

उत्तराखण्ड राज्य आपदा प्रबन्धन प्राधिकरण

सचिवालय परिसर, देहरादून

संख्या -281 /USDMA-792(2020)

देहरादून: दिनांक 07 जून, 2020

आदेश

भारत सरकार, गृह मंत्रालय के पत्र संख्या- 40-03/2020-DM-I(A), दिनांक 30 May, 2020 तथा स्वास्थ्य एवं परिवार कल्याण मंत्रालय, भारत सरकार के दिशा-निर्देश दिनांक 4 जून, 2020 से प्राप्त दिशा निर्देशों के क्रम में कोरोना वायरस से संक्रमण के दृष्टिगत **Hotels and hospitality services, Restaurants, Shopping Malls, Religious places/ Places of worship** को खोलने हेतु दिशानिर्देश जारी किये गये हैं।

उक्त के क्रम में राज्य सरकार द्वारा निम्नलिखित आवश्यक दिशा-निर्देश जारी किये जाते हैं।

**1. Hotels/ B&B/ Homestay and hospitality services**

- 1.1. All hotels/ B&B/ Homestay & hospitality services shall be allowed to open in the state. However, all such hotels/ B&B/ Homestay & hospitality services in containment zones of the state and municipal area of Dehradun shall remain closed, till further orders.
- 1.2. The hotel management/B&B/ Homestay management shall not entertain bookings from high-load Covid-19 infected cities of other states and ensure that bookings of persons from non high-load Covid-19 infected cities of other states shall be for a minimum period of 7 days. In cases of violation of the rules regarding period of stay by any individual, it shall immediately informed by the concerned hotel management/ B&B/Homestay management to the District administration/police for penal action under relevant sections of IPC, Epidemics Diseases Act and Disaster Management Act.
- 1.3. The hotel management/ B&B/Homestay management shall take a written undertaking (*Self declaration form enclosed as annexure -1*) from the customers that he or she shall not visit any public premises or tourist attractions in Uttarakhand during his or her stay in the Hotel. The customer violating the undertaking will be liable to be proceeded against as per the provisions of section 51 to 60 of the DM Act, 2005 and under section 188 of the IPC.
- 1.4. In addition to the above, the hotel management/ B&B/Homestay management shall strictly adhere to the SOP prepared by the Department of Tourism, Government of Uttarakhand on Hotels/ B&B/ Homestay and other Hospitality Units (*Enclosed at Annexure- 2*).

## **2. Restaurants**

- 2.1. All restaurants shall be allowed to open in the state between 7 AM to 7 PM. However, all such restaurants in containment zones of the state and municipal area of Dehradun shall remain closed, till further orders
- 2.2. The restaurant owners/ managers shall make arrangements to ensure that a record of all customers, as also the waiters serving the tables, is maintained at all times, clearly specifying the date and time.
- 2.3. In addition to the above, the restaurant management shall strictly adhere to the SOP prepared by department of Tourism, Government of Uttarakhand on restaurants (*Enclosed at Annexure-2*).

## **3. Shopping Malls**

- 3.1. All shopping malls shall be allowed to open in the state between 7 AM to 7 PM. However, all such shopping malls in containment zones of the state and municipal area of Dehradun shall remain closed, till further orders.
- 3.2. Prior to opening the mall, the Mall management shall give an undertaking/ self-declaration to the District administration regarding various measures taken for preventing the spread of covid-19, as also strict adherence to the guidelines issued by CPWD for air conditioning in such areas with maximum exposure and concentration and those issued by MoHFW and MHA for norms of safety and social distancing.
- 3.3. The Mall management shall also make arrangements for opening 50% of the shops on any given day, till further orders.
- 3.4. However, District administration, in consultation with the Mall Management, may decide to put necessary restrictions on the maximum number of people to be allowed in the interest of public health. Wide publicity in advance regarding the restrictions to be placed shall be made.
- 3.5. In addition to the above, the shopping mall management shall strictly adhere to the SOP issued by MoHFW, Government of India on shopping malls (*Enclosed at Annexure- 3*).



#### 4. Religious places/ Places of worship

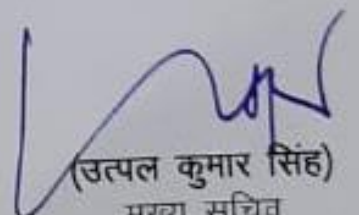
- 4.1. Boards/ Trusts/ management Committees managing the religious places/ places of worship shall be allowed to open between 7 AM to 7 PM in the state. However, all such religious places/ places of worship in containment zones of the state and municipal area of Dehradun shall remain closed, till further orders.
- 4.2. However, the District administration in consultation with Boards/ Trusts/ management Committees, may decide to put necessary restrictions in place, in the interest of public health. Wider publicity in advance, regarding the restrictions to be placed on public *darshan* and worship protocol, shall be made.
- 4.3. *Char-Dham Devasthanam* Board, in consultation with the respective District administration and other stakeholders, may decide to open and put necessary restrictions in place, in the interest of public health. However, wide publicity in advance, regarding the restrictions to be placed on public *darshan* and worship protocol, shall be made.
- 4.4. However, pilgrims from places outside the state shall not be allowed till further orders.
- 4.5. In addition to the above, the management of religious places / places of worship shall strictly adhere to the SOP issued by MoHFW, Government of India on religious places/ places (**Enclosed at Annexure- 4**).

#### 5. UDAN

- 5.1. Travel by helicopters and fixed-wing shall be permitted under UDAN scheme. The passengers after deboarding shall have to follow the guidelines prescribed by the state govt. The operators shall also comply with the guidelines issued by the MoHFW, Civil Aviation department and the State Govt.

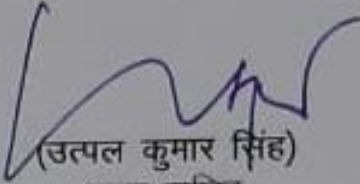
सभी जनपद संलग्न एस.ओ.पी. (मानक प्रचालन विधि) तथा राज्य सरकार द्वारा निर्गत दिशानिर्देशों के अनुसार यथोचित कार्यवाही किया जाना सुनिश्चित करें।

संलग्नक: उपरोक्तानुसार

  
(जितपाल कुमार सिंह)  
मुख्य सचिव

प्रतिलिपि निम्न को सूचनार्थ एवं आवश्यक कार्यवाही हेतु:-

1. सचिव, मा0 मुख्यमंत्री को मा0 मुख्यमंत्री महोदय के संज्ञानार्थ।
2. समस्त अपर मुख्य सचिव/प्रमुख सचिव/सचिव, उत्तराखण्ड शासन।
3. पुलिस महानिदेशक, उत्तराखण्ड।
4. स्थानीक आयुक्त, उत्तराखण्ड।
5. मण्डल आयुक्त, कुमाँऊ एवं गढ़वाल।
6. समस्त जिलाधिकारी/वरिष्ठ पुलिस अधीक्षक, उत्तराखण्ड।
7. आयुक्त, सूचना एवं लोकसंपर्क विभाग, उत्तराखण्ड।

  
(उत्पल कुमार सिंह)  
मुख्य सचिव

**Annexure-1**

**Self-declaration Form**

**From:...../...../2020 To :...../...../2020**

- I/ we hereby undertake to stay for a minimum period of 07 days.
- During my/ our stay, I/ we shall not visit any place outside the hotel premises.
- I/ we shall strictly adhere to the health protocols of the government of Uttarakhand and MoHFW, Government of India during my/ our stay.

