



SOP-Covid-19

STANDARD OPERATING PROCEDURE

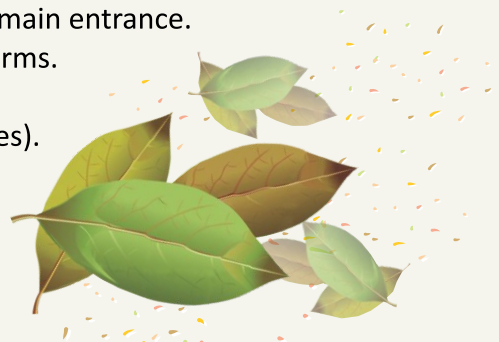
The health and safety of our guests/partners are our top priority at all times. We are closely monitoring this situation and observing guidelines from the Ministry of Health, NABH and our infection control experts.

We already have advanced safety and hygiene certifications from NABH, ISO 9001: 2015, HACCP and FSSAI, also FoSTaC+ trained and Ayurveda SPA Europe standards to meet the international standards. Also we have added the latest Government and WHO protocols to meet this challenging situation.

SOP used at Somatheeram Ayurveda Group

General information to Guests:

- Please use disinfectant solutions for every movement at entry door.
- Please Use Face masks and sanitizers before entering from main entrance.
- Please sanitize hands before and after filling the relevant forms.
- Please maintain at least two meter physical distance.
- Please provide Medical details (age, medical history, allergies).
- Please provide travel details.
- Please minimize the use of lobby toilets.
- Please use maximum communication through phone.
- Please allow Body temperature checkup upon arrival.
- Please permit compulsory medical checkup upon arrival.
- Please always use the Hand Sanitiser at the entry of your room.
- Please ensure to follow guidelines based on advice from health authorities which may include the wearing of face masks, guidance on hand hygiene and social distancing etc.
- We provide Ayurvedic preventive medicines to all staff, family of staff as well as patient on regular basis.
- Please use a separate lift for your travel.
- The sole part of footwear of the Guests will be disinfected at the entrance.
- All guests must mandatorily download Aarogya Setu mobile application and fill survey questionnaire.



General information to Staffs:

- Instructions to staff to meticulously observe social distancing, hands are washed and sanitised frequently, Use new Face masks/Face Shield, proper usage of gloves.
- Mandatory screening and documentation of the temperature of all staffs twice a day & Mandatory reporting by the staff of any illness and symptoms (cold, cough, fever, difficulty breathing).
- Mandatory self-isolation at home/quarters of any staff if unwell and permission to re-join only after medical approval.
- Cancellation of all official travel and monitoring of personal travel plans, both on duty and off duty, by the HODs.
- Daily review meetings to assess the situation with regular updates to staff on appropriate measures taken.
- Staff are well trained to maintain personal hygiene and interact with travelers with a minimum distance of 2 meter.

Bookings

- We check the nationality of the reserved guest to find whether they are from Covid -19 affected country.
- We advise the guest in advance to stay back at their present station, if they are suspicious.
- We take Booking for the guests with no medical history of the virus in the last 28 days.
- We take medical proof or health declaration (Format at Annexure) before confirming the booking.

House keeping

- Any staff is entering the room of the guest should wear PPE Face shield and triple layer mask, gloves and wash their hands with soap and water after coming out of the room.
- We discard any linen from circulation for time being if stains are deep or body fluids.

Laundry

- We use disinfectant as per govt. guidelines after verification.

GUEST ROOMS

- Maximum two persons are allowed in a room.
- Amenities will be provided on request.
- On check out any amenities placed in the rooms will be discarded.
- Provided Hand sanitiser at the entry of every room.
- We assign a well trained staff for clearance. No unused packed food served shall be reused.
- Rooms are disinfected with electrostatic sprayer after every checkouts.

