community (CARICOM), Inter-American Development Bank (IDB); International Health Agencies (Pan American Health Organization (PAHO), United States Centers for Disease Control and Prevention (CDC), Public Health Agency of Canada (PHAC), Public Health England (PHE);
- Regional and International tourism  9 representatives from 6 international tourism agencies: Caribbean Tourism Organization (CTO), Caribbean Hotel and Tourism Association (CHTA), Cruise Lines International Association (CLIA), Carnival Corporation & PLC (CARNIVAL), RCC, Disney Cruise Line (DISNEY),
6. Advocacy and Promotion

https://carpha.org/What-We-Do/THP/Background

Dec 2018 CARPHA success story for https://preventepidemics.org,; promoted globally

https://www.youtube.com/watch?v=Zkih8SpqJ44
## Regional THP videos

<table>
<thead>
<tr>
<th>Name and Date</th>
<th>Link</th>
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<tbody>
<tr>
<td>Regional Tourism and Health program promotional video Nov 2018</td>
<td><a href="https://www.youtube.com/watch?v=Zkih8SpqJ44">https://www.youtube.com/watch?v=Zkih8SpqJ44</a></td>
</tr>
<tr>
<td>Tourism and Health Information System (THIS): Sept 2017</td>
<td><a href="https://www.youtube.com/watch?v=evATeKJIBXQ">https://www.youtube.com/watch?v=evATeKJIBXQ</a></td>
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<tr>
<td>Regional THP (JH); Sept 2017</td>
<td><a href="https://www.youtube.com/watch?v=ic72FQpbRRs">https://www.youtube.com/watch?v=ic72FQpbRRs</a></td>
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<tr>
<td>Regional THP (Lisa) Sept 2017</td>
<td><a href="https://www.youtube.com/watch?v=wRjTqJt4EjE">https://www.youtube.com/watch?v=wRjTqJt4EjE</a></td>
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<tr>
<td>Country</td>
<td>Front Screen Photo</td>
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<td>Barbados</td>
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<td>Bahamas</td>
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<td>Tobago</td>
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<td>TCI</td>
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Country Promo Videos

Caribbean Public Health Agency

CARPHA
Prevention and Control Guidelines specific to Hospitality Sector

Interim Guidance about Coronavirus Disease for Conveyances Travelling to Caribbean Countries
March 12, 2020

Overview
This document provides interim guidelines for response to the COVID-19 at ports of Entry in the Caribbean. This information is based on currently available scientific evidence and expert opinion and is subject to change as any new information becomes available. It should be read in conjunction with relevant national public health legislation, port health, maritime and quarantine regulations, and requirements for International Health Regulations (IHR), 2005 capacities at Points of Entry. The information in this document has been adapted for the Caribbean situation, and therefore may differ from guidance developed by other international agencies. This guidance will be updated as more information becomes available on the outbreak.

Key Points

- There is an outbreak of pneumonia caused by a new coronavirus, which is a family of viruses that includes the common cold, named COVID-19. The outbreak started in Wuhan, China and has spread to over 100 countries.

- Person-to-person spread is occurring in multiple countries, increasing the risk of international spread by travellers.

- The immediate health risk from COVID-19 to the general public in the Caribbean is very high as sustained community transmission has been reported in countries with direct flights to Member States.

- Travel warnings have been issued by the US Center for Diseases Control (CDC).

- Many Caribbean countries have issued travel restrictions for countries with sustained community transmission.

- Travellers to Caribbean countries may be asked questions about their health and travel history upon arrival and may be quarantined by port authorities when they arrive.

- This notice will be updated as more information becomes available on the outbreak.
The Ministries of Health and Tourism in ____ (country name) ____ and the ____ (country name) ____ Tourism Authority is partnering with the Caribbean Public Health Agency (CARPHA), Caribbean Tourism Organisation (CTO) and the Caribbean Hotel and Tourism Association (CHTA) to implement a joint Tourism and Health program (THP) https://carpha.org/What-We-Do/THP/ to improve the health, safety, and quality of our tourism product, and the health and wellbeing of our visitors and locals. We care about your health and want to ensure that in addition to enjoying our sun, sand and sea, that you are also healthy and safe during your visit to ____ Country name _____.

