



No. SO (EP&C) 1-8/2020
**GOVERNMENT OF THE PUNJAB
PRIMARY & SECONDARY HEALTHCARE
DEPARTMENT**

Dated Lahore the 7th August, 2020

To

1. The Secretary, Government of the Punjab, Tourism Department.
2. All Commissioners, in the Punjab.
3. All Deputy Commissioners in the Punjab.
4. All Chief Executive Officers, District Health Authorities in the Punjab.

Subject: **SOPs FOR PREVENTION OF COVID-19 SPREAD WHILE RESUMING TOURISM ACTIVITIES,**

On the recommendations of Technical Working Group (TWG), Primary & Secondary Healthcare Department (P&SHD) is pleased to issue following 'Standard Operating Procedures' (SOPs) for resumption of tourism activities in the province:

1. Basic Principle

COVID-19 is a highly transmissible disease which spreads through respiratory droplets produced during coughing, sneezing and talking of the infected person including asymptomatic people. The droplets may contaminate the surfaces and hands. Touching eyes, mouth and nose with contaminated hands transmits the virus. Tourism contributes significantly in national economy and desired health promoting activity. It includes sightseeing, visit to heritage sites, monuments, museums, hill stations and historic places. Family excursions with fun activities like joy land, rides, dine out and photography involves surface sharing and are pro-crowd events. Participants of tourism (service providers and tourists) are highly prone to sharing surfaces; catch infectious agents; and wider dispersal & transmission of the infectious agent. Therefore, strict compliance to hand hygiene, social distancing, environmental cleanliness and abstinence from touching shared surfaces is required in true letter and spirit. Detailed COVID-19 prevention action account applicable to tourism industry is described in the coming paragraphs:-

a. Hand Hygiene

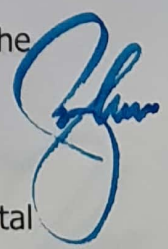
- (1) Ensure hand wash with soap and water for 40 seconds or rub with >60% alcohol-based sanitizer for 20 seconds is advised. Practice hand hygiene especially after touching shared surfaces like door handles/knobs, furniture, chair arms, tables, computer equipment, audio/video equipment, tools/ devices, and other communal use item.
- (2) Avoid touching surfaces unnecessarily, if touched wash or sanitize hands immediately.
- (3) Maintain sufficient stock of hand sanitizer at all tourist points and provide to the tourists where required.
- (4) Avoid touching displayed items, show case glasses, display gallery railings, stair railings, door handles/knobs etc. If touched, sanitize hands immediately.
- (5) Avoid touching eyes, nose or mouth, especially when hands are not clean.

b. Respiratory Hygiene (Etiquettes)

- (1) Tourist points should maintain stock of face masks and ensure availability to staff members and tourists.
- (2) Tourism staff and tourists should wear face mask/especially in closed and crowded places.
- (3) Never share mask or face covering.
- (4) Avoid touching the insides of a mask/face covering. If touched, wash hands immediately.
- (5) If the mask is soiled or becomes wet, appropriately discard it in a bin safely.

c. Social (Physical) Distancing

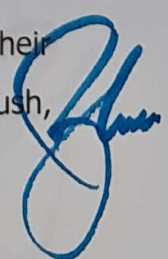
- (1) Online ticketing and booking should be implemented to control the entry and schedule visit of tourists.
- (2) Day trip should be preferred over night stay where feasible.
- (3) Limit the entry and placement of tourists/guests to 60% of total carrying capacity of the tourist points, vehicles and motels/rest houses/guest houses.



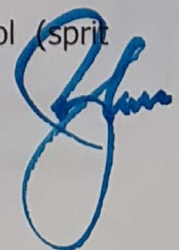
- (4) Tourism Department should determine admissible carrying capacity and allocate day wise quota to the tourist points, tour operators and stay facilities (motels/ hotels/ guest houses/ rest houses, etc.).
- (5) For hill station areas like Murree, Tourism Department should devise and implement appropriate entry and crowd control mechanism in consultation with the District Administration concerned.
- (6) Separate entrances and exits should be made in a one-way system to avoid crowding at tourist points, where feasible.
- (7) Ensure discipline of inter-person spatial distance of 6 feet at entry, exit, and inside of tourist points. Chalking and compliance of social distancing marks should be implemented where feasible.
- (8) Handshakes, hugging and any type of unnecessary physical contact is strongly discouraged.
- (9) Tourists groups with more than 10 members, pro-crowd activities should be avoided.
- (10) Allocate a time limit for maximum stay at the tourist spot monument, heritage point and museum keeping in view the site attractions as per local setup. Display the round time at entry prominently and devise measures to ensure compliance.
- (11) Shopping at tourist places should preferably be restricted to minimal essentials like take away food, drinks and personal use items.

d. Cleanliness and Disinfection

- (1) Windows and doors of the tourist points (museums, monuments, and communal entry points) should be kept opened for good ventilation.
- (2) No carpets or mats to be laid down in rest houses, guest houses, motels and other communal living places intended for tourists.
- (3) Clean floors by washing with detergent and water. Then disinfect with 1% hypochlorite wipes.
- (4) Tourists, while staying in a hotel, should be encouraged to carry their own bedding, towel and personal use items (comb, razor, hair brush, iron etc.)



