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## INTRODUCTION

This document was prepared on the base of Order of the Ministry of Health of the Kyrgyz Republic dated by May 29<sup>th</sup>, 2020 No. 352 and Order of the Ministry of Culture, Information and Tourism of the Kyrgyz Republic dated by May 29<sup>th</sup>, 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 GUESTHOUSES (AS FAMILY RUN ACCOMMODATION)

### Recommendations for guesthouse owners (family run accommodations)

1. It is recommended to analyze and assess the risk for all processes of the guesthouse, to identify possible sources of infection and spread of COVID-19 while providing accommodation for guests.
2. Family members should be familiar with safety measures to prevent the spread of coronavirus infection.
3. Family members over 18 years of age who have no contraindications are advised to receive the COVID-19 vaccine.
4. If there are elderly people (over 65 years) or people with chronic diseases of respiratory organs, cardiovascular system in the family, they should avoid contact with tourists and their accompanied staff.
5. Before opening the tourist season the in the guesthouse the cleaning of all rooms with disinfectants should conducted. Special focus should be paid to cleaning bedding, curtains and carpets in the guesthouse. Especially thorough cleaning is necessary in common rooms - dining rooms, corridors, halls, showers and restrooms.
6. Install washstands with soap or put disinfectant wipes at the entrance to the public areas, such as restrooms, showers, dining room. In addition, install dispensers with disinfectant and post instructions of hands washing process.
7. Place informative posters about COVID-19 developed by the Ministry of Health of the Kyrgyz Republic and leaflets with contacts of the local public health authorities in the most visible places and rooms of guests.
8. According to Order of the Ministry of Health of the Kyrgyz Republic No. 352, the stock of 2-3 sets of protective equipment such as gowns, aprons and PPEs are required.
9. It is recommended to have 5-days stock of disinfectants for antiviral treatment. Ensure proper storage, preparation, protection from sunlight, temperature control and children inaccessibility



to these products.

10. Monitor body temperature and general state of family members' health.
11. It is useful to train family members and monitor their social distance of 1.5-2 meter when doing check-in and servicing guests.
12. The guesthouse administration should have a first-aid kit with necessary medicines: antiviral drugs, protective equipment etc.
13. Prevent garbage accumulation; arrange procedure of regular garbage disposal.



#### **Recommendations for arrival and accommodation procedure**

1. While welcoming check guest's body temperature with the help of non-contact thermometer. If there is no contactless thermometer, use normal one, but it must be cleaned with disinfectant or wipes after each measurement.
2. If the guest has high temperature or symptoms of acute respiratory infection., he/she is not allowed for check-in.
3. It is recommended to keep guest logbook to identify contacts of COVID-19 infection.
4. According to the recommendation from Order of the Ministry of Health of the Kyrgyz Republic No. 352, no more than 1 person should stay in a room, except the guests who are members of one family. The occupancy area per person should be not less than 6 m<sup>2</sup>.
5. It is advised that soft furniture and carpets that are difficult to disinfect be disposed of or minimized.
6. Guest should be aware of safe accommodation measures in the guesthouse: social distancing, hygiene of coughing and sneezing, process of ventilation of the rooms at least every 4 hours.

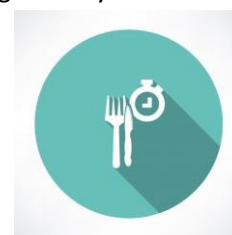
### Recommendations for cleaning procedure

1. Family members involved in cleaning should be specially trained for the current situation.
2. It is recommended to conduct daily room cleaning with disinfectants.
3. Personal protective equipment such as masks and gloves should be worn when cleaning.
4. Contact surfaces such as door handles, switches, remotes, table surface, arm pads of chairs and sofas, etc. should be cleaned with disinfectant every 2 hours.
5. It is recommended to conduct wet cleaning 2 times a day in public areas such as dining rooms, halls, corridors.
6. Rest rooms and showers should be cleaned and disinfected at least once every 2 hours.
7. Room cleaning should start with taking out the garbage, then wipe all surfaces in the room from upper parts, and from the cleanest to the dirtiest areas.
8. When cleaning the bedding, there is no need to “fluff up” them, curl bedsheets from the outside to the inside and put in disposable bags.
9. Guest room cleaning equipment should not be used to clean rooms of family members.
10. Family members of the guesthouse should not use the bedding and towels of guests.
11. Laundry is recommended to be conducted at a temperature not lower than 65°C. Dry linen and towels should be carefully ironed and stored in disposable, tightly closed bags.
12. Cleaning after guest’s check-out includes wet cleaning of the room and all contact surfaces with disinfectants.
13. According to Order of the Ministry of Health of the Kyrgyz Republic No. 352, it is recommended to make arrangements for guests’ purchasing of personal protective equipment and antiseptic hand sanitizers in the guesthouse.



### Recommendations for catering in the guesthouse

1. It is recommended to organize meals for guests mainly according to the principle of individual room service in order to limit contacts as much as possible. Buffet breakfast is currently not possible, better to prepare an alternative in the form of portioned meal service.
2. If meals are arranged in the dining room, arrange seating according to the safe distance of 1.5-2 meters between the guests. If possible, extend the dining area or use extra room to provide a safe distance for each guest.
3. If necessary, it is better to prolong the mealtime and/or organize meals for guests by shifts.
4. Sugar-bowl, saltcellar, pepper pot, etc. should be replaced with single portions. Either they must be disinfected after each guest.
5. Family members shall not use the dishes of guests.
6. Tableware with cracks and chips may not be used.
7. It is advised to soak the used dishes in disinfectant solution for at least 1 hour, wash at temperature of 50-65°C, then flush and dry it thoroughly.



### Recommendations for the case of suspected/affected guest



1. In case of illness or symptoms of an infectious disease during the stay, the guest should immediately inform the administration or accompanying staff- guide or driver.

2. If there is a guest with suspected COVID-19 infection, she/he must be isolated in a separate room with a thermometer, water, food kit and protective equipment, waiting for medical attention and transportation.
3. If the guesthouse is located far away and medical services are unable to get there quickly, the owners of the guesthouse should develop an action plan for the safe transportation of sick guest.
4. Provide the sick guest with a separate toilet to reduce the possibility of infection spread among other guests and family members. If it is not possible to provide a separate toilet, maintain a procedure for safe use of the toilet and inform the sick guest about it. The toilet should be thoroughly cleaned after each use.
5. Only a person familiar with COVID 19 safety measures should have access to the room of an infected guest. Protective equipment should be changed after each visit to the room of an infected guest.
6. The owner should immediately contact local sanitary and epidemiological authorities as well as ambulance for further action plan and conducting of anti-epidemiological measures.
7. A single or double, tightly closing garbage bag shall be used for disposal of garbage and waste from a room of infected with COVID-19 guest.

### **RECOMMENDATIONS ON DISINFECTANTS**

The SARS-CoV-2 causing the COVID-19 infection is a virus with low resistance to disinfectants.

The disinfectants from different chemical groups can be used to disinfect rooms and surfaces.

Group 1: chloractive agents - 0,5 % sodium hypochloride solution

Group 2: spirituous agents - ethanol and isopropanol with alcohol concentration not less than 70%