I/ we understand that in case I/ are found violating the undertaking I/ we shall be prosecuted under appropriate sections of the DM Act, 2005 and the IPC.

**Name:**....., **Age:**..... **Sex:** M / F

**Mobile Number:**    /    /    /    /    /    /    /    /    /    /

**Address:** .....

***Signature***

**COVID-19 Safety and Hygiene Guidelines for Tourism Sector**

**(Hospitality Units)**



**June 2020**

**Uttarakhand Tourism Development Board  
Dehradun**

**(Based on Guidelines issued by Ministry of Tourism  
and  
Ministry of Health and Family Welfare)**

**COVID-19 Safety and Hygiene Guidelines for Tourism Sector**

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## **COVID-19 Safety Guidelines for Tourism Sector**

### **(Hospitality Units)**

## **1. Introduction**

### **1.1. Need for suitable measures post COVID-19 Lockdown**

Given the current COVID outbreak in India, it is important that all hotels and other hospitality units take suitable measures to restrict any further transmission of the virus while providing accommodation and other tourist services post lockdown. The guidelines aim to minimize all possible touch points between a Staff and Guest and maintain social distancing and other preventive and safety measures against COVID-19. It also endeavors to make the traceability of the guests easier, in case a situation in future warrants so.

## **2. Hotels**

The management must educate all categories of staff of the critical importance of these procedures designed to make operating the hotel safe for both guests and staff alike. Special attention has been made to make it extremely safe for staff to carry out their assigned tasks. The safety of the staff will not be compromised at any time.

### **2.1. General Information on proposed measures**

- 1. Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Hotel management to advise accordingly.**
- 2.** Social distancing measures, together with frequent hand hygiene and respiratory etiquette, are the main measures to prevent transmission of COVID-19. Although it is probable that guests are already familiar with these measures, they should be reminded as a form of hospitality.
- 3.** Social distancing includes refraining from hugging & shaking hands with guests as well as among staff. It involves maintaining a distance of at least 2m (6 ft.) and avoiding anyone who is coughing or sneezing. Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand Sanitizer(for at least 20seconds) or washing them with soap and water(for at least 40 to 60 seconds). Also avoid touching eyes, nose, and mouth. Hand disinfection is indicated after exchanging objects (money, credit cards) with guests.
- 4.** Respiratory etiquette means covering mouth and nose with flexed elbow/tissue/handkerchief when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.



**5. Spitting shall be strictly prohibited.**

**2.2. Establishing a Management Team (Rapid Response Team)**

1. Appoint a management team headed by “Rapid Response Leader”, ideally an officer from the higher management or a specially appointed officer and “Rapid Response officers” from each and every operational departments. The appointed Management team (Rapid response team) should strictly follow these guidelines in consultation with other directions, which may be issued from various authorities in connection with COVID-19.
2. The team should be responsible to prevent incidents, effectively manage cases and mitigate impact among guests, staff and other involved parties in the operation. And the team should update the entire staff when necessary as a result of issuance of new guidance, procedures, regulations or any change issued by the pertinent authorities.
3. Team should frequently evaluate, identify gaps and adjust in accordance to ensure the practicality and make sure the consistent continuation and be alert on unusual and notable incidents. The team must ensure to record all notable, unusual, important incidents & measures taken in detail. Outcome of the collection of this data to be used for program advancements and the record to be archived for future references.

**2.3. Communication**

1. Communication to be circulated among staff through the head of departments (Rapid Response team) to make sure the flow of correct and pre-defined information on any incident may arise in the future, precautionary measures or any other related information are communicated effectively to guests and all the other stakeholders to make sure the consistency of the alignment,
2. The team should promote key messages for the staff and guests by using various information tools:
  - (i). Promoting of hand washing
  - (ii). Respiratory hygiene
  - (iii). Basic Hygiene practices
  - (iv). Contact information of key staff personnel
  - (v). Emergency Telephone numbers

The units will put up awareness posters at appropriate places, Do's and Don'ts for Guests posters inside the rooms, and other activities for staff and guest awareness.

## **2.4. Training and information**

The Rapid Response team should obtain necessary training and instructions from the Concerned Authorities whenever requested. And brief on the prevailing situation and corrective measures to be taken against COVID-19 among staff, guests and all the other stakeholders to enhance the preparedness.

## **2.5. Do's and Don'ts for the guest**

- (i). Do not step out of the room unnecessarily.
- (ii). Wear a mask whenever outside the room.
- (iii). Clothes should not be washed inside the room.
- (iv). In case a balcony is shared with another room, please be on the side of your room.
- (v). Do not interact with the other room's guests
- (vi). No visitors should be allowed in the rooms
- (vii). Doors should be kept closed and any contact with the door knobs should be avoided
- (viii). Kitchen and washing area entry must be prohibited for guests
- (ix). Always keep a safe distance of at least 2 m (6feet) while you are at the property
- (x). Wash your hands frequently with the soaps/sanitizers provided
- (xi). Put all disposable plates/cups/bottles after use in the garbage bag.

## **2.6. Do's and Don'ts for hotel staff**

- (i). Hotel staff should follow restricted movement (only in cases of work) around rooms
- (ii). Hotel staff are advised to maintain minimum 2 m (6 ft.) distance with the guests and other staff members at all times
- (iii). Hotel staff should sanitize/wash their hands regularly
- (iv). Hotel staff should adhere to zero touch policy.
- (v). All hotel staff should wear masks all the time

## **2.7. Posters**

Posters should be displayed at various location for information and awareness:

- (i). Emergency helpline numbers - At the reception
- (ii). 2 m (6 feet) - Reception & other strategic places
- (iii). General Information - Reception
- (iv). Hand Washing - Reception & Inside the room
- (v). Respiratory hygiene-Reception & Inside the room
- (vi). Dos &Don'ts – At all appropriate places

## **2.8. Availability of COVID related amenities**

Below mentioned amenities must be available at the property apart from regular hotel amenities:

**(i). Must Have**

- (a). Hand Sanitizers
- (b). Masks
- (c). Garbage Bags
- (d). Chemicals for Deep cleaning
- (e). Thermal Gun
- (f). Hand gloves

**(ii). Good to have**

- (a). Gowns/Aprons
- (b). Personal protective equipment (PPE)

**2.9. Use of Arogya Setu**

The staff should use Arogya Setu app for survey & same will be followed for guests during check in except in case of Foreign Nationals.

