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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.

GUIDELINES OF COVID-19 PREVENTION FOR YURT CAMPSITES

Recommendations for yurt camp managers

1. It is recommended to should conduct a risk analysis and assessment of all processes to identify possible sources of infection and spread of COVID-19 both at the facility and in the work of additional services (catering, transportation, recreation facilities etc.) with the key staff members.
2. Staff should be informed about safety measures both in the workplace and outside, in order to prevent the spread of coronavirus infection.
3. The staff of the yurt camp is advised to get the vaccination.
4. It is recommended that visual instructions and information leaflets of security measures be posted for camp staff and guests in the most visible places.
5. According to Order of the Ministry of Health of the Kyrgyz Republic No. 352, administration of the campsite should arrange the transportation of employees to the workplace and back, in compliance with all safety requirements for transport.
6. It is advised to provide disinfection mats or floor dusters soaked in disinfection solution on the floor at the entrance to yurts and other premises.
7. It is necessary to install contactless elbow sanitizer or disinfectant dispensers and instruction signs at the entrance to each yurt of the campsite, if possible. If it is not possible to install an elbow sanitizer, it is recommended that sufficient number of disinfectant wipes be provided. Develop and implement a procedure for the safe disposal of used wipes.
8. Staff should wear medical masks during their duty performances. According to Order of the Ministry of Health of the Kyrgyz Republic No. 352, it is recommended to have a stock of at least 2-3 sets of PPEs. It is necessary to train the staff on the procedure of safe PPE disposal.
9. It is useful to have a stock of disinfectants at least for 5 days, registered in the established order and may be used for disinfection of objects in case of viral infections. Ensure proper storage of these agents: protection from sunlight, temperature control, inaccessibility for children.
10. Informative posters about COVID-19 developed by the Ministry of Health of the Kyrgyz Republic should be placed in the campsite. Also, it is recommended to place also information with contacts of the local public health authorities.



11. Determine the responsible person to organize and conduct daily, if possible 2 times per day, body temperature measurements of staff. Monitor the general state of staff health during the day.
12. Social distance of 1.5 to 2 meters should be applied between staff and guests in the campsite. Do not cause queue and crowds of people.
13. Prevent the accumulation of garbage in the campsite, arrange its regular removal.
14. There should be a first-aid kit with necessary expendable supplies in the campsite: disinfectant, disinfectant wipes for cleaning surfaces, disposable face masks (note that disposable masks can be used only once), disposable gloves, disposable bag for collecting used masks, gloves and other garbage. It is useful to have 5-days stock of expendable supplies.
15. Tourists should have personal towels: for the face and bathroom. In case tourists do not have a towel, towels should be provided. After the departure of the tourist towels should be washed as described in paragraph 15.
16. If there is no hot water system in the campsite it is necessary to have a large stock of replacement sets of bed linen, towels and so on. All used tissues shall be rolled up, well packed in double garbage bags and taken to the nearest professional laundry for cleaning and disinfection at specified temperatures killing the virus.
If this procedure is not possible, it is recommended to wash the bed linen at a temperature not lower than 65°C. Then dry them in sunlight and iron.



Recommendations for yurts and other campsite facilities

1. It is recommended to carry out cleaning of all yurts with disinfectants before starting operation. Special attention should be paid to cleaning bedding and carpets in yurts. If possible, use a steam generator to clean soft surfaces.



