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## General Recommendations related to the Infection (COVID-19) caused by the Novel Coronavirus (SARS-CoV-2) for Accommodation Sector and Indoor/ Outdoor Swimming Pools

### Measures applicable to accommodation sector:

- At the public entrance, provide thermal screening via remote screening device or video screening to monitor the health of staff/visitors. If a fever case is identified, make a record and contact the 112 emergency response center immediately.
- Provide employees and customers with sufficient information about COVID-19 to prevent the possible spread of the virus. It is possible to use video / audio equipment.
- Ensure proper cleaning/disinfection of a hotel area (not less than 3 times a day), also treat all frequent touch surfaces with disinfectant every 2 hours (including doorknobs and window handles, handrails, elevator buttons, etc.).
- Maintain a safe distance in the public areas of the hotel (at least 2 m).
- Ensure provision of dustbins with lid and disposable plastic bags for eliminating waste such as disposable wipes and other hygiene items used by hotel guests.
- Provide natural ventilation of indoor spaces/storerooms and ensure wet cleaning/disinfection of hotel areas several times a day.
- Use of bunk beds is prohibited.
- Provide disinfection of the shared bathrooms after each use in accordance with the recommendations set forth in this document.
- Provide hotel staff and visitors with appropriate collective protectors:
  - Place the disinfectant footbath mat at the entrance of the building, indicating the relevant mandatory mark.
  - Install a protective transparent barrier screen at the reception to avoid direct contact with the customer.
- 70% alcohol-based hand sanitizers or other disinfectant solutions should be available for employees and guests.
- Ensure natural ventilation in indoor spaces. If this is not possible, use an increased continuous mode of artificial ventilation, with increased concentration of air intake from the external space, circulation, and extraction; the proper functioning of ventilation should be checked on a regular basis.

### Apartments and flats:

- It is recommended to introduce remote check-in, and check-out procedures.
- The room must be cleaned only after the check-out. The procedures are the following: disinfection, 4-h long ventilation and cleaning.
- Particular attention should be paid to cleaning of the frequent touch surfaces (bed handles, bedside-tables) and cleaning/disinfection of frequently contaminating sanitary areas (shower rooms/ bathrooms and toilets).

### Regulations for food facilities:

- It is not recommended to offer a buffet for guests, a transparent protective barrier/sneeze guard should be installed on the table; only individual hosting is allowed.
- Place utensils outside the sneeze guard.
- Use digital/disposable menus only.
- Limit the use of the tablecloth to facilitate frequent disinfection process. Alternatively, use disposal tablecloths.
- Offer takeaway service of drinks from bars with an individual delivery service to avoid direct contact with customers.
- Ensure operation based on pre-booking service.
- Pre-determine a space for guests (by marking the floor and keeping a distance).
- Ensure hand hygiene for staff and guests by water and liquid soap.

### Requirements for outdoor facilities:

- Keep at least 2-meter safe distance between the tables.
- The distance between the backs of two opposing chairs shall be at least 1 meter.
- Limit the number of people at the table to six, except for family members and children under 12.
- The area allocated for one person should be at least 2.25 sq m.
- If it is not possible to maintain a 2-meter safe physical distance, a temporary protective barrier may be installed.

Note:

- It is not allowed to use sneeze guards in the common dining area of up to 30 sq m.
  - The barrier is permissible in venues that exceed 31 sq m. It can only be used for up to 50% of the dining area (provided that the area for each person is not less than 1.8 sq m).
- Offer takeaway service of drinks from bars with an individual delivery service to avoid direct contact with customers.
  - Maintain a safe distance between the outdoor tables and walking paths.
  - Provide a disposable printed menu for guests. In case of offering a digital menu, place disinfectants for hand hygiene near the menu display, with appropriate mandatory signage.

- Tables shall be arranged, and the distance between them marked with relevant signs in accordance with given obligatory requirements and recommendations.