**3. General Guidelines**

Following general guidelines must be observed by all concerned:

- (i). All hotel staff including security guards must wear masks and single use gloves mandatorily while performing their duties at the property.
- (ii). All hotel staff and guests must always maintain safe distance of at least 2m (6 feet) while at the property.
- (iii). To ensure that all hotel personnel use masks, hand gloves and sanitizers while doing daily activities, they need to be properly trained. Ground ops/ team to train the staff on this.
- (iv). A well informed and trained security person and a 24x7 security guard to keep check at the main entrance gate of the area should be available (wherever applicable).
- (v). Daily Temperature to be checked with a thermal gun thermometer for all staff members; every guest; any visitor including vendors.
- (vi). All the staff to wear shoes while operating at the property and shoes should not be opened while cleaning the property. It is advised to wear a disposable shoe cover while cleaning. Number of people in the elevators shall be restricted, duly maintaining social distancing norms. Use of escalators with one person on alternate steps may be encouraged.
- (vii). **Proper crowd management in the hotel as well as in outside premises like parking lots—duly following social distancing norms shall be ensured. Large gatherings/congregations continue to remain prohibited.**

- (Viii). **Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.**
- (ix). **Preferably separate entry and exits for guests, staff and goods/supplies shall be organized. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the hotel as far as feasible. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises**
- (x). Staff should remove the gloves properly and should not touch their face after removing the gloves. Staff to immediately wash hands after removing gloves.
- (xi) Guests to avoid using lifts and use the staircase instead. In case lift is being used, social distancing should be followed.
- (xii) Visitors to the hotels should not be allowed
- (xiii) CCTV cameras must be fully functional
- (xiv) Guests should be advised not to visit areas falling within containment zone
- (xv) All touch points (like door knobs, switches, door handles, safety latches and taps etc) must be cleaned regularly with surface cleaner i.e. R2, Detergent water, Lizol . It is advised to use Sodium Hypochlorite 1%/solution having at least 70% alcohol should be used to clean these touch points
- (xvi) Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- (xvii) **Room service or takeaways to be encouraged, instead of dine-in. Food delivery personnel should leave the packet at guest or customer's door and not handed directly to the receiver. The staff for home deliveries shall be screened thermally by the hotel authorities prior to allowing home deliveries.**
- (xviii) **Gaming Arcades/Children play areas (wherever applicable) shall remain closed.**
- (xix) **For air-conditioning/ventilation, the temperature setting of all air conditioning devices should be in the range of 24-30oC, relative humidity should be in the range of 40- 70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.**
- (xx) **Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.**
- (xxi) Common area cleaning checklist should be displayed at the reception and rooms cleaning checklist should be displayed inside the room on the back of the door.
- (xxii) **Hotels in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.**

### **3.1 Check-in Protocol for guests**

- (i). Guests must be requested to maintain a queue with 2 m (6 ft) distance between them. Standing space signs will be placed on the floor to maintain social distancing.

- (ii). Rooms should be kept ready as soon as possible to avoid any crowd at the reception and maintain minimum contact with the guest.
- (iii). Details of the guest (Travel history, medical condition etc.) along with ID and Self declaration form must be provided by the guest at the reception (for now)
- (iv). Arogya Setu app survey will be recommended to all guests.
- (v). Interaction at reception with guests should be avoided as much as possible. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- (vi). Hand Sanitizers must be kept at the reception for guests to use. Guests to sanitize hands before & after filling relevant forms including A&D register.
- (vii). Proper records of any symptom such as cough/cold/fever should be maintained
- (viii). Self-reporting forms must be filled for International guests and A&D register must be thoroughly maintained.
- (ix). **Luggage should be disinfected before sending the luggage to rooms.**
- (x). **Guests who are at higher risk i.e. those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.**
- (xi). Guests should be briefed about the do's & don'ts while at the hotel.
- (xii) Hotels may adopt contactless process as detailed below:
  - (a). QR code will be available at the properties, guest will Scan the QR code using his/ her mobile.
  - (b). Guest will get an online form to fill in the details (required to be filled in A&D register, travel history etc.) & option to upload the required documents through phone only.
  - (c). Once submitted by the customer, documents & details will be available instantly to the front office manager on the system
  - (d). Guest authorization will be done by:
  - (e). Guest will click on "I accept" checkbox before submitting
  - (f). Guest to get OTP on registered mobile number as soon as manager marks check-in in the system & check in confirmation is done once OTP is verified
  - (g). After verification, guest will get check in

### 3.2 Room allocation process and in-room provisions

- (i). Toiletries should be kept in the room 1 Kit per day
- (ii). In case of consumables replenishment, guests should inform the property manager/GRE.
- (iii). Reception no., PM's mobile no & other important contact details must be available in the room.

### 3.3 Room service

- (i). Communication B/W guests and in-house Ops should be strictly through intercom or mobile phone.
- (ii). Any items required (Water bottle/Toiletries/Medicine/Linen) should be given to guests while maintaining 1m distance & trays must be used to avoid hand contact.
- (iii). Staff should be trained again for troubleshooting normal issues like TV remote issues, geysers etc so that they can inform guests & solve accordingly on call.

### 3.4 Room & common area cleaning

- (i). Guest recommendations will be taken for cleaning. Daily cleaning with an option for the guest to opt out.
- (ii). Linen should be changed as per the request by the existing guest.
- (iii). In case deep or normal cleaning, housekeeping staff must wear masks before entering the room and during the cleaning process, guests should stay in the lobby near the room without touching anything.
- (iv). In case of room cleaning after checkout, process outlined should be used
- (v). Housekeeping Staff must wear masks or PPE (wherever applicable) while clean/deep cleaning the room.
- (vi). Each guest bathrooms may be equipped with WC –brush set.  
**Staff must sanitize their hands or wash their hands with soap before & after**
- (vii). the cleaning process.**  
Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom
- (viii). fixtures, etc. to be made mandatory in all guest service area and common areas.**  
Proper disposal of face covers / masks / gloves left over by guests and/or staff
- (ix). should be ensured.**

Area/Item	Item/Equipment	Frequency	Method/procedure
General Cleaning	R2/Detergent & Warm Water, Disinfectant	Twice a day	<ul style="list-style-type: none"> <li>Scrub floors with hot water &amp; detergent using minimal water</li> <li>Clean with plain water</li> <li>Allow to dry &amp; MOP with disinfectant</li> </ul>



Lockers,TablesCupboard , Wardrobes	Damp Duster with disinfectant	Daily	☐ Damp dust with regular disinfectants
Railings	Detergent/ Sanitizer-hot water , Disinfectant	Twice a day	☐ Damp dust with warm water & detergent followed by disinfection
Mirrors &Glass	Warm water/Detergent water/Cleaning solution damp cloth wiper	Daily	☐ Using warm water & a small quantity of detergent & using a damp cloth,wipe over the mirror , then using dry cloth buff the mirror & glass to a clean dry finish
Furniture & Fittings	Disinfectant,Duster	Daily	☐ Using disinfectant damp dust furniture &fittings,includingchairs,stools,beds,tables etc.
Light Switches/Over bed lights	Disinfectant,Duster	Daily	☐ Light switches to be cleaned of dust,spots& finger marks,clean with a damp clothes
			☐ Over bed lighting to be damp dusted,clean with damp cloth