2. As there is no water supply system in yurt camp, portable washstands are widely used. It is advised to install washstands in common areas: dining yurts, common rest areas and preferably near each yurt. Researches have shown that 0.5 to 2 liters of water per person is used to wash away faecal contamination. In addition, a connection between the reduction of viral contamination of the hands and the amount of water used is evident. Therefore, it is necessary to ensure sufficient water in the washstands and to appoint a person responsible for monitoring the amount of water in the washstands.
3. In case of water shortage, it is allowed to use the following washing method: moist hands firstly with water, then close the tap, apply soap to hands and wash them for at least 20 seconds, and then reopen the tap and rinse hands. This technique should be taught to employees and guests of the yurt camp.
4. The use of paper towels is recommended for yurt camps that are located near villages and where garbage collection is centralized. Used paper towels should be collected in disposable plastic bags, closed tightly and disposed of in a trash can. Cleaning of the garbage can should be on regular base.
Administration of the yurt camps which are far away from villages located high in the mountain areas should recommend their guests to have personal towels for washing. Inform guests in advance at the time of booking to have personal towels.
5. Wastewater collection and disposal: if there is no connection to the sewerage system, ensure that wastewater is drained and collected in a closing tank. It is also necessary to appoint a person responsible for the timely disposal of wastewater.
6. Perform wet cleaning using disinfectants of all contact surfaces in common areas: door handles, switches, handrails, table surfaces, etc. at least once in 2-3 hours.

7. Tables, reception desk (if available), pens for filling in documents, and items used during check-in and check-out should be thoroughly disinfected after each use.
8. Sufficient amount of soap, paper napkins and waste bins should be provided in rest rooms. It is recommended that rest rooms be disinfected at regular time intervals, but at least once every 4 hours.
9. Specify the maximum number of people who can be in public areas at the same time to comply with the rules of social distance of 1.5 - 2 meters.
10. It is advised to include recommendations for airing the yurts every 2 hours in information leaflets placed in each yurt.
11. Introduce the removal of carpets and shyrdaks, bedding in the bright sun for drying and natural disinfection after each departure of guests. After each check-out staff should open tunduk and ventilate the yurt.



Organization of entry control

1. Control of the staff at the entrance should be obligatory conducted for employees on a daily base or before the beginning of their shift with the use of contactless thermometer. Perform temperature control twice a day - in the morning and in the evening.
2. If it is not possible to use a non-contact thermometer, use normal thermometer. After measuring the temperature, the thermometer should be treated with a disinfectant/wipe.
3. It is necessary to monitor physical condition of the employee and his family members living with him, tracing potential contacts with sick people or people who have returned from other regions or countries, with a bad epidemiological situation. It is advisable to keep a logbook and record information for tracing contacts in case of infection.
4. Staff should wear masks and be provided with hand sanitizers and surface disinfectants when carrying out their duties.
5. Staff or their family members who have symptoms of respiratory diseases - cough, fever, weakness, headache, etc. should be advised to stay at home and seek medical assistance.

Recommendations for booking and arrival procedures

1. The reception should monitor guest's body temperature by a non-contact thermometer. It is also useful to monitor body temperature of the guests daily during their stay in the yurt camp. If there is no contactless thermometer in the campsite, use normal thermometer. After each procedure, the thermometer should be cleaned with a disinfectant or wipe.
2. If possible, bring in credit card or mobile phone payments. In case of cash payment, after touching coins and banknotes, you should wash your hands with soap or disinfectant immediately.
3. It is recommended that no more than 1 person should stay in a yurt, except the guests who are members of one family. Accommodation area per person should be at least 6 m². It is allowed to accommodate 2 people in the yurt if they are members of the same group.
4. All operational activities should be adapted so that a social distance of at least 1.5 m between guests and between guests and staff can be maintained. Marking should be made at appropriate locations, if possible.
5. The guests must wear mask in the public areas of the hotel. Only in the dining room, at the table it is allowed to remove the protection.
6. Guests should be informed about the rules of coughing, sneezing etiquette and hand washing process. Safety measures for guests should be placed in the most visible places and in every room of the hotel establishment;

Recommendations for yurt cleaning procedure

1. Staff should be specially trained in terms of current situation.
2. It is recommended to conduct daily wet cleaning with disinfectants.
3. Cleaning should start from thorough disinfection of all controls and contact surfaces - switches, door handles, etc.



