

## TETERBORO AIRPORT (TEB)

### COVID-19 SERVICE RESUMPTION

#### GENERAL GUIDANCE, INTERNATIONAL ARRIVALS, PROTOCOLS,

#### BEST PRACTICES, & CUSTOMER REQUESTS

Updated 6/25/2021 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

With increasing COVID vaccination rates and the general decline in the rates of COVID infection across the United States and other countries around the world, measures intended to prevent spread of the disease are gradually being relaxed. On June 10, 2021, the Centers for Disease Control and Prevention (CDC) published updated guidance with regard to the Public Health Service Act Order it had previously issued on January 29, 2021, which required everyone on public conveyances and at transportation hubs to wear masks. Under the new guidance, masks are no longer required to be worn while outdoors on the premises of transportation hubs. Accordingly, masks will no longer be required to be worn outside while at the airport. Outdoor areas are defined as any “open-air” spaces, which includes terminal and cargo facility ramp and apron areas and the interior of aircraft hangars.

### Section 2 – GENERAL GUIDANCE

On June 10, 2021, the Centers for Disease Control and Prevention (CDC) published updated guidance with regard to the Public Health Service Act Order it had previously issued on January 29, 2021, which required everyone on public conveyances and at transportation hubs to wear masks. Under the new guidance, masks are no longer required to be worn while outdoors on the premises of transportation hubs. Accordingly, masks will no longer be required to be worn outside while at the airport. Outdoor areas are defined as any “open-air” spaces, which includes terminal and cargo facility ramp and apron areas and the interior of aircraft hangars.

### Section 3 – INTERNATIONAL ARRIVALS (TEB)

- CDC Requirement
  - All air passengers coming to the United States, **including U.S. citizens and fully vaccinated people, are required** to have a negative COVID-19 test result no more

than 3 days before travel or documentation of recovery from COVID-19 in the past 3 months before they board a flight to the United States (as of January 26, 2021).

- 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: [ktebgaops@cbp.dhs.gov](mailto:ktebgaops@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
- Effective immediately, the contact tracing and arrival restrictions related to the Democratic Republic of Congo (DRC) have been lifted and no longer apply.
- The previously issued travel restrictions and contact tracing will remain in place for the Republic of Guinea and applies to all persons who traveled from, or were otherwise present within, the Republic of Guinea within 21 days of the person's entry or attempted entry into the United States.
- CBP established Ebola processing procedures will not change.
- On April 30, 2021, President Biden issued a Presidential Proclamation suspending the entry to the United States of certain travelers who traveled from, or were otherwise present within, the Republic of India during the 14-day period preceding their entry or attempted entry. This restriction is effective as of May 04, 2021, at 12:01 AM Eastern Daylight Time.

## **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 – Quarantine Restrictions**

Domestic Travel – Quarantine requirements/advisories are not required, for vaccinated or unvaccinated individuals.

Visit the NJ.GOV website link for additional and specific guidance.

<https://covid19.nj.gov/faqs/nj-information/travel-and-transportation/are-there-travel-restrictions-to-or-from-new-jersey>

### **International Travel**

The CDC requires all air passengers arriving in the United States from a foreign country to get tested for COVID-19 no more than 3 days before their flight departs and to present the negative result or documentation of having recovered from COVID-19 to the airline before boarding the flight.

For more information, visit the [CDC website](#).

In addition, with specific exceptions, foreign nationals who have been in any of the following countries during the past 14 days may NOT enter the United States: India, China, Iran, countries in the European Schengen Area, United Kingdom, Republic of Ireland, Brazil, and South Africa. For more details and a full list of exceptions, refer to the CDC's update on travelers prohibited from entry.

## **Accreditations for Cleaning Protocols**

### **Airports Council International (ACI) – Airport Health Accreditation (AHA)**

ACI-AHA assesses airports against global best practices across a broad range of measures intended to prevent the spread of contagions specifically in the airport environment. It is based upon health measures and industry best practices detailed in ACI's Aviation Business Restart and Recovery Guidelines, International Civil Aviation Organization's (ICAO) Council Aviation Recovery Task Force (CART) Recommendations, and the ACI Europe Guidelines for Healthy Passenger Experience at Airports (EASA). Via AHA, airports validate their COVID-19 prevention measures, including cleaning, sanitization and disinfection, physical distancing, staff protection, physical layout, and passenger communications, against industry best practices. Achieving this accreditation promotes recognition of professional excellence in maintaining safe, hygienic facilities. It also promotes and aligns best practices across the aviation industry.

