



# PRECAUTIONS GUIDELINES FOR LIFTING OF COVID-19 RESTRICTIONS

## PHASE-4

JANUARY, 2021

# TABLE OF CONTENT

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1	GATHERINGS	1
1.1	MOSQUES	1
1.2	SOCIAL GATHERINGS	5
1.3	RELIGIOUS COMPLEXES	8
1.4	WEDDINGS	12
<hr/>		
2	TRANSPORT	15
2.1	MARITIME TRANSPORT	15
2.2	FLIGHTS AND TRAVEL	18
2.3	DRIVING SCHOOLS	22
2.4	PUBLIC TRANSPORT - BUSES AND METRO	25
<hr/>		
3	OUTDOOR AND PROFESSIONAL SPORTS	29
3.1	ORGANIZED SPORTS TRAINING	29
3.2	ACTIVITIES IN PARKS, CORNICHE AND BEACHES	33
3.3	PROFESSIONAL SPORTS EVENTS	36
3.4	WINTER CAMPS	46
<hr/>		
4	EDUCATION AND HEALTH	51
4.1	PRIVATE HEALTHCARE FACILITIES	51
4.2	NEW ACADEMIC YEAR	56
4.3	SPECIAL NEEDS CENTERS	62
4.4	PRIVATE TRAINING CENTERS	66
4.5	NURSERIES AND CHILDCARE	70
<hr/>		
5	BUSINESS AND LEISURE	73
5.1	SOUQS	73
5.2	WHOLESALE MARKETS	77
5.3	RETURN TO WORK	81
5.4	SHOPPING MALLS	85
5.5	RESTAURANTS	89
5.6	MUSEUMS AND LIBRARIES	94
5.7	BARBERSHOPS AND HAIRDRESSERS	97
5.8	HEALTH CLUBS, GYMS AND SPAS	103
5.9	SWIMMING POOLS AND WATER PARKS	108
5.10	THEATERS AND CINEMAS	112
5.11	CLEANING AND HOSPITALITY SERVICES	115
5.12	TRADE-SHOWS, EXHIBITIONS, CONFERENCES & CULTURAL EVENTS	119
5.13	HOUSEKEEPING RECRUITMENT AGENCIES	128



# 1. GATHERING

## 1.1 MOSQUES

### PHASE-4



## AIM

To provide guidance on best practices to facilitate a gradual and safe reopening of all mosques and the implementation of effective measures to protect the community members and mosque staff by reducing the risk of COVID-19 transmission in the mosques.

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## PRE-OPENING PROCEDURES

- All mosques to open for daily prayers and Friday prayers.
  - Disinfect all mosques opening in phase 4 using the same disinfection measures as in phase 1, 2 and 3.
  - Establishment of an admin group to manage and oversee the compliance with the precautionary measures.
  - All mosques employees must be tested for COVID-19 to assure their health status prior to the opening of mosques.
- 

## INFECTION PREVENTION AND CONTROL

- Masks to be worn by all including community members attending the prayers and mosques' employees.
- Ensure hand sanitizing before entering the mosque.
- Worshipers and the mosques' employees are encouraged to use a tissue when coughing or sneezing and dispose of it directly into a waste bin. Otherwise, the elbow can be used to prevent the spread of germs.
- Avoid physical contact, e.g. handshakes.
- Provide sanitizers at the entrance and multiple locations within the mosque.
- Advise worshipers, employees, and other workers to avoid touching their nose, eyes, and mouth.
- Surfaces, carpets, corridors, and areas where shoes are kept should be cleaned and disinfected regularly and after each prayer.
- A housekeeping record log must be maintained.
- Worshipers are encouraged to bring their own Qur'an or use their phone Apps to read it.
- At least half of the windows and doors should be kept open during prayer time to ensure proper ventilation inside the mosque. They can be closed after the prayer ends, and worshipers leave the mosque.
- Packs of tissue papers should be available and accessible
- Waste bins should be distributed throughout the mosque.
- Worshipers will not be allowed to enter the mosque without wearing a mask and bringing their prayer mat.
- Ensure ventilation systems operate properly and increase circulation of outdoor air as much as possible either by air handling systems (air conditions) or by opening windows and doors, fans, and so on.

## PHYSICAL DISTANCING

- Maintaining a minimum safe distance of 1.5 meters (9 m<sup>2</sup> per person) between worshipers should be emphasized by the Imam.
  - Floor markings should be used on the mosque's carpets to guide the worshipers' position and maintain physical distancing.
  - Provide enough space on the sides of the mosque to allow for worshipers' exit from the first rows without the need to go through the others.
- 

## REGULATING ENTRY AND EXIT

- Ehteraz App to be downloaded by all staff and worshipers, and check that the status is green to allow entry
  - Open one entrance 5 minutes before the routine call for prayer to regulate the entry of worshipers and ensure the proper implementation of precautionary measures. (Except for Friday Prayers)
  - All doors should be opened after the end of each prayer to facilitate the exit of worshipers. They will be closed 5 minutes after each prayer (Except for Friday prayers)
  - Close the mosques' doors once the prayer starts
  - Worshipers are urged to avoid crowding during entering and exiting the mosques.
- 

## FRIDAY PRAYERS

- Friday prayers precautions:
  - Doors open 30 minutes before prayers
  - Doors close 10 minutes after prayers
  - Friday prayer sermon is to be limited to 10 minutes
- 

## MOSQUE EMPLOYEES

- A response procedure in alignment with MOPH guidance should be in place to deal with suspected cases.
- Mosque employees suspected of COVID-19 infection should be placed in a separate room from the other employees until the medical team from MOPH is alerted and he is picked up.
- All mosque employees are instructed not to go to work if they develop respiratory symptoms or fever and should report sick to their supervisor.

## EDUCATION & AWARENESS

- Regular reminders to increase awareness of precautionary measures.
  - Urge those with high fever, coughing, and those with respiratory infections not to go to the mosque.
  - Posters are placed in mosques to remind worshipers, and mosques' employees of the precautionary measures and the process of reporting discrepancies or violations.
- 

## TO REMAIN CLOSED

- Toilets and ablution areas.
- 

## VULNERABLE GROUPS

- Vulnerable groups (e.g. elderly and those with chronic illnesses) are strongly advised to pray at home.



# 1. GATHERING

## 1.2 SOCIAL GATHERING PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual resumption of social gathering and have effective measures in place to protect the health of people and staff, while reducing the risk of COVID-19 transmission during limited social gatherings as much as practicable.

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## REGULATING ENTRY AND EXIT

- If a venue is being used, entry must be controlled to ensure the premises do not exceed the upper limit of the number of people who can attend (15 people indoors, 30 people outdoors).
  - All precautions regarding physical distancing and infection prevention and control must be complied with.
  - Ehteraz App to be downloaded by all including staff, and check that the status is green to allow entry
- 

## PHYSICAL DISTANCING

- Keep 1.5 meters minimum distance between people (9m<sup>2</sup> of space per person).
  - Maintain a maximum of 15 people in doors and 30 people outdoors.
  - No physical contact is allowed including handshakes, hugging or kissing.
- 

## INFECTION PREVENTION AND CONTROL

- Masks to be worn by all, including any staff present.
  - Hand washing or hand sanitizers should be used by all present.
  - Ensure visible signage with preventive measures across if a venue utilized.
  - Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. If soap and water are not available, use hand sanitizer that contains at least 60% alcohol.
  - Avoid touching your eyes, nose, and mouth with unwashed hands.
  - Ensure sanitation and cleaning of all venue areas between use
- 

## SIZE OF GATHERING

- Limited gatherings of up to 15 people indoors, and 30 people outdoors.
- Temperature monitoring at entrances and provision of visual reminders such as posters, stickers or wrist stamps may reduce the possibility of incidental contact.

## VENUE

- Increasing ventilation if possible, by adjusting the ventilation system or opening windows.
  - Indoor venues should ensure at least 1.5m spacing by using floor markings to help physical distancing compliance.
  - Use outdoor venue or gather outdoors where possible.
  - Ensure tables are not covered in cloth material and are sanitized between use.
- 

## PAYMENT AND MONEY HANDLING

- Minimize cash transactions.
  - Clean and disinfect the card payment equipment after each use.
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## VULNERABLE GROUPS

- Advise that vulnerable groups including people over 60 years, pregnant women, and those suffering from chronic diseases to avoid social gatherings.
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## VISITORS TO QATAR

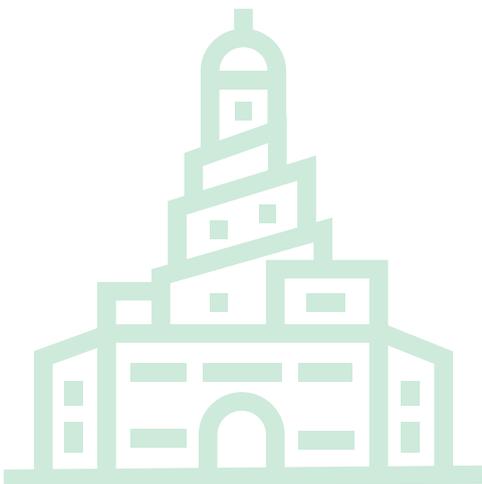
- Any non-resident or visitor to Qatar is prohibited from attending social gatherings until they have completed quarantine period.



# 1. GATHERING

## 1.3 RELIGIOUS COMPLEXES

### PHASE-4



## AIM

To provide guidance on how to best facilitate the safe and gradual restoration of religious gatherings, and the same time have effective measures in place to protect the health of community members by reducing risk of COVID-19 transmission as much as practicable.

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## REGULATING ENTRY AND EXIT

- Ehteraz App to be downloaded by all staff, congregation, and visitors. Entry allowed only for those with green status.
  - Thermal screening for all staff, congregation, and visitors, entry only for those below 38 degrees.
  - Necessary clear measures should be taken to regulate the arrival of congregation to the venues in order to avoid queuing and overcrowding in any areas of the religious complex.
  - Religious venues only open 20 minutes before scheduled ceremonies/events/prayers.
  - Religious ceremonies/events/prayers duration are to be kept to a minimum.
  - The congregation to leave the venue immediately after the ceremonies/events/prayers.
  - Religious venues to remain closed at all other times.
  - Doors to remain open during entry and exit time (to avoid touching door handles).
  - Entry and exit to be staggered to minimize queues.
- 

## PHYSICAL DISTANCING

- 1.5m distance between individuals (excluding family groups from same household).
- Capacity not to exceed 30%, based on occupancy calculated by 9m<sup>2</sup> per person in any venue where religious activities are to be held.
- Clear floor and furniture markings inside and outside venues must be placed to maintain physical distancing.
- No gatherings allowed outside religious venue before or after any prayer/ceremony/event.
- Avoid any kind of physical contact.
- Visitors must be reminded of physical distancing requirements - Clear and visible signage.
- Avoid use of choir or musical ensemble during religious services or other events. Singing is considered a higher risk activity as it could potentially release a larger amount of droplets. Consider alternatives to singing and other live performance components in the worship services.
- Consider clergy holding virtual visits (phone, or online) instead of home visits, unless on compassionate grounds (non-COVID related end of life).
- Receptions with food and drinks are not permitted.

