COVID-19 PREPAREDNESS PROTOCOLS FOR ODISHA TOURISM

PROTOCOLS FOR TOURIST DESTINATIONS

ODISHA
INDIA'S BEST KEPT SECRET.

COVID-19 pandemic has posed an enormous challenge on the economy across the sectors with tourism being hit most severely. Taking cognisance of the health safety challenges, the Department of Tourism, Govt. of Odisha intends to reopen the tourist destinations in a regulated way such that the tourists can have a safe experience. Necessary protocols have been identified and being put in place to ensure hygiene and s and safety for all stakeholders.

REDUCE YOUR RISK
OF COVID 19

Wear mask

Wash hands

Keep your distance

Use soap & Antibacterial gel

Avoid contact

Cough on your elbow

Planning and Preparation stage

All relevant stakeholders such as Department of Tourism (DoT), ASI, District administration, etc shall co-ordinate and share responsibility for a general preparedness of the tourist destinations. Such intervention shall prevent any community transmission of COVID cases and mitigate undue risks on the society at large, tourist in particular. Accordingly, the Department of Tourism proposes the following intervention at the preparatory stage.

General preparedness

Assessment of Tourist pattern, Capacity Assessment and Control Measures

1. A committee to be formed for planning and preparation phase of the reopening of destinations which shall be named as the COVID-19 Assessment Committee.
2. The committee shall make assessment on tourist pattern (before/after COVID-19) including an analysis on their demographics and area of origin (COVID Zone – Red or otherwise).
3. The committee shall develop a mechanism to regulate footfall as per capacity of the destination. An observation on visitors' behavioural pattern, based on the type of tourist destination, may be incorporated in the proposed mechanism.
4. The committee shall prepare the capacity assessment of the destination and decide the batch sizes to ensure staggered entry at the destination.
5. Development of automated self-attested declaration to screen out vulnerable tourists such as ages>65 or with prevailing medical conditions (Leverage self-declaration under Aarogya Setu App).
6. Electronic time slot booking for gated ticketed destinations to avoid inadequate queueing, minimize touch points. Introduction of App may be offered with QR code generation with digital payments option for booking tickets in advance.

Responsibilities of the COVID-19 Rapid Response Management Team

1. The management of tourist destinations shall be constituted of - COVID Response Team which shall include representatives from all the relevant departments, as required for operating a tourist destination.
2. The Team shall be responsible for various activities including crowd management, queue management, hygiene, disinfection and sanitation, staff training and awareness as per COVID-19 guidelines issues by WHO.
3. Roles and responsibilities of each member of COVID-19 rapid response team shall be pre-defined.
4. COVID-19 team shall be responsible for frequent evaluation of gaps in COVID response
5. COVID-19 team to be responsible for improvising the action plan for implementation of various activities with respect to General preparedness of the tourist destination viz, crowd management, training of staff, compliance of hygiene, sanitation, social distancing norms, co-ordination with local health department and identification of a key member for each activity.
6. COVID-19 response team shall have a designated co-ordinator, ideally an officer from higher management or specially appointed officer, responsible for reporting any health-related issues among the staff or the visitor in the destination and for co—ordination with local govt health officials for protocols.
7. The COVID-19 response team shall ensure that adequate manpower shall be deployed at destinations to ensure social distancing norms, among others.
8. All employees/staff at higher risk should be advised to take extra precaution.
9. COVID-19 response team to ensure requisite precautions are put in place while handling of supplies, inventories and goods.

10. COVID response team to ensure maintenance of log/record of all interventions undertaken under the guidelines.
11. COVID response team shall prepare guidelines for the staff protocol and tourist protocol for the Do's and Don'ts

DOS & DON'TS
FOR TOURISTS

1. Wear a face mask all the time

2. Adhere to the No Entry sign while at the premises

3. Always keep a safe physical distance of at least 2 m (6 feet) while at the premises

4. Visitors are recommended to carry their own sanitizer & wet wipes for personal use. Wash your hands frequently with the soaps/sanitizers.

