

INTRODUCTION

This document was prepared on the base of Order of the Ministry of Health of the Kyrgyz Republic dated by May 29th, 2020 No. 352 and Order of the Ministry of Culture, Information and Tourism of the Kyrgyz Republic dated by May 29th, 2020 No. 192 “about approval of public health requirements to prevent the spread of coronavirus infection (COVID-19) in tourism sector”, recommendations of experts based on international experience of European countries, recommendations of WHO currently available about Coronavirus disease 2019. There were additionally used the information materials provided by the GIZ Project “Promotion of Sustainable Economic Development in Kyrgyzstan” and members of the Kyrgyz Association of Tour Operators.

The document is addressed to tourism sector participants such as transport, cafes and restaurants, hotels, guesthouses and yurt campsites, who are invited to follow the operating guidelines to the greatest extent possible. The guidance will be used as a content to develop a series of short advisory videos for tourism service providers.

GUIDELINES OF COVID-19 PREVENTION FOR CATERING FACILITIES (CAFES AND RESTAURANTS)

The well-being of staff

1. Participants of the catering industry, the front office of cafes and restaurants in this case, should prepare written guidelines for employees to recognize symptoms of the disease and a policy of temporary suspension.
 - The most important point is the ability of employees to recognize symptoms at an early stage so that they can seek for appropriate medical assistance and testing, as well to minimize the risk of contamination of colleagues.
2. The front office should arrange “pass entry system” for employees daily or before the shift.
 - It is necessary to control body temperature, to clarify the health condition of the employee and his family members (living with him), to obtain information about possible contacts with sick people or persons who have returned from other regions and countries with a bad epidemiological situation. It is useful to monitor all staff and do records in the logbook in case of infection.
 - Employees with fever or signs of respiratory illness should be temporary suspended from the workplace.
3. In case if employee with symptoms of coronavirus infection accompanied by cough and high fever is identified during the working day, he should be immediately isolated from other employees, all those with whom he has had contact during the day should be identified and reported to the local office of state sanitary control.
4. The staff is advised to get vaccination.
5. Management should inform all staff about safety measures to prevent the spread of coronavirus infection.
6. Information and educational materials about COVID-19 (posters, information leaflets) should be placed in clearly visible places.
7. Work of shifts should be improved so that the same staff are constantly working in the same



shift.

8. The staff of the establishment should be provided with a reserve (preferably for 5 days) of disposable or reusable (with changeable filters) medical masks, based on the duration of the work shift and the need to change masks at least once every 3 hours. In addition, the establishment must have a stock of wipes, disinfectants and hand sanitizers.
9. Reusing of disposable masks as well as use of masks beyond the recommended period is not permitted. Do not use the masks that become wet during the usage.
10. It is necessary to organize a separate entrance to the establishment for the employees of the cafe or restaurant. Provide the place at the entrance to treat hands with antiseptics, installed dispensers or disinfectant wipes. A disinfectant mat on the floor should be placed.
11. Ensure that physical distance of 1.5-2 meters between employees is maintained and monitored.
12. Recommend the employees of the risk group (persons over 60 years of age, patients with chronic respiratory diseases, pregnant women, patients with cancer, etc.) not to attend work until the epidemiological situation improves.
13. Day or shift based cleaning with disinfectants should be carried out after the end of the work shift.
14. The disinfection of all contact surfaces like door handles, switches, handrails, railings, table surfaces, etc. is preferred to implement every 2-4 hours.
 - To carry out the disinfection one should use the disinfectants registered in accordance with the established procedure and approved for use in catering outlets. Keep disinfectant liquids in appropriate quantities, use them in accordance with the instructions and store in a safe place.
15. Staff should wear gloves when cleaning and wash their hands thoroughly before and after cleaning with soap and water.
16. In common areas (bathrooms, corridors, staircases), carry out cleaning, disinfection and removal of waste at least once every 2 hours.
17. The offices should be ventilated (if possible) every 2 hours.
18. If it is not possible to ventilate the enclosed spaces while staff presence, it is necessary to use air disinfection devices that are approved for use in the presence of people.
19. Ensure that all products potentially hazardous to contamination are stored at temperatures below 5°C.
20. Distribute and secure kitchen tools and equipment to each employee or small group of employees.
21. The food court should be equipped with a right amount of cutlery. Deformed tableware, with cracks or chips and damaged enamel must not be used.
22. When washing up, it is necessary to apply the maximum temperature regimes of processing that ensure disinfection of dishes and cutlery. It is recommended to use a dishwashing machine. Water temperatures should be at least 65°C. If it is not possible to wash dishes in the dishwashing machine, it is recommended to soak used dishes in disinfectant liquid for at least 1 hour. Then rinse out thoroughly and dry the dishes completely.
23. When disposable tableware is used, it should be collected in disposable, tightly closing plastic bags.
24. It is necessary to restrict access to the kitchen, food storage and other processing areas to unauthorized personnel.
25. Training and briefings should be provided for each category of employees. Below are the topics of trainings for employees:
 - Waiters and service personnel: special hygienic requirements for COVID-19; new methods of service; effective methods of cleaning and disinfection of the guest room, dishes and items used by guests (salt and pepper, menu), new methods of cleaning bar rooms and equipment.
 - Kitchen staff: specific hygiene requirements for the kitchen; general food safety



requirements, including processing and disposal of packaging and waste; cleaning and disinfection of surfaces and equipment; cleaning and disinfection of kitchen equipment.

- Service personnel: how to clean and disinfect rooms and rest rooms when coronavirus infection is spreading; laundry recommendations; when to use personal protective equipment (PPE), which PPE is needed, how to properly dress, use and remove PPE, and how properly dispose of PPE;

The well-being of guests

1. It is recommended to equip the entrance area for guests to the restaurant/café with disinfectant dispensers and mat on the floor.
2. Hand disinfection equipment for guests should be located at all the most passable areas. It is useful that antiseptic liquid dispensers be placed at all entry and exit places, in restrooms.
3. Periodically (every 2-3 hours) open doors and windows to increase air circulation.
4. If ventilation of the room is not possible, use air disinfection equipment approved for use in the presence of people.
5. Make sure the restrooms are equipped with hand soap, paper towels and non-contact bins. Hands can be dried with a drier.
6. Reduce the number of surfaces that guests can touch.
7. Buffets, common snacks in the bar, common spices or hookahs are not permitted.
8. The menus should be laminated with the possibility of disinfection after each use, or be in a form of hanging banner or better be disposable once if possible.
9. Sugar, salt, pepper and other items should be disinfected after each guest. If possible, should be replaced by disposable alternatives.
10. Exclude the use of tissue wipes. Replace them with disposable paper napkins.
11. Enter and encourage contactless payments. Bank terminals should be cleaned with disinfectant or wipes after each use.
12. In case of cash payment, after touching coins and banknotes, wash your hands with soap or treat with disinfectant immediately.
13. It is necessary to arrange tables and chairs so that there is at least 1.5-2 meters between guests. If possible, it is recommended to have a maximum of 4 people per 10 square meters.
 - The tables should be placed so that the distance from the back of one chair to the back of the other is more than 1.5 meters, and guests should look at each other from a distance of at least 1.5 meters.
14. All operational activities shall be adapted so that a safe distance of at least 1.5 m between guests and between guests and staff can be maintained. Layout should be made at appropriate locations.
15. Better to limit the number of guests to no more than 50 people in one room.
16. Make sure that guests can enter and exit the room without touching the door handle.
17. Control physical distancing in bathrooms, perhaps limiting one-person attendance at a time.
18. At the end of the working day, cleaning and disinfection of the entire area of the cafe or restaurant is necessary.

