

## TETERBORO AIRPORT (TEB)

### COVID-19 SERVICE RESUMPTION

#### GENERAL GUIDANCE, INTERNATIONAL ARRIVALS, PROTOCOLS, BEST PRACTICES, & CUSTOMER REQUESTS

Updated 11/4/2020 changes are noted in Green

#### Sections

1. Principal Changes
2. General Guidance
3. International Arrivals
4. Protocols
5. Best Practices
6. Customer Requests

#### Section 1 – PRINCIPAL CHANGES

Removed

##### Section 3

- Flights arriving from affected areas carrying passengers must clear at Newark Airport, JFK Airport or another funneling airport. (No longer a requirement)

##### Section 4

- Aircraft will be diverted to EWR or JFK for direct access to CDC personnel (No longer required)

Added

##### Section 2

- Do NOT choose a facemask with exhalation valves or vents. (CDC recommendation)

##### Section 4

- NY State Updated Quarantine Requirements

##### Section 6

- Port Authority Aviation, WE SOAR information signs

#### Section 2 – GENERAL GUIDANCE

This information is based upon guidance from the CDC and the State of New Jersey (as of May 14, 2020) relating to COVID-19 as outlined within this document, that is focused on washing hands, avoiding close contact, covering mouth and nose, covering coughs and sneezes, and cleaning and disinfecting.

- **Cover your mouth and nose with a cloth face covering when around others**
  - You could spread COVID-19 to others even if you do not feel sick.
  - Everyone should wear a **cloth face covering** when they have to go out in public, for example to the grocery store or to pick up other necessities.

- Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
  - The cloth face covering is meant to protect other people in case you are infected.
  - Do NOT **choose** a facemask meant for a healthcare worker.
  - **Do NOT choose a facemask with exhalation valves or vents.**
  - Continue to keep about six (6) feet between yourself and others. The cloth face covering is not a substitute for social distancing.
- **Avoid close contact**
  - Avoid close contact with people who are sick, even inside your home. If possible, maintain six (6) feet between the person who is sick and other household members.
  - Put distance between yourself and other people outside of your home.
    - Remember that some people without symptoms may be able to spread the virus.
    - Stay at least six (6) feet (about 2 arms' length) from other people.
    - Do not gather in groups.
    - Stay out of crowded places and avoid mass gatherings.
    - Keeping distance from others is especially important for people who are at higher risk of getting sick.
- **Avoid touching your eyes, nose, and mouth with unwashed hands**
- **Wash your hands often**
  - Wash your hands often with soap and water for at least twenty (20) seconds especially after having been in a public place, or after blowing your nose, coughing, or sneezing.
  - If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- **Cover coughs and sneezes**
  - If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
  - Throw used tissues in the trash.
  - Immediately wash your hands with soap and water for at least twenty (20) seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.
- **Clean and disinfect**
  - Clean AND disinfect frequently touched surfaces throughout the day. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
  - If surfaces are dirty, clean them. Use detergent or soap and water prior to disinfection.
  - Then, use a disinfectant. Most common EPA-registered household disinfectants will work.

### **Section 3 – INTERNATIONAL ARRIVALS (TEB)**

- US Customs and Border Protection (CBP) at Teterboro Airport is open and accepting certain International Arrivals.
- CBP-Teterboro - Hours of Operation: 0700-2400EST Monday-Sunday (A/C arrivals between 0715 and 2315 EST)
- Please contact us for any specific questions or clarification, CBP-Teterboro 201-288-8799