5. Put all bio-degradable disposable plates/cups/bottles after use in the garbage bag.

12. The COVID-19 response team shall proactively communicate guidelines and expectations for health and hygiene procedures and precautions to all its staff through a COVID co-ordinator.
13. Strategies for crowd management at tourist destinations
    a. Ensure social distancing
    b. Crucial preventive and protective measures to ensure safety of visitors and staff
    c. Capacity of destinations shall be recalculated for various attractions within the tourist destination to avoid grouping
    d. Details related to capacity, number of permissible visitors and other preventive measures to be clearly communicated
    e. Tourist destinations to be opened for a limited period, everyday
    f. Management of restricted group visits, guided tours, public programs, special and private events, etc. wherever applicable

Going digital

1. DoT shall actively promote destinations as safe places to visit (dedicated webpages highlighting safety measures, hotline numbers, changes in policy, rules and regulations)
2. DoT shall facilitate virtual tours promotion to create interest with online booking of tickets for visit to location
3. DoT shall facilitate Integrated systems for end to end travel bookings for destinations including accommodation, vehicles etc
4. DoT may issue annual Vouchers for reimbursing money back during travel bookings to avail better experience of bookings

Operational stage

Availability of COVID-19 related amenities

1. Before reopening, COVID-19 response team shall ensure availability of adequate supplies to support healthy hygiene behaviours for staff and visitors
2. Enough quantity of below mentioned amenities must be available at the destination apart from regular amenities

Availability of COVID-19 Related Amenities

Sufficient quantity of below mentioned amenities shall
be available at the tourist destination, apart from regular amenities

Must Have

- Hand Sanitizers
- Face Masks
- Thermal Gun
- Hand Gloves
- Biohazard Disposable Waste Bag
- Chemicals for Deep Cleaning

Good to have

- Personal Protective Equipment (PPE)
- Gowns/Aprons
- Face Shield

Modifications related to opening of destinations

1. DoT shall Facilitate for rebooking in order to avoid cancellation of bookings
2. DoT and District administration shall share reliable information on a daily basis related to Awareness of COVID-19
3. All tourist destination staff must wear face masks and single use gloves mandatorily while performing their duties at the destinations
4. A safe physical distance of at least 2m (6 feet) should always be mandatorily maintained by all participants while at the premises of the destinations
5. Clear signage on "Safe physical distance of at least 2 m (6 ft) "to be displayed at frequent spatial intervals at the tourist destination to reinforce social distancing behaviour among staffs and tourists
6. 2 metres (6 feet) physical distance markings at all waiting areas like entrance, ticketing should be done for tourists to stand during the queue
7. Proper training of staff/personnel to be trained to ensure use of face masks, hand gloves and sanitizers while doing daily activities
8. A well informed and trained security person to keep check at main entrance gate of the destination and should be available wherever applicable to supervise social distancing
9. CCTV camera surveillance at tourist destinations to be facilitated
10. All touch points of the destination to be sanitized regularly as a part of the sanitization drive
11. All staff/tourist shall be strictly using thermal scanner by designated trained person/thermal automatic scanners
12. Study of visitor behaviour during visit to create further intelligence for improvising action plans
13. Live tracking of visitors using Mobile App/Bluetooth, video analytics, RFID etc.
14. "Do Not Sit Here" sign for the middle seats to ensure distancing and Circle Marking on Floor to ensure physical distancing of >2m
15. Staff should remove the gloves properly and should not touch face after removing gloves
16. Effective risk communication needs to be done for any COVID-19 positive visitors who might have entered the destination
17. Visitation Records for Contact Tracing Needs and information devolution as appropriate
18. Feedback facility to rate a facility's COVID safe environment

Common areas like cafeteria, souvenir shops

1. DoT shall encourage online buying of souvenir and minimize personal contact while souvenir buying
2. Food stalls/cafeteria shall be monitored by health department and other relevant stakeholders from time to time
3. Assurance of safety standards followed by vendors
4. Proper surveillance to be done for all common spaces

