

**STANDARD OPERATING PROCEDURE
FOR
“CLEAN AND SAFE PLUS” FACILITY
(TOURIST STANDARD QUARANTINE FACILITY)**



TOURISM COUNCIL OF BHUTAN

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1. Purpose

The purpose of the SOP is to guide interested and eligible accommodations to operate as facility quarantine for tourists on self-payment basis. These facilities would provide better amenities, facilities and services while health and safety protocols, security, testing and other quarantine protocols will be followed as per the Guidance and on quarantine for COVID-19 developed by the Ministry of Health.

2. Objective

The primary objective of the SOP is to enhance the overall quarantine experience for tourists.

3. Quarantine procedure

1. The quarantine facility should be cordoned off with barricade to restrict the movement of people in and out of the facility;
2. Tourist will be transferred from airport to the designated facility quarantine in a government designated vehicle. Tourist arrival information must be shared with the Prime Minister's Office (PMO) in advance to make transportation arrangements;
3. Quarantine facility and room booking for guests must be done before arrival of the guests. Upon arrival, the guests will be ushered into their respective rooms after proper registration verification. The hotel staff shall facilitate in luggage handling of the guests;
4. Guests must be briefed on the Do's and Don'ts. Brochures on Do's and Don'ts must be kept in every room;
5. Only one guest can occupy one room unless guests are couple or escorting children;
6. Tourists are not allowed to move out of the hotel room except if allowed or instructed by the designated official at such facilities. Similarly, hotel staff and Desuups on duty are NOT allowed to enter the guestroom;
7. Visitors shall not be allowed to enter the quarantine facility;
8. The designated Desuups shall monitor the health of the guests daily for signs and symptoms. If a guest develops fever or sign/symptoms of a respiratory illness, he/she call 2121 for further assistance;
9. In the case of guests requiring psychological counseling support, the facility manager shall inform the National COVID-19 Mental Health Team or an individual may call 17123237/38 /39/ 40/41;
10. Personal laundry shall be done by the individuals themselves ;
11. Guest will be issued a letter/certificate of completion of quarantine at the end of the quarantine period; and

4. Duration of quarantine

Tourists with full vaccination will have to stay in facility quarantine for 5 days irrespective of vaccination and recovered status. The duration of quarantine may change depending on the COVID-19 situation and as advised by the government.

5. Testing

Testing for COVID-19 will be conducted as per the testing frequency and schedule of the MoH (Annexure 1). Those testing positive will be shifted to isolation facility for further management. The Desuup on duty shall inform the quarantine individuals (tourists) on the COVID-19 testing schedule.

6. Minimum facilities and services

The tourist quarantine facility should provide facilities and services equivalent to that of a 3 star tourist standard accommodations. The following amenities, services and facilities must be provided to the guests in the tourist facility quarantine:

Area	Requirements	Remarks
Meals	<i>Breakfast</i> Lunch Dinner 2 Snacks Menu for children including baby	Meal package with rates must be submitted to TCB
Guest Room	Tourist quarantine facility should provide minimum facilities and services as follows: - Boiler - Tea/coffee set (sachet) - Mineral water- 4 liters/day - Pillows-2 nos/person - Blankets - Bed sheets -Mattress (minimum 14 cm thickness) and mattress protector - Study table and chair - Functional power socket - Black out and sheer curtain - Room slipper - Hand sanitizer - Fire proof dust bin with disposable bin liner- 2 (food and non-food waste)	A minimum of 3 star standards facilities and services must be provided.

	<ul style="list-style-type: none"> - Broom, dust collector and Mop - Hand tissue - Cloth dryer stand - Plate, mug, glass and cutlery - Coffee table and chair - Bed side lamp - Telephone - Heating and cooling equipment -TV set -High speed Wi fi - Guest feedback form (online) - Information folder 	
Restroom	<ul style="list-style-type: none"> - Towels: bath, face and hand - Shaving kit - Soaps (body and cloth washing), Shampoo and lotion - Sanitary bin - Toilet papers - Sanitary goods (toothpaste, toothbrush, ear bud, shower cap) - Bucket and jug - Cloth-line - Tumbler/water glass for dental care - Hair dryer - Rug mat in-front of wash basin - WC brush and cleaning agent (eg.harpic) - Water wiper - Cleaning cloth - Dish washing soap - 24 hours running water (hot and cold) - Sanitary pads (on request) - Bath robe 	Additional supplies can be provided on demand.
Services	<ul style="list-style-type: none"> - Linen change every 3 days or on request - Waste from rooms must be taken out daily - Flexible meal timing on request - Visitor timing- 11 am to 2 pm - Staff should be available 24 hrs, on call. - First aid-kit 	
Others	<ul style="list-style-type: none"> - Two rooms must be identified to keep staff/guests if they show any signs of COVID-19 symptoms 	
	<ul style="list-style-type: none"> - CCTV 	CCTV is crucial for monitoring of movement of QIs as well as staff and helpful in contact tracing.

7. Medical and PPE item list

While the Basic PPEs for Desuups will be provided by the Ministry of Health, the following medical and PPE must be arranged by the hotel:

- i. Hand sanitizers
- ii. Face mask, face shield and N-95 mask (If necessary)
- iii. Gloves and gown (Apron)
- iv. Disinfectant/cleaning agent
- v. Basic medicines (Over the counter medicines)
- vi. Waste Bins with bin liners

8. Quarantine expenses

Cost for accommodation, meals, necessary COVID-19 test and others will be borne by the guest. For any damages in the facility, the guest be would be liable for it.