Toilet Pot/Commode	R1/Soap powder, Long handle angular brush	Whenever required	<ul style="list-style-type: none"> <li>☐ Inside Of toilet pot/commode</li> <li>☐ Scrub with the R1/soap powder &amp; angular brush</li> <li>☐ Clean with R1/soap powder &amp; scrubber</li> </ul>
Toilet Floor /Sink	R1/Soap powder, scrubbing brush	Whenever required	<ul style="list-style-type: none"> <li>☐ Scrub with soap powder &amp; the scrubbing brush</li> <li>☐ Wash with water</li> </ul>
Taps & Fittings/ Shower area	Warm water, Detergent powder, Nylon scrubber	Whenever required	<ul style="list-style-type: none"> <li>☐ Wipe over taps &amp; fittings with a damp cloth &amp; detergent</li> <li>Care should be taken to clean the underside of taps &amp; fittings</li> </ul>

### 3.5 Food Service

- (i). Food must continue to be prepared inside the hotel kitchen wherever the hotel has a kitchen.
- (ii). In case the kitchen is not present on the property, the hotel operator/ owner should continue to get meal supplies from existing vendors.
- (iii). It is advised to use disposable cutlery at the hotel for all purposes and used disposable cutlery must be kept in garbage bags. In case of non-disposable cutlery, used plates and cutlery to be kept outside the room.
- (iv). In the kitchen, the staff should follow social distancing norms at work place. Kitchens area must be sanitized at regular intervals.**

### 3.6 Checkout Protocol

- (i). Guests should inform at the reception an hour before the check out.
- (ii). Guests should only check out once he is confirmed by the reception.
- (iii). Guests should be informed about the payment to be made in advance and the guests may be requested to make the payment via digital mode as much as possible.

- (iv). Management to call the police station if it is a statutory requirement.
- (v). Post check Out rooms to be cleaned and clean linen and towel to be provided.
- (vi). Linen must be changed after every checkout and for longer stays as per the request by the guest.

### **3.7 Linen count, allocation & cleaning SOP**

- (i). Sufficient linen to be mandatorily available at the property
- (ii). Housekeeping staff should use masks and hand gloves while handling used linen and should be kept in a separate place.
- (iii). Laundry services must continue in an existing manner

### **3.8 Garbage Disposal**

- (i). The garbage needs to be disposed as – dry, wet, glass, biodegradable.
- (ii). PPE's like gloves, masks etc. to be segregated or disposed separately.

### **3.9 Staff & Guest training**

- (i). All the staff including the security guard should be properly briefed about the processes and a drill regarding the same must be put in place.
- (ii). Awareness and emergency posters must to be placed inside the rooms
- (iii). Hub trainers/Ground team / Training managers / officials as appropriate to train the hotel staff if needed.
- (iv). All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Hotel management to facilitate work from home wherever feasible.**

## **4. Protocol for handling suspected & COVID positive guests**

Ministry of Health and Family Welfare : [SOP For handling Suspected &Covid positive cases](#)

### **4.1 During Check-in (if guest is sneezing or coughing)**

- (i). Do not deny Check-in
- (ii). Maintain a safe distance of 6 feet from the guest.
- (iii). Encourage guests to sanitize their hands/ wash hands with soap.
- (iv). Offer medical assistance to the guest.
- (v). Keep a watch over the health condition of the guest (call him on the extension and check his well-being, offer medical assistance)
- (vi). Deep clean the reception areas with a disinfectant

#### **4.2 If Illness persists**

- (i). Room should be locked and the entire floor, reception and all common areas to be deep cleaned and fumigated
- (ii). Linen and other items must be washed separately.
- (iii). Call the Corona helpline number
- (iv). In case suspected guests flee/ not traceable, inform the police immediately.

##### **In case of a suspect or confirmed case in the premises:**

- a. Place the ill person in a room or area where they are isolated from others.
- b. Provide a mask/face cover till such time he/she is examined by a doctor.
- c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
- (v). d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
- e. Disinfection of the premises to be taken up if the person is found positive.

#### **4.3 Protocol for Repair and Maintenance**

- (i). Rooms to be audited for Repair & Maintenance after checkout.
- (ii). Staff should get on a video call with the guest to better understand the issue or assist the guest. In case it is not possible because of any reason (guest does not have video phone or guest is not well enough) only then staff should go to room and check for the issue.
- (iii). Maintenance personnel to wear hand gloves and masks while doing the services inside the room. Guests are advised to stay outside the room.

#### **4.4 Protocol to have additional information about the guests**

In some cases, experience has shown that it becomes essential to trace the location of the guests even after their departure Hence, the accommodation units are advised to devise a new information system/format and keep the same in an easily accessible form to enable concerned authorities to trace the guests, if required in future.

- (i). Date
- (ii). Name
- (iii). Age
- (iv). Sex
- (v). Mob number
- (vi). Email id
- (vii). Nationality
- (viii). Permanent address
- (ix). Coming from (with details of destination and route)

- (x). Going to (with details of destination and route)
- (xi). Arrival date and time
- (xii). Departure date and time
- (xiii). Room no./ Floor no.
- (xiv). Signature
- (xv). Purpose of the visit
- (xvi). Check out time
- (xvii). Valid ID proof
- (xviii). Logs of transaction
- (xix). Travel history
- (xx). Self-declaration form

### **3. Restaurants**

**Restaurants in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.**

**Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Restaurant Management to advise accordingly.**

To ensure that visitors feel safe while eating out, restaurants need to take several measures to make them feel comfortable and at ease post lockdown.

- Diners would be greeted by waiters wearing gloves and masks
- Two-meters table distance would be a norm in coming days
- Only families coming in a group will be sharing tables
- Restaurants carrying out sensitivity training across teams

Diners are set to be greeted by waiters wearing gloves and masks, sanitization bottles at the entrance and far fewer tables in restaurants. Only people from same family coming in group would be sharing the tables. Others would sit at a distance of about two metres which is going to be the norm post lockdown. Further, waiters would be directed to bring food but not serve at the tables.

All the tables are to be cleaned with sanitizers and chlorinated water. All crockery & cutlery is washed in dish-washers with effective soap solutions where water temperature is as high as 80 degrees. Random swab tests of surfaces and kitchen. The

tests are not to test individuals for coronavirus but to check overall level of hygiene and cleanliness.