## INFECTION PREVENTION AND CONTROL

- Church staff/stewards/ushers to undergo regular COVID-19 testing as per MoPH Guidance.
- Hand sanitizer to be provided for use at several locations within the religious venue.
- Masks to be worn by staff/stewards/ushers and worshippers at all times.
- Avoid food and drink offerings.
- All regularly touched surfaces should be disinfected regularly using standard disinfection products following each event/prayer/gathering
- Holy/religious books should be removed and visitors instructed to bring their own copies (or use their own phone to access texts), or projecting prayers for common viewing.
- Venues where toilets remain open, they must be deep cleaned and disinfected regularly and after each service. Follow MOPH guidance for safe re-opening of public toilets.
- A housekeeping record log shall be maintained.
- Adequate supplies of hand sanitizer to be used by all at entry and exit.
- Ensure ventilation systems operate properly and increase circulation of outdoor air as much as possible either by air handling systems (air conditions) or by opening windows and doors, fans, and so on.
- Use bottled water. Water fountains or water dispensers are not permitted.
- Modify methods used to receive financial contributions. Consider a stationary collection box, or electronic methods of collecting regular financial contributions (shared collection trays or baskets are not permitted).
- Provide an area to isolate anyone who exhibits COVID-like symptoms, notify health officials.
- Clean and disinfect isolation area (preferably after 6 hours of non-use, make sure to ventilate proper cleaning and disinfection) .
- Provide paper tissues and closed rubbish bins for attendees to practice proper cough etiquette and educate them on it.

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## MOSQUES

- See MoPH guidance of the safe re-opening of mosques.

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## EDUCATION AND AWARENESS

- Educate clergy, staff/stewards/ushers and worshippers updated on COVID-19 safety and prevention information and guidelines.

## EDUCATION AND AWARENESS

- Use MoPH health messages and materials.
  - Religious authorities to emphasize that protecting public health is paramount.
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## VULNERABLE GROUPS

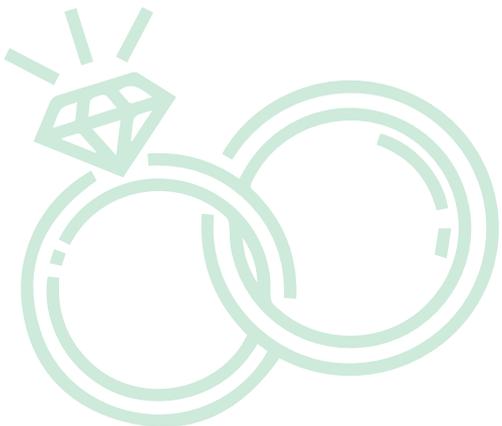
- Adults over the age of 60 (with the exception of Religious Complex staff), pregnant women, and individuals with chronic conditions are advised not to attend religious gatherings.



# 1. GATHERING

## 1.4 WEDDINGS

### PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual restoration of weddings in all faiths, and at the same time have effective measures in place to protect the health of those attending by reducing risk of COVID-19 transmission as much as practicable.

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## COMPLIANCE MANAGER

- Each venue to appoint an individual responsible for ensuring that all guidelines for physical distancing, infection prevention and control, and hygiene measures are implemented and monitored.
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## REGULATING ENTRY AND EXIT

- Ehteraz App to be downloaded by all staff and guests, entry allowed only for those with green status.
  - Thermal screening for all congregation and staff, entry only for those below 38 degrees.
  - Entry restricted to the venue (calculated on 9 meters squares per person) with an upper limit of 120 people outdoors and 80 people indoor.
  - Tented venues are considered indoor venues.
  - Necessary clear measures should be taken to regulate the arrival of wedding congregation to the venues in order to avoid queuing and overcrowding in any areas of the venue.
- 

## INFECTION PREVENTION AND CONTROL

- Staff to be tested for COVID-19 before returning to work. A negative result is required to be permitted to work.
- All regularly touched surfaces should be disinfected before and after the wedding party using standard disinfection products.
- Staff to wear masks and gloves at all times.
- Guests to wear masks at all times, except when seated at tables to eat and drink. Masks to be worn when leaving the table.
- No physical contact (e.g. kissing, hugging, holding hands)
- No singing or shouting.
- No live music.
- No dancing.
- Food must be plated. No buffet food.
- Maintain a 2 meters minimum distance between tables.
- Maximum 5 people per table.
- Increase ventilation rates where feasible, and comply with MoPH HVAC Guidance.
- Hand sanitizer at venue entrances, and be available on every table, and encouragement for all guests to use it.

## INFECTION PREVENTION AND CONTROL

- Restrooms must be deep cleaned and disinfected before and after the wedding. Follow MOPH guidance for safe re-opening of public restrooms. Restrict to 30% capacity at all times.
- A housekeeping record log shall be maintained.
- Use bottled water. Water fountains or water dispensers are not permitted.
- Bowls of nuts and chocolates should not be permitted unless in individual servings (sharing is a transmission risk).
- Table cloths and seat covers should be cleaned and disinfected after each ceremony.
- Provide an area to isolate anyone who exhibits flu-like symptoms, notify health officials.
- Keep records of the contact information of all invitees.
- For non-Muslim religious ceremony please refer to MOPH guidance for Religious Complex.

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## EDUCATION AND AWARENESS

- Educate staff and guests on COVID-19 safety and share prevention information and guidelines.
- Use MoPH health messages and materials.
- Venue owners to emphasize that protecting public health is paramount.

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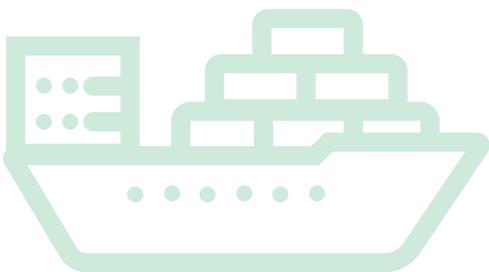
## VULNERABLE GROUPS

- People over 60 years of age and individuals with chronic conditions are advised not to attend weddings.



# 2. TRANSPORT

## 2.1 MARITIME TRANSPORT PHASE-4



## AIM

To provide guidance on how to best facilitate the safe and gradual restoration of personal boat/sea cruiser use, and boat rentals for family groups, and at the same time reducing the risk of COVID-19 transmission during leisure sea travel as much as practicable.

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## SIZE OF GATHERING

- Limit the number of people on board to up to 15 people indoors and 30 people outdoors (including staff), while adhering to a physical distance of at least 1.5 meters (9 m<sup>2</sup> per person) between people at any point in time.
  - The maximum capacity for small personal boats/sea cruisers is 50%, while the maximum capacity for large excursion boats is 30%.
  - If staff are present on the boat, ensure that the same infection prevention and control measures are applied to them as guests.
- 

## INFECTION PREVENTION AND CONTROL

- Measure the temperature of the people who will rent the boat by the renting company to ensure boarding only for those with body temperature less than 38 degrees.
- Masks to be worn by employees and clients at the rental point and during the cruise.
- Cough and sneeze etiquette should be adhered to at all times.
- Ehteraz App to be downloaded by all renting company's employees and customers, and a process should be in place for the management of the health status checks daily. The health status should be green to allow entrance.
- Employees must undergo regular testing as per MOPH guidance.
- Boats, including the equipment and surfaces, should be cleaned and disinfected prior, and after use.
- It is mandatory to provide cleaning and disinfection materials on the boats.
- Frequently clean and disinfect commonly touched objects and surfaces like the gates or the fuel pump.
- Ensure cleaning and disinfecting toilets between use
- Ensure the availability of facilities for handwashing/ or hand sanitizing is maintained on the boat and at the rental company.
- Handwashing or hand sanitizing before and after boarding/unboarding the boat/ sea cruiser is recommended.
- Staff showing any signs of COVID-19 should stay home and follow MoPH protocols

## PHYSICAL DISTANCING

- Maintain at least 1.5 meters (9 m<sup>2</sup> per person) between people at any point in time on the boat, waiting at the marina or when fueling the boat.
  - Refrain from rafting up with other boats.
  - Beaching up the boat next to others should be avoided.
  - Limit the contact with others on the way to and from the marina.
- 

## EDUCATION & AWARENESS

- Keep staff and customers updated on COVID-19 safety and prevention information and guidelines.
  - Use MoPH awareness messages and materials.
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## FOOD AND DRINK

- No buffet food, all food and beverages to be served by crew members wearing masks and gloves
  - Salads and other cold food to be pre-packaged in individual portion with disposable cutlery
  - Bottled water only
- 

## WASTE

- Ensure that waste bins with covers are available and distributed adequately on the boat.
- 

## VULNERABLE GROUPS

- Family members above the age of 60 are advised not to be on board.
- Employees with chronic conditions should be advised not to be onboard.



# 2. TRANSPORT

## 2.2 FLIGHTS & TRAVEL

### PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual return of essential international travels and have sufficient measures in place to protect the health of travelers to and from Qatar, by reducing the risk of COVID-19 transmission during their flight as much as practicable.

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## COMPLIANCE MANAGER

- Appoint a coordinator/officer to ensure the uniform dissemination of preventive measures to all International travelers to and from Qatar.
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## INFECTION PREVENTION AND CONTROL

MOPH advises against unnecessary travel at this time because of the risk of contracting Covid-19 while abroad.

### **Before Travel:**

- Do not go to the airport if you have the following symptoms: Fever, Cough, Shortness of breath, Loss of Taste or Smell, or have a respiratory infection. In this case postpone your travel and get tested for Covid-19.
- Ensure that you have downloaded the Ehteraz App and that the health status is green before traveling.
- Ensure you have enough medical face masks for your journey.

### **At the Departure Airport:**

- Be aware that only travelers may enter the airport terminal buildings.
- Leave enough time to allow for checks and new procedures.
- Practice regular hand hygiene and avoid touching your face (nose mouth and eyes).
- Limit your movement and avoid touching common surfaces as much as possible
- Follow cough and sneeze etiquette.
- Check-in online if possible, bring everything you need for your journey, and have all documents ready.
- Make sure to practice physical distancing, by keeping 1.5 meters minimum distance between yourself and others.
- Wear a mask to protect yourself and the other passengers. Boarding will not be allowed without a face mask.
- Comply with thermal screening, if requested.