### **GBAC STAR Facility Accreditation**

The GBAC STAR Accreditation Program is the gold standard for demonstrating adherence to best practices for cleaning of facilities and employs a rigorous risk-based assessment to tailor cleaning and disinfecting regimens to specific spaces within each facility or conveyance. In addition to helping design effective cleaning and disinfecting procedures and regimens, GBAC also provides best-in-class training for cleaning staff, supervisors, and managers, and it evaluates and advises on health and safety policies, regulatory compliance, and environmental controls.

## **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
- 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
- f. See accreditations received above

**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](https://www.cdc.gov)**

**WEAR YOUR MASK ► SAVE LIVES**



# Safety Accredited

This airport has been accredited for our cleaning and safety practices.



Scan here to learn more about our safety measures  
or visit our website at [www.panynj.gov/aviationsafety](http://www.panynj.gov/aviationsafety)

**Teterboro**  
Airport

**PORT  
AUTHORITY  
NY NJ**  
AIR LAND RAIL SEA

# KEEP A SAFE DISTANCE AND SOAR



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

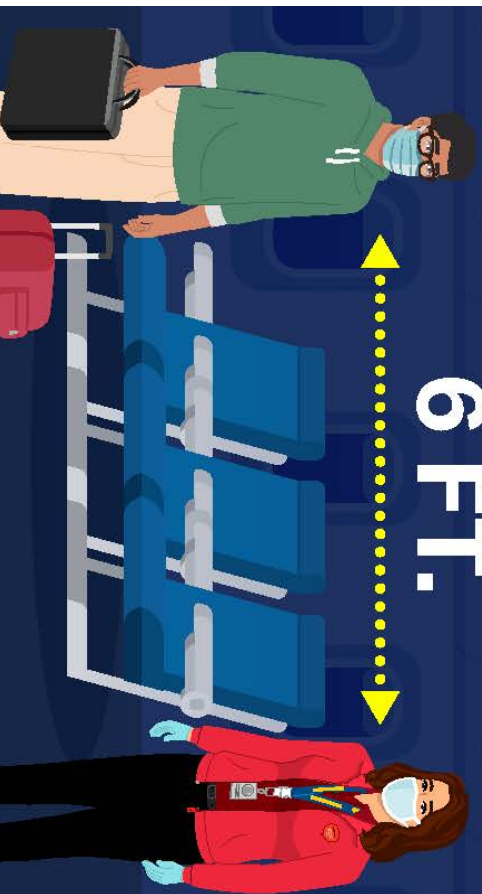
Physical distancing does not mean to disconnect from our customers socially. Work together to stay apart.

## 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.

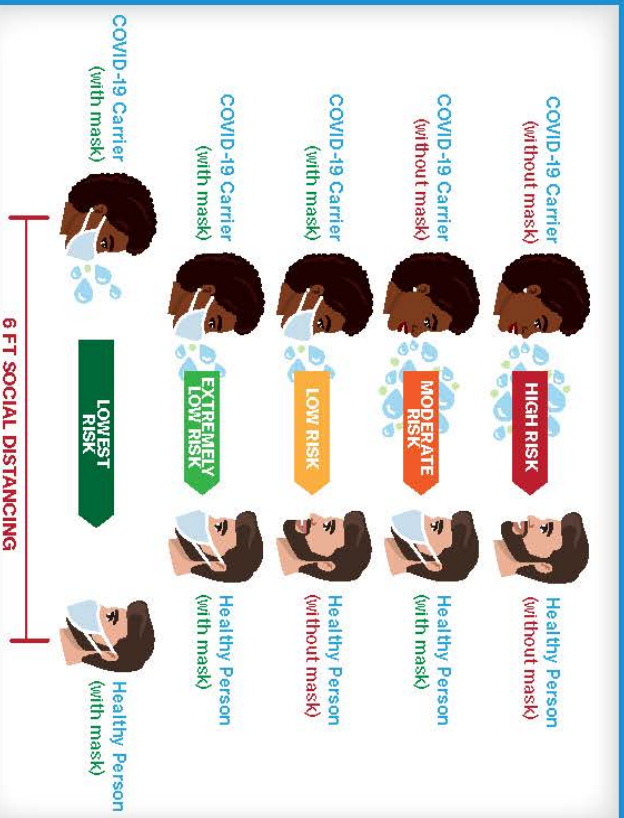
**STOP THE SPREAD OF GERMS:** Stay at least 6 feet (about 3 airplane seats) between yourself and others.

# 6 FT.



## 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:



**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://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).

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