4. The staff that will be responsible for cleaning textiles in the yurts should not “fluff up” the bedsheets, they should be curled from the outside to the inside.
5. Staff should be familiarized with cleaning process and know how to disinfect surfaces with bleach, chlorine, alcohol 70% and other appropriate disinfectants.
6. Clean the yurts from the cleanest to the dirtiest areas. Cleaning should also be carried out from top part to the floor. It is necessary to take out the garbage firstly and then start cleaning.
7. Cleaning tools: brooms, mops, floor rags must be disinfected after cleaning of each yurt.
8. It is advised to inform guests about yurt ventilation at least once in 2 hours.
9. Each yurt must be thoroughly cleaned, ventilated and disinfected before check-in.
10. Cleaning after the guest’s check-out includes wet cleaning of yurts with disinfectants, disinfection of all contact surfaces. In the absence of electricity carry away carpets and shyrdaks in the sunlight for drying and natural disinfection.
11. Laundry should be washed at a temperature of at least 60°C for 30 minutes. If the fabric cannot withstand this temperature, a second cycle with appropriate disinfectant should be conducted.
12. It is useful to ensure that guests can purchase personal protective equipment and antiseptic hand sanitizers in the territory of the campsite.



Recommendations for catering in the yurt camp

1. It is recommended to organize meals for guests mainly according to the principle of individual service to each yurt 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 yurt, it is necessary that the location of the tables corresponds to the required safe distance of 1.5 meters. If necessary, extend the area or use additional yurt to provide a safe distance for each guest.
3. Increase the mealtime and/or organize meals for guests by shifts, if necessary.
4. Sugar-bowl, saltcellar, pepper pot, etc. should be replaced with single portions. Either they must be disinfected after each guest.
5. The use of dishes with cracks and chips is not allowed. Staff of the yurt camp should use separate tableware.
6. If there is no dishwashing machine in the yurt camp, soak the used dishes in disinfectant solution for at least 1 hour, after wash it in hot water at temperature of 50-65°C. Then flush and dry the dishes thoroughly.

Extra measures

1. If possible, guests should use their own sports equipment. If the camp provides the opportunity to rent sports equipment such as rackets, balls, bicycles, it is necessary to disinfect them after each use and wait a few hours before giving them to another guest.
2. Horse rental services are requested in the yurt camps. It is recommended to disinfect the saddle, reins and all other gear after each guest.
3. During the tours, guides should be familiar with social distancing and monitor the use of medical masks by guests throughout the tour. Face masks must be changed every 3 hours.
4. After returning from the excursion, all used PPEs must be collected and disposed of.
5. Staff of the yurt camp site should be informed about hygiene and protective measures and if needed complete trainings. Trainings should be repeated regularly according to the current situation.
6. Staff must keep to high standards of hygiene, thoroughly disinfect their workplace before and after each shift, working clothes must be changed and cleaned regularly.

Case of suspected/affected guest

1. In case of illness or symptoms of an infectious disease during the stay, the guest should inform the administration immediately.
2. If there is a guest with suspected COVID-19 infection, you must isolate them in a separate yurt with a biowaste container, thermometer, water,



food kit and protective equipment, waiting for medical attention and transportation.

3. If the yurt camp is located far away and medical services are unable to get there quickly, the administration of the yurt camp must develop an action plan for the safe transportation of the guest from the camp.
4. The yurt must be naturally ventilated and there should be no carpets, rugs or curtains that are difficult to disinfect.
5. Provide the sick guest with a separate, outdoor toilet to reduce the possibility of infection spread among other guests and staff. Develop the procedure for safe use of the toilet and train the sick guest.
6. Only one employee of the yurt camp should have access to the yurt of an ill guest. Protective equipment must be changed after each visit to the yurt.
7. Administration should immediately contact local sanitary and epidemiological authorities as well as ambulance for further action plan and conducting of anti-epidemiological measures.
8. The staff of the yurt camp must be notified about guests to be quarantined arriving on a flight with affected people or from areas with viral infection. Staff must change protective equipment in each potentially contaminated yurt.
9. A double garbage bag should be used to remove waste from the yurts of affected guests.