### **During the Flight:**

- Practice hand hygiene, including frequent hand sanitization, follow cough etiquette and wear a mask.
- Watch the cabin safety demonstration to be aware of specific instructions for your flight.

## INFECTION PREVENTION AND CONTROL

- If you feel ill while traveling, inform the crew, and seek medical care as soon as possible.
- Limit your movement in the cabin to what is essential for well-being.
- Air crew to use full Personal Protective Equipment (PPE) during flights.

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## GUIDANCE FOR TRAVELERS

### At the Arrival Airport:

- Practice physical distancing, hand hygiene, cough etiquette, and wear a mask.
- Collect your bags and leave the terminal building as soon as possible.
- Reduce the risk of virus transmission by minimizing interaction with people in the arrival terminal.
- Comply with thermal screening, if requested.
- Clean your hands with sanitizers after you touch surfaces or handle your luggage.
- Keep a minimum of 1.5 meter between you and others.

### Stay updated:

- Make sure you have the most up to date airport information by visiting: <https://dohahamadairport.com/covid-19-impact-faqs>
- Orientate yourself, using credible sources of information, such as the relevant embassy website, with the specific COVID-19 rules and regulations of the country of travel and prepare and plan accordingly.

### General measures:

- Abide by physical distancing, by keeping a minimum distance of 1.5 meters between yourself and others when possible.
- Avoid the use of cash to limit the handling of money as much as possible, and make payments using a bank card when possible.
- Wash your hands with soap and water or use hand sanitizer for at least 20 seconds. It is recommended to wash your hands or use sanitizers when being in a public place, and after touching surfaces, or after coughing, or sneezing, and before touching your face or eating.
- If you develop symptoms, seek medical help as soon as possible.



## QUARANTINE AND BORDER CONTROL MEASURES

- Travelers should learn about the quarantine rules of the destination and home country before travel and should adhere to quarantine protocols and requirements.
- Ensure you are aware of all the measures specific to the country of travel before traveling and plan and prepare accordingly. Ensure information is acquired through official sources (e.g., Embassy website).

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## VULNERABLE GROUPS

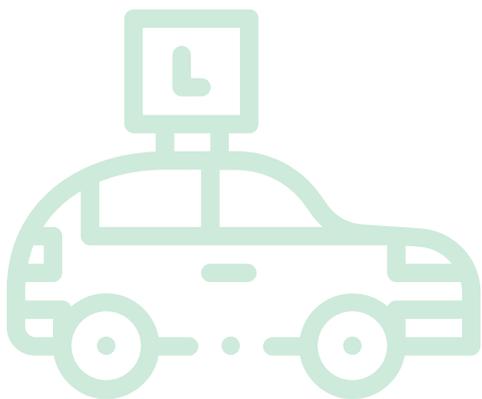
- Groups at a higher risk of developing complications due to COVID-19, such as the elderly, pregnant, or those with existing chronic conditions, are strongly advised to delay any unnecessary travel.



## 2. TRANSPORT

### 2.3 DRIVING SCHOOLS

#### PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual restoration of driving schools, and the same time have effective measures in place to protect the health of staff and students by reducing risk of COVID-19 transmission as much as practicable.

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## REGULATING ENTRY AND EXIT

- Driving lessons by appointment only and only allow for one student and one instructor in the car at any one time.
  - Measure temperature of staff and students, entry only for those at temperature below 38 (daily for staff).
  - Ehteraz App to be downloaded by all staff and students, entry for green status only.
  - Staff and instructors must undergo regular testing as per MOPH guidance.
  - Maintain capacity at 50% for the whole operation (workforce, cars, capacity in test centers, etc).
- 

## INFECTION PREVENTION AND CONTROL

- Schedule visits to allow adequate time for cleaning vehicles between students.
  - Thoroughly clean and disinfect vehicle surfaces at the start of the day, and after each student (including airing out vehicles to reduce potential viral particles).
  - Cleaning and disinfection to include passenger and driver compartments, all controls, dashboard and all handles.
  - Masks and gloves to be worn by staff and students at all times.
  - Replacement masks to be carried by the instructor and disposable bags to properly dispose of masks when needed.
  - Students to sanitize hands before each lesson.
  - Provision of gloves and hand sanitizer at entrances and inside cars.
  - Hand sanitizer to be provided for customer use at several locations within the facilities.
- 

## PHYSICAL DISTANCING

- Maintain a minimum physical distance of 1.5m between people at all times (outside the vehicle).
- Teach skills remotely (tele-coaching) where possible to reduce exposure time.
- Assess skills prior to lessons to ensure in-vehicle time is optimized.
- Have shorter lessons to reduce time student and instructor are together in the vehicle.
- Remind customers of physical distancing requirements - Clear and visible signage.

## PHYSICAL DISTANCING

- Use floor markings to maintain physical distancing.
  - Reduced entrances to restrict numbers of people, and undertake thermal screening of staff/customers on entry
  - Make regular announcements to remind customers to follow physical distancing advice.
- 

## VEHICLE LESSONS

- Hand sanitizer and gloves must be available in all vehicles
  - The driving instructor must disinfect surfaces the student has touched in the course of their lesson, including steering wheel, gearshift, handbrake, indicators etc. after each lesson.
- 

## CLASSROOM LESSONS

- Classrooms restricted to 50% capacity, with 1.5m distance between students/desks.
  - Hand sanitizer and gloves must be available in all classrooms.
  - Classrooms need to be cleaned and disinfected at the end of each day and between classes, where possible.
  - Ventilation must allow for air circulation. Air conditioning units must be serviced, and filters cleaned or replaced to optimize air quality.
- 

## MONEY HANDLING

- Driving schools should minimize cash transactions, use contactless where possible.
  - Wipe down and sanitize credit card readers, etc.
- 

## EDUCATION AND AWARENESS

- Keep staff and students updated on COVID-19 safety and prevention information and guidelines.
  - Use signage to prompt adherence to precautions.
  - Provide floor markings in public and waiting areas to ensure physical distancing is maintained.
  - Emphasis that protecting public health is paramount to the driving school.
  - Use MoPH health messages and materials.
  - Let customers know what steps you are taking to keep them safe.
- 

## VULNERABLE GROUPS

- Staff with chronic conditions should not be at work
- Vulnerable groups (including those above the age of 60, pregnant women, or those suffering from chronic conditions) are advised to remain at home.



# 2. TRANSPORT

## 2.4 PUBLIC TRANSPORT - BUSES AND METRO

### PHASE-4



## AIM

Providing guidance on best practices to facilitate the gradual and safe resumption of public transport and to develop effective measures to protect the health of passengers, bus drivers and station workers to reduce the risk of COVID-19 transmission while using public transport.

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## COMPLIANCE MANAGER

- Appoint an individual responsible for ensuring that all guidelines for physical distancing, infection prevention and control, and hygiene measures are implemented and monitored.
- 

## PHYSICAL DISTANCING

- Restricted stations to open.
  - Restricted capacity of up to 30% based on calculation of at least 9m<sup>2</sup> per person.
  - 1.5m physical distance between passengers and staff at all times, and in all areas (including transit and waiting areas). If necessary, block seats to ensure this precaution is complied with.
  - Seats near the driver are to be blocked off for the safety of operators and passengers.
- 

## REGULATING ENTRY AND EXIT

- Etheraz App to be downloaded by all staff, drivers, and passengers. Entry to stations or buses will only be allowed for those with a green health status.
  - Masks must be worn by all staff, drivers and passengers to allow entry.
- 

## PREPARATION FOR RE-OPENING

- All staff must be tested for COVID-19 before being allowed back to work on public transport.
- All public transport must be cleaned and disinfected to Qatar Clean Program checklist and MOTC certified before being put into service.
- Equipping buses with plastic isolation barriers for drivers to keep them safe from direct contact with passengers.
- Equipping transportation (buses and trains) as well as stations with all instructions and ground stickers to guide passengers to keep 1.5m physical distances.
- Ensure that drivers and station workers are given mandatory training with instructions on how to deal with suspected cases of COVID-19 and ways to report them, and the importance of compliance with precautions.

## PREPARATION FOR RE-OPENING

- Providing buses, trains and stations with hand sanitizers at entrances.
- Prepare a log of staff at stations and their working hours during the day.
- Alter job descriptions of staff to include routine cleaning and disinfection procedures

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## INFECTION PREVENTION AND CONTROL

- Masks to be worn by staff and passengers at all times
- Hand sanitizer available to all staff and passengers at entry and exits to stations/buses. Encourage passengers to use it on entry (ensure supplies at all times)
- Public toilets to be cleaned and disinfected between customers. Supervision required.
- Ensure that the stairs and elevators of the stations are cleaned and disinfected every day before closure with regular disinfectants, particularly hand rails and ticket machines, and other frequently touched surfaces
- Encourage staff and passengers to follow respiratory etiquette including by using a tissue, or sleeve at the elbow, when coughing or sneezing. Remind them to dispose of tissue paper properly after use.
- Remind staff and passengers to avoid touching the nose, mouth and eyes as much as possible.
- Keep a housekeeping log of the cleaning and disinfection times of buses, trains and stations.
- Maintain good ventilation inside the metro/bus and open the windows when possible. Refer to MoPH HVAC Guidance.
- If a case is suspected amongst staff, the protocols adopted by the Ministry of Public Health must be applied.
- Provide an isolation room at transit/station areas for any staff or passenger who feels unwell, and contact the health authorities.

---

## EDUCATION AND AWARENESS

- Communications at entry, on vehicles, at ticket machines and barriers to provide awareness messages on how to stay safe.
- Use MOPH health messages and materials.
- Transport operators to emphasize that protecting public health is paramount
- Encourage passengers to consider travel outside peak times.
- Encourage passengers not to congregate on platforms or queues, using floor markers to maintain 1.5m if necessary
- Ensure passengers are aware of the need to follow the instructions and stickers for the seats and oblige all passengers to sit in their seats throughout the journey and not to stand or move around unnecessarily during the journey.



## TO REMAIN CLOSED

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- Smoking areas at stations.
- No eating or drinking on public transport.

## RESTAURANTS AND CAFES

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- Refer to MoPH Restaurants Guidance

## RETAIL SHOPS

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- Refer to MoPH Shopping Malls Guidance

## MONEY HANDLING

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- Book tickets online in advance or use contactless payment. Avoid using cash if possible.
- Provide sanitizer next to ticket machines.