- Email contact: [ktebqaops@cbp.dhs.gov](mailto:ktebqaops@cbp.dhs.gov)
- Each flight is looked at individually for origin, crew nationalities, passenger nationalities and what countries visited prior to their arrival.
- Passengers who are citizens of the Schengen Area, U.K., China, Iran and Brazil and arriving from those areas are inadmissible unless one of the following exemptions apply:
  - *U.S. citizens and any lawful permanent resident of the United States*
  - *any alien who is the spouse of a U.S. citizen or lawful permanent resident;*
  - *any alien who is the parent or legal guardian of a U.S. citizen or lawful permanent resident, provided that the U.S. citizen or lawful permanent resident is unmarried and under the age of 21;*
  - *any alien who is the sibling of a U.S. citizen or lawful permanent resident, provided that both are unmarried and under the age of 21;*
  - *any alien who is the child, foster child, or ward of a U.S. citizen or lawful permanent resident, or who is a prospective adoptee seeking to enter the United States pursuant to the IR-4 or IH-4 visa classifications;*
  - *any alien traveling at the invitation of the United States Government for a purpose related to containment or mitigation of the virus;*
  - *any alien traveling as a nonimmigrant pursuant to a C-1, D, or C-1/D nonimmigrant visa as a **crewmember** or any alien otherwise traveling to the United States as air or sea crew;*
  - *any alien using one of the following visas: A-1, A-2, C-2, C-3, E-1, G-1, G-2, G-3, G-4, NATO-1 through NATO-4, or NATO-6*
  - *members of the U.S. Armed Forces and spouses and children of members of the U.S. Armed Forces.*
- If a citizen of a Schengen Area country, U.K., China, Iran and Brazil has not been in an effected country in the past 14 days, they are eligible to enter.
- Crewmembers are exempt and allowed to clear at Teterboro Airport regardless of nationality or countries visited prior to arrival as they are following FAA Covid-19 guidelines.

- Aliens present in the following countries for the past 14 days:

**Schengen Area Countries List**

- |            |                 |                  |              |
|------------|-----------------|------------------|--------------|
| ○ Austria  | ○ Belgium       | ○ Czech Republic | ○ Denmark    |
| ○ Estonia  | ○ Finland       | ○ France         | ○ Germany    |
| ○ Greece   | ○ Hungary       | ○ Iceland        | ○ Italy      |
| ○ Latvia   | ○ Liechtenstein | ○ Lithuania      | ○ Luxembourg |
| ○ Malta    | ○ Netherlands   | ○ Norway         | ○ Poland     |
| ○ Portugal | ○ Slovakia      | ○ Slovenia       | ○ Spain      |
| ○ Sweden   | ○ Switzerland   |                  |              |

**Other Countries**

- |          |         |        |
|----------|---------|--------|
| ○ Brazil | ○ China | ○ Iran |
|----------|---------|--------|

## **Section 4 – PROTOCOLS**

### **Aircraft arriving at TEB with passengers/crew showing signs of COVID-19 virus**

- a. Aircraft in Flight
  - i. Notify FAA ATC of their situation
- b. Aircraft on the Ground (TEB)
  - i. Aircraft Cabin must remain closed
  - ii. Notify FBO facility
  - iii. Remain on aircraft and await further direction from NJ Dept. of Health or CDC
- c. FBO Facility
  - i. Notify Airport Operations
  - ii. Notify Port Authority Police
  - iii. Notify NJ Dept. of Health
  - iv. Await further direction from responding medical service provider

### **New Jersey, New York and Connecticut – 14 Day Quarantine effective June 25, 2020**

New Jersey Governor has announced Starting June 25, 2020, Traveler's Entering New Jersey From States with High COVID-19 Infection Rates Should Quarantine For 14 Days. States with a positive test rate higher than 10 per 100,000 residents or a state with a 10% or higher positivity rate over a 7-day rolling average.

New Jersey, and Connecticut will continually update and publish on their respective websites a list of states to which the new advisory applies.

New York, in addition to the 14-day quarantine, now has a "test out" option. They have designated all locations outside of New York (with the exception of contiguous states: NJ, CT, PA, MA, VT) to be high-risk. The New York Executive Order 205.2 issued 10/31/2020 is available through link below.

