

## Covid-19 Protocols for Tourism and Hospitality: Accommodation

The following protocols are based on the requirements from the World Travel and Tourism Council (WTTC) and national protocols published by the Myanmar Ministry of Health and Sports, and the Ministry of Hotels and Tourism.

These protocols serve as guidelines for all establishments offering overnight accommodation, and food and drinks, to guests. This includes hotels, guest houses, hostels and other forms of short stay accommodation.

<b><i>Basic protocols that apply to all tourism and hospitality operations are in the white rows.</i></b>	<b><i>Protocols that are specific to Accommodation providers are in the yellow rows.</i></b>
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No.	Criteria and Compliance Elements
<b>1</b>	<p><b>Covid-19 Prevention Plan (as required by WTTC)</b></p> <ul style="list-style-type: none"> <li>a. There must be a Covid-19 Prevention Plan with actions/checklist for infection prevention, including a special cleaning and disinfection plan in place.</li> <li>b. A specific person or team must be appointed to implement and monitor the 'new normal' Covid-19 protocols.</li> <li>c. Standard Operating Procedures must be in place to address Covid-19 risks and revised operations.</li> <li>d. Suppliers and partners such as hotels, retail shops, attractions, restaurants or food suppliers, and transport or vehicle providers must have hygiene and safety protocols in place and operational.</li> <li>e. Cash transactions should be minimised; online bookings and (pre) payments and debit and credit cards should be encouraged and facilitated. If cash is exchanged the staff must sanitise their hands afterwards.</li> </ul>
<b>2</b>	<p><b>Staff Training and Monitoring</b></p> <ul style="list-style-type: none"> <li>a. Staff protocols and guidelines, Code of Conduct or list of expected behaviour for staff and operations must be developed and implemented.</li> <li>b. Medical history including chronic diseases of staff should be asked and recorded to identify high risk staff members in order to schedule them for lowest risk work.</li> <li>c. Staff must be trained on Covid-19 transmission, symptoms, prevention/infection control, correct use of PPE, and new/revised SOPs (according to latest advice from public health authorities and/or WHO).</li> <li>d. The health of team members must be continuously monitored by management while encouraging them to follow hygiene and safety protocols.</li> <li>e. Staff must be advised to stay at home if they feel ill.</li> </ul>

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	<p>f. Information of the nearest Covid-19 treatment facility must be made available to staff.</p> <p>g. Staff must be trained and prepared to answer questions, resolve challenges and address situations where guests, visitors, tourists, suppliers or staff are not complying with Covid-19 health and safety protocols.</p>
<b>3</b>	<p><b>Personal Protective Equipment (PPE)</b></p> <p>a. Masks (preferably re-washable not disposable) must be made available to staff, guests, passengers, clients or tourists, either for free or for sale.</p> <p>b. Masks (preferably re-washable not disposable) must be worn correctly, at all times in indoor areas, by staff, guests and other service providers/suppliers except for when they are eating or drinking. Masks may be supplemented by face shields in front line positions.</p> <p>c. Gloves must be available and used where relevant for cleaning, luggage handling, laundry handling, food production or other high-risk activities.</p> <p>d. Additional PPE is provided according to specific work condition such as deep cleaning or disinfection.</p>
<b>4</b>	<p><b>Handwashing or sanitizing provided at entrances and within the building</b></p> <p>a. Sanitizing stations with alcohol-based (&gt;60% alcohol) sanitizer are provided in guest, passenger, customer and staff areas such as entry, key walkways, food and beverage locations, merchandise shops and exits, vehicles, as appropriate.</p> <p>b. Notices or signs which are easy to see indicating where to wash hands/where to locate sanitizing stations must be put up.</p> <p>c. Hand sanitizing protocols must be followed by staff, guests and visitors.</p>
<b>5</b>	<p><b>Health Screening</b></p> <p>a. Health checks, including body temperature checking, are conducted on arrival and a register is maintained for all persons entering the premises or using the tourism service.</p> <p>b. Body temperature measuring devices (either digital or infra-red) must be provided, with the number of devices appropriate to the capacity of visitors/tourists in the facility.</p> <p>c. There must be a Standard Operating Procedure which is applied consistently to check the body temperature of anybody who comes onto the premises e.g. staff, guests, clients, customers, suppliers, visitors</p> <p>d. There must be a Standard Operating Procedure which is applied consistently for handling and recording staff and guests or others who are detected as having a body temperature of above 38° C or show any respiratory symptoms.</p>
<b>6</b>	<p><b>Physical Distancing and minimising Physical Contact</b></p> <p>a. Physical distancing of 6 feet between people must be applied for queue control, seating areas, restrooms, office and administration areas, staff facilities, and other such areas. Queuing must be managed, monitored and adjusted to ensure compliance.</p> <p>b. The number of people allowed within closed areas (e.g. lifts, rooms, shops, spas, vehicles, etc) must be calculated and controlled to allow for physical distancing to be followed.</p>

