



GOVERNMENT OF MEGHALAYA
TOURISM DEPARTMENT

Office Memorandum

No. Tourism 22/2020/Part/19,

Dated: Shillong, the 16th November, 2020

SOP for operation of Homestays and BnB

I. Introduction

- i. Based on the protocols issued by the Ministry of Health and Family Welfare, Government of India and the guidelines issued by the Ministry of Tourism, Government of India the following SOP is hereby notified for Homestays & BnB.
- ii. This document outlines various generic precautionary measures to be adopted in addition to specific measures to be ensured in Homestays/BnB to prevent spread of COVID-19. Homestays/BnB in containment zones shall remain closed. Only those outside containment zones will be allowed to open up. Homestays/BnB should ensure that they put in place all necessary measures to adhere to these guidelines before opening up to guests.
 - (a) All Homestays/BnB units will need to download the '**Check into Nature**' App of the Tourism Department from the Google Playstore available at the following link:
Playstore: (<https://rb.gy/1f1vu6>)
Weblink: (<https://app.meghalayatourism.in/provider/>)
 - (b) Homestays/BnB establishments will be opened only after getting prior permission from the Deputy Commissioners post their registration with Tourism Department and after submitting the COVID-19 Declaration on the '**Check into Nature**' App and due approval from Tourism Department.

II. Generic preventive measures

- i. Persons above 65 years of age, persons with co morbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Homestay owners/BnB owners/management to advise accordingly.
- ii. The generic measures include simple public health measures that are to be followed to reduce the risk of COVID-19. These measures need to be observed by all (homeowners/staff and guests) in these places at all times.

These include:

- a) Physical distancing of at least 6 feet to be followed as far as feasible.
- b) Use of face-masks to be made mandatory.
- c) Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made available wherever feasible.
- d) Respiratory etiquette to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- e) Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- f) Spitting shall be strictly prohibited.
- g) Installation and use of Aarogya Setu app shall be advised to all.

III. Arrangements to be made by Homestays/BnBs

- i. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- ii. Only/asymptomatic staff and guests shall be allowed.
- iii. All staff and guests to be allowed entry only if using face-masks. The face-masks has to be worn at all times inside the homestay/BnB.
- iv. Luggage is to be disinfected before sending / taking to the room.
- v. In addition to face-masks, all staff should wear gloves and take other required precautionary measures.
- vi. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public.
- vii. Large crowd & gatherings will continue to remain prohibited.
- viii. Parking, if available, shall be operational with operating staff wearing face and gloves as deemed appropriate.
- ix. Separate entry and exits for guests wherever possible, staff and goods/supplies shall be organized wherever possible and maintaining physical distancing of a minimum of 6 feet.
- x. Posters/ standees/ AV media on COVID preventive measures are to be displayed at all times.

IV. Protocol for guests:

- i. Guests should maintain a 6 ft distance between them while staying in the homestay/BnB. Hand Sanitizers must be kept at the reception for guesthouse.
- ii. Homestays/BnB have to adopt a contactless check-in process. All Homestays/BnB should ensure that the check-in process is done only through the **Check into Nature** app of the Tourism Department. The app allows the guests to check into the Homestay/BnB in a contactless mode where all details including ID card can be uploaded in a contactless way. Further, digital payments are encouraged to be used.
- iii. Guests should be briefed about the do's & don'ts while at the homestay/BnB.

V. Protocol for Roomservice, Kitchen Area, Toilets

- i. Communication between guests and in-house staff should be strictly through intercom or mobile phone wherever possible.
- ii. Air-conditioning, if any to be maintained at a Temperature of 24–30°C, Relative humidity of 40–70%.
- iii. Any items required (Water bottle/Toiletries/Medicine/Linen) should be given to guests while maintaining 1m distance & trays must be used to avoid hand contact.
- iv. Staff should be trained for troubleshooting normal issues like TV remote issues, geysers etc., so that they can inform guests & solve the problem accordingly in-house.
- v. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories.
- vi. Cleaning and regular disinfection of frequently touched surfaces (door knobs, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all guest service area and common areas.
- vii. Proper disposal of facemasks/ gloves left over by guests and/or staff should be ensured. Garbage needs to be disposed off, as-dry, wet, glass, biodegradable.
- viii. Deep cleaning of all washrooms shall be ensured at regular intervals.
- ix. Rooms and other service areas shall be sanitized each time a guest leaves.
- x. All linen should be changed on a daily basis and due precaution should be taken while washing the linen.
- xi. In the kitchen, the staff should follow social distancing norms at work place. Kitchens area must be sanitized at regular intervals. Usage of disposable cutlery is advisable wherever possible.


VI. Protocol for handling suspected/ confirmed case in premises

- i. Place the ill person in a room or area where they are isolated from other guests/family members.
- ii. Provide a face-mask cover till such time he/she is examined by a doctor. Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
- iii. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection. Disinfection of premises to be undertaken if the person is found to be positive.

VII. Helpline numbers

- i. State helpline number: 108
- ii. District helpline numbers are in the table below:

DISTRICT	CONTACT
State Surveillance Unit	9366090748
East Khasi Hills	7085281316
West Khasi Hills	9485395373
South West Khasi Hills	9485395373
West Jaintia Hills	6009693315
East Jaintia Hills	3655230605
West Garo Hills	9864939334
South West Garo Hills	6009944841 / 6009919788
Ri Bhoi	8787520449
East Garo Hills	9485113132
North Garo Hills	6009907768
South Garo Hills	7085100406


Commissioner and Secretary
Tourism Department
Government of Meghalaya

Copy to:-

1. The Secretary to the Governor of Meghalaya for kind information of the Hon'ble Governor.
2. The Private Secretary to the Chief Minister, Meghalaya for kind information of the Chief Minister.
3. The Private Secretary to the Deputy Chief Minister, Meghalaya for kind information of the Deputy Chief Minister.
4. The Private Secretary to the Health Minister, Meghalaya for kind information of the Health Minister.
5. The Private Secretary to all Hon'ble Ministers, Meghalaya for kind information of the Hon'ble Minister.
6. The Private Secretary to the Chief Secretary, Meghalaya for kind information of the Chief Secretary.
7. The Additional Chief Secretaries/ Principal Secretaries/ Commissioner & Secretaries/ Secretaries of all the Departments, Government of Meghalaya.
8. The Director of Tourism/ Managing Director, MTDC, Shillong, Meghalaya for necessary action.
9. The Director, Information and Public Relations for wide publicity of the SOP.
10. The Director of Health Services (MI)/MCH&FW/Research, Meghalaya.
11. The Director, All India Radio for wide publicity of the above SOP.
12. The Director, Doordarshan Kendra Shillong for wide publicity of the above SOP.
13. The Secretary, Autonomous District Councils.
14. All Deputy Commissioners, Shillong/ Nongstoin/ Mawkyrwat/ Jowai/ Khliehriat/ Nongpoh/ Tura/ Ampati/ Resubelpara/ Williamnagar/ Baghmara for information and necessary action.
15. All Superintendents of Police, Shillong/ Nongstoin/ Mawkyrwat/ Jowai/ Khliehriat/ Nongpoh/ Tura/ Ampati/ Resubelpara/ Williamnagar/ Baghmara for information and necessary action.
16. The Chief Executive Officer, Municipal Board, Shillong/ Tura/ Jowai/ Resubelpara.



**Under Secretary
Tourism Department
Government of Meghalaya**