<https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/EO205.2.pdf>

#### **Impacted States List link**

Access the survey by visiting [covid19.nj.gov/njtravel](https://covid19.nj.gov/njtravel) or texting "NJTRAVEL" to 898211.

**Welcome to New Jersey**

Travelers from states with significant spread of COVID-19 should voluntarily quarantine for 14 days.

Help protect your loved ones and self-quarantine at your home or hotel. You should only leave the place of self-quarantine to seek medical care or to obtain food and other essential items.

Take the travel survey to learn whether you need to self-quarantine:

Scan the QR code at right with the camera on your mobile device

or Visit [covid19.nj.gov/njtravel](https://covid19.nj.gov/njtravel)  
or Text NJTRAVEL to 898211

**NJ Health**  
New Jersey Department of Health

## **Section 5 – BEST PRACTICES**

**It is recommended that you contact the FBO of your choice for specific best practices information on protocols established.**

### **Signage**

- a. All facilities at TEB have increased signage addressing
  - i. Social Distancing
  - ii. Use of Facial Coverings (Minimum coverage of Nose and Mouth)
  - iii. Cleaning Protocols
  - iv. Limited Access to facilities

### **Social Distancing**

- a. CDC guidance of six (6) foot distancing identified by floor markings, where applicable
- b. Plexiglass barriers
- c. Various forms of social distancing barriers
- d. Seating within FBO increased separation of six (6) feet
- e. Limited number of passengers in FBO transportation vehicles
- f. Elimination of seating within FBO Vehicles
- g. Eliminate large group meetings

### **Personal Protective Equipment**

- a. Use of Facial Coverings (Minimum coverage of Nose and Mouth) within FBO / Terminal facilities and on ramp if social distancing cannot be maintained.
- b. Use of gloves
- c. Liquid Hand Sanitizer available
- d. Temperature checks prior to entering facilities suggested for staff before shift start

### **Tool / Equipment Sharing**

- a. Some facilities not allowing employees to share tools, equipment, and PPE, examples are radios, microphones, headsets, etc.

### **Cleaning**

- a. Increased frequency of cleaning and disinfecting
- b. Use of EPA approved products
- c. Liquid Hand Sanitizer available
- d. Cleaning Systems in use (microbial foggers, sprayers, misters, micro shield, etc.)
- e. Covering soft surfaces with plexiglass to facilitate cleaning protocols

### **Transportation**

- a. Two (2) passenger limit in vehicles is suggested
- b. Disallow occupants in front passenger seat
- c. Seats removed in larger vans
- d. Social distancing requirements posted
- e. Landside transportation service limited or eliminated
- f. Halt the valeting of vehicles if possible

### **Business Financial Transactions**

- a. Minimizing local transactions
- b. Touchless financial transactions
- c. Direct billing via established accounts

## **Aircraft Maintenance**

- a. OEM's requiring a thorough cleaning of aircraft before they will allow staff to perform maintenance work.

## **Food / Catering**

- a. Departing Aircraft
  - i. Catering delivered directly to aircraft / aircraft crew
  - ii. Catering not stored at FBO
  - iii. Some aircraft operators have eliminated supplying catering on aircraft
- b. Arriving Aircraft
  - i. Food coming off aircraft is trashed immediately
  - ii. Food must be placed in trash bags by aircraft crew prior to exiting aircraft
- c. Dishwashing
  - i. Washing services may not be available
  - ii. Disposable plates and utensils offered
  - iii. No Handwashing of plates, glasses or silverware
  - iv. Machine washing only
- d. Contact caterer for specific preparation and delivery protocols

## **Rental Cars**

- a. Rental companies have implemented increase cleaning protocols (contact rental car company representative for additional details)