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	<p>c. Distancing protocols must be shown in the form of stickers, tape, signs or notices where necessary e.g. seating areas, queuing areas, restrooms, vehicles or lifts.</p> <p>d. Physical touch must be avoided when providing service to guests and visitors: notices appeal not to shake hands.</p> <p>e. Clear screens (plexiglass) are installed at service points e.g. reception, pay points, ticketing points.</p> <p>f. Meeting and event arrangements should allow for physical distancing between participants or guests.</p> <p>g. Dining and bar areas must be reconfigured to ensure physical distancing is provided for.</p> <p>h. Group sizes should be restricted to allow for distancing between people at one table in a group of people who are not from the same household. Notices about this should be put up for guest information.</p>
7	<p><b>Cleaning and Disinfecting Procedures and Schedules</b></p> <p>a. Cleaning and disinfecting products such as soap and water and alcohol-based disinfectant (&gt;60% alcohol), along with relevant cleaning equipment, must be provided.</p> <p>b. High touch areas and objects such as control buttons, door handles, etc. must be cleaned and sanitized frequently on a schedule that takes into account how often the area or object is touched or used.</p> <p>c. The frequency of cleaning facilities or vehicles must be increased from the original frequency and reflected in a cleaning schedule which must be available on the property.</p> <p>d. Standard Operating Procedures for cleaning of facilities, furnishings and equipment must be available and applied consistently.</p> <p>e. Specialised Personal Protective Equipment (PPE) must be available for specialised cleaning or disinfecting procedures.</p> <p>f. Foot operated or no-touch covered bins must be provided at strategic and accessible places in public and staff areas, and all rubbish, including used PPE, must be sealed into bags and disposed of safely.</p> <p>g. Seats, tables, counters, coffee machines, soda machines, and other parts more in contact with the hands of users, must be cleaned and disinfected with 70% ethyl alcohol before service and between guests.</p> <p>h. Guest room cleaning procedures must be revised to include disinfection and to ensure deep cleaning after every guest.</p> <p>i. Housekeeping staff must wear face shields, face masks and gloves while handling soiled linen and cleaning guest rooms.</p> <p>j. Used bedroom and bathroom linen must be put into a bag which is sealed before removal to the laundry.</p> <p>k. Bedroom and bathroom linen, staff uniforms and restaurant linen must be washed on a hot wash cycle with a recommended amount of disinfectant detergent.</p> <p>l. A schedule for public area cleaning must be in place with additional frequency for high touch areas which should be cleaned with a disinfectant containing &gt;60% alcohol.</p>
	<p>m. A Standard Operating Procedure should be in place to ensure that air-conditioning filters are cleaned frequently depending on their location and how much they are used.</p>

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8	<p><b>Operating hours are set in accordance with policies established by local government.</b></p> <p>a. Operating hours must be adjusted according to changing government regulations and are communicated to staff and guests.</p> <p>b. Operating hours may be extended to reduce number of guests served at any given time.</p> <p>c. Notices of changed operational hours should be posted in the most appropriate form e.g. signs, notices, stickers or posters.</p>
9	<p><b>Communication with staff and guests</b></p> <p>a. There must be communication (digital, written, verbal, via audio announcements) with guests or clients to observe Covid-19 protocols, preferably before, on arrival, and during their use of the tourism service.</p> <p>b. Signs to minimise physical contact must be displayed.</p> <p>c. Notices such as signs or stickers on the etiquette of spitting, coughing, and sneezing must be posted in the establishment.</p> <p>d. Other notices must be displayed where relevant e.g. for disposing of personal waste (e.g. tissues), elevator capacity, not to touch or handle sale items, etc.</p>
10	<p><b>Emergency Protocols</b></p> <p>a. Contact numbers for the appropriate authorities, medical centres and emergency services must be available and accessible.</p> <p>b. There must be a clear Standard Operating Procedure on how to manage a suspected Covid-19 case of a guest or staff member.</p>
11	<p><b>Reopening Procedures</b></p> <p>a. An applicable reopening license from the local government must be obtained</p> <p>b. Required staffing levels must be available to restart operations</p> <p>c. Extraneous items must be removed throughout the hotel, restaurant and bar areas, including on restaurant tables.</p> <p>d. Evacuation routes for the safest departure or removal of a Covid-19 infected guest from the hotel must be planned.</p> <p>e. Protocols for servicing guests who are in isolation with suspected or mild cases of Covid-19 must be in place.</p>
12	<p><b>Reception</b></p> <p>a. Protocols must be in place for assisting any guest who checks in with a temperature of over 38°C or with Covid-19 symptoms.</p> <p>b. Standard Operating Procedures for checking guests in and out must be revised to ensure minimum contact and minimum handling of personal documents.</p> <p>c. Hotels should collaborate with tour operators and tour guides to facilitate ways of checking in groups without crowding in reception areas.</p> <p>d. Guests must complete a travel history form / health declaration form on check-in at the hotel.</p>
13	<p><b>Food and Beverage Service</b></p> <p>a. An alternative to buffet style service should be considered and meal service should be revised to service of individual portions (e.g. a la carte or packaged meals ).</p>