Upon Arrival/ Departure

- Please follow Standard operation policy introduced for safe transport facility.
- We ensure temperature check, mask & sanitizer usage before boarding of vehicle.
- We do maximum E-check-in/ check -out and avoid manual check-in/check-out procedures.
- We do Spray disinfectant on luggage while unloading.
- Minimize the use of lobby toilets.
- Individual kit with pen, pre sanitised key etc for contact less Check in process.
- We keep a register of all guests with phone numbers, address, place from where arrived, flight number, seat number & ID Proof number.
- Sick or unwell tourist to be immediately taken for checkup to nearest hospital in separate vehicle.
- We have Separate entrance for guest and staff.



- We keep 1 Isolation room for every 30 rooms. If any guest is Sick or unwell then immediately isolated.
- Daily Fogging of guest rooms with APARAJITHA CHOORNA which is having antibacterial and antimicrobial properties.
- Rooms are disinfected with electrostatic sprayer after every checkouts.
- Mattress and pillows should be covered with reusable covers which will be with disinfected.
- After checkout every parts of the rooms will be cleaned with disinfectant and also disinfected with electrostatic sprayer, it will be given for next guest use only after 24 hours.

Restaurant/Room service/Kitchen

We are HACCP certified for hygiene and food safety standards.

- Realign seats in restaurants and ensure 2 meter distance between guests.
- No Open Display of ready-to-eat foods, should be kept covered in glass displays
- Prohibition of self service, buffet, mass gathering.
- Using disposable/single use sachet (of salt pepper, sugar, ketchup, etc.).
- The staff removing the food waste should wear face shield, mask, utility gloves and plastic apron.
- Kitchen will be Washed and sanitize hands with disinfectant in fixed frequency, alarm in every 30 min to remind the staff.
- At any point of time the kitchen shall have only 2 persons for a linear distance of 2 meter.



Office Premises

- Our premises has fully functional CCTV cameras to ease tracking and tracing of personnel movement.
- Implement clear signage throughout the premises to inform guests/employees of the enhanced cleaning protocols, social distancing, and recommendations.

Transport facilities

- All our vehicles must be thoroughly disinfected prior to boarding of guests.
- High touch areas (door handles, seats, seat backs, steering wheel, power window buttons, door locks, windows, screens, small portable TV screens etc.) will be sprayed with disinfectant surface cleaner regularly
- We use disposable seat covers, head rest covers are in all vehicles.
- We use of fiberglass partition between the driver and passenger's seat in cars.
- Health certificate should be mandatory for all drivers
- We ensure training of drivers in hygiene and sanitation practices and troubleshooting risks.

HUMAN RESOURCE & HIGH ALERTNESS

- ANY PERSON WITH FEVER, SYMPTOMS OF FLU SHOULD NOT ENTER PREMISES
- DURING WORK HOURS ANYONE DEVELOPS SYMPTOMS IMMEDIATELY ISOLATE GET MEDICAL ADVISE AND ASSISTANCE
- NO PERSON ASSIGNED TO BE QUARANTINED OR IN CONTACT WITH INFECTED PERSON SHALL BE ALLOWED TO COME FOR WORK
- PERSONS RESISTING FOR COVID 19 PROCEDURES OR NOT COMPLYING SHALL BE MOVED OUT OF WORK.
- A REGISTER OF MONITORING HEALTH INDICATORS LIKE FEVER, COUGH, RUNNING NOSE, SORE THROAT, SHORT BREATH BE MAINTAINED.

Swimming Pool & Beach

- Regular sanitization of the swimming pool.
- Sanitization of the beach and pool areas, surfaces, tables and chairs after each use and after the closing.
- A space of at least two meters between each chaise lounge. Beach and pool towels are placed in guest rooms.
- The guests should bring their own beach/pool towels as provided in their room kit. No towels will issued at the pool or beach.

Special Points

- We ensure necessary association with medical practitioner/ hospital for effective response to emergencies.
- Separate area to be earmarked to accommodate in case of sudden illness of any employee/Visitor.
- Infection control team is supervising all areas under the guidance of NABH coordinator Doctor and hygiene specialist.
- We use a check list to promote accountability for cleaning responsibilities.

Training

Somatheeram Ayurveda Group is having an efficient Infection & communicable disease Control Team, which provides training for the staffs for essential infection control Practices.