- (5) Bedding and towel if provided by motel/ guest house/ rest house, should have been washed after single client usage.
- (6) Room serving of food with disposal utensils should be preferred over dining in restaurants or communal eating place.
- (7) Cooking and kitchen staff should have medical fitness certificate. They should wear mask, head cover and apron at all times.
- (8) Sanitary measures should be strictly ensured for kitchen, cooking and servings.
- (9) Floor and other high touch surfaces like furniture, door handles, etc. should be cleaned with detergent and disinfected with Sodium Hypochlorite 1 % solution frequently.
- (10) Children play areas, slides, swings, rides (when allowed) should be cleaned regularly and disinfected thrice in a day.
- (11) Where possible, use disposable cloths/towels and disposable mop heads. Alternatively, ensure used cloths and mop heads are laundered and dried after use to minimize contamination.
- (12) Deploy full time cleaner to clean and disinfect washrooms and toilets in communal.
- (13) Communal use towel should not be permissible at public washrooms and toilets. Air dry hands or use paper towel.
- (14) Proper waste collection arrangements should be ensured. Janitorial staff should use standard set of PPE (Heavy duty gloves, apron, long boots, mask, goggles and head cover).
- (15) Fresh air entry and exhaust should be ensured in closed building (offices, monuments, museum, hotel rooms, and communal toilets etc.)
- (16) Where air-conditioning facility is provided, ensure machine assisted ventilation after six hours, regular washing of air filters of AC.
- (17) Don't share cellphone, cameras unless wiped with alcohol (spirit swab).



- (18) Camping may be allowed subject to compliance to single/double occupancy and use of personal tent covers. Commercially offered rented tents should be used after proper cleaning and disinfection.
- (19) Where applicable, tourist vehicle should be completely washed, cleaned and disinfected before allocating to a group. The allocated vehicle should not be exchanged with other groups. Rexene/leather seat covers should be preferred over cloth seat covers due to their easy wet wiping with soapy water or 1% hypochlorite solution.
- (20) Non hand touch souvenir shopping should be preferred.
- (21) Installation of sanitization tunnel at entry is not recommended.

2. Health and Awareness

Health status and awareness regarding COVID-19 prevention requires prime consideration in the tourism activities.

a. Health Status

- (1) Fever with cough and sore throat are considered symptoms of COVID-19. If anybody suffers from such symptoms, please call 1033 for guidance.
- (2) Citizen's Help desks may be established with the support of line departments, CSOs and Volunteers to create awareness among tourists and to provide guidance.
- (3) Thermal scanners should be provided at entry of tourism offices, monuments, museums, hotels, motels, guest houses, rest houses and field operation offices.
- (4) People suffering from cough should be immediately separated and referred for medical checkup. All the tourist points, hotels, motels, guest houses, rest houses etc. should have close liaison with nearest hospitals and ambulance services.
- (5) Younger children, pregnant ladies and senior citizen should prefer to stay at home over excursion activities.
- (6) Tourism authorities and District Administration should deploy staff at the tourist points to monitor COVID-19 prevention SOPs and mobilize the tourists for compliance.

b. Covid-19 Awareness

- (1) Ensure display of awareness standees on COVID-19 prevention at entries of tourist points, offices, monuments, museums, heritage sites and excursion sites.
- (2) Every tourist point should prepare information education and communication materials (IEC) fit in to their jurisdiction in conformance with the notified SOPs and arrange its display at the relevant places accordingly e.g. "Don't Touch" to be displayed at areas likely to be touched by visitors (like show case windows, glass windows etc.).
- (7) The tour operators and tourist site management should issue COVID-19 prevention "Dos and Don'ts" while on tourism visit along with digital booking and tickets. Management of tour operations, tourist point and tourist stay facility should remind COVID-19 SOPs to their clients while receiving them. Messages may be displayed on room TV, reception desk and disseminated through SMS to the clients.
- (8) Tourist check posts should distribute COVID-19 prevention SOPs to the tourists entering in the tourist areas on their own vehicles.
- (9) All famous tourist spots can have infection prevention & control help desk with one or two staff for helping tourists guide them about nearest hospitals availability and location, ambulance services, first aid, hand sanitizers, masks etc.



CAPTAIN (R) MUHAMMAD USMAN
Secretary

No.& Date Even.

A copy is forwarded for information and further necessary action to:

1. Minister for SHC&ME and P&SHC Departments Punjab.
2. Chief Secretary, Government of Punjab.
3. Principal Secretary to the Chief Minister Punjab.

4. Secretary, SHC&ME Department, Government of Punjab.
5. Special Secretaries, SHC&ME and P&SHC Departments
6. Additional Secretaries (Tech), SHC&ME and P&SHC Departments.
7. Director General Health Services, Punjab, Lahore.
8. All Divisional Directors Health Services in Punjab.
9. Master File.