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	<ul style="list-style-type: none"> <li>b. Menu presentation should be redesigned to ensure minimum handling of menus, e.g. disposable menus, electronic menus, chalk boards, laminated menus that can be sanitized.</li> <li>c. Shared items such as condiment bottles should be cleaned and sanitized before and during a service period.</li> <li>d. Sneeze and cough screens should be present at all food displays and fewer items should be displayed at once to reduce contamination risks.</li> <li>e. Room service should be replaced by a non-contact delivery method such as delivering trays to the door or takeaway service.</li> </ul>
<b>14</b>	<p data-bbox="324 499 548 528"><b>Food Production</b></p> <ul style="list-style-type: none"> <li>a. Chefs and kitchen staff must be issued with additional PPE such as face shields, hair nets, clean, washable overalls and disposable gloves for use when handling food for guest consumption.</li> <li>b. Equipment must be sanitised frequently using surface sanitizers (handles, knobs, dials, switches and static equipment) and utensils, pots and pans, and receptacles, should undergo more frequent hot washing.</li> <li>c. Shared tools and equipment must be disinfected after each shift or transfer to a new employee.</li> <li>d. All serviceware used for serving food and drink to guests must be washed with clean, hot soapy water with 5ml bleach added for every litre of water.</li> <li>e. Menus should be revised and reduced to limit the number of staff needed in the kitchen at one time.</li> <li>f. Staff should be organised into working groups or teams to facilitate reduced interaction between groups.</li> <li>g. Where possible, workstations should be demarcated, and staggered where possible so that chefs and cooks are not working directly opposite each other. Perspex screens can be used to separate workstations.</li> <li>h. The exteriors of any packaged food item not completely used up (e.g. packets, boxes bottles, jars, tins), and of all containers of food, should be sanitised after each use (after opening and extracting and before returning to storage).</li> <li>i. Ventilation should be maximised either with open windows or efficient air-conditioning.</li> <li>j. Supplier delivery times should be staggered to allow for physical distancing while receiving goods.</li> <li>k. Suppliers who deliver food and other supplies must follow all protocols required by the establishment.</li> </ul>
<b>15</b>	<p data-bbox="324 1158 734 1187"><b>Recreational areas for children</b></p> <ul style="list-style-type: none"> <li>a. The persons responsible for children should be vigilant for any signs of respiratory disease and should immediately inform the child's parents and the management of such circumstance.</li> <li>b. It is recommended to close children's play areas. If these areas remain open, a schedule for cleaning and sanitizing the facilities should be implemented based on the number of children and the frequency of use.</li> <li>c. The number of children allowed into the recreational area at one time must be reduced and controlled.</li> </ul>

<b>16</b>	<b>Other areas</b>
	a. The number of guests allowed into the swimming pool and pool area at one time must be reduced and controlled to provide for physical distancing.
	b. There should be a protocol for swimming pool area with regard to physical distancing, personal hygiene and hand hygiene.
	c. Hotel swimming pool, spa and gym should not be accessible to outside guests in order to prevent cross-contamination.
	d. Sun beds and similar outdoor furniture should be spaced at least 6 feet apart.
	e. Spa and gym areas must follow protocols provided for such facilities by the relevant ministry.
	f. The concentration of disinfectant in water for consumption and swimming pools should be maintained within the limits recommended according to international norms and standards, preferably at the upper limits of the range
	g. The proper functioning of the dishwashing and laundry equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.