## VULNERABLE GROUPS

- Adults over 60 and those who suffer from chronic conditions are advised not to use public transport
  - Staff with chronic conditions are advised not to work on public transport, and work at home where possible.
- 



# 3. OUTDOOR AND PROFESSIONAL SPORTS

## 3.1 ORGANIZED SPORTS TRAINING PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual resumption of organized professional and amateur sports and have effective measures in place to protect the health of athletes, staff and supporting personnel by reducing the risk of COVID-19 transmission during organized sports training sessions as much as practicable.

---

## PHYSICAL DISTANCING

- Organized training (professional and amateur) in large indoor arenas should be limited to 40 people and not exceeding 30% capacity (whichever is less), while complying with physical distancing precautions).
  - Organized training (professional and amateur) outdoors should be limited to 80 people while complying with physical distancing precautions). Outdoor training sessions are better ventilated than indoor sessions and thus impose less risk of transmission.
  - A safe distance of 2 meters should be maintained between people when exercising.
  - Indoor venues should reduce capacity to allow at least 2 meters distance between athletes (16 m<sup>2</sup> per person).
- 

## FACILITIES

- An isolation room/space identified to hold any symptomatic person found at the venue while awaiting patient transport to a medical facility is necessary.
  - Having a medical post and designated personnel on-site is advisable to help assess cases and potentially other illnesses.
- 

## VULNERABLE GROUPS

- Special considerations made for vulnerable groups to keep them safe and protected.
  - Vulnerable groups are advised to stay at home.
- 

## INFECTION PREVENTION AND CONTROL

- Regular testing for employees as per MOPH guidelines.
- Masks to be worn by all staff and athletes while not training.
- Distribute hand sanitizers at multiple locations in the training facility and accommodation.
- Ensure good hygiene and other measures signage is distributed across all venues, changing rooms, training facilities, etc.
- Athletes and employees are advised to avoid touching surfaces and their nose, eyes, or mouth.
- Towels recommended for use once only.
- Avoid physical contact, e.g., hugging, handshakes, etc.

## INFECTION PREVENTION AND CONTROL

- Cleaning and disinfection of sports equipment is mandatory.
- Players should use their drinking bottles and not share with others.
- No spitting on the field of play.

---

## EDUCATION & AWARENESS

- Provide athletes and employees with advice on cough etiquette and hand-hygiene practices.
- Provide athletes and employees with information on physical distancing.
- Provide athletes and employees with information on the use of face coverings and medical masks.

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## PRE-TRAINING

- Ensure the capacity to isolate suspected cases.
- Provide disposable gloves to staff handling laundry, towels, etc.
- Make tissues and containers to dispose of used tissues with lids available on all buses and in all facility changing rooms
- Consideration of provision of individual prevention packages for athletes containing:
  - Small personal packs of disposable tissues and plastic bags for tissue disposal.
  - Small laminated prevention card with key reporting information.
  - Medical mask to be worn by anyone who show symptoms (including fever, cough, or shortness of breath).
  - Small packages of an alcohol-based hand wipes.
  - A small package of disposable plastic drinking cups.
  - A thermometer should be available.
  - Hand sanitizer should be available.
- Due to participating in training, anyone who feels ill should not come to the venue and be advised on the designated contact online or by telephone.

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## AT END OF TRAINING

- Wash hands with soap and water. Use an alcohol-based hand sanitizer if soap and water are not available. Hand sanitizer stations should be available throughout the training facility.
- Athletes should not share clothing, bar soap, or other personal items.

## REGULATING ENTRY AND EXIT

- Regulate entry to ensure training premises do not become overcrowded and maximum capacity should not be exceeded.
- Thermal screening of employees and athletes (entry prohibited for those with temperature of 38 degrees or higher).
- Ehteraz App to be downloaded by all employees and athletes, and check that the status is green to allow entry.

---

## TO REMAIN CLOSED

- No spectators
- Changing Rooms



# 3. OUTDOOR AND PROFESSIONAL SPORTS

## 3.2 ACTIVITIES IN PARKS, CORNICHE AND BEACHES

### PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual return of activities at parks, corniche, and beaches, and the same time reducing the risk of COVID-19 transmission during individual physical exercising outdoor as much as practicable.

---

## VENUE

- Individuals are allowed to exercise in parks, open spaces, Corniches, and all beaches
  - Groups of 30 people are allowed for sporting activities at 2m physical distancing.
  - Any individual sporting activity, such as running and walking for exercise, is allowed.
  - Stopping to sit or picnic is not allowed.
  - For sports training, please refer to the MoPH guidance for Organized Sports Training.
- 

## INFECTION PREVENTION AND CONTROL

- Individuals must download the Etheraz app, and the status must be green.
- Avoid physical contact, e.g., hugging, handshakes, etc.
- Avoid spitting.
- Wearing masks is not necessary for outdoor exercises; however, 2 meters minimum safe distancing should be followed. You will need to wear a mask if you come within 2 meters from others when exercising.
- Those not exercising should wear masks all the time and maintain 1.5m distance.
- Exercising is not advised when the body temperature is 38 degrees or above or if COVID-19 symptoms are present (see MOPH website for details).
- Cough or sneeze into a tissue, or if not available into the elbow. Dispose of the tissue paper in the waste bins.
- Public toilets to open with thorough cleaning between customers.
- Avoid touching animals and birds.
- Avoid touching surfaces.
- Avoid crowded places and crowded parking.
- Maintain general hygiene and dispose of masks, gloves and waste in the containers designated for them.

## PHYSICAL DISTANCING

- Maintain 1.5m physical distancing when walking (except in small family groups of the same household)
- Ensure a 2m minimum distance from others when exercising outdoors.

---

## TO REMAIN CLOSED

- Outdoor gym equipment.



# 3. OUTDOOR AND PROFESSIONAL SPORTS

## 3.3 PROFESSIONAL SPORTS EVENTS

### PHASE-4



## AIM

To provide guidance on how best to facilitate a safe resumption of professional sports competitions and events with international participation, and at the same time have effective measures in place to protect the health of participating athletes, staff and supporting personnel by reducing the risk of COVID-19 transmission during the hotel, accommodation, transportation, preparations, and management of the event itself.

## INTERNATIONAL PARTICIPANTS/ ATHLETES: ARRIVAL AND ACCOMMODATION

### Quarantine on arrival:

- For International events, all national and international participants (including permanent accompanying support staff that need to accompany the delegates such as bus drivers and others) are required to enter hotel quarantine before participation in the event as per the country's regulations.
- They are only allowed to leave their hotel quarantine to participate in preparation of the event sites and to participate at the actual official event as per their schedule. Further arrangement to leave the hotel needs to be coordinated and approved with the Local Organizing Committee (LOC) Chief Medical Officer who should to be appointed for every event from the Ministry of Public Health and local organizing committee.
- All international athletes/participants need to arrive at the quarantine hotel at least 4 days before the start of their first participation.
- Participants and organizers are strongly recommended to stay in hotels exclusively, allowing no other non-event hotel guests.
- External visitors are strictly prohibited from entering the quarantine hotels.
- Ensure capacity at the hotel to isolate suspected cases separately. Participants at hotels who are suspected to have Covid-19 should be isolated and reported to the Public Health Department.

### COVID-19 Testing:

- International participants (including officials) should be tested negative for COVID-19 disease within 48-72 hours before entering the country.
- The PCR test certificates need to be issued by hospitals/clinics in the country of origin that are endorsed by MOPH.
- Alternatively, a certificate of a positive antibodies on serology test in a previously infected patient after the lapse of at least 7 days of disappearance of any symptoms and signs of the disease, or the lapse of 7 days of a positive PCR test in an asymptomatic individual.
- Upon arrival in Qatar, a COVID - 19 PCR test will be done at the airport. A negative test result will be required for the delegate

## INTERNATIONAL PARTICIPANTS/ ATHLETES: ARRIVAL AND ACCOMMODATION

to be allowed to continue with the intended activity.

- Swabbing for the test should happen for the organizers and delegates preferably with the attendance of a representative from event administrator, or a companion.
- For national participants, testing should take place 1-2 days before their entry into the quarantine hotel, if applicable, or 1-2 days before start of the competition.
- Subsequent swabbing for COVID-19 PCR testing will be undertaken from all participants every 3-6 days till end of the individual or delegation participation in the event.
- Delegation medical staff when applicable, or Local Organizing Committee (LOC) staff at event venues, should check delegates temperatures each day, any temperatures above 37.8°C should be reported to the event medical lead/chief medical officer.

### **On arrival to the quarantine hotel:**

- The athletes and officials will undergo thermal scanning and could be interviewed for possible symptoms and signs of COVID-19 disease.
- If the participant is found to be symptomatic (fever, cough, flu-like illness... etc.) he/she will be referred to a designated hospital for further assessment and management accordingly.
- COVID-19 positive delegates who are actively infected will not be allowed to participate.
- Refusal of COVID-19 PCR testing will result in dismissal from participation in the event.

### **If participants are transported by bus:**

- Masks to be worn by all.
- Participants should be transported in small groups to avoid spread of infection maintaining the 1.5 meters distance all the time (maximum 50% capacity using alternate seats).

### **Meals and Restaurants:**

- Preferably, meals should not be served during an event or be kept at minimum e.g. boxed meals.
- Meals, if served, should be in accordance with MOPH guidelines for Restaurants with maintaining the 2 meters distance between dining tables.
- A maximum of 2 people can be seated on the same table and with one meter apart.
- Restaurants should also follow the rules below under "Food Outlets".
- No shared platters or utensils and no buffet.
- Bottled water only.

### **Use of Health Clubs, Gyms and Spas for training:**

- The delegate may use the gym and other recreational areas at the hotel of accommodation in line with MOPH guidelines for

Health Clubs, Gyms and Spas.

- Customers not staying in the hotel should not be sharing the same gym, clubs of spas where the delegates are staying.
- Ensure availability of rubber gloves to team staff and volunteers handling laundry, towels, etc.
- Make tissues and containers to dispose of used tissues with lids available on all buses and in all facility where the activity is taking place.
- Ensure the wide availability of hand sanitizers at the hotel and at the event venue.