### **3.1 Protocols obligatory for a Restaurant/Eating Outlet**

- (i). Provide safe, sanitized and clinically clean environment to the visitors and staff
- (ii). All machine touch points, operating panels, seats, covers. Toolbox etc. requiring human touch should be sanitized at an hourly frequency with effective sanitizers.
- (iii). Respiratory hygiene posters to be displayed at prominent places in the premises.
- (iv). To reduce the seating capacity minimum by a 2/3rd and change the seating style in order to maintain social distancing.
- (v). To acquaint itself with the latest guidelines issued by various Authorities for prevention and precaution.
- (vi). To maximize the use of technology to reduce human contact.
- (vii). Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.**
- (viii). Regular and increased health checkups of staff to monitor the following symptoms:
  - a. Fever / Temperature Check
  - b. Cough (Dry & Wet)
  - c. Shortness of breath / Breathing difficulties
  - d. Only asymptomatic staff and patrons shall be allowed.**

### **3.2. Personal Protective Equipment (PPE) for use by staff:**

- (i). Good quality disposable Hand Gloves (Fresh gloves to be used for every new guest)
- (ii). Three layered masks with synthetic outer layer/ N 95 masks.
- (iii). Long gowns, eye goggles or face shield.
- (iv). PPEs should be discarded in a plastic bag, sealed and labelled as infectious waste.

### **3.3. Social Distancing Norms**

Minimize physical contacts between two persons. Minimum distance to be maintained is 1 meter. To do this, Restaurants to do the following.

- (i). Optimize employees in production area at any given point of time by creating physical barriers or use proper face shield if not able to reduce manpower
- (ii). Stagger work stations, food preparation area etc
- (iii). Review/Reduce/revise the speed of production lines considering social distancing.
- (iv). Review shift arrangements depend on the above.



- (v). Limit number of people who are not required e.g Drivers, helpers etc
- (vi). Use spacing measures like stickers, tapes, markers to maintain the distance at all the places.
- (vii). Prohibit sharing of lockers or uniform or any common item such as pens etc
- (viii). Food delivery personnel should leave the packet at 1 meter distance at customer's door. DO NOT handover the food packet directly to the customer.
- (ix). Face – To- Face meetings are restricted as much possible. Management to decide on who can do Work from home and who needs to be in factory.
- (x). Takeaways to be encouraged, instead of Dine-In. Food delivery personnel should leave the packet at customer's door. DO NOT handover the food packet directly to the customer.
- (xi). **Staff for home deliveries shall be screened thermally by the restaurant authorities prior to allowing home deliveries**

### 3.4. Cleaning and Sanitation Norms for Restaurants

- (i). Following Food establishments shall be cleaned with appropriate cleaning solution such as soap and water (preferably hot water) followed by disinfection (using freshly prepared 1% hypochlorite solution or equivalent).
- (ii). food preparation/ production area, stores, packaging area, service area, waste disposal area, office space, transport vehicle, toilets and washrooms
- (iii). Clean Equipment, containers, utensils, cutlery, etc. thoroughly with cleaning solution and water. Use of hot water (above 60o C) is recommended. After cleaning, sanitation using Alcohol/Quaternary ammonium compound is recommended.

High Touch Points	Method and Frequency
Elevator buttons, handrails / handles and call buttons, escalator handrails, public counters, intercom systems, equipment like telephone, printers/scanners, and other office machines, table tops, chair handles, pens, diary files, keyboards, mouse, mouse pad, tea/coffee dispensing machines, etc.	Cleaned twice daily by mopping with a linen/absorbable cloth soaked in 1% sodium hypochlorite
Metallic surfaces like door handles, security locks, handles of baskets/carts, display racks (where bleach is not suitable)	70 % alcohol

Hand sanitizing stations at the entry and near high contact surfaces.		Cleaned at least twice in a shift. Sanitized with 1% sodium hypochlorite
Toilets and Washrooms		After every shift using water and detergent, followed by 1% sodium hypochlorite.
Area of two meters around the person who has coughed		Vacated immediately, thoroughly cleaned and disinfected with freshly prepared 1 % hypochlorite solution
All cleaning equipment, cloth, mops, reusable protective gear such as boots, gloves		Cleaned thoroughly before use & after use. Sanitize where required.
<b>Step 1</b>	Preparation	<input type="checkbox"/> Remove loose dirt and food particles. <input type="checkbox"/> Rinse with warm, potable water.
<b>Step 2</b>	Cleaning	<input type="checkbox"/> Wash with hot water (60 °C) and detergent. <input type="checkbox"/> Rinse with clean potable water.
<b>Step 3</b>	Sanitizing	<input type="checkbox"/> Treat with very hot, clean, potable water (75 °C) for at least 2 minutes.
<b>Step 4</b>	Air Drying	<input type="checkbox"/> Leave benches, counters and equipment to air dry.
		<input type="checkbox"/> The most hygienic way to dry equipment is in a draining rack.

### 3.5. Categories of Sanitizers

Type	Use	Frequency
<b>Chlorine</b>	Perishable products	Always (for food to be consumed raw)
	Food contact surfaces	After use
<b>Quaternary Methyl Butyric Acid (QMBA)</b>	Food contact surfaces	After use
<b>70% alcohol based</b>	Hand Sanitisation	As and when required

	Common touch points and food contact surface	Frequent or after each use
<b>Note: - Cleaning process should be followed by disinfection.</b> <ul style="list-style-type: none"> <li>• Use chemicals as per the direction provided by the manufacturers.</li> <li>• There are more chemical based disinfectants available; this is just a suggestive list.</li> </ul>		

### 3.6. Food Transportation

- Train the drivers, loaders and other staff about the COVID-19 infection symptoms and measures for prevention
- Clean & Sanitize Delivery/transport vehicles regularly. Use vehicle only for food deliveries /distribution.
- Anyone displaying flu like symptoms to avoid handling / transporting / delivering food.
- Drivers, loaders and other staff to maintain high standards of personal hygiene.
- Hand washing material and Sanitizer bottle to be fixed in driver cabin.
- Face covers to be worn at all times.
- Avoid use of public toilets and crowded places during the breaks.
- If a vehicle enters an area marked as a COVID-19 hotspot, then the vehicle shall be thoroughly cleaned and disinfected before use.
- Maintain relevant records.

### 3.7. Food Packaging

- The retention time on surface varies from 4 hrs to 5 days.
- Cleaning, Sanitizing, Disinfection measures are to be adopted to ensure that food packaging is kept clean and away from sources of contamination

Corona Virus Average Retention Time	
On Copper	4 Hrs
On Aluminium	2-8 Hrs
On Cardboard	24 Hrs
On Stainless Steel	2-3 Days
On Plastics	2-3 Days
On Wood	4 Days
On Paper, Glass (upto)	5 Days
On Ceramics	5 Days
On Metal	5 Days

### 3.8. Protocols to limit the movements of Guests in Restaurant/Eating outlet

### **3.9. Guest Service Standards**

Guests are encouraged to make prior reservations before going to the restaurant to avoid crowding. Guests to be seated in a designated waiting area with norms of social distancing in case of waiting.