## **Miscellaneous**

- Bulk Purchases of cleaning product and hand sanitizer and disposable masks
- Remove first row of seats in transport vans for social distancing
- Disallow occupants in front passenger seat of vehicles
- Installation of barrier (plexiglass) between employee and customer
- Develop billing and payment methods that are touchless
- Increased separation of seating, furniture within FBO / Terminal lobbies, rest areas, flight planning rooms, eating/kitchen areas
- Health screening of FBO employees
- Use of microbial surface sprays
- Use of microbial foggers or misters
- Use of self-cleaning microfilm and mats for high touchpoints and travel areas
- Use of Thermal Body Temperature Monitoring Devices
- Use of gloves when handling luggage or packages
- Have masks available for those who arrive without one

## **Section 6 – CUSTOMER REQUESTS**

The following is a list of potential customer requests / concerns developed by members of the Teterboro Users Group (TUG) for you to consider as services are resumed as we due to the effects of the COVID-19 virus.

- FBO PPE Availability
  - Do FBOs have masks for passengers should they arrive without one?
  - Do they have hand sanitizers/wipes available?

- FBO Employee Health Screening
  - Curious is the FBO conduct any type of an employee health screening procedure (temp taken) for when they report to work?
- Dishes:
  - Will FBOs still be willing to wash crew dishes? If so, will all be run through a dishwasher or will they be done by hand?
    - I ask this question as the lead medical officer for a pharmaceutical flight department informed them that all their dishes must be run through a dishwasher in order to sanitize them. For the same reason, crews are being discouraged from washing dishes on board.
  - Curious if after the dishes are washed will they be sealed, wrapped in plastic, to best preserve their sterile state?
- Baggage:
  - Will the Line Service personnel still be handling baggage?
  - If so, will they be wearing gloves?
  - Will the baggage carts be wiped down between each use?
- Garbage
  - Likely same as usual, crew carries garbage down the stairs.
- FBO Handling of Catering Items:
  - My company will not allow ground support personnel in the cabin and want Line Service personnel to remain at the base of the aircraft steps.
    - This will make it incumbent upon the crew to carry their catering (food, newspapers, coffee, ice, etc...) up the stairs and into their cabin.
      - Newspapers: Just thought that maybe passengers won't even want newspapers to read?
  - Post-flight Catering off-load: Will the FBOs still want leftover crew catering items?
    - My thought is that the crew should throw all catering away to preclude any potential spread of the virus.
  - Overnight Crew Catering Storage: Any limitation on crews leaving behind cold storage bags overnight?
  - Dry Cleaning: Will the FBOs still collect and send out crew dry cleaning?
    - Not even sure if any dry-cleaning services are open and available in and around Teterboro.
- Catering Companies: It would be nice to know if TEB catering companies are available and if so have they established food safety protocols?
- Fueling: What steps are being taken to ensure minimal contact between flight crew and fueler with respect to:
  - Communicating requested fuel load?
  - Handling of contract fuel/credit cards?
  - Opening/closing fuel panel/receptacle door(s)?
  - Fuel panel configuration?
  - Fuel receipt and signature?
- Lavatory and Potable Water service:
  - Are these services available?
  - If so, what protocols are in place?
- Passenger Handling
  - Will crew meet passengers in FBO or will passengers be escorted directly to aircraft?
  - What social distancing protocols exist in passenger lounge area?