However, Desuups on duty are a part of the quarantine facility team and must be considered a part of the hotel staff and the accommodation and meals should be provided by the hotel.

9. Management team

The Quarantine facilities shall be managed by the following:

1. Desuup or any officials deputed by the government for security and safety;
2. Minimum of 5 staff to provide adequate services as follows:
 - 2 in kitchen and serving;
 - 2 for housekeeping; and
 - 1 for overall management

To protect the physical and mental well-being, the hotel staff must be given the option for rotation of duty after the completion of each quarantine period.

10. Meal and Visitor timing

Breakfast : 8:00 AM - 9:00 AM

Tea : 11 am

(Meals must be pre-ordered for delivery on time)

Lunch : 12:30 PM - 1:30 PM

Tea : 3 PM

Dinner : 7 :00 PM - 8 :00 PM

Visitor timing: 12 PM- 2 PM everyday

11. Roles and responsibilities

1. Hotel Management and staff

- a. Provide meals, tea/coffee and snacks as per the schedule;
- b. Provide additional facilities and services at additional costs to be paid by the guests.
- c. Conduct frequent disinfection of high touch areas such as door knob, hand railings, elevator buttons, door handles, etc.
- d. Sanitize the lift, lobby and common restrooms after every use.
- e. Ensure staff are present at all times for providing essential services to guests;
- f. Maintain cleanliness and hygiene of the hotel and its premises, and
- g. Ensure designated hotel staff undergoes training on basic infection prevention, use of personal protective equipment and waste management.

2. Desuups/Royal Bhutan Policy on duty

- a. Provide security and overall monitoring of the quarantine facility;
- b. Enforce movement restriction in and out of the quarantine facility;
- c. Cordoning of the designated quarantine facility and manage traffic in and around quarantine facility where necessary;
- d. Briefing to tourists on Do's and Don'ts at the quarantine facility.
- e. Receiving parcels and handing over to hotel management for further delivery to guests;
- f. Maintain visitor register containing visitor name, contact, guest name and room number for whom the parcel is to be delivered, parcel content, date and time of parcel delivery and submit to the MoH/TCB as and when required.
- g. Operate Quarantine Management System (QMS) as mandated by MoH SOP.
- h. Monitoring of sign & symptoms and reporting to relevant agencies.
- i. Arrangements of COVID testing for the guests and process the payments in consultation with the PMO.
- j. Any item coming in or going of the hotels for repairs, replacement, etc must be routed through Desuups.
- k. Develop a basic Disaster Contingency Plans for specific quarantine facility.

12. Do's and Don'ts for tourists during quarantine period

A. Tourists

Do's	Don'ts
Cooperate with quarantine officials	Go out of quarantine facility.
Maintain personal hygiene and wear PPE while collecting food and parcels from the designated	Meet with other individuals in the quarantine center.

area/table.	
Report any signs and symptoms of illness, particularly fever, cough or respiratory illness to the quarantine officials immediately	Moving anything out from quarantine facilities or rooms (containers, clothes, etc) is strictly prohibited until the quarantine period is over, due to risk of cross-infection and spread of disease
Dispose waste in proper designated waste bins	
Clean the room, bathroom and other amenities to maintain hygiene and cleanliness	

B. Hotel staff

Do's	Don'ts
Maintain personal hygiene, wear PPE, maintain physical distancing and practice coughing etiquettes when in public areas.	Moving anything out from quarantine facilities or rooms (containers, clothes, etc) is strictly prohibited until the quarantine period is over, due to risk of cross-infection and spread of disease.
Collect wastes from guest rooms daily	Visitor is strictly not allowed to meet the individual in the quarantine.
Dispose waste in proper designated waste bins or biohazard bags	Please do not post false, incorrect information on social media.
Maintain a list of emergency contact numbers	Must not enter the guest room at all cost
	Staff serving the guests must not mix with the kitchen staff.

13. Training

The hotel staff must attend necessary trainings on health, safety and quarantine protocols as required by the national regulations.

14. Penalties for breach of protocols

Any individuals not complying and failing to cooperate shall be liable for the offence of Criminal Nuisance as per the Section 410 and for the offence of Obstruction of Public Service as per the Section 424 of the Penal Code (Amendment 2011).

15. Undertaking

An undertaking must be signed between the Hotel management/owner and Tourism Council of Bhutan before using a hotel as a quarantine facility for tourists.

Annexure 1

Quarantine, Isolation and Testing

Target/Category	Test timing	Test method	Action
International incoming travelers including referred patients and attendants	Day 1 (Next day after arrival)	RT-PCR	Negative: <ul style="list-style-type: none"> Continue quarantine for 5 days (<i>regardless of vaccination and recovered status</i>)
			Positive: <ul style="list-style-type: none"> Shift to isolation facility OR continue in the same quarantine facility OR COVID Hospital based on the clinical assessment as per the protocol If shifted to isolation facility OR continue in the same quarantine facility, release on Day 7 days without testing. Quarantine roommate in the same room (if family members or close contacts travelling together) for Day 5
	Day 5	RT-PCR	Negative: <ul style="list-style-type: none"> Release on Day 6
			Positive: <ul style="list-style-type: none"> Shift to isolation facility OR continue in the same quarantine facility OR COVID Hospital based on the clinical assessment as per the protocol If shifted to isolation facility OR continue in the same quarantine facility, release on Day 7 without testing from the date of detection. Quarantine roommate in the same room (if family members or close contacts travelling together), extend additional 2 days and release on Day 7 without testing