



ABSTRACT

Disaster Management Act, 2005 - COVID - 19 - Standard Operating Procedure (SOPs) for the **Hotels and clubs including recreational clubs and other Hospitality Units** - Notification - Orders - Issued.

REVENUE AND DISASTER MANAGEMENT (DM IV (1) DEPARTMENT

G.O.(Ms)No. 450

Dated: 31.08.2020

சார்வரி, ஆவணி 15,
திருவள்ளூர் ஆண்டு 2051

Read:

- 1) G.O.Ms.No.172, Revenue & Disaster Management (DM-II) Section, dated:25.03.2020 and addendums issued thereon.
- 2) G.O.Ms.No.217, Revenue & Disaster Management (DM-II) Section, dated:03.05.2020 and addendums issued thereon.
- 3) G.O.Ms.No.245, Revenue & Disaster Management (DM-II) Dept, dated: 18.05.2020.
- 4) G.O.Ms.No.262, Revenue & Disaster Management, (DM-II) Dated 31.05.2020.
- 5) GO.Ms.No.324, Revenue and Disaster Management (DM-II) Department, dt:30.06.2020.
- 6) GO.Ms.No.396, Revenue and Disaster Management (DM-II) Department, dt.31.07.2020 and addendums issued thereon.
- 7) Government of India, Ministry of Health and Family Welfare, Guidelines dated 04.06.2020.
- 8) From the Principal Secretary/Commissioner of Revenue Administration, Letter No.OC1/2088/2020 Dated 24.08.2020.
- 9) GO.Ms.No.447, Revenue and Disaster Management (DM-IV(1)Department, dt.31.08.2020

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ORDER:

In the reference 1st to 6th and in 9th cited, the Government have issued orders with regard to the guidelines to be followed during the lock down period in adherence to the notifications issued by Ministry of Home Affairs, Government of India from time to time.

2. Accordingly the Principal Secretary / Commissioner of Revenue Administration in the letter 8th cited has sent draft Standard Operating Procedure (SOPs) prescribing guidelines for Hotels and clubs including recreational clubs and other Hospitality Units.

3. The Government after careful examination, hereby issue Standard Operating Procedure (SOPs) for prescribing guidelines for Hotels and clubs including recreational clubs and other Hospitality Units in the **Annexure**.

(By Order of the Governor)

**K.SHANMUGAM,
CHIEF SECRETARY TO GOVERNMENT**

To
The Principal Secretary/Commissioner of Revenue Administration,
Chepauk, Chennai - 600 005
All Secretaries to Government, Chennai - 600 009
All the District Collectors.
The Commissioner, Greater Chennai Corporation, Chennai.
The Principal Secretary, Tourism and Culture Department,
Chennai - 600 009.
The Commissioner, Hindu Religious and Endowments,
Chennai - 600 034.

Copy to

The Hon'ble Chief Minister Office, Chennai-09
The Special PA to Hon'ble Deputy Chief Minister, Chennai- 09
The Special PA to Hon'ble Minister for Revenue & Disaster Management
and Information Technology, Chennai-9.
The Private Secretary to Chief Secretary to Government,
Chennai-9.

// Forwarded by Order //

Shanmugam
21/11/2009
SECTION OFFICER

ANNEXURE

Standard Operating Procedures for the Hotels and clubs including recreational clubs and other Hospitality Units to contain spread of COVID-19

All hotels and other hospitality units providing accommodation and other tourist services should take suitable measures to restrict any further transmission of COVID-19. Further, it is also essential to adopt generic precautionary measures in the Hotels and clubs including recreational clubs and other Hospitality Units (henceforth, "hotels") in addition to the specific measures for the containment of COVID-19.

Hotels other than those in containment zones shall be permitted to open.

The following generic measures which include simple public health measures should be strictly followed in order to reduce the risk of COVID-19.

I. Generic Measures to be followed by the visitors /staff / workers in Hotels:

- i. Individuals should maintain physical distancing of at least 6 feet as far as feasible.
- ii. Use of face covers/masks is mandatory. The face cover/masks have to be worn at all times inside the hotel.
- iii. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Alcohol-based hand sanitizers (for at least 20 seconds) can also be used for cleaning the hands.
- iv. Respiratory etiquettes involving strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly should be strictly followed.
- v. Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- vi. Spitting shall be strictly prohibited.
- vii. Installation & use of Aarogya Setu is advised.

II. Guidelines to the Hotel Management:

- i. Hotel Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only asymptomatic customers/visitors shall be allowed.
- iii. Adequate manpower shall be deployed by hotel management for ensuring social distancing norms.
- iv. Staff should additionally wear gloves and take other required precautionary measures.
- v. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Hotel management to facilitate work from home wherever feasible.
- vi. Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be ensured.
- vii. Large gatherings/congregations, conduct of musical events and cultural programmes, continue to remain prohibited.
- viii. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate. Proper disinfection of steering, door handles, keys, etc. of the vehicles should be taken up.
- ix. Preferably separate entry and exits for guests, staff and goods/supplies shall be organized.
- x. Physical distancing of a minimum of 6 feet should be maintained when queuing up for entry and inside the hotel as far as feasible.
- xi. Specific markings may also be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- xii. Number of people in the elevators shall be restricted, duly maintaining social distancing norms.
- xiii. Use of escalators with one person on alternate steps may be encouraged.
- xiv. Details of the guest (travel history, medical condition etc.) along with ID and self- declaration form must be provided by

the guest at the reception.

- xv. Posters / standees on preventive measures about COVID-19 to be displayed prominently. Audio and video clips to spread awareness on preventive measures for COVID-19 should be regularly played.
- xvi. Hand sanitizers must be kept at the reception for guests to use. Guests to sanitize hands before and after filling relevant forms including A&D register.
- xvii. The Reception Area in the Hotel should be cleaned and disinfected immediately after a guest leaves the Reception Counter.
- xviii. Hotels must adopt contactless processes like QR code, online forms, digital payments like e-wallet etc. for both check-in and check-out.
- xix. Luggage should be disinfected before sending the luggage to rooms.
- xx. Guests who are at higher risk i.e. those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.
- xxi. Guests should be advised not to visit areas falling within containment zone
- xxii. Required precautions while handling supplies, inventories and goods in the hotel shall be ensured. Proper queue management and disinfection shall be organized.
- xxiii. Appropriate personal protection gears like face covers/masks, gloves and hand sanitizers etc. shall be made available by hotel to the staff as well as the guests.
- xxiv. Room service or takeaways to be encouraged, instead of dine-in. Food delivery personnel should leave the packet at guest or customer's door and not handed directly to the receiver. The staff for home deliveries shall be screened thermally by the hotel authorities prior to allowing home deliveries.
- xxv. For room service, communication between guests and in-house staff should be through intercom/ mobile phone and room service (if any) should be provided while maintaining adequate social distance.
- xxvi. Gaming Arcades / Children play areas (wherever applicable) shall remain closed.

- xxvii. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30 degree Celsius, relative humidity should be in the range of 40- 70%, intake of fresh air should be as much as possible and cross ventilation should be adequate. **Air circulation system should allow fresh/treated fresh air with fresh air level more than 50%.**
- xxviii. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- xxix. Floors of the hotels malls should be cleaned and disinfected very frequently.
- xxx. Area outside the premises of the hotels, parking lots should also be disinfected frequently.
- xxxi. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all guest service area and common areas.
- xxxii. Housekeeping staff to be informed & trained about norms for waste management & disposal
- xxxiii. Proper disposal of face covers / masks / gloves left over by guests and/or staff should be ensured.
- xxxiv. Deep cleaning of all washrooms shall be ensured at regular intervals.
- xxxv. Rooms and other service areas shall be sanitized each time a guest leaves.
- xxxvi. Persons above 65 years of age, persons with co-morbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Hotel Management to advise accordingly.

III. In case of a suspect or confirmed case in the premises:

- a. Place the ill person in a room or area where they are isolated from others.
- b. Provide a mask/face cover till such time he/she is examined by a doctor.

- c. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
- d. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
- e. Disinfection of the premises to be taken up if the person is found positive.

IV. Guidelines to be followed in the restaurants located in the Hotels:

- a. Hand hygiene (sanitizer dispenser) and thermal screening provisions should also be made in the restaurants with a separate entrance in the Hotels.
- b. Customers having fever and other symptoms should not be permitted in restaurants.
- c. All guests coming to the restaurants should wear face mask.
- d. Adequate crowd and queue management to be ensured to ensure social distancing norms.
- e. In restaurants, not more than 50% of seating capacity to be permitted.
- f. Restaurant staff / waiters should wear mask and hand gloves and take other required precautionary measures.
- g. The seating arrangement should ensure adequate social distancing between patrons as far as feasible.
- h. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged In order to avoid cash transactions.
- i. Dining Tables Chairs should be disinfected with clinically approved disinfectants immediately after every service.
- j. The bearers, chef and workers in the kitchen should sanitize their hands once in every 30 minutes.
- k. If any workers working in the restaurant located in the hotels have cough, cold or fever they should not be permitted to enter the restaurant and they should be instructed to consult a Government doctor immediately, get tested and follow instructions given by the Doctor. This should be strictly ensured by the manager / in-charge of the restaurant.
- l. Hand sanitizers should be made available in all the dining tables in the restaurant.

m. "No service" boards may be placed on the dining tables in the restaurant in order to maintain ensure social distancing.

V. Kitchen of the restaurants located in the Hotels:

- a. In the kitchen, the staff should follow social distancing norms at work place.
- b. The raw materials viz., vegetables, dhall, rice etc., should be cleaned well before cooking.
- c. All the cutleries and crockeries should be washed in soap water and sterilized after every use.
- d. It should be ensured that the chefs including other workers in the kitchen are wearing apron, head wraps, face masks and gloves. If reusable aprons are used it should be laundry washed after every use. Gloves, masks should be removed and discarded if they become soiled or damaged and a new pair worn. The used face masks, head wraps and hand gloves should be disposed off safely.
- e. The kitchen area including the floors and cupboards should be cleaned with clinically approved disinfectants very frequently.

VI. Monitoring

This District Administration / Local Body concerned should closely monitor the implementation of the guidelines issued from time to time and the customers should also satisfy themselves of the same.

K.SHANMUGAM
CHIEF SECRETARY TO GOVERNMENT.

/True copy/

Shanmugam
31/8/2020
SECTION OFFICER