- Fuel/Landing Fees/Catering Billing
  - For mitigation purposes, our department has decided that either our crew and/or Dispatcher will prearrange the form of payment for fuel/landing fees ahead of each trip and arrange for the receipt to be emailed.
    - This will eliminate the requirement for the crew to approach the FBOs desk and to take physical custody of a receipt.
    - Would all tenant FBOs be willing to accommodate this initiative?
- Crew Flight Plan Paperwork
  - Will FBOs still be printing flight packets for crews?
  - I know Signature West has an Air Printer for pilots to use, do all the other FBOs?
- Ground transportation
  - FBO provided Crew Cars
    - Will FBOs still be providing this perk for crews? If so, have all established cleaning protocols?
  - Rental Cars
    - Are FBOs accepting rental cars?
  - Passenger transportation
    - Waiting area for drivers or will passengers proceed directly to curb?
  - FBO Passenger Vans
    - Are they available? If so, are there cleaning protocols in place?
- Ground handling of aircraft
  - Protocols for disconnection/connection of torque link?
  - Protocols for Gear Pins?
  - Transient hangar availability?
- Hotels
  - Are the local most frequently used full-service crew hotels available?
  - If so, do they have any unique procedures? Are their restaurants available?
- Local restaurants
  - What local restaurants deliver to the FBO or are available for takeout?
- Crew lounge
  - Is there an area for transient crews to wait? If so, what steps are being taken to mitigate against the spread of disease?
- Protocols should FBO personnel become ill with COVID-19
  - Would FBO temporarily shut down?





**For everyone's safety,  
you must wear a face  
covering over your  
nose and mouth when  
in this facility.**

**Read about how to wear and use  
cloth face coverings at [www.cdc.gov](http://www.cdc.gov)**

**WEAR YOUR MASK ► SAVE LIVES**

# KEEP A SAFE DISTANCE AND SOAR



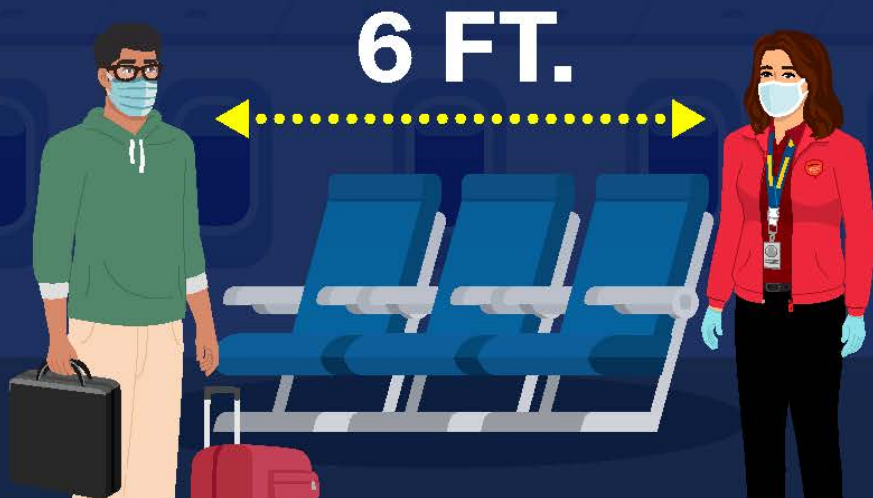
Keeping each other safe and connected is everyone's responsibility.

Physical distancing does not mean to disconnect from our customers socially. Work together to stay apart.

## WHAT is physical distancing?

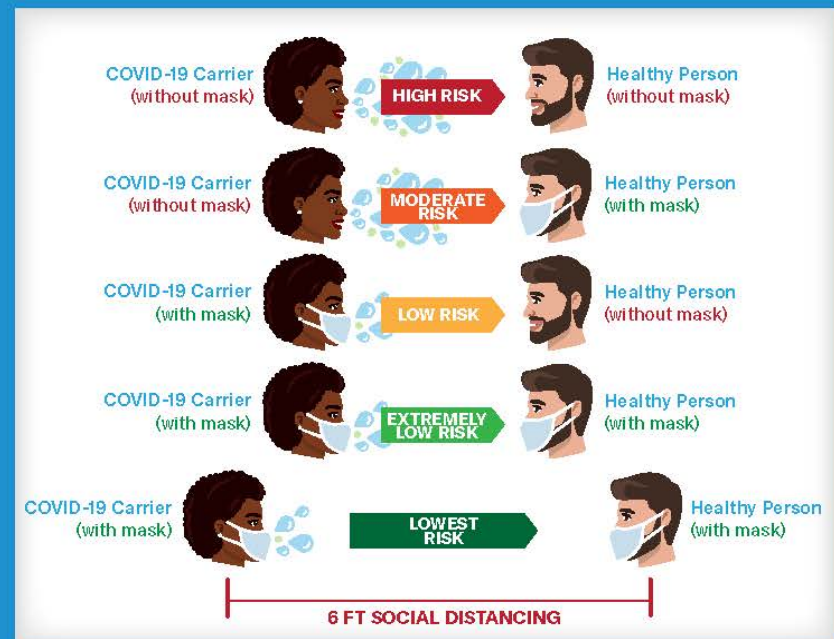
Physical distancing is the practice of staying at least 6 feet away from others to avoid catching infectious diseases, such as COVID-19, in public areas.