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## ATHLETE/ PARTICIPANT EVENT TRAINING AT THE VENUE

### During Event and Training:

- All participants should wear face masks all the time while at the activity venue (except when training and competing)
- The participants will be arriving to the venue for training in buses, the players should be transported in small groups to avoid spread of infection (maximum of 25 in 50 passenger capacity bus, maintaining 1.5m physical distance front, side and behind).
- Teams meetings or organizers meetings are strongly recommended to be conducted online. If physical meetings is deemed inevitable, they should be done preferably in outdoor settings maintaining the safe distance of 1.5 meters and masks for all during the entire meeting period. Social gatherings are strictly prohibited during the event.
- Team staff and volunteer leads should ensure that their teams and volunteers are briefed on the protocols for a suspect and confirmed patients, on infection prevention and control measures and on where to find or seek more information.
- Anyone due to attend the event who is feeling ill should not come to the venue.
- Once the participants reach the venue, intermingling with other people should be avoided
- Avoid shaking hands, or hugging or kissing others
- The 1.5 meters physical distance in the players changing room need to be maintained.
- Participants are advised, while talking to the other players / staff/ event organizers to maintain a distance of 1.5 meters.
- Sanitizers should be made available throughout the training and competition venues and should be used frequently
- Each Event organizing team should have a non-contact thermometer (e.g. infrared) to screen staff and delegates temperature check on arrival.
- Players should use their own drinking bottles and not share with others.

## ATHLETE/ PARTICIPANT EVENT TRAINING AT THE VENUE

- Spitting should be avoided on the field of play.
- Use of shower at the training and event venue is strongly discouraged.

### **Additional measures during the event:**

- Team medical staff or LOC members at venues should check competitors' temperatures each day, any temperatures above 37.8°C should be reported to the event medical lead/chief medical officer.
- Provide each participant with a clean water bottle. Good team hygiene includes ensuring all players, officials and staff have their own water bottles to prevent the transmission of viruses and bacteria.
- Wash hands often with soap and water. Use an alcohol-based hand sanitizer if soap and water is not available. Hand sanitizer stations should be available throughout the event venue, the accommodation, and on team buses.
- Gloves should be worn by team and event staff handling towels or laundry in the team environment.
- Towels should not be shared.
- Athletes should not share clothing, bar soap or other personal items.
- Make tissues and containers to dispose of used tissues with lids available on all buses and in all facility changing rooms.
- Provide each team with a thermometer (e.g. infrared) and a recording sheet/internet link for athletes' temperatures. If this is not possible, each team can be equipped with a non-contact sensor thermometer.
- Anyone due to participate in the event who has fever or is feeling ill should not come to the venue and be advised to go home and contact 16000 for advice,
- It is the responsibility of the organizer to appoint/assign staff/volunteers to monitor the compliance of participants with the preventive measures.
- Option for participants to buy entry tickets online rather than in person to avoid crowding at entrance.
- Provide hand sanitizer containing at least 60% alcohol at entrances, exists, elevators, escalators, throughout the exhibition floor and other areas with commonly touched surfaces.
- Washroom capacity should allow for distancing between guests. For example, consider closing alternate sinks or urinals.
- Thoroughly sanitize each table after attendees leave.
- Washroom sanitation and supervision should be enhanced.
- Enhance cleaning and disinfection of high-touch surfaces such as elevator buttons, railings, door handles, public seating, payment devices, microphones, podiums etc.
- Event staff and volunteers should perform hand hygiene

frequently.

- Stagger loading schedules during setup and cleanup to enable distancing of staff, volunteers and vendors at loading docks and entryways.
- Implement elevator use protocols, if applicable, to enable physical distancing.
- Consider how emergency response plans may need to be modified to accommodate physical distancing.
- If background music is provided within a venue, the volume should be kept to a minimum in order to facilitate conversations between vendors and attendees. Loud music may increase the need for participants to lean in closer to each other and/or raise their voices.

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## VENUE AND EVENT PREPARATION

### **Spectators:**

- Arrange ticket allocations are limited to 20% indoors and 30% outdoors of capacity of the venue based on 9m<sup>2</sup> per person, including staff/participants/officials/volunteers, and support staff.
- allocate seating to ensure 1.5m physical distance between spectators in front, behind, and diagonally. Family groups of the same household can sit together,
- Use floor marking to ensure 1.5m physical distancing in queuing and public areas.
- Stagger spectator arrival times at venue where possible to reduce crowding.

### **Preparing Athlete Support Packs:**

Provide individual COVID-19 prevention packages for the organizing team and athletes, containing:

- Small personal packages of disposable tissues and plastic bags for tissue disposal.
- Small laminated prevention card with key reporting information.
- Medical/cloth mask to wear
- Small packages of an alcohol-based hand wipes or hand sanitizer.
- Small package of disposable plastic drinking cups.

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## REGULATING ENTRY TO THE EVENT

Final decision or change of the decision of public attendance is at the sole discretion of the MOPH and relevant authorities, based on the local epidemic status. The health authorities might decide based on the level of spread of infection in the community, to implement further restrictions on entry to the event.

## REGULATING ENTRY TO THE EVENT

### Where spectators are permitted:

#### Reducing Transmission:

- Masks to be worn by all staff and participants, at all times.
- On arrival Check EHTERAZ App is downloaded for all participants who are 18 and above, check that the status is green to allow entry for all staff, organisers, delegates and public.
- Thermal screening for employees, participants, and public, and entry only allowed for those of 37.8 degrees or less.
- Capacity restricted to 20% indoor and 30% outdoors of total stadia/venue capacity (maintaining minimum 1.5 m physical distance in all directions; sideways, up and down and diagonally).
- Pre-Numbered seating for ease of contact tracing if needed.
- Members of the same household can sit together, but with a 1.5m physical distance from others in all directions.
- Pre-booking required (no walk-in) and allotted and planned seating with spectators identified by ID numbers and mobile numbers.
- Staggered and timed arrival for to avoid queuing and crowding.
- Gates to open early to avoid crowding.
- Smoking is not allowed in the stadium, on the stands and in public places. Smoking rooms should be approved by the relevant MOPH department.

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## FOOD OUTLETS

- Shops at venue precincts outside the event building is allowed according to mandatory compliance with MOPH guidelines for restaurants.
- No food concessions inside the event building including conference halls, exhibition halls and stadia is allowed (masks to be worn at all times).
- No food to be consumed inside the public seating areas, take-away food and drinks only allowed outside seating areas outdoor.
- Food outlets restricted to take away in disposable packaging
- Queues to comply with the minimum of 1.5m physical distancing precautions – mark floor to ensure compliance, and provide staff or volunteers to ensure public compliance
- Pre-prepared, grab and go food preferred to shorten waiting time for customers
- No buffet food served in the event venues.
- Bottled water only

## INFECTION PREVENTION AND CONTROL

- Regular testing of participants/staff as per MoPH guidance (event organizers may be asked to organize and fund the tests)
- Hand washing and/or hand sanitizers at multiple locations in the event facility and accommodation. Provide disposable hand towels/tissues. No air dryers. Alcohol sanitizers should be easily accessible and should be spread throughout the venue.
- Masks to be worn at all times whilst not training/playing. This applies to staff, players and spectators.
- Where appropriate, eliminate or reduce the number of items at the event that will be handled by multiple people.
- Ensure good hygiene signage across all venues, changing rooms, training facilities, etc.
- Encourage sneezing/coughing etiquette and recommend hand sanitizing when touching elevators buttons, doorknobs, handrails, meeting room's chairs, tables...etc.
- Ensure adequate ventilation which allows for fresh air. Refer to MOPH HVAC Guidance.
- Avoid physical contact e.g. hugging, handshakes etc.
- Frequent cleaning and disinfection of regularly touched surfaces mandatory.
- Adhere to MoPH Environmental Cleaning Guidance.
- Toilet capacity restricted to 30%, with cleaning and disinfection between customers.
- No spitting, no cheering, no live choir and no live singing.
- An isolation room/space identified to hold any symptomatic person found at the venue while awaiting patient transport to a medical facility is necessary.
- Availability of a medical post and designated personnel on site to help assess cases and potential other illness and injuries.
- Recommend that towels are for single use only and should not be shared.
- Sort used linen with proper PPE precautions (face mask, gloves).
- Cleaning and disinfection of sports equipment before and after use is mandatory .
- Lockers should be cleaned and disinfected each day.
- Gym Floor Precautions: Ensure compliance with the MOPH Healthclub, Gyms and Spa Guidance.
- Swimming pool Precautions: Ensure compliance with the MOPH Swimming Pools and Aquasports guidance
- Barriers, signs, floor markings and verbal announcements can be used to support physical distancing.

### **Contact Sports: For close contact sports (e.g. wrestling, Boxing, Marshal Arts) the following precautions are mandatory:**

- COVID-19 test with negative result required before competition.

- Temperature screening before each participation.
- Hand sanitizer used before each participation.
- Mask worn directly before and after each bout of competition.
- Training mat to be cleaned and disinfected between uses.

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## TICKET MANAGEMENT

- Ensure tickets are electronic and scannable and avoid paper tickets.
- Tickets to be sold online prior to attendance to reduce queuing at entrances.

---

## EDUCATION AND AWARENESS

- Post signs in highly visible locations (e.g. entrances, restrooms) that promote everyday protective measures and describe how to stop the spread of germs (such as by properly washing hands and properly wearing a face covering and keeping safe distance). Signs should include visual cues (such as clear, easy-to-understand pictures demonstrating the healthy behaviors) at the appropriate reading and literacy level.
- Consider making announcements during the event about safety measures and protocols.
- Develop and make available risk communication on:
  - All staff understand the importance of COVID measures, and what they are.
  - Ensure good hygiene signage across all venues, changing rooms, training facilities, etc.
  - All delegates are provided with information to keep themselves and others safe from COVID-19 transmission.
  - Clinical features of COVID-19 and preventive measures, especially respiratory etiquette and hand-hygiene practices.
  - The criteria for asking individuals with symptoms to leave the venue or retreat to a designated area.
  - Information on minimum 1.5m physical distancing.
  - Information on the use of face coverings and medical masks.
  - The meaning and practical implications of quarantine, self-isolation and self-monitoring in the context of the event, e.g. not attending.

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## VULNERABLE GROUPS

- Vulnerable groups are advised not to attend the event.
- Consider options for virtual attendance for individuals who are at increased risk for more serious illness if contracting

## VULNERABLE GROUPS

COVID-19, such as the elderly or people who have pre-existing health conditions such as diabetes, hypertension, COPD, cancer, dementia, stroke, liver cirrhosis, cardiovascular diseases, chronic kidney disease, and immunodeficiencies.

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## RESTRICTIONS TO REMAIN

- Capacity of arenas/stadia will be reviewed and updated for indoor/outdoor events according to national and international pandemic status.



# 3. OUTDOOR AND PROFESSIONAL SPORTS

## 3.4 WINTER CAMPS

### PHASE-4



## AIM

Provide guidance on best practices, measures and precautions to reduce the risk of COVID 19 cross transmission at winter camp sites

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## FIRSTLY, PRIVATELY OWNED CAMPS

### REGULATING ENTRY AND EXIT

- The licensee is legally responsible for regulating access to the personal camp and making sure that all individuals download the Ehteraz App, including any workers on the camp, and check that the health status is green every day.
- People who show symptoms of the virus are not allowed in the camp.
- All precautions regarding face masks, physical distancing as well as infection prevention and control measures must be adhered.

