

# Recommendations for Tour Guides

## 1. Novel coronavirus 2019 (2019 n-CoV)

### 1.1 What is a coronavirus?

Coronaviruses are a large family of viruses that can cause respiratory disease in humans. Human coronaviruses generally cause mild illness such as the common cold. Some strains can cause pneumonia, such as severe acute respiratory syndrome (SARS), and Middle East Respiratory Syndrome (MERS) which has been reported since September 2012.

### 1.2 What is 2019 novel coronavirus?

The 2019-nCoV is a new strain of coronavirus that has not been previously identified in humans. It was first detected in Wuhan City, Hubei Province, China at the end of 2019.

## 2. Transmission and Symptoms of 2019-nCoV

### 2.1 Can a human get infected with 2019-nCoV?

As of January 29, 2020, 6,066 confirmed cases and 132 confirmed deaths were reported throughout the world. The 2019-nCoV is likely to be spread from person to person via droplets when coughing and sneezing. Therefore, avoiding close contact with people showing symptoms of respiratory illness and avoiding the sharing of items such as glasses and towels are recommended to reduce the risk of spreading the novel coronavirus.

### 2.2 What are the symptoms of the 2019 novel coronavirus?

Most patients with suspected novel coronavirus infection have had fever and common symptoms of other respiratory infections such as coughing, runny nose, sneezing, and difficulty breathing. Most of the confirmed cases have had travel history to Wuhan City, Hubei Province, China or affected areas within the 14 days before the onset of illness.

## 3. Recommendations for Tour Guides

### 3.1 Prevention of viral pneumonia from the 2019-nCoV for inbound tourists.

1. Inform tourists of 2019-nCoV screening and surveillance measures for passengers who travel from affected areas before entering Thailand. Health screening is focused on main international airports including Suvarnabhumi Airports, Don Mueang international airports, Chiang Mai International Airport, Phuket International Airport, Krabi International Airport and Chiang Rai International Airport.

2. Tour guides/heads of tour guides should inquire about tourists' travel histories and observe the health status of the tourists while staying at their hotels. If the tourists traveled during the past 14 days to affected areas, including Wuhan, Zhijiang, Ezhou, Chibi, Huanggang, Lichuan, Jingzhou, Qianjiang, Xiantao, Huangshi, Xianning, Xiaogan, Enshi, Guangzhou, China or other cities that may be announced to be outbreak areas later, and show symptoms of fever, coughing, sneezing, runny nose, or dyspnea, the staff must immediately report to the Ministry of Public Health through the Department of Disease Control Hotline at Tel. 1422 and require the suspected patient to wear a mask before sending them to the nearest hospital to access health care treatment as appropriate.

3. Prepare available masks and install alcohol dispensers for washing hands, provide necessary information of 2019-nCoV, and advise them to observe their health status.

## Recommendations for Tour Guides

4. Cleaning and disinfection of the transport vehicles or other commonly used equipment including car seats, seat sleeves, armrests, car curtains, blankets, mirrors, air conditioning systems, toilets (if any) is recommended to reduce risk of infection and transmission. Toilet cleaner, detergent and 70% alcohol solutions can kill the virus.

### 3.2 How should outbound tourists be advised to prevent the 2019-nCoV infection?

As of 24 January 2020, the World Health Organization has not yet announced travel restrictions. However, the Chinese authorities announced the closure of public transportation in and out of many cities in Hubei Province, therefore, traveling to the affected cities needs to be avoided, but guests can choose to travel to other cities in China as per the instructions below:

1) While traveling abroad, avoid being in crowded or polluted areas, and avoid close contact with a person who is coughing or sneezing. If unavoidable, wear a mask.

2) Avoid entering live animal markets, touching or being close to animals, especially sick or dead animals, and avoid eating uncooked meat products.

3) Always wash your hands thoroughly with water and soap or alcohol hand gel. Do not touch your eyes, nose, or mouth unnecessarily.

4) Do not share personal items with others (such as handkerchiefs, glasses, towels) because the respiratory pathogens can enter the body through direct contact with secretions of the infected person.

5) Keep your body warm and get enough sleep

6) Within 14 days after returning to your home country or the next destination, if you have a fever and respiratory symptoms such as cough, sore throat, runny nose, or dyspnea, you need to wear a mask and immediately seek medical advice and notify health care providers of travel history to prevent any complications of pneumonia and other severe or fatal symptoms.

### 3.3 What should the tour guides do to protect themselves?

The primary thing to protect themselves is observing their tourists' health symptoms such as appearance of fever, cough, sore throat, runny nose or shortness of breath. If the tourists present with symptoms, please suggest the tourists including the tour guide to wear a mask. Be careful of close contact while performing duties. If it is hard to avoid, you must wear a mask and regularly wash your hands thoroughly with water and soap or alcohol gel. Do not touch your eyes, nose or mouth. Keep your body warm and get enough sleep. If you are sick, please seek medical advice at the nearest hospital and notify the history of contact with suspected patients to the health care providers for further diagnosis and treatment. Further information can be accessed at the Department of Disease Control Ministry of Public Health website <https://ddc.moph.go.th/viralpneumonia/intro.php>