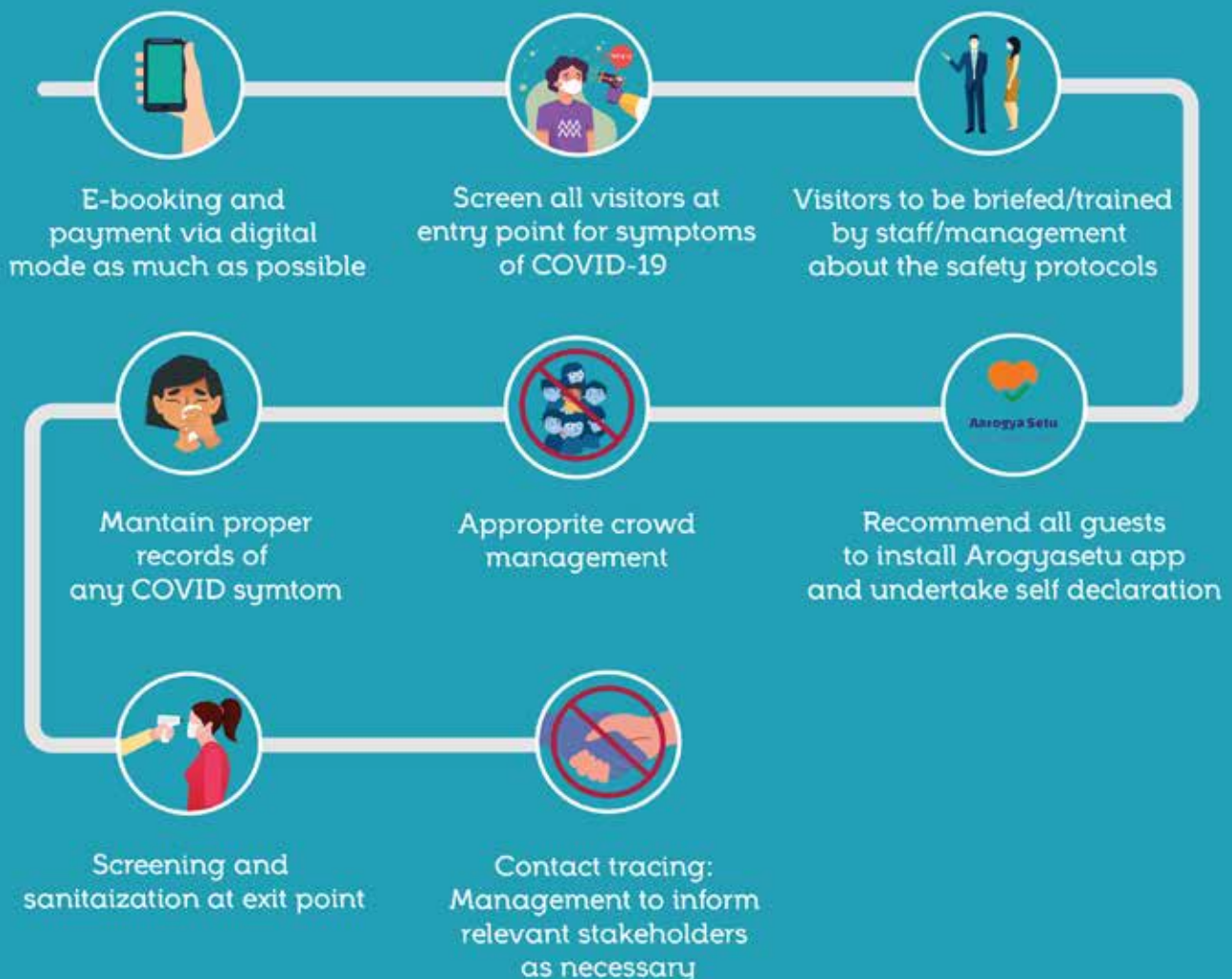Organisation of events/mass gatherings at destinations

1. Annual events organised shall follow all norms of social distancing with limitation in number of participants

2. Avoiding mass gatherings / avoiding creation of groups within the events shall be done
3. Ensuring food safety at the event
4. Effective risk communication needs to be done for any COVID-19 positive visitors who might have entered the destination

Ensuring healthcare facilities

1. Keeping action plan ready in case of any tourist falling
2. Improvement in hygiene and sanitation work
3. Re-sanitization of spaces during the day from time to time based on visitor foot-fall
4. Ensuring availability of COVID -19 related amenities
5. Use of Arogya Setu for all staff
6. Check in protocol for tourists visiting a tourist destination
7. Sanitization activities before opening and after closing of destination, everyday

Entry and Exit Protocol

E-booking and payment via digital mode as much as possible

Screen all visitors at entry point for symptoms of COVID-19

Visitors to be briefed/trained by staff/management about the safety protocols

Mantain proper records of any COVID symtom

Approprite crowd management

Recommend all guests to install Arogyasetu app and undertake self declaration

Screening and sanitaization at exit point

Contact tracing: Management to inform relevant stakeholders as necessary

HYGIENE PROCEDURES

WASH YOUR HANDS

1 WET HANDS

2 APPLY SOUP

3 PALM TO PALM

4 PALM OVER DORSUM

5 FINGERS INTERLACED
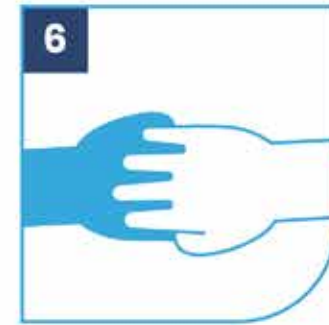
6 BACKS OF FINGERS

7 THUMBS

8 FINGERNAILS

9 RINSE HANDS

10 USE PAPER TOWEL

11 USE TOWEL TO TURN OFF FAUCET

12 YOUR HANDS ARE SAFE