### INFECTION PREVENTION AND CONTROL

- Hand hygiene should be adhered to by washing hands regularly with soap and water for at least 20 seconds, after going to the toilets, before eating, after coughing or sneezing. If soap and water are not available, use hand sanitizer, which contains at least 60% alcohol.
- Wear a mask, especially in gatherings with people not from the same household and when around older people or those who suffer from chronic conditions.
- avoid touching the eyes, nose and mouth.
- In case a camp-goer or a visitor to the camp becomes a suspected case, the licensee must close the camp and prevent gathering there until the results are obtained from the health authorities.
- In the event of confirmation of a COVID-19 case among camp-goers or visitors to the camp, the licensee must close the areas occupied by the infected case and the close contacts in the camp until cleaning and disinfection are carried out in accordance with the instructions of the Ministry of Public Health on environmental cleaning in non-healthcare facilities in relation to COVID-19.
- It is recommended that workers should not work in several camps at the same time/period and should not mix with workers from other camps.
- Workers should use gloves when handling and disposing of tools used by other people, and all surfaces that are regularly touched should be disinfected using standard disinfection products. Avoid all surfaces that come into contact with food when using disinfectants.

## INFECTION PREVENTION AND CONTROL

- Change or wash tablecloths, sheets after each use and use disposable consumables.
- Ensure that tablecloths, sheets and all consumables are used by one group of individuals and then they must either be disposed of or cleaned and disinfected.
- The person in charge must ensure compliance with the Ministry of Public Health's instructions regarding the isolation or quarantine of any staff or family members.

## VENUE

- Licensees must allocate bathrooms within the camp to ensure enhanced personal hygiene.
- Increase ventilation if possible, by modifying the ventilation system or opening the windows.
- Licensee must maintain hygienic measures by disposing of waste, including masks, gloves and other waste in designated containers.

## PHYSICAL DISTANCING

- The licensee is legally responsible for complying with all procedures relating to physical distancing in the event of receiving guests to the winter camp.
- Maintaining a minimum distance of 1.5 meters between people at all times (9 square meters per person) (with the exception of family members who share the same household)
- Avoid any physical contact including shaking hands, hugging, or kissing.
- Use outdoor or open air gathering and avoid closed spaces where possible.
- Depending on the area and nature of the camping site, the number of people must not exceed 40 people in open spaces and 15 people indoors, including tents, caravans and mobile cabins, while ensuring a minimum distance of 1.5 meters between persons (9 square meters per person).
- The licensee is legally responsible for ensuring that the capacity of the camp is limited to allow 9m<sup>2</sup> per person at all times (with the exception of family members who share the same household) with a maximum of 15 people in indoor venues and 30 people in outdoors venues at any point in time.
- Licensees must adhere to the specified distance between each camp.

## PAYMENT AND CASH TRANSACTIONS

- Reducing cash transactions and use cards payments instead.

## VULNERABLE GROUPS

- Vulnerable groups (including those above the age of 60, pregnant women, or those suffering from chronic conditions) should avoid social gatherings outside the family and follow recommended precautions for physical distancing and wearing masks when near people.

## PROHIBITED ACTIVITIES

- Winter camps should not be used as quarantine sites for confirmed or suspected cases
- Do not receive family members, guests or visitors under quarantine until the end of their quarantine period.
- Licensees are prohibited from renting private winter camp to other individuals.
- Do not use labor without work permit in the camps to avoid legal and health consequences of the possibility of workers becoming ill.

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## SECONDLY, WINTER CAMP SITE AND SERVICES:

### PUBLIC BATHROOMS

- Toilets are open with strict cleaning and disinfection after each use.

### FOOD TRUCKS

- Apply the Ministry of Public Health (MOPH) guidance for the re-opening of restaurants. The following should be considered:
  - Reduce cash transactions
  - Orders are only taken through a drive through facility ensuring that employees and customers wear masks.
  - Do not receive orders from children without an accompanying adult.
  - Cleaning and disinfecting card payment equipment after each use

### MOBILE MOSQUES

Apply the MOPH guidance related to the re-opening of mosques. The following should be considered:

- Establishing the mobile mosque at the site and preventing its movement and the movement of its supervisors in various location.
- Clear marking on the ground to maintain physical distancing.
- Do not use carpets for floor mats.
- Each person should use their own personal prayer mat. Alternatively, provide disposable mats.

## LEISURE ACTIVITIES

- Ensure cleaning and disinfection between use of recreational equipment when renting/using bicycles, scooters, horse riding and safety equipment like helmets and life jackets according to the MOPH guidance for environmental cleaning in relation to COVID-19.
- Encourage visitors to bring their own equipment.
- Ensure to not share recreational equipment among people without disinfection.

## RENTAL OF MOBILE CABINS

- Ensure ventilation, cleaning and disinfection of mobile cabins after each use.
- The cabin rental authority must comply with the Ministry of Public Health's guidance on environmental cleaning in non-healthcare facilities in relation to COVID after each use.

## SIZE OF GATHERINGS

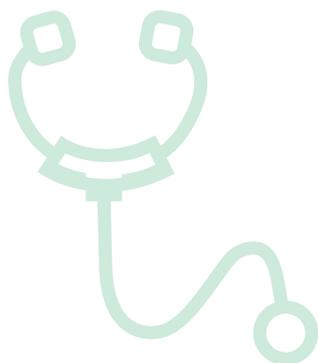
- Depending on the area of the designated location, the number of people must not exceed 30 people in outdoors settings and 15 people indoors settings and ensure that a minimum distance of 1.5 meters between persons (9 square meters per person) is determined by the size of the place.



# 4. EDUCATION AND HEALTH

## 4.1 PRIVATE HEALTHCARE FACILITIES

### PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual resumption of private healthcare sector services and have adequate measures in place to protect the health of patients and healthcare workers by reducing the risk of COVID-19 transmission during treatment as much as practicable.

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## COMPLIANCE OFFICER

- Appoint a designated employee to act as a Compliance Officer to ensure implementation, compliance, and monitoring of all guidance, including social distancing, hygiene, and infection prevention, and control.
  - The designated Compliance Officer must stay abreast, monitor, and document compliance with all MOPH issued directives, protocols, and guidance.
- 

## COVID-19 RISK ASSESSMENT AND RESPONSE PLAN

- Develop and update a COVID-19 response plan to deal with suspected/confirmed cases of COVID-19 in the workplace and specify what is to be done if an employee displays symptoms during working hours.
  - Conduct a risk assessment on health and safety before any return to the workplace, and put in place relevant measures to ensure the health and safety of employees in line MOPH guidance. The assessment should cover risks posed by facilities, services, working conditions, and the composition of the workforce.
  - Based on the conducted risk assessment, develop a plan for resumption of services, and staff return to work in line with the phases.
  - A log of all participants in any group activity or service that require multiple staff (such as surgical procedures, group therapy sessions, etc.) is kept to facilitate contact tracing if needed.
  - Consider completing a return to work form for all employees before resuming duties.
- 

## PHYSICAL DISTANCING

- Private healthcare facilities to operate up to full capacity.
- Maintain 1.5 meters minimum distance between people (staff and patients).
- Protective screens on counters must be used, if a distance of 1.5 meters or more cannot be assured, to separate between employees and patients unless it impacts the delivery of services.

## PHYSICAL DISTANCING

- Continue to provide telemedicine services as possible.
  - Use floor and furniture markings to maintain appropriate social distancing for patients and staff.
  - Remind staff of physical distancing requirements - Clear and visible signage.
- 

## INFECTION PREVENTION AND CONTROL

- All employees must undergo regular testing as per MOPH guidance.
  - Ehteraz App to be downloaded by all employees and patients, and check that the status is green to allow entry.
  - Measure the temperature of employees and patients on arrival. Set up a separate pathway for patients with temperature equal to or more than 38 degrees as per COVID-19 protocols.
  - Hand sanitizer to be provided for employees and patients use at several locations that are readily visible and accessible within the facilities.
  - Masks to be worn by employees and patients at all times.
  - PPE to be provided to all healthcare workers – full PPE for those making interventions that generate splashes or aerosols, such as dental treatment or others.
  - Disposable gloves are mandatory for all clinical staff as per MOPH protocol and need to be replaced after every patient encounter.
  - Avoid handshakes and all forms of physical greetings.
  - Waiting areas and all regularly touched surfaces should be cleaned and disinfected periodically using standard disinfection products.
  - Disinfection of examination and treatment rooms as per the infection control protocol approved by MOPH.
  - A housekeeping log should be maintained.
  - Toilets are cleaned and disinfected after each use.
- 

## HOME VISITS

- All staff must undergo testing before conducting home visits
  - PPE (masks/face shields/gloves) to be worn by healthcare workers for home visits with strict hand hygiene and disinfection of bags/equipment/ hard surfaces between patients
- 

## CAPACITY RESTRICTIONS

- Allow minimum 20 minutes per patient appointment, and physical distancing requirements.

## APPOINTMENTS AND SCHEDULING

- Patients must have pre-booked appointments to be seen. No walk-ins allowed except for emergency and urgent care departments.
  - Minimum 15 minutes to be scheduled between appointments for cleaning and disinfection of clinics
  - Priority given to patients with complex or multiple chronic conditions.
- 

## WAITING AREAS

- Patients attend health facilities only 5 minutes before the scheduled time.
  - Clinic waiting for areas to allow minimum space of 9 meters square per person.
  - Do not mix patients with respiratory infection symptoms or high temperature – provide a separate waiting room.
  - In-facility pharmacy waiting areas must comply with social distancing, floor, and furniture markings. Plastic Shields must be placed between chairs.
- 

## ELECTIVE SURGICAL PROCEDURES

- Elective patients to undergo COVID-19 screening before procedures.
  - Avoid elective cases requiring blood transfusions or intensive care in the post-operative period during phase 1 and phase 2.
  - Full PPE to be worn and replaced after each procedure.
- 

## TELEHEALTH CONSULTATIONS

- Telehealth consultations and follow-ups, if established, should continue where it is appropriate, depending on the patient's conditions. Patients at-risk and vulnerable patients (those aged 60 and above, or having complex or multiple chronic conditions) should be prioritized.
- 

## MONEY HANDLING

- Minimize any cash transactions.
  - Wipe down credit card readers and other payment methods after each patient/customer use.
- 

## PPE SUPPLIES

- All healthcare facilities must maintain sufficient PPE supplies, including masks, gloves, etc. to cover the needs of both patients and staff.