#### Requirements for indoor facilities:

- Keep at least 2-meter safe distance between the tables.
- The distance between the backs of two opposing chairs shall be at least 1 meter.
- Limit the number of people at the table to six, except for family members and children under 12.
- The area allocated for one person should be at least 2.25 sq m.
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- Ensure natural ventilation in indoor spaces. If this is not possible, use an increased continuous mode of artificial ventilation, with increased concentration of air intake from the external space, circulation, and extraction; The proper functioning of ventilation should be checked on a regular basis.
- Use the individual hosting method.
- Provide a disposable printed menu for guests. In case of offering a digital menu, place disinfectants for hand hygiene near the menu display, with appropriate mandatory signage.
- Tables shall be arranged, and the distance between them marked with relevant signs in accordance with given obligatory requirements and recommendations.
- Offer takeaway service of drinks from bars with an individual delivery service to avoid direct contact with customers.
- Set the tables layout and mark the appropriate distance in accordance with the imposed obligatory requirements and recommendations

#### The following procedures should be followed while washing dishes by hand:

Kitchen utensils should be washed and dried in a specially designated area in the following manner:

- Utensils should be mechanically cleaned from leftovers.
- Utensils should be rinsed with water and detergent at a temperature of not less than 40°C in the first sink.
- Rinse again with water not less than 40°C using less detergent in the second sink.

- Pass at least 65 °C with hot running water.
  - Drain and dry on sink drain boards.
- Boards, spatulas, whisks, etc. should be washed with hot water and dried. Kitchen utensils are washed in hot water with detergents. Cutlery must pass at least 65° C in hot water and should be drained.
- When utensils are washed and sanitized by hand, a three-compartment sink shall be provided for dining utensils and a two-compartment sink shall be provided for washing glassware and dining appliances. It is permissible to wash dining utensils and appliances in two-compartment sinks in certain outlets.
- In beer bars, cups and wine glasses are washed with hot water at a temperature of not less than 45-50° C using detergents and disinfectants.
- Signage and instructions for washing dishes and appliances should be placed in washing space indicating the concentrations of detergents and disinfectants.

### Dispensers:

- Ensure the proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices.
- Install dispensers of disinfectants in the different areas of the hotel, including the public restrooms used by guests and by staff, and other relevant areas (e.g. entrance of the dining hall, restaurants, and bars).

### Laundry management:

- The bed linen should be changed upon necessity.
- Used linen should be placed in special bag or other container with a lid. It is strictly forbidden to collect linen from the floor, shake out, and transport without package.
- Linen (as well as towels) should be washed in the laundry of the facility or in special laundries on a contractual basis. In the latter case, it is necessary to have an independent technical line for the entire cycle of hotel linen washing (acceptance, sorting, washing, drying, ironing, shelving, storage and delivery).
- If outsourced services are used, the following steps should be taken:
  - Laundry collection
  - Transportation
  - Washing and disinfection
  - Ironing
  - Packaging
  - Storage
- Ensure the flow of given processes to prevent mixing of dirty laundry clean items. If the facility fails to fully separate the flow of dirty and clean linen, then it could be packed separately

- The appropriate washing cycle should be selected according to the degree of contamination and the type of linen. In order to prevent the possible spread of COVID-19, it is recommended to use a washing temperature of not less than 60°C and a combination of proper washing detergent. If it is not possible to provide the mentioned temperature regime, the lines shall be decontaminated and washed with appropriate disinfectants (e.g. 0.5% chlorine-containing solution).

### Indoor and outdoor swimming pools in the hotel:

Considerations for operation of indoor and outdoor swimming pools:

- Allow 1 person per 6 sq m area of the pool.
- Provision of quality water in accordance with the hygiene requirements of the pools. It is necessary to renew the water in the pool. This could be done mainly via recirculation in large pools, and through ensuring continuous water flow in small pools (up to 70 sq m)
- In case of recirculation, the pool shall be cleaned, disinfected and supplied with a continuous flow of water, constituting at least 10 % of the volume (every 8 hours)
- Replacing water in small pools is permissible with a continuous flow of water from the water supply. The water shall be replaced in a pool in every 24 hours.
- When using the pool, the residual amounts of disinfectant agents shall be controlled in water (a residual concentration of free chlorine shall be greater than or equal to 0.5 mg/L after at least 30 minutes contact time at pH less than 8.0. Residual chlorine should be maintained throughout the distribution system).
- Disinfection of pools after running water and mechanical cleaning, double irrigation method, initially with 0.6-0.8 L/m<sup>2</sup> of disinfectant, and then with a solution of active chlorine in the concentration of 100 mg/dm<sup>3</sup>, by washing the disinfectant solution with hot water, no earlier than 1 hour.
- Disinfection of the deckchair before and after each use.
- An individual towel should be distributed in a single-use package. The service staff, equipped with gloves, mask, special footwear and coat, should collect and place towels in a disposable bag and place them in a special container. Washing and disinfection should be carried out in accordance with the recommendations defined in this document.
- To maintain a safe distance between the deckchairs (at least 2 meters) except for family members and children under 12.
- Prohibit the use of soft, absorbent covers for deckchairs.
- Ensure frequent disinfection of dressing rooms and showers.
- Clean the space of outdoor swimming pools according to the rules of cleaning rooms and public spaces - wet cleaning / disinfection according to Annex to Order № 01-123/o on Appropriate Measures to be Taken for Prevention and Management of Infection (COVID-19) caused by Novel Coronavirus (SARS-CoV-2) issued by Minister of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs.