- (i). Masks and gloves to be kept in spare for use of the guests at the reservation desk of the restaurant.
- (ii). Hand sanitizer (in bottles) to be placed at the entrance and other areas such as washrooms & to remind the guests before entering and while leaving to sanitize their hands.
- (iii). To reduce the seating capacity minimum by a 2/3rd and change the seating style in order to maintain social distancing.

### **3.10 Pre-Arrival**

- (i). Complete details of number of persons to be taken in advance and seating to be accordingly arranged by maintaining the social distancing norms.
- (ii). Guest to request not to exceed in pre informed numbers and any sort of deviation in number of persons be informed well in advance.
- (iii). Guests to be requested to carry their own Face Mask, Hand Gloves and Instant Hand Wash etc.
- (iv). Guests also to be requested to have ArogyaSetu App installed in their mobile phone.
- (v). Guests to be requested not to carry any item directly bought from outside like gifts etc.
- (vi). Guests to be requested to use safe and sanitized vehicles for travel.

### **3.11. Arrival**

- (i). All guests are screened for any symptoms before entering the premises.
- (ii). Guest with body temperature of 98.6° F or more should be politely asked to return or directed to a designated hospital, which would be a precondition at the time of accepting booking.
- (iii). The Aarogya Setu App status of every guest is checked for allowing entry.
- (iv). No manual frisking of guests at the entry wherever possible. Frisking shall be through DFMD, HHMD, etc.
- (v). The gate to be opened by attendant
- (vi). Guests are directed to sanitize the hands before proceeding for seating area. To place hand sanitizers at the entrance and other areas such as washrooms.
- (vii). To remind the guests before entering and while leaving to sanitize their hands.
- (viii). Guests are provided with necessary PPEs like hand gloves and face masks (in case they are not carrying their own) to ensure safety of other guests and staff.

- (ix). Markings on the floor to be done to maintain Social Distance, wherever required.
- (x). Tables to families or a group to be allocated strategically to ensure non contamination to other guests/areas.
- (xi). For Restaurant dining entry inside restaurant to be limited to seating capacity available considering norms of social distancing. Extra guests to be seated in a designated waiting area with norms of social distancing.

### 3.12. Dining

(i).	The entire service of the guests is done by service staff donning PPEs.
(ii).	Only bottled water where outer side of the bottle is disinfected to be used for providing water to guests.
(iii).	Disposable menus to be used to reduce the chances of transference of virus. Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged.
(iv).	Only cooked food to be included in the menu and to avoid inclusion of raw or cold food like salads etc.
(v).	Guest service areas shall be thoroughly cleaned and disinfected before and after every shift. The furniture and fixtures of the restaurant like tables, chairs, workstations, buffet tables, linen etc. to be thoroughly cleaned with disinfectants on daily basis.
(vi).	Buffet service to be avoided in near future. In case of buffet trained service staff to serve the food from buffet.
(vii).	Pre-plated dishes to be encouraged in the menu wherever possible. Silver Service may also be done provided service staff wears the PPEs.
(viii).	Only designated staff to serve the food on a particular table.
(ix).	Name badges of staff to be printed in larger fonts for identification from a farther distance.
(x).	The crockery, cutlery, hollowware and service ware etc. be washed with hot water and food grade/ approved disinfectants.
(xi).	The service equipment to be segregated and stored in sanitized cupboards.
(xii).	Use different types of warmers to keep the food and crockery on warm temperature.
(xiii).	The soiled dishes to be immediately taken to dishwashing area and not left on side boards. The leftover food be discarded in the designated bins with lids. The garbage should be disposed of on daily basis.
(xiv).	HACCP/ISO/FSSAI standards to be followed for cleanliness of F&B material and hygiene.
(xv).	E-payments to be encouraged to avoid touching the debit/credit cards of guests.
(xvi).	Cashiers to disinfect hands after every settlement thru cash or cards.

(xvii).	For air-conditioning/ventilation, the temperature setting of all air conditioning devices should be in the range of 24-30oC, relative humidity should be in the range of 40- 70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
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### 3.13. Bar Safety Measures

- (i). Bar counter and stools to be sanitized properly. Bar equipment like shakers, blenders, mixers and peg measurers to be cleaned.
- (ii). Ice container trolley to be washed and sanitized.
- (iii). All the bottles of spirits, wines and beers to be sanitized with food grade disinfectant.
- (iv). All the glassware to be cleaned with hot water and lemon.
- (v). To follow FSSAI guidelines by marking dates on recently opened beverages.

### 3.14. Kitchen/ Food Preparation Area:

- (i). Operational kitchens must be sanitized at regular intervals.
- (ii). Kitchens to plan social distancing (3 zones in kitchen: 1. Range Critical 2. Non Range Critical 3. Pre-Preparation area.
- (iii). Work tables to be realigned in such a manner that staff do not face each other and also maintain social distance.
- (iv). Staff to wear PPEs like face masks, chef caps/net caps, face shield.
- (v). Using 100ppm chlorine for non veg and 50 ppm chlorine for veg items for sanitizing. In case of any other directive from authorities same to be followed.
- (vi). Strict adherence to HACCP/ISO/FSSAI norms and guidelines for sanitization and hygiene in receiving, storing, and cooking of food items.
- (vii). Limit the number of staff to the minimum required; staff can be organized into teams to reduce interactions between teams
- (viii). All staff should wear disposable masks, gloves, hair nets and all other safety gear
- (ix). Run limited menus and ramp-up in a phased manner
- (x). The menus may be tweaked to include more options of cooked food rather than raw food
- (xi). Ensure proper cleaning of vegetables, meats and all other materials that are required in the kitchens; use approved sanitizing agents to disinfect
- (xii). Ensure all tools get sanitized after each use
- (xiii). It would be useful to use an Autoclave machine for all cooking equipment, ladles etc.
- (xiv). Even with proper hand washing, food workers should use a barrier such as tongs, gloves or utensils to prevent direct hand contact with food. The virus is likely to be inactivated by proper cooking temperature, it is important to use gloves or other barriers to prevent touching food that will not be fully cooked.



- (xv). No ready-to-eat food items shall be left open and shall be kept covered.
- (xvi). Health Food to be given priority as it would gain more importance with a large part of audience to boost immunity, welcome drinks to be immunity boosters like Hot lemon water with raw honey etc.
- (xvii). Immunity boosting spices and herbs can be a promotional aspect.
- (xviii). When changing your normal food preparation procedures, service, delivery functions, or making staffing changes, apply procedures that ensure:
- (xix). Cooked foods reach the proper internal temperatures prior to service or cooling.
  - (a). Hot foods are cooled rapidly for later use – check temperatures of foods being cooled in refrigerators or by rapid cooling techniques such as ice baths and cooling wands.
  - (b). The time foods being stored, displayed, or delivered are held in the danger zone (between 41°F and 135°F) is minimized.
- (xx). Proper training for food employees with new or altered duties and that they apply the training according to established procedures.
- (xxi). Keep hot foods hot and cold foods cold by storing in appropriate transport vessels.
  - (a). Keep cold foods cold by keeping enough coolant materials, e.g., gel packs.
  - (b). Keep hot foods hot by ensuring insulated cases are properly functioning.
- (xxii). Keep foods separated to avoid cross contamination, e.g., keeping raw foods separated from cooked and ready-to-eat foods.
- (xxiii). Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented.