## TOOLS, SUPPLIES AND EQUIPMENT

- Single-use and disposable tools and supplies must be used whenever possible.
  - Any reusable tools and supplies must be changed after each use, procedure, or patient encounter and properly contained using standard infection prevention and control practices.
  - All reusable tools and supplies must be appropriately sterilized using standard infection prevention and control practices.
- 

## VULNERABLE GROUPS

- Employees over the age of 60 should be advised to work from home and delay return to work locations whenever possible.
  - Employees with chronic conditions should be advised to work from home and delay return to work whenever possible.
  - Require the completion of a return to Work Form for vulnerable or at-risk employees.
- 

## EDUCATION & AWARENESS

- Communicate clearly and early with managers and employees on plans to reopen and any new guidance or policies that will be introduced.
  - Keep employees updated on COVID-19 safety and prevention information and guidelines.
  - The emphasis that protecting public health is paramount.
  - Use MOPH health messages and materials. Let patients know what steps you are taking to keep them safe.
- 

## MENTAL HEALTH AWARENESS

- Advise employees and patients, who may be experiencing stress or anxiety related to COVID-19 guidance, to contact the mental health hotline 16000. Refer patients according to MOPH Policy for 'Addressing Mental Health and Psychosocial Aspects of COVID-19 Outbreak'.



# 4. EDUCATION AND HEALTH

## 4.2 NEW ACADEMIC YEAR

### PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual resumption of schooling and have effective measures in place to protect the health of students and teachers and school administrators by reducing the risk of COVID-19 transmission in schools and universities as much as practicable.

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## COVID-19 SAFETY OFFICER

- Each education establishment must assign a COVID-19 Safety Officer to monitor, reinforce, and report on compliance with the precautions set out in this guidance. The Safety Officer is required to undertake the MoPH COVID-19 Safe Back-to-school Training. The school leadership should be engaged in reinforcing compliance of precautions among students and staff
- 

## REGULATING ENTRY AND EXIT

- Educational establishments are to offer blended learning (online and at school) with school capacity restricted to in person attendance of 50% of normal student capacity on any given day.
  - Do not allow students on-site if they are showing symptoms of COVID-19, respiratory symptoms, or have been in close contact with someone who has confirmed or suspected COVID-19 in the last 14 days or have history of fever or feeling feverish the previous 24 hours.
  - Staff, Parents, Volunteers and other workers must download Ehteraz, and have green status for entry.
  - Thermal screening for staff and students on arrival, entry only for those with temperature of 37.8 degrees or below
  - Enforce the policy of “staying at home if unwell” for students, teachers or school staff with symptoms.
  - Limit non-essential visitors and activities on school premises.
  - Specialized, technical, special needs and remote schools, where the total number of students amounts to 50% or less of the school capacity can operate at full capacity.
- 

## TESTING AND SCREENING

- Assign a School Nurse and ensure they have received the MoPH COVID-19 Safe Back-to-school Education Training. Schools should have a policy/protocol regarding symptom screening and what to do if a student or school staff member becomes sick with COVID-19 symptoms. If students or school staff are suspected to have COVID 19, they will be referred to testing site at PHCC to have appropriate care.

## PHYSICAL DISTANCING

- Limit capacity of classrooms, meeting rooms, pantries, cafeteria, and halls up to 50% of capacity (calculated on 9m<sup>2</sup> per person). Safe distance of 1.5m must be maintained at all times. This applies to students and teachers/school staff
- Keep a minimum distance of 1.5 m between students/staff desks in classrooms.
- Continue remote teaching where possible to support split or rotating schedules with continuous remote learning.
- In schools where the classes are small (15 students or less per class), and a safe distance of 1.5m can be maintained between students, all students can resume in-person classes.
- Ensure enough supervision and monitoring for students of all ages to ensure adherence to physical distancing in classrooms.
- Assess what can be done to limit risk of exposure, or direct physical contact, in physical education classes, sports or other physical activities and play in playgrounds, wet areas and changing rooms when these activities become allowed.
- Students from different classes should not mix with other students during recess or other activities.
- Stagger break, recess and meal times to avoid mixing of classes
- Cancel activities and events such as field trips, student assemblies, athletic events or practices, special performances, school-wide parent meetings.
- Stagger arrival and/or dismissal times where possible.
- Teachers to rotate between classes, not the students.
- All students should face forward in one direction while seated in class
- Teachers should not move around in the classes while teaching
- Cohort classes to minimize crossover among children and adults within the school.
- Utilize outdoor spaces when possible.
- Particular avoidance of close physical proximity in cases of increased exhalation (singing, exercise); these activities are safer outdoors and spread out at 2m distance.
- Eliminate use of lockers or assign them by cohort to reduce need for hallway use across multiple areas of the building. (This strategy would need to be done in conjunction with planning to ensure students are not carrying home an unreasonable number of books on a daily basis and may vary depending on other cohorting and instructional decisions schools are making.)
- Staff gatherings should not exceed 15 people, each at 1.5m distance from each other, and wearing masks.

## INFECTION, PREVENTION, AND CONTROL

- Masks should be worn by all teachers and admin staff all the time.
- All students from 7th grade must wear face masks at all times.
- 5th and 6th grade students are strongly advised to wear masks.
- Students in grades 1 to 4 should wear masks while in school corridors.
- If parents wish to have their children in earlier elementary years to wear masks inside the class, it is acceptable.
- Masks offer important protections. Cloth masks are acceptable and children may find them more comfortable
- Ensure efficient ventilation in classrooms, halls and offices. (refer to MoPH website for HVAC guidance)
- School staff working with students who are unable to wear a cloth face covering and who must be in close proximity to them should ideally wear N95 masks. When access to N95 masks is limited, a surgical mask in combination with a face shield should be used.
- Face shields or other forms of eye protection should also be used when working closely with students unable to manage secretions.
- For certain populations, the use of cloth face coverings by teachers may impede the education process. These include students who are deaf or hard of hearing, students receiving speech/language services, and young students in early education programs. In those cases, face coverings with clear panels in the front can be used.
- Hand washing and/or hand sanitizers at multiple locations across the schools and in the classrooms.
- Create a schedule for frequent hand hygiene, especially for young children.
- Ensure good ventilation in place in all rooms.
- No social gatherings outside of classes for students.
- Avoid gathering of teachers or admin staff
- Disinfection of facilities such as benches, desks, chairs at beginning and end of day, and between classes if children move rooms
- Reusable school classroom equipment to be disinfected between uses.
- Canteens: Refer to MoPH Schools Canteen Guidance.
- Schedule regular cleaning of the school environment daily, including toilets, with water and soap/detergent and disinfectant. Clean and disinfect frequently touched surfaces such as door handles, desks, toys, supplies, light switches, doorframes, play equipment, teaching aids used by children, and covers of books.
- Increase frequency of cleaning in gym and sports facilities and changing rooms, provide hand hygiene stations at entrances and exits when these activities are allowed to resume.

## INFECTION, PREVENTION, AND CONTROL

- Specific measures should be in place for students recovering from COVID-19 or those in quarantine e.g. online learning, exams etc.
- Limit cross-school transfer for special programs (e.g. music, academic clubs, etc).
- Consider creating one-way hallways to reduce close contact.
- Place physical guides, such as tape, on floors or sidewalks to create one-way routes.
- Enforcing physical distancing in an outside playground is difficult and may not be the most effective method of risk mitigation. Emphasis should be placed on cohorting students and limiting the size of groups participating in playground time when such activities are allowed to resume.
- Create separate lunch break periods to minimize the number of students in the cafeteria at one time.
- Wash hands or use hand sanitizer before and after eating.
- Utilize additional spaces for lunch/break times when not serving food in the classrooms.
- Create an environment that is as safe as possible from exposure to food allergens.
- Lunchtimes: individually plate food for each student, or ask students to bring food from home. Consider boxed lunches to be served in classrooms, rather than mix class groups in a canteen.
- Ensure students who have been in contact with a COVID-19 case stay home for 14 days. The school officials should notify public health authorities in case of a positive COVID-19 case.
- Students who are suspected of having COVID-19 should be isolated in a separate room, and the family notified to take the student for COVID testing and medical care. This should be coordinated through the School Nurse.
- The suspected case information should be reported to the Ministry of Public Health so that the student can be followed to ensure that they were tested and to take necessary action if the test turns positive. This should be done by the school Safety Officer or Principal by calling 16000.
- Sinks used for food preparation should not be used for any other purposes.
- Establish one-way circulation of athletes through gym or sports facilities
- Limit the number of persons allowed in the locker room at one time.
- Equipment and toys that cannot be cleaned and sanitized should not be used.
- Avoid sharing toys with other groups of infants or toddlers, unless they are washed and sanitized before being moved from one group to the other.

## TRANSPORT AND DROP-OFF

- Develop a system for personal transport drop-off and pick-up that keeps families at least 1.5m from each other and reduces their need to enter the school. This may include staggering drop-off and pick-up times, one-way traffic flows, or placing markers on walkways.

### **Bus Transport:**

- Encourage alternative modes of transportation for students who have other options.
- Restrict capacity to maintain 1.5m distance between students on the bus.
- If possible, assign seats by cohort (same students sit together each day).
- Tape marks showing students where to sit.
- Masks to be worn at all times on the bus.
- Driver should be a minimum of 1.5m from students; driver must wear face covering; consider physical barrier for driver (eg, plexiglass).
- Adults who do not need to be on the bus should not be on the bus.
- Have some of the windows open for fresh air.

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## EDUCATION AND AWARENESS

- Educate everyone in the school about COVID-19 prevention, this includes appropriate and frequent hand hygiene, respiratory hygiene, mask use, symptoms of COVID-19 and what to do if you feel sick.
- Non-contact greetings should also be strongly advised. Offer weekly updates on these as the pandemic evolves.
- Inform parents about the measures the school is putting in place and ask for cooperation to report any cases of COVID-19 that occur in the household. If someone in the household is suspected to have COVID-19, keep the child home and inform the school.
- Explain to the students the reason for school-related measures, including discussing the scientific considerations and highlighting the help they can get through schools (e.g. psychosocial support).

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## VULNERABLE GROUPS

- Make special considerations for vulnerable groups (e.g. online learning).
- Vulnerable staff members and students to remain at home and utilize distance learning.
- Students with family members who suffer from chronic conditions should remain at home and utilize distance learning.



# 4. EDUCATION AND HEALTH

## 4.3 SPECIAL NEEDS CENTERS

### PHASE-4



## AIM

To provide guidance to children, parents and staff to facilitate reopening of special needs centers and at the same time have effective measures in place to protect the health of staff and clients by reducing the risk of COVID-19 transmission as much as practicable.

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## COMPLIANCE OFFICER

- A dedicated COVID-19 Compliance Officer should be appointed for every facility responsible for ensuring compliance with this guidance, and the education and awareness of staff and customers of rules and guidance.
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## GENERAL GUIDANCE

- Special needs centers can operate with up to 100% capacity, while maintaining physical distancing requirements.
  - In case any staff or child tests positive, the center needs to be closed for 14 days and the employee and or child must get retested before attending the center
  - Center management must maintain awareness of all MOPH issued guidance and updates and must ensure distribution to all employees
  - It is prohibited to bring children who have had contact with confirmed positive cases and parents must sign a written agreement attesting that their children have not been in contact with confirmed cases
  - Absolutely no visitors are to be allowed in the center
  - Subcontracted maintenance and cleaning staff are not permitted in the center during working hours and must comply with all precautions (masks, temperature, Ehteraz) before being allowed entry.
- 

## REGULATING ENTRY AND EXIT

- Measure temperature of staff, parents, carers and children on entry. Entry only for those at temperature below 37.8 degrees
- Ehteraz App to be downloaded by all staff, nannies, and parents, entry for green status only.
- Personal vehicle drop off and pick-ups only.
- Advise against crowding during pick-up, and if possible, avoid pick up by older family or community members (e.g. grandparents).
- Restrict to one parent/ carer accompanying each child.

## PHYSICAL DISTANCING

- Only 1:1 sessions and small group sessions up to 15 persons per class will be allowed.
- Keep 1.5 meters minimum distance between people at all times
- Staff gatherings should not exceed 15 people, each at 1.5m distance from each other, and wearing masks.
- Stagger staff in shifts to prevent spread of infection.
- Stagger break times to limit number of staff gathering, and maintain 1.5m physical distancing at all time.

## INFECTION PREVENTION AND CONTROL

- Mandatory staff COVID-19 testing as per MOPH guidelines
- Masks to be worn by all adult at all times (staff and carers)
- Hand washing and/or hand sanitizers for frequent hand hygiene for staff and students, especially for young children, and provide sufficient alcohol-based rub or soap and clean water stations at entrances and exits and throughout the facilities.
- Staff to wear full PPE (masks and gloves) for close contact appointments with clients, changing masks and gloves between each appointment
- Ensure heavy ventilation in place in all indoor areas (refer to MoPH Heating, Ventilation and Air Conditioning - HVAC Guideline)
- Routine cleaning and disinfection of all areas of the facility each day, keeping a housekeeping log.
- Schedule at least 15 minutes between each 1:1 session to clean and disinfect the room (all equipment, frequently touched surfaces, etc)
- Make available an isolation room for anyone showing symptoms of COVID-19 and notify health authorities.
- Enforce the policy of "staying at home if unwell" for pupils and staff with symptoms. If possible, connect with local organizations to provide home care support
- Ensure individuals who have been in contact with a COVID-19 case stay home for 14 days. The center officials should notify public health authorities in case of a positive COVID-19 case.
- Provision of extra masks to replace used, wet or dropped masks
- Adherence to precautions during breaks and meal times and prohibition of any form of sharing food or utensils between children.
- Storage of all cleaning and disinfection supplies in locked cabinets and ensuring sterilizers bottles are out of children's reach.

## INFECTION PREVENTION AND CONTROL

- Toys and educational tools should not be shared between children and all activities requiring direct contact with children should be minimized.
  - Equipment or toys that cannot be cleaned and sanitized should not be used.
  - Establish procedures for students or staff who have symptoms of COVID-19 or are feeling unwell in any way to be sent home and immediately isolated from others.
- 

## EDUCATION AND AWARENESS

- Educate clients about COVID-19 prevention, this includes appropriate and frequent hand hygiene, respiratory hygiene, mask use, symptoms of COVID-19 and what to do if you feel sick.
  - Create a checklist for parents/students /staff to decide whether students /staff can go to come to the facility, and with due consideration for the local epidemiology of COVID-19.
  - Inform parents about the measures the centers are putting in place and ask for cooperation to report any cases of COVID-19 that occur in the household. If someone in the household is suspected to have COVID-19, keep the child home
  - Distribute copies of MOPH precautions to reduce the spread of infection in children with special needs
- 

## MONEY HANDLING

- Minimize cash transactions, use cards and contactless where possible.
  - Wipe down and sanitize credit card readers, etc.
- 

## VULNERABLE GROUPS

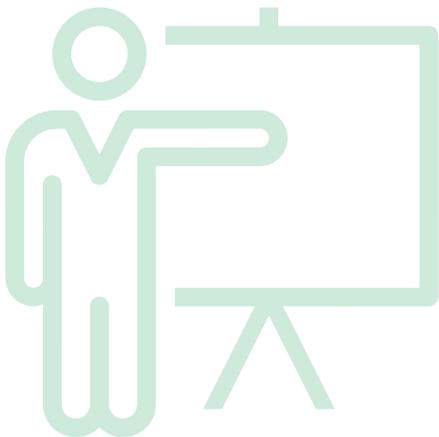
- Vulnerable staff members to remain at home.
- Utilize distance learning for vulnerable children, if special considerations are not practicable.



# 4. EDUCATION AND HEALTH

## 4.4 PRIVATE TRAINING CENTERS

### PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual resumption of private training centres and have effective measures in place to protect the health of students and staff by reducing the risk of COVID-19 transmission in Centers as much as practicable.

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## COMPLIANCE MANAGER

- Each education establishment must assign a COVID-19 Compliance Manager to monitor and report on compliance with the precautions set out in this guidance.
- 

## REGULATING ENTRY AND EXIT

- Training Centres to open at 50% restricted capacity
  - Do not allow students on-site if they are showing symptoms of COVID-19, or have been in close contact with someone who has confirmed or suspected COVID-19 in the last 14 days
  - Staff, Students, Volunteers and other support workers must download Ehteraz, and have green status for entry.
  - Thermal screening for staff and students on arrival, entry only for those with temperature below 37.8 degrees.
  - Enforce the policy of “staying at home if unwell” for students, teachers or support staff with symptoms. If possible, connect with local organizations to provide home care support and ensure communication between home and school.
  - Limit non-essential visitors.
- 

## PHYSICAL DISTANCING

- Keep occupancy of rooms and halls at 1 person/9m<sup>2</sup>.
- Keep 1.5 meters minimum distance between people, desks, queues, staff rooms and hallways (increase distance between desks/seats to 1.5m).
- Consider reduced class sizes where capacity for physical distancing is not available.
- Continue remote teaching where possible to support split or rotating schedules with continuous remote learning. (Important if an infection surge requires a further short-term Training Centre closure).
- Ensure enough supervision for students of all ages to ensure adherence to physical distancing in classrooms.
- Consider adjusting the timetable, with some students and teachers attending in the morning, others in the afternoon, others on distance learning (stagger classes on site). Keep groups separated to reduce risk of transmission.
- Minimize shared break times, i.e. alternate when and where classes take lunch.

## PHYSICAL DISTANCING

- Ensure efficient ventilation. Clean or replace air conditioning filters and service air conditioning equipment to ensure optimal use.
- Stagger arrival and/or dismissal times.
- Supervisors on duty during break times to ensure distancing measures are adhered to.

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## INFECTION PREVENTION AND CONTROL

- Masks for all (staff, clients and students)
- Hand washing and/or hand sanitizers at multiple locations across the Training Centers
- Create a schedule for frequent hand hygiene, especially for young children
- Ensure heavy ventilation in place in all rooms
- No social gatherings outside of teaching session
- Disinfection of facilities such as benches, desks, chairs at beginning and end of day, and between classes if children move rooms
- Reusable classroom equipment to be disinfected between uses
- Lunchtimes: Serve boxed food only, trying to avoid large numbers congregating, consider serving food in classrooms rather than canteens
- Schedule regular cleaning of the school environment daily, including toilets, with water and soap/detergent and disinfectant. Clean and disinfect frequently touched surfaces such as door handles, desks, equipment, supplies, light switches, doorframes, teaching aids, and covers of books.
- Specific measures should be in place for students recovering from COVID-19 e.g. online learning, exams etc.
- Limit cross-school transfer for special programs (e.g. music, academic clubs, etc).
- Waive the requirement for a doctor's note to excuse absences when there is community transmission of COVID-19.
- Ensure students who have been in contact with a COVID-19 case stay home for 14 days. The Training center officials should notify public health authorities in case of a positive COVID-19 case.
- Sinks used for food preparation should not be used for any other purposes.
- Establish procedures for students or staff who have symptoms of COVID-19 or are feeling unwell in any way to be sent home or isolated from others.

## INFECTION PREVENTION AND CONTROL

- Establish one-way circulation where possible.
  - Limit the number of persons allowed in the locker room at one time.
  - Equipment that cannot be cleaned and sanitized should not be used
- 

## TRANSPORT AND DROP-OFF

- Only allow students to be dropped off in personal vehicles, no mass transportation.
  - Develop a system for drop-off and pick-up that keeps students/staff at least 1.5m from each other. This may include staggering drop-off and pick-up times, one-way traffic flows, or placing markers on walkways.
- 

## EDUCATION AND AWARENESS

- Educate everyone in the Training Center about COVID19-prevention, this includes appropriate and frequent hand hygiene, respiratory hygiene, mask use, symptoms of COVID19- and what to do if you feel sick.
  - Non-contact greetings should also be advised.
  - Explain to the students the reason for COVID-19-related measures.
- 

## VULNERABLE GROUPS

- Make special considerations for vulnerable groups (e.g. online learning)
- Keep vulnerable groups safe and protected
- Vulnerable staff members or students to remain at home and utilize distance learning where special considerations are not practicable



# 4. EDUCATION AND HEALTH

## 4.5 NURSERIES AND CHILDCARE

### PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual re-opening of Nurseries and childcare facilities, and the same time have effective measures in place to protect the health of staff and children by reducing risk of COVID-19 transmission as much as practicable.

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## DETAILED GUIDANCE

- Compliance with detailed guidance on Nurseries and Childcare issued by the Ministry of Administrative Development, Labor and Social Affairs
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## REGULATING ENTRY AND EXIT

- Nursery must be restricted to 50% of capacity.
  - Measure temperature of staff, parents, carers and children. Entry only for those at temperature below 37.8 degrees.
  - Etheraz App to be downloaded by all staff, nannies, and parents, entry for green status only.
  - All staff must undergo testing as per MOPH guidance and can only be allowed to return to work if they have tested negative.
- 

## INFECTION PREVENTION AND CONTROL

- Staff, nannies, parents, visitors must wear masks at all times.
  - Nursery owners must comply with the Law 9 of 2020 on infectious diseases to protect all employees and children from COVID-19.
  - Compliance with the MoPH HVