



CARE**FIJI**
COMMITMENT

FIJI TOURISM INDUSTRY GUIDE



WHAT IS THE CARE FIJI COMMITMENT?

The Care Fiji Commitment is a destination-wide assurance that Fiji is ready to welcome back travellers to its shores. It is a program developed to restore and increase consumer and trade confidence in travelling to Fiji. It gives our tourism friends the tools they need to operate safely and be aligned with Fiji's COVID-19 Safe Guidelines. Our vision is that the Care Fiji Commitment is visible to travellers pre and during their visit to give them absolute confidence that Fiji is ready to welcome visitors back.

WHY IS THE CARE FIJI COMMITMENT REQUIRED?

"63% of total respondents state that feeling safe is an important factor in choosing their next holiday destination" - Global Web Index, May 2020 (AU & NZ)

"Future visitors find the Care Fiji Commitment accreditation program reassuring, with nearly three-quarters (74%) saying that it gives them a great deal or a fair amount of confidence in travelling to Fiji safely. Americans (80%) and younger age groups (81%) are particularly positive about it" - Twenty31 Consulting Inc, September 2021 (NAM)

We needed a destination-wide program to reassure potential travellers that Fiji is a safe destination to choose for their next holiday.

A DESTINATION-WIDE APPROACH

A destination wide programme requires significant consultation to be robust and actionable. This programme was developed in conjunction with the following stakeholders:

1. Tourism Recovery Team – initial and ongoing consultation
2. COVID-19 Risk Mitigation Taskforce – input and endorsement
3. FHTA – implementation partner
4. Ministry of Health and Medical Services – development of training & endorsement
5. Ministry of Commerce, Tourism, Trade and Transport and UNWTO – consultation and exchange of information on COVID-19 Safe Guidelines
6. Tourism Industry Partners – consultation on Action Plan templates
7. Google Education – training implementation partner
8. Aspen Medical- accreditation partner



WHAT WE WILL ACHIEVE FROM THE PROGRAM

1. Support industry to align with Government's COVID-19 Safe Operational Guidelines.
2. Support the Ministry of Health and Medical Services COVID-19's risk management strategies.
3. Demonstrate that Fiji is ready for international visitors.
4. Provide confidence to our trade partners, and directly to any potential travellers, that Fiji is a safe destination to choose for their next holiday

CFC REFERENCES AND GUIDELINES

Internationally Recognized Standards

The Guidelines have been developed in line with the World Health Organizations (WHO) operational considerations for COVID-19, Ministry of Commerce, Tourism, Trade and Transport (MCTTT), World Travel and Tourism Council (WTTC), United Nations World Tourism Organization (UNWTO), Fiji Hotel and Tourism Association (FHTA) and the Fijian Ministry of Health and Medical Services (MHMS) in consultation with tourism stakeholders.

Adopted Locally

The Fijian tourism industry is encouraged to follow and adopt the operating guidelines to the greatest and most practical extent possible. For more information please visit the Ministry of Commerce, Tourism, Trade and Transport's website for the [COVID-Safe-Economic-Recovery-Framework-2.0](#)

Principles

Guidelines are modelled on 6 overarching principles:

1. Maintain physical distancing
2. Maintain contact tracing information, mandatory use of the careFIJI app and Vax Check tool
3. Screening and management of persons with symptoms
4. Appropriate use of face covering
5. Enhance surface sanitization
6. Ensure personal hygiene at all times



Program Details

1. The CFC is a robust program that gives confidence to all stakeholders that Fiji is ready to welcome visitors back.
2. Our resources and support give appropriate guidance to industry to develop a robust COVID safe action plan.
3. We developed training programs to ensure COVID safe best practice is fully understood across the tourism industry.
4. All tourism and interested businesses must register for the Care Fiji Commitment and nominate their Wellness Ambassador at cfc.com.fj
5. Wellness Ambassadors are required to complete compulsory online training and pass all the assessment modules.
6. Each business must also appoint a Senior Wellness Ambassador who is accountable for the successful implementation of the Care Fiji Commitment across the business. It is recommended that this is the GM or Owner.
7. Upon successful completion of the training and assessment modules, the Wellness Ambassador submits an action plan** that takes into consideration the following:
 - Vaccination policies
 - Testing capabilities**compulsory for accommodation businesses
 - Handling a suspected case and isolation facilities
 - Staff Training and awareness
 - Contact Tracing & Record keeping
 - Employee & Guest Wellness
 - Personal Hygiene & Handwashing
 - Cleaning & Disinfecting
 - Physical Distancing
 - The trained Wellness Ambassadors must implement, monitor and control action plans across the business.

KEY PROGRAM REQUIREMENTS (CATEGORIES)



CFC Certified Businesses

Accommodation providers only:

- ✓ Licensed business
- ✓ Wellness Ambassador and escalation protocols
- ✓ Action Plan (CFC Action Plan, FHTA operational SOP's)
- ✓ 100% vaccinated staff and guest policies
- ✓ Mandatory use of careFIJI app and Vax Check Tool
- ✓ Testing capabilities including weekly staff testing if staff are not based onsite
- ✓ Isolation facilities
- ✓ Inspected and Certified

CFC Approved Businesses

Indirect tourism operators- retail, restaurants and bars, spas/salons, gyms and tourism transport providers:

- ✓ Licensed business
- ✓ Wellness Ambassador and escalation protocols
- ✓ Action Plan (MCTTT Protocols)
- ✓ 100% vaccinated staff and guest policies
- ✓ Mandatory use of careFIJI app and Vax Check Tool

CFC 100% Vaccinated Businesses

Supply/value chain partners, including villages:

- ✓ Licensed business or recognized operation
- ✓ Wellness Ambassador and escalation protocols
- ✓ 100% vaccinated staff and visitor policies
- ✓ Mandatory use of careFIJI app and Vax Check Tool