

TETERBORO AIRPORT (TEB)

COVID-19 SERVICE RESUMPTION

GENERAL GUIDANCE, INTERNATIONAL ARRIVALS, PROTOCOLS,

BEST PRACTICES, & CUSTOMER REQUESTS

Updated 12/3/2021 changes are noted in Green

Sections

1. **Principal Changes**
2. **Accreditation for Cleaning Protocols**
3. **General Guidance**
4. **International Arrivals**
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6. **Best Practices**
7. **Customer Requests**

Section 1 – PRINCIPAL CHANGES

The recent requirement changes caused by the Corona-19 - Omicron variant have been incorporated. They effect international arrival travel restrictions and testing requirements as well as mandated wearing of masks within public transportation hubs and vehicles. See details below.

Section 2 – ACCREDITATION 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.



Airport and Travel Industry Guidance is unchanged regarding the use of masks, social distancing, and washing hands.

Section 3 – GENERAL GUIDANCE

The Centers for Disease Control and Prevention (CDC), Transportation Security Administration (TSA), and the U.S. Department of Transportation remind the traveling public that at this time if you travel, you are still required to wear a mask on planes, buses, trains, and other forms of public transportation traveling into, within, or out of the United States, and in U.S. transportation hubs such as airports and stations. This requirement has been extended through March 18, 2022.

Section 4 – INTERNATIONAL ARRIVALS (TEB)

- **CDC Requirement**
 - Travel requirements have changed. Starting December 6, 2021, all air passengers, regardless of vaccination status, must show a negative COVID-19 test taken **no more than 1 day** before travel to the United States.
 - You must get a viral test no more than 1 day before the flight's departure from a foreign country and show your negative test result report.
 - If you had a positive viral test on a sample collected during the past 90 days, and you met the criteria to end isolation, you may travel instead with your positive viral test result and a signed letter from a healthcare provider or a public health official that states you have been cleared for travel. The positive test result and letter together are referred to as "documentation of recovery."

- You will also be required to confirm that the information you present is true in the form of an attestation.
 - These requirements do not apply to children under 2 years of age.
 - For more information on which types of test are acceptable, what information must be included on the test result, and additional FAQs, visit CDC's webpage [Requirement for Proof of Negative COVID-19 Test or Recovery from COVID-19](#).
- 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
 - Each flight is looked at individually for origin, crew nationalities, passenger nationalities and what countries visited prior to their arrival.
- **Current CBP travel restrictions**
- Effective November 29, 2021, at 12:01AM EST, the current proclamation suspends the entry of certain non-citizens into the United States, as immigrants or nonimmigrants, who were physically present within South Africa, Botswana, Eswatini, Lesotho, Malawi, Mozambique, Namibia, or Zimbabwe during the 14-day period preceding their entry or attempted entry into the United States.

Section 5 – 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](https://www.nj.gov) website link for additional and specific guidance.

New York – Restrictions

Visit the New York State website link for specific guidance if traveling to NY State.

<https://coronavirus.health.ny.gov/home>

International Travel

See above.

Section 6 – 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
- 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 7 – 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?



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

Teterboro
Airport

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



**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**

WEAR YOUR MASK ► SAVE LIVES

KEEP A SAFE DISTANCE AND SOAR



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

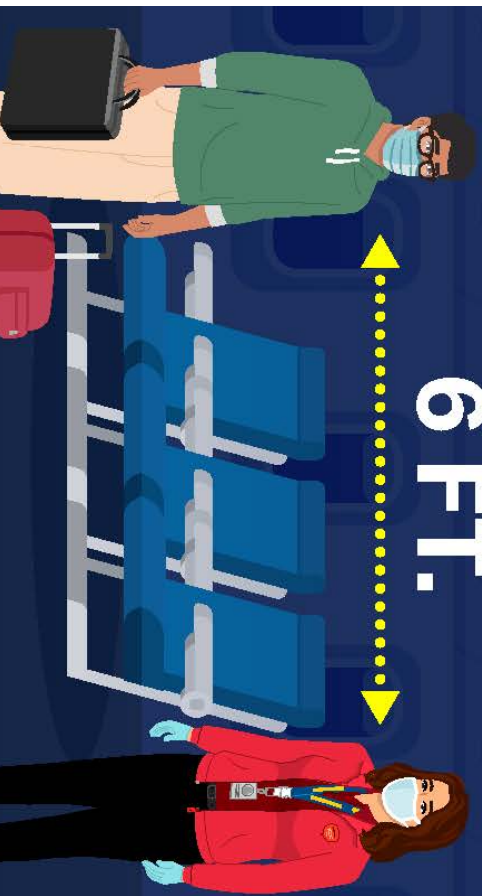
Physical distancing does not mean to disconnect from our customers socially. Work together to stay apart.

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.

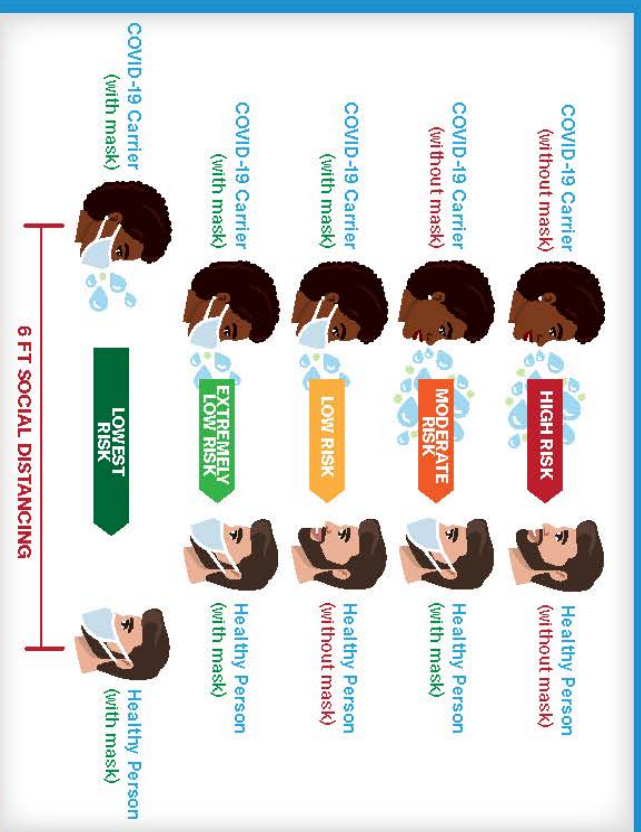
STOP THE SPREAD OF GERMS: Stay at least 6 feet (about 3 airplane seats) between yourself and others.

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

Visit 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

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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.

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