**STOP THE SPREAD OF GERMS:** Stay at least 6 feet (about 3 airplane seats) between yourself and others.



## WHY practice physical distancing?

**LEVELS OF EXPOSURE:** Keeping yourself and others safe





# DO THIS! NOT THAT



Wear a facial covering as you maintain physical distance



Remove your mask as you keep six feet apart to speak

Stand 6 feet apart



Stand shoulder to shoulder

Keep your distance in small spaces such as restrooms



Congregate in small spaces

Skip a row of seats between yourself and other riders on a bus, subway, or AirTrain



Sit in the same row of seats as other riders

Allow other people 6 feet of space when you pass by them in the terminal



Walk alongside others when passing

When possible, give co-workers space and take turns in break rooms



Gather in large groups of 10 or more in break rooms

## What can you say when someone is not practicing physical distancing?

Focus on being friendly, pleasant, and non-threatening when using these phrases:



"We're supposed to be staying six feet apart, if you wouldn't mind just backing up a little bit."

"Do you mind giving me a little space, please? Thanks!"

"The ODO is saying we should stay six feet apart, so let's keep some distance."

"I'm trying to maintain the six-foot distance."

**Together WE SOAR to deliver safe and exceptional service!**



[WESOAR.COM](http://WESOAR.COM)

Visit [WESOARHIGHER.COM](http://WESOARHIGHER.COM) to recognize a co-worker

# Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.

Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.

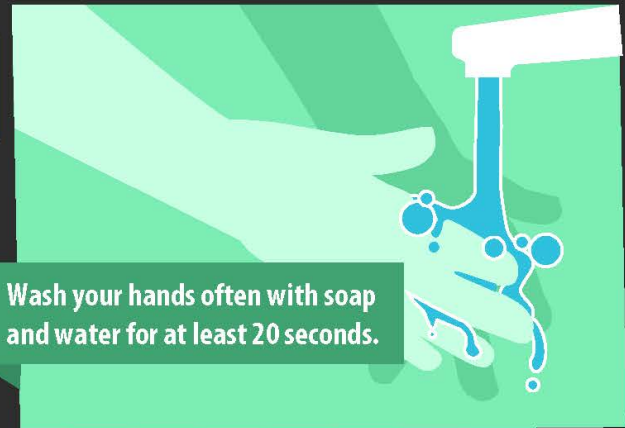


When in public, wear a cloth face covering over your nose and mouth.

Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

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# Your safety is our top priority.

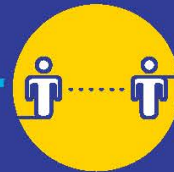
We're working to deploy best in class technologies and practices to keep you safe.

## Wear a Face Covering



Customers and drivers are required to wear a face covering at all times.

## Maintain Some Distance



Please keep some distance between your party and other travelers whenever possible.

## Enhanced Cleaning



For your safety, taxis and cars are required to be disinfected frequently throughout the day.

## Wash Your Hands Often



Disinfectant gel and wipes are supplied in high-touch areas.

We're committed to providing the safest airport experience for everyone. To learn more, go to [www.panynj.gov/aviationsafety](http://www.panynj.gov/aviationsafety).