### **3.15. Back Areas For Staff**

- (i). Do not compromise on Social Distancing.
- (ii). Do not use face reading or thumb impression machine for attendance.
- (iii). Encourage the administration staff to work from home wherever possible to reduce assembling of people.
- (iv). Timings of staff canteen, lockers, changing rooms etc. to be strategically designed to reduce assembly of people.
- (v). Promote staff to use their own vehicle for transport rather than depending on public/hotel transport.

### **3.16. Employee Transport**

- (i). Screen the staff for temperature and other symptoms before boarding the vehicle.

- (ii). To provide organization's transport in the event public transport is not available or is overcrowded violating the social distancing norms.
- (iii). Efforts must be made to reduce the presence of staff to minimum required, keeping in mind the number of covers.

### **3.17. Clock-in**

- (i). Request all staff to remain at home under medical supervision in case they are sick and have any symptoms of flu.
- (ii). Alternate methods to be devised for staff to mark attendance at the hotel; could use QR code method
- (iii). Temperature check for all employee on clocking into the premises of the hotel
- (iv). Staff having a body temperature more than 98.6° F should be asked to return home

### **3.18. Employee Uniform**

- (i). Uniform exchange daily should be the norm
- (ii). Uniforms will need to be sanitized properly; steam press or heat iron can be used
- (iii). Staff will be given PPE kits as part of the uniform across all departments
- (iv). Ensure that staff are maintaining Social Distancing during uniform exchange

### **3.19. Employee Dining**

Staff meals should be planned in such a manner that social distancing norms could be maintained.

### **3.20. Employee Training**

- (i). Training Department should conduct sensitization classes for staff on upgraded hygiene standards; they can also have visiting faculty to update staff on standards
- (ii). Employees must be well-informed about all COVID related operating SOPs

### **3.21 In case of a suspect or confirmed case in the premises:**

- a. Place the ill person in a room or area where they are isolated from others.
- b. Provide a mask/face cover till such time he/she is examined by a doctor.
- c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
- d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
- e. Disinfection of the premises to be taken up if the person is found positive.

#### **4. B&B/Homestay Establishments**

Various B&B and Homestay establishments shall follow the following guidelines.

##### **4.1 General preventive measures**

**B&B/Homestay Establishments in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.**

**Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. B&B/Homestay owner to advise accordingly.**

##### **4.2. Essential Amenities**

An B&B/Homestay Establishment must have a Thermal Gun, Hand Sanitizers, Hand Gloves and Masks which should be available in the Reception Area itself.

##### **4.3. Guidelines for Staff**

Wearing Mask & Hand Gloves are mandatory while on duty inside the property. Temperature should be checked by Thermal Gun for all staff members & Guests on daily basis. Visitors to the B&B/Homestay Establishment should not be encouraged. Staff must use tray to avoid hand contact while serving water bottle/toiletries/medicines/food etc. maintaining 1 meter distance.

##### **4.4. Check-in Process**

Detail of the guest should also contain his/her Travel History & Medical Condition for which a separate Self-Declaration form should be provided. A file should also be maintained apart from the Guest Register to keep those Self-Declarations. 2 m distance markings at the reception area should be done for guests to stand during check in process.

##### **4.5. Arogya Setu Application**

Entire staff of an IIB&B/Homestay Establishment to have ArogyaSetu App for survey and same will be followed for guests during check in.

##### **4.6. Cleaning of Guest Rooms**

Cleaning of Guest Room is mandatory on daily basis. Linen must be changed after every Check-out and in the event of longer stay, it should be as per the request of the guest.

All touch points must be cleaned with proper disinfectant (Sodium Hypochlorite). Staff must sanitize or wash hands with Soap after every cleaning process.

**4.7. General Cleaning with proper disinfectant (Sodium Hypochlorite):**

Mopping of floor twice a day is mandatory. After every Check-out, tables, cup-boards, wardrobes, lockers, light switches, Mirrors, electronic devices or any other item which a guest may touch during his/her stay, should be cleaned properly.

**4.8. Food Service**

Breakfast should be prepared in Kitchen where Guest should not be allowed at all. It is advisable to use disposable cutlery for all purposes which must be kept inside a garbage bag. In case of non-disposable cutlery, it should be kept outside the room.

**4.9. Posters**

Posters containing awareness about Covid-19, 6 ft distancing, respiratory hygiene and general cleanliness should be displayed at various strategic points inside the property. It should also contain the Do's & Don'ts for Guests, important phone numbers such as Police, Hospitals, Doctors on Call, Emergency Helpline etc.

**4.10. Do's and Don'ts for the guest:**

- (i). Do not step out of the room unnecessarily. Wear a mask whenever outside the room.
- (ii). Clothes should not be washed inside the room.
- (iii). In case a balcony is shared with another room, please be on the side of your room. Do not interact with the other rooms guests.
- (iv). No visitors should be allowed in the rooms
- (v). Doors should be kept closed and any contact with the door knobs should be avoided by staff
- (vi). Kitchen and washing area entry must be prohibited for guests
- (vii). Always keep a safe distance of at least 2 m (6feet) while you are at the property.
- (viii). Wash your hands frequently with the soaps/sanitizers provided.
- (ix). Put all disposable plates /cups/bottles after use in the garbage bag.

**4.11. During Check-in (if guest is sneezing or coughing)**

- (i). Do not deny Check-in
- (ii). Maintain a safe distance of 6 feet from the guest.
- (iii). Encourage guests to sanitize their hands/ wash hands with soap.
- (iv). Offer medical assistance to the guest.

- (v). Keep a watch over the health condition of the guest (call him on the extension and check his well-being, offer medical assistance)
- (vi). Deep clean the reception areas with a disinfectant.

#### **4.12. If Illness persists**

- (i). Room should be locked and the entire floor, reception and all common areas to be deep cleaned and fumigated
- (ii). Linen and other items must be washed separately.
- (iii). Call the Corona helpline number
- (iv). In case suspected guests flee/ not traceable, inform the police immediately.

#### **4.13. Check-out Protocol**

Guest should inform at reception using intercom or personal mobile, an hour before the check-out. Digital mode of payment should be encouraged for which QR code must be displayed at a prominent place. In case of payment through internet banking the bank details should also be displayed in the reception area.

#### **4.14. Protocol to have additional information about the guests:**

In some cases, experience has shown that it becomes essential to trace the location of the guests even after their departure. Hence, the accommodation units are advised to devise a new information system/format and keep the same in an easily accessible form to enable concerned authorities to trace the guests, if required in future.

#### **4.15. In case of a suspect or confirmed case in the premises:**

- a. Place the ill person in a room or area where they are isolated from others.
- b. Provide a mask/face cover till such time he/she is examined by a doctor.
- c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
- d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
- e. Disinfection of the premises to be taken up if the person is found positive.

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**Government of India**  
**Ministry of Health and Family Welfare**

**SOP on preventive measures in shopping malls to contain spread of COVID-19**

**1. Background**

Shopping malls get frequented by large number of people for shopping, entertainment and food. To prevent spread of COVID-19 infection, it is important that required social distancing and other preventive measures are followed.

**2. Scope**

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured at particular places to prevent spread of COVID-19.

**Shopping malls in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.**

**3. Generic preventive measures**

Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Shopping mall management to advise accordingly.

The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (workers and visitors) in these places at all times.

These include:

- i. Physical distancing of at least 6 feet to be followed as far as feasible.
- ii. Use of face covers/masks to be made mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting shall be strictly prohibited.
- vii. Installation & use of Aarogya Setu App shall be advised to all.

viii.

**4. All shopping malls shall ensure the following arrangements:**

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic customers/visitors shall be allowed.
- iii. All workers/customers/visitors to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the shopping mall.
- iv. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- v. Staggering of visitors to be done, if possible.
- vi. Adequate manpower shall be deployed by Mall Management for ensuring social distancing norms.
- vii. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Shopping Mall management to facilitate work from home wherever feasible.
- viii. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be ensured.
- ix. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. A proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- x. Any shops, stalls, cafeteria etc., outside and within the premises shall follow social distancing norms at all times.
- xi. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- xii. Preferably separate entry and exits for visitors, workers and goods/supplies shall be organized.
- xiii. The staff for home deliveries shall be screened thermally by the shopping mall authorities prior to allowing home deliveries.
- xiv. Required precautions while handling supplies, inventories and goods in the shopping mall shall be ensured. Proper queue management and disinfection shall be organized.
- xv. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the shopping mall as far as feasible.
- xvi. Number of customers inside the shop to be kept at a minimum, so as to maintain the physical distancing norms.
- xvii. Seating arrangement, if any, to be made in such a way that adequate social distancing is maintained.
- xviii. Number of people in the elevators shall be restricted, duly maintaining social distancing norms.
- xix. Use of escalators with one person on alternate steps may be encouraged.
- xx. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-

70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.

- xxi. Large gatherings/congregations continue to remain prohibited.
- xxii. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- xxiii. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all malls in common areas as well as inside shops, elevators, escalators etc.
- xxiv. Proper disposal of face covers / masks / gloves left over by visitors and/or employees should be ensured.
- xxv. Deep cleaning of all washrooms shall be ensured at regular intervals.
- xxvi. In the food-courts:
  - a. Adequate crowd and queue management to be ensured to ensure social distancing norms.
  - b. In food courts and restaurants, not more than 50% of seating capacity to be permitted.
  - c. Food court staff / waiters should wear mask and hand gloves and take other required precautionary measures.
  - d. The seating arrangement should ensure adequate social distancing between patrons as far as feasible.
  - e. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
  - f. Tables to be sanitized each time customer leaves.
  - g. In the kitchen, the staff should follow social distancing norms at work place.
- xxvii. Gaming Arcades shall remain closed.
- xxviii. Children Play Areas shall remain closed.
- xxix. Cinema halls inside shopping malls shall remain closed.
- xxx. In case of a suspect or confirmed case in the premises:
  - a. Place the ill person in a room or area where they are isolated from others.
  - b. Provide a mask/face cover till such time he/she is examined by a doctor.
  - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
  - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
  - e. Disinfection of the premises to be taken up if the person is found positive.



**Government of India**  
**Ministry of Health and Family Welfare**

**SOP on preventive measures to contain spread of COVID-19 in religious places/places of worship**

**1. Background**

Religious places / places of worship get frequented by large number of people for spiritual solace. To prevent spread of COVID-19 infection, it is important that required social distancing and other preventive measures are followed in such premises.

**2. Scope**

This document outlines various generic precautionary measures to be adopted in addition to specific measures to be taken at particular places to prevent spread of COVID-19.

**Religious places/places of worship for public in containment zones shall remain closed. Only those outside containment zones will be allowed to open up.**

**3. Generic preventive measures**

Person above 65 years of age, persons with comorbidities, pregnant woman and children below the age of 10 years are advised to stay at home. Organisations managing the religious institutions to advise accordingly.

The generic preventive measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (workers and visitors) in these places at all times.

These include:

- i. Individuals must maintain a minimum distance of 6 feet in public places as far as feasible.
- ii. Use of face covers/masks to be mandatory.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting should be strictly prohibited.
- vii. Installation & use of Aarogya Setu App shall be advised to all.

**4. All religious places shall also ensure:**

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic persons shall be allowed in the premises.
- iii. All persons to be allowed entry only if using face cover/masks.
- iv. Posters/standees on preventive measures about COVID-19 to be displayed prominently. Audio and Video clips to spread awareness on preventive measures for COVID-19 should be regularly played.
- v. Staggering of visitors to be done, if possible.
- vi. Shoes / footwear to be preferably taken off inside own vehicle. If needed they should be kept in separate slots for each individual / family by the persons themselves.
- vii. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be organized.
- viii. Any shops, stalls, cafeteria etc., outside and within the premises shall follow social distancing norms at all times
- ix. Specific markings may be made with sufficient distant to manage the queue and ensure social distancing in the premises.
- x. Preferably separate entry and exits for visitors shall be organized
- xi. Maintain physical distancing of a minimum of 6 feet at all times when queuing up for entry.
- xii. People should wash their hand and feet with soap and water before entering the premises.
- xiii. Seating arrangement to be made in such a way that adequate social distancing is maintained.
- xiv. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30oC, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- xv. Touching of statues/idols / holy books etc. not to be allowed.
- xvi. Large gatherings/congregation continue to remain prohibited.
- xvii. In view of potential threat of spread of infection, as far as feasible recorded devotional music/songs may be played and choir or singing groups should not be allowed.
- xviii. Avoid physical contact while greeting each other.
- xix. Common prayer mats should be avoided and devotees should bring their own prayer mat or piece of cloth which they may take back with them.
- xx. No physical offerings like Prasad/distribution or sprinkling of holy water, etc.to be allowed inside the religious place.
- xxi. Community kitchens/langars / “Ann-daan”, etc. at religious places should follow physical distancing norms while preparing and distributing food.
- xxii. Effective sanitation within the premises shall be maintained with particular focus on lavatories, hand and foot-washing stations/areas.

- xxiii. Frequent cleaning and disinfection to be maintained by the management of the religious place.
- xxiv. The floors should particularly be cleaned multiple times in the premises.
- xxv. Proper disposal of face covers / masks / gloves left over by visitors and/or employees should be ensured.
- xxvi. In case of a suspect or confirmed case in the premises:
  - a. Place the ill person in a room or area where they are isolated from others.
  - b. Provide a mask/face cover till such time he/she is examined by a doctor.
  - c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
  - d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
  - e. Disinfection of the premises to be taken up if the person is found positive.