## Recommendation for operation of indoor and outdoor swimming pools:

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- In case of recirculation, the pool shall be cleaned, disinfected and supplied with a continuous flow of water, constituting at least 10 % of the volume (every 8 hours)
- The visitor is not allowed to enter the pool, without showering.
- Swimming pools shall be equipped with systems providing water exchange in the pools. Based on the principles of water exchange, the following types are permissible:
  - Recirculation water pools
  - Flowing water pools
  - Small-volume pools (regular water change)
  - Sea water swimming pools, where recirculation systems are not recommended, it is advisable to have a running system of water, with mandatory supply of purified and non-purified water.
- The quality of water supplied to the basins shall comply with the parameters specified in the Decree №58 of the Government of Georgia of January 15, 2014 on the Approval of Technical Regulations on Drinking Water.
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- Disinfection of pools after running water and mechanical cleaning, double irrigation method, initially with 0.6-0.8 L/m<sup>2</sup> of disinfectant, and then with a solution of active chlorine in the concentration of 100 mg/dm<sup>3</sup>, by washing the disinfectant solution with hot water, no earlier than 1 hour.
- The administration of swimming pools is obliged to provide industrial-laboratory control of water quality by determining the following indicators and frequency of sampling:
  - The main microbiological indicators (coliform bacteria, thermo-tolerant coliform bacteria, coliforms and lecithinase positive staphylococci), as well as the residual amount of reagents used to improve the quality of ammonium nitrogen, chlorides and pool water - once in 10 days.
  - Organoleptic indicators (turbidity, color, smell) - once a day (daytime or evening hours).

- Residual content of disinfectant reagents (chlorine, bromine, ozone) - before and after the start of pool operation.
  - Disinfection of the deckchair before and after each use.
  - An individual towel should be provided in a single-use package. The service staff, equipped with gloves, mask, special footwear and coat, should collect towels once in a disposable bag and place them in a special container. Washing-disinfection should be carried out in accordance with the recommendations defined in this document.
  - Maintain a safe distance between the deckchairs (at least 2 meters) except for family members and children under 12.
  - Restrictions on the soft, absorbent covers for deckchairs.
  - Ensure frequent disinfection of dressing rooms and showers.

### Water quality indicators and standards for pools

Indicator	Standards
<b>Physical and chemical parameters</b>	
Turbidity mg/dm, max	2
Color in degrees, max	20
Odor category, max	3
Ammonium nitrogen, mg/dm <sup>3</sup>	Maximum permissible increase of initial content - 2 times
Chlorides, mg/dm <sup>3</sup>	Maximum permissible increase of initial content -200 mg/dm <sup>3</sup>
Residual free chlorine mg/dm <sup>3</sup>	max 0,5
Residual ozone mg/dm <sup>3</sup>	max 0,1
Residual bromine, mg/dm <sup>3</sup>	max 0,8-1,5
<b>Key microbiological parameters</b>	
Coliforms in 100 ml	Not found
Thermotolerant coliforms in 100 ml	Not found
Coliphage level in 100 ml, less than	2
Lecithinase -containing staphylococci in 1000 ml	Not found
<b>Additional microbiological and parasitological indicators</b>	
Infectious disease triggers in 100 Kc	Not found
Pseudomonas aeruginosa in 1000 ml	"
Lambliia cysts in 50 L	"
Helminth egg-shells in 50 L	"

### Sports and entertainment centers:

- It is not allowed to operate kids' entertainment zones.
- It is not allowed to operate gyms before a special permission is issued.
- The operation of sport and entertainment zones is not allowed in the indoor area of the hotel. Special attention should be paid to cleaning and disinfection procedures-billiards, tennis and other sports / entertainment centers should be treated with disinfectant after each use.

### Special Requirements:

- Since hotel visitors have primary contact with hotel reception staff, it is mandatory to install transparent protective barriers at the reception and provide the staff with the personal protective equipment.
- Cleaning staff should avoid close contact with guest. They shall wear gloves during cleaning. Before putting on and removing gloves they shall perform hand hygiene procedures (washing hands with water and soap, or treatment using an alcohol-based hand rub (ABHR)).