This novel, innovative program is addressing the health safety and environmental threats that impact on Caribbean tourism through real time early alert and response system to tourism health and safety threats., food and environment safety training, hospitality standards and globally recognised certification and branding.

Participating facilities will be branded and accredited by CARPHA, CTO, CHTA as a preferred Healthier safer destination, allowing for a marketing and branding competitive advantage

Accommodations are encouraged to register now
https://docs.google.com/forms/d/e/1FAIpQLSdr7X1niAYiaU1l3AyQvRwoLxHrPpJcijvdN9M2tV4eNw20KQ/viewform to be eligible for recognition as a Healthier safer destination.

Training materials for using the THiS system are available at
https://www.youtube.com/watch?v=evATeKJIBXQ&feature=youtu.be
7. Regional Traveler’s Health Policy Framework

Mandate for hospitality sector to report illness to national authorities

Approved at 37th COHSOD
8. CARPHA/CTO/CHTA Healthier Safer Tourism Recognition Award

Facility and Destination Brand Recognition (to be awarded at CTO and CHTA events)

- CARPHA/CTO/CHTA recommended Healthier, safer facility and destination: preferred
- Recognition /badge of Honor (emblem –see above): Bronze, Gold, Silver, Platinum, Diamond
- Regional recognition: CARPHA/CTO/CHTA: websites and App
- Global recognition: Links to CDC, PHAC, PHE, WTO, WHO, ABTA

Criteria for Destination and Property HSE assurance (with grading from bronze to platinum)

- **Bronze:** Use of the Tourism and Health Information system (THIS) to report visitor related illness in real time
  - to promote health and safety of its visitors and locals
- **Silver:** In addition to 1 above, 10% of staff certified in Advanced Food safety
- **Gold:** In addition to 1 & 2, adopts regional hospitality health, food safety & environmental sanitation (HSE) standards
- **Platinum:** In addition to 1 -3 above, employs HSE standards and meeting minimum standards inspection requirements
- **Diamond:** maintains Platinum for a year

To be launched in last Q 2020 to be followed by a 6-month pilot period
# Caribbean Traveler's Health App (April 2020)

<table>
<thead>
<tr>
<th>THP for Healthier Safer Tourism</th>
<th>Healthier Safer recommended accommodations</th>
<th>Travel Alerts</th>
<th>Reporting of Illnesses (THiS)</th>
<th>Health Tips</th>
<th>Vaccine Regulation</th>
</tr>
</thead>
<tbody>
<tr>
<td>About THP (link to THP webpage at carpha)</td>
<td>Listing of Hotels by country which are recognized as a healthier safer facility</td>
<td>Outbreaks and Travel advisories (links to CDC and another website)</td>
<td>Link to the THiS website (this.carpha.org) Forms Poster on how to use</td>
<td>Updated travel health tips</td>
<td>Vaccination requirements by County of entry for Caribbean countries (with link to Ministry of Health Websites)</td>
</tr>
</tbody>
</table>
The leaders of the Caribbean tourism and health sectors are working together to prevent the spread of the COVID-19 virus throughout the region are implementing readiness and response measures to prevent and contain the virus. Memorandum of Understanding has been signed by the organizations to foster closer collaboration.

“Recognizing the essential need to safeguard the health and safety of residents and visitors to mitigate the impact of the Covid-19 threat to the Caribbean; and further recognizing the importance of building upon the collaborative efforts which are already underway, and the need to pool organizational resources to do so; we have agreed to formalize our efforts and messaging through the establishment of the Covid-19 Caribbean Tourism Task Force (CCTTF).”
Acknowledgments

Inter-American Development Bank
Countries
Agencies
Countries
CARPHA Team