- Special COVID 19 department based handling training.
- Training to managers and supervisors on monitoring and reporting on COVID 19 new rules and emergency.
- Training on personal hygiene with AV's and posters.
- Training on social distancing.
- Training on staff area behavior, transport and uniform handling specific to COVID 19.

Ayurveda Centre

Our infection control Protocol is based on NABH, Ayurveda SPA Europe and IMA & WHO standards.

Standard precautions:

General Instructions Hand hygiene Respiratory hygiene(cough etiquette) PPE according to the risk Safe handling Cleaning and disinfection of patient Care related equipments and gadgets Environmental conditioning Environmental cleaning and disinfection Safe handling and cleaning of soiled linen Waste management including Bio-Medical waste Management.

General

- Greet by saying "Namaste". No shaking of hands is recommended
- All guests should strictly follow Hand Hygiene protocols. Alcohol based touch free hand rubs should be used or wash hands with soap and water for 20 seconds.
- Use Face masks and sanitizers before entering to Ayurveda Reception. Face Mask should be once used should be discarded.
- Ensure temperature check before entering to Ayurveda Reception.
- Enter only one by one and keep the same distance of 2 mtrs.
- Ensure physical distance of 2 mtrs in every areas.
- Sick or unwell patient to be immediately taken for checkup to nearest hospital in separate vehicle.
- Separate in/out for patients & staffs
- No welcome drink service at Ayurveda centre.
- Use online questionnaire for the first consultation.
- Follow respiratory hygiene and cough etiquette. Use tissue to contain respiratory secretions.
- Prioritize triage of patients. Respiratory Symptoms (Cough, Sore throat, Fever) has to be addressed to authorities.
- Social distancing at about 2 mtrs from other people in the waiting area.
- No face treatment offered during the process.
- Increased Cleaning, disinfecting and sanitizing of all touch points as per WHO guidelines.



Consultation

- Reach the centre only with prior appointment or permission.
- Same Doctors' team till discharge.
- Ensure thermal temperature scanning before consultation.
- Enter Consultation room with doctor's permission/appointment.
- We sanitise all equipments before and after use.
- Use only disposable items for every consultation.
- We thoroughly clean the room and bathroom with disinfectant after every consultation.
- Doctors have to wear gown while body examination of the patients.
- PLEASE DO NOT ENTER AYURVEDA PREMISES, IF YOU HAVE ANY SYMPTOMES OF FLU, BREATHING PROBLEM AND FEVER. PLEASE INFORM DOCTOR/RECEPTION OVER THE PHONE.
- IF ANY ONE DEVELOPS SYMPTOMS IMMEDIATELY ISOLATE & GET MEDICAL ADVICE AND ASSISTANCE.

Treatment Room

- Same therapist and same treatment room for the guest till discharge.
- Maximum two treatments per therapist/treatment room in a day.
- All employees are wearing standard mask, gloves and head gear while at Ayurveda.
- After every treatments Fogging of treatment rooms with APARAJITHA CHOORNA which is having antibacterial and antimicrobial properties.
- The therapy rooms and pathy are cleaned thoroughly after every treatment procedures by using disinfectant thereafter with Turmeric & Triphala water.
- Once the cleaning is completed the house keeping supervisor will monitor the cleaning as per the checklist in the cleaning standards.
- Swab Test is done weekly for any bacteriological or fungal growth from all treatment tables/pathys, sirodhara pots etc.

INFECTION CONTROL PROTOCOLS AND PRACTICES observed at Somatheeram.

Based on the latest information on the transmission of infections, SOMATHEERAM AYURVEDA GROUP has developed standard precautions to control the spread of infections.

Standard Precautions includes:

- FREQUENT HAND WASHING
- USE OF PERSONAL PROTECTIVE EQUIPMENTS such as Mask, Gown, Face shield, Gowns, hair cover etc.
- APPROPRIATE DEVICE HANDLING
- CLEANING AND DISPOSAL OF PPE
- PEST CONTROL PRACTICES



Have a safe and healthy stay at Somatheeram Ayurveda Group