



**MINISTRY OF TOURISM**  
REPUBLIC OF MALDIVES  
Quality Assurance Department

## *Contents of Standard Operating Procedure for a Guest House*

*A COVID Safe plan (SOP) in accordance with the HPA guideline “Public health interventions to prevent COVID-19 transmission in the tourism sector” must be made including the following points:*

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1. Introduction of the safe plan
2. Profile of the guest house
  - *Mention the details of the Guesthouse such as the location, number of rooms, area of the guesthouse, tourist capacity, no of rooms etc. You may include any additional details about the guesthouse as per your standard procedures*
3. Floor Plan of the guesthouse
4. Responsible parties in Guest House and its task force members and list of Important contacts in guest house, Ministry of Tourism, local health authorities and HPA
  - *Ministry of Tourism contacts*
  - *HPA contact numbers*
  - *Council Contact Details*
  - *Island Task Force members and their contact numbers*
  - *Flu Clinic and Team contact number (Nurse, Doctor or the medical officer for sampling)*
  - *Guesthouse important contacts: Include the contact number of Guesthouse owner, Guesthouse operator, person in charge of coordinating with the councils and other government authorities.*
5. Details of Employer and Employees
  - *Staff Uniform or work cloth layout or photo*
  - *Arrangements made to shower/ change uniform at the end of each shift*
  - *Oriented conducted for staffs regarding the COVID-19 safe plan of the guest house.*
  - *In this section, one can include all the trainings that the Guesthouse staffs have undergone in regards to the new normal. Such trainings could be*
  - *Orientation for the reopening of the guesthouse*



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6. Mechanisms to promote COVID awareness to locals on the island, tourists and staff
- *Signage used in public spaces to remind on social distancing, capacity allowed in public spaces at once such as restaurant etc.*

7. Safety Standard Procedure of different departments.

*(Under each unit mention the operating procedures under the new opening and Infection prevention measures taken in the tourist guest house. Such Departments could be :)*

*Mandatory:*

- *Requirements at reception area (section 8.4 of HPA tourism guideline v4)*
- *Requirements for housekeeping (section 8.14 of HPA tourism guideline v4)*
- *Requirement for Restaurant (section 8.8 of HPA tourism guideline v4)*
- *Requirements for Laundry (section 8.15 of HPA tourism guideline v4)*
- *Arrangements made for laundry for tourists and staff uniforms (section 8.15 & 13.1.3 as per HPA Guesthouse Guideline v4)*
- *Arrangements made for waste disposal.(section 8.21 of HPA tourism guideline v4)*

*If applicable:*

- *Restaurants and cafes- section.(section 8.8 of HPA tourism guideline v4)*
- *Gyms and sports complexes (Sections 8.11of HPA tourism guideline v4)*
- *Dive center (Section 8.12 of HPA tourism guideline v4)*
- *Excursions and fishing trips (Section 8.13 of HPA tourism guideline v4)*
- *Shops and Souvenir area (Section 8.20 of HPA tourism guideline v4)*

8. SOP on how to respond to a suspected case of COVID-19.

- *SOP of isolating guests and staffs*
- *Arrangements made for temporary isolation of a symptomatic guest*
- *Room Number/Detail of the designated rooms for temporary isolation in Guest house for temporary isolation of a symptomatic tourist with suspected COVID-19 until the test results can be obtained and the person transferred to the isolation facility.*
- *Arrangement for temporary isolation of a symptomatic guest/tourist or staff.*



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- *Every guest house should have designated rooms for temporary isolation of a guest or staff with suspected COVID-19 until the test results.*
9. List of cleaning and disinfection material available on site.
10. Location of hand washing facilities and sanitizers
11. List of PPE available on site to attend to a suspected case
- *No of medical face masks available (Required)*
  - *No of face shields available (Required)*
  - *No of Disposable gloves available (Required)*
  - *No of disposable aprons available (Required)*
  - *No of washable gowns available (Required)*
12. List of medical equipment and supplies in the Guesthouse.
- *Availability of basic first aid materials*
  - *Availability and number of infra-red (non-contact) thermometer in Guesthouse (must have minimum one)*
13. Availability of cleaning and disinfection material and its name
14. Any other relevant information of the Guesthouse (if required...)