### Additional security measures during cleaning:

- Makeup the hotel room once a day, only when the visitor has left the premises.
- Firstly, clean the relatively clean area, then more contaminated parts.
- Sweeping and dusting shall be avoided to prevent contamination of air and clean surfaces.
- Particular attention should be paid to cleaning the frequent touch surfaces (bed handles, bedside-tables) and cleaning and disinfection of highly contaminated areas (shower rooms/ bathrooms and toilets).
- After completing each cleaning or disinfection procedure, keep a logbook of the important actions and measures carried out.
- Wrap remote control in disposable protective clear bags.
- The room must be cleaned only after the check-out. The procedures are the following:
  - Disinfection, 4-h long ventilation and cleaning.
  - Surfaces that become contaminated with respiratory secretions or other organic matter, such as toilet, hand washing basins, and baths shall be cleaned with a regular household disinfectant solution containing 0.1% sodium hypochlorite.
  - Surfaces shall be rinsed with clean water after 10 mins after being chlorinated.
  - The employees should be trained on the use of disinfectant solutions (rules for application, and storage of high concentration agents).
- Use at least 70% alcohol-based hand sanitizer for cleaning of telephone, remote control equipment, door handlings, buttons in the elevator, etc.
- Disinfect non-porous cleaning materials with 0.5% sodium hypochlorite solution, in accordance with the law.
- The employees should be provided with the necessary personal protection equipment (face shield / goggles, mask, gloves).



### PPE for housekeeping and kitchen staff:

- Disposable medical mask
- Special uniform and full-length long-sleeved disposable gown
- Special/thick gloves (multiple use)
- Eye protection (goggles or face shield)
- Special closed shoes

### Optional cleaning procedures:

- In order to ensure the health and safety of the hotel staff and guests, suspend the room cleaning services temporarily, upon the guests' request. If tidying the room is a necessity, the service should be provided while the guest is absent

### Monitoring the guests demonstrating symptoms or being infected with Coronavirus:

- In case any visitor of the hotel has symptoms indicative of COVID-19, the hotel staff is obliged to notify the 112 emergency response center immediately.
- In such case, the staff should avoid being in close contact with these guests, and a temporary isolated room shall be allocated for the guest to reduce contact with other hotel visitors.
- In case the hotel staff needs to be in contact with the guest with symptoms (e.g. supply food clean the room), safe distance shall be maintained, and special protective equipment used.
- In situations when a guest with COVID 19 symptoms is present and/or has left the premises, a special cleaning and disinfection procedures shall be conducted. These involve a complete disinfection of the room and thorough ventilation prior to cleaning. The room shall be cleaned only after completing the aforementioned steps.
- Cleaning and tidying staff shall notify the management or reception or administration on any incident, including the presence of allegedly ill guests in the rooms.

### Requirements for employers:

The employer is obliged to provide the employees with appropriate personal protective equipment (PPE):

- Mask
- Gloves
- If necessary, goggles and / or face shield
- In specific cases-coveralls

- Place complete information on the usage of hygiene and personal protective equipment in an accessible, visible place for employees, including the use of hand hygiene, masks, wipes and gloves, as well as their application, removal and discarding (disposal of waste in containers);
- Ensure waste management in accordance with the requirements of the relevant legislation. Do not allow containers to overflow or use PPE when emptying them. Ensure safe handling and disposal of waste via the appropriate person/service.
- Provide hotel staff / housekeeping with the sufficient information on hygiene norms for cleaning and safety measures, as well as the rules for the use of detergents / disinfectants and the use of personal protective equipment.
- Monitor frequency and quality of cleaning and disinfection procedure conducted by the staff.
- The employer is obliged to monitor implementation of the recommendations set out in this document.

#### Requirements for visitors:

- Wear a mask in indoor spaces of the hotel.
- Observe hygiene rules.

#### Requirements for Employees:

Regular and thorough hand hygiene is the best way to protect you from most viruses, so it is important to take the following steps at work:

- Follow the hygiene rules.
- Refrain from shaking hands with each other when greeting and avoid contact with others (touch, etc.).
- Avoid gatherings, follow the recommendations on keeping a safe distance (not less than 2 m).
- During work, use the necessary personal protective equipment provided by the employer.
- At the beginning and end of the working hours, clean the workspace and the tools used during the work with disinfectants.
- Use hand sanitizers containing 70% alcohol if you are unable wash and dry your hands. Remember washing your hands with soap and water is always preferable
- Cover mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin.
- Avoid touching your eyes, nose, and mouth. Style hair in a way to prevent frequent touching.

For additional information please contact:



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