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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 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.

Guidance on operation management of guides in terms of stop COVID-19 spread for tourism industry of Kyrgyz Republic

General requirements

The guide must understand the severity of the situation and the need to manage the risks of COVID-19 infection by systematically implementing the measures from the emergency plan identified to prevent and reduce hygiene and health risks in their activities. The contingency plan must necessarily include:

- Measures to be taken to prevent health and hygiene risks.
- Distribution of protective equipment, including an explanation of the use of personal protective equipment (PPE) as required.
- Knowledge and ability to implement a protocol of action in case a client has symptoms similar to COVID-19, in all cases adhering to the recommendations of the health authorities.
- Knowing and following the recommendations and guidelines of the health authorities regarding special measures against COVID-19

Personal measures to be taken before and during the tour

Recommended for guides:

- Get vaccinated against COVID-19 in advance, or take a PCR test no earlier than 48 hours before the start of the tour.
- Receive information and training on how to prevent health risks.
- Avoid physical contact, including shaking hands, with other guides, service providers (accommodation staff, drivers, guides in museums, workshops for the production of shrydaks, yurts, and others) and visitors. A safe distance should be maintained whenever possible.
- If the guide experiences any symptoms of illness, even if they are mild, he should refrain from providing the service.

- Wear a mask (or face shield) if a safe distance cannot be guaranteed, and encourage clients to wear masks. Dispose of the mask after use according to the manufacturer's instructions. If a reusable face shield or mask is used, it must be thoroughly disinfected after each use.
- Immediately dispose of any personal hygiene waste, especially tissues, including PPE, in the designated waste bins or containers.
- Wash your hands often with soap and water or hand sanitizer. This is especially important after a cough or sneeze, and after touching potentially contaminated surfaces (handles, railings, lifts, etc.)
- Frequently disinfect personal items with soap and water or a disinfectant solution. Use special cloth-covered products or special disinfectant wipes to disinfect electronic equipment.
- Avoid sharing work equipment and devices whenever possible. If certain equipment and devices are used together (walkie-talkies, radio guides, telephones, umbrellas, etc.), the guide must establish rules for cleaning and disinfection, and otherwise, use PPE to reduce the risk of infection.
- If possible, avoid touching and using personal belongings of tourists such as a camera, telephone, etc., if such an action is necessary, then follow the instructions above.

Information arrangements during the tour

Before the start of the tour, the guide must familiarize tourists with the algorithms of actions developed on the basis of the order of the Ministry of Health of the Kyrgyz Republic dated May 29, 2020 No. 352 and the Ministry of Culture, Information and Tourism of the Kyrgyz Republic dated May 29, 2020 No. 192 in order to prevent the spread of coronavirus infection. It is necessary to inform tourists about restrictions or changes to the service to prevent infection, as well as what actions will be taken if one or more tourists become infected.

SERVICE REQUIREMENTS DURING THE TOUR

Preparation and planning of events

The guide must observe the following preventive measures when planning and conducting events:

- Work with your travel agent to determine how the tour will proceed based on risk assessments, rules and possible restrictions applied by the various service providers (museums, monuments, natural areas, etc.).
- If possible, prepare alternative routes to avoid group crossings.
- Avoid small spaces with limited capacity.
- Walking excursions and stops for visiting monuments should preferably be carried out in an open space, observing a safe distance.
- The maximum number of people who can safely offer the service should be established. If the guides use their own vehicle to transport tourists, they must follow the instructions of the established rules.
- The guide must constantly update his knowledge in accordance with the innovations introduced by the state regulatory authorities for the prevention and prevention of COVID-19 in Kyrgyzstan and around the world.
- The guide must have access to information on the location and contacts of these medical centers and emergency centers, where a client with symptoms similar to COVID-19 can be referred.

Before the start of the tour:

- The guide should remind tourists of the preventive measures in force and urge them to follow them for the benefit and safety of others (do not touch surfaces, keep a safe distance, wear a mask, wash hands often, etc.);
- The guide is recommended to carry out daily monitoring of the body temperature of tourists, preferably with a non-contact thermometer, to clarify the state of health. It is necessary to record the received data in a special log for traceability in case of infection.
- In the event of an elevated body temperature in tourists or signs of respiratory illness, the guide must follow an approved contingency plan.
- Forms of greeting and / or goodbye that involve physical contact with the client should be avoided.

- For microphones, use an individual disposable cover, or use a personal napkin.

During the tour:

- The guide should always remain calm and confident. Clients are required to be reminded to comply with measures to prevent and prevent the spread of infection during the tour.
- If the client refuses to observe safety measures (wear masks, keep a distance), the guide should try to convince the tourist that his actions are wrong. If the conflict cannot be resolved, the guide should contact the travel agency for further instructions.
- The guide must control the periodic ventilation of the rooms in which the group is staying.
- A guide who prefers to wear gloves should wear them in front of visitors and use them correctly, however, regular hand washing with soap and water is recommended.
- The guide should always have a supply of PPE (mask, antiseptic, gloves) with him in order to provide them to clients if necessary.
- Sharing printed materials such as maps, brochures, etc. should be avoided. If this is not possible, they should be laminated for easy disinfection, or replaced with disposable counterparts.
- In order to minimize the contact of tourists with surfaces such as car handles, entrance doors of cafes and restaurants, guest houses, it is recommended that the guide open the doors in person.
- Respect the work of other colleagues and coordinate with them, especially in areas with narrow streets, limited access to monuments, etc.
- While observing measures to prevent and prevent the spread of COVID - 19, personal protective equipment should be used rationally in order to respect nature.
- Throughout the tour, a safe distance must be maintained between the guide and clients, as well as between the clients themselves. It is recommended to wear a mask and also to reward clients for wearing protective equipment

At the end of the tour:

- Avoid cash payment and prefer using cards or other electronic means, preferably contactless. After manipulating banknotes, you should wash and disinfect your hands as soon as possible.
- Used protective equipment (masks, gloves, etc.) must be disposed of properly.

CLEANING AND DISINFECTION REQUIREMENTS

The guide should consider the following aspects when cleaning and disinfecting:

- Use the recommended disinfectants and cleaning agents in accordance with the product data sheet.
- Increase the frequency of cleaning and disinfection if possible, especially in areas of greatest contact. In particular, during trekking tours, be especially careful to handle zippers on toilet and dining tents.
- All materials and devices used during the program must be immediately disinfected at the end of the tour.
- Voice reception systems (headphones, radio transmitters, etc.), drinking water collection systems (pumps, bottles), picnic sets that are not disposable or personal must always be disinfected after use.
- If the guide used his personal car to transport tourists, the vehicle must be completely disinfected at the end of the program

CONCLUSION

Compliance with all measures for the prevention of coronavirus in 2021 is of great importance for the resumption of world tourism. Remember - following all the recommendations, you will not only protect yourself, but also prevent others from getting sick. Many people do not understand the need to constantly comply with various restrictions. They do not like the fact that they have to wear a mask, apply alcohol antiseptic to the skin of their hands, avoid communicating with friends, and refuse to visit their usual places. You shouldn't go to extremes. It is important to realize that all measures to prevent COVID-19 infection are simple but effective. Remember that only through joint efforts can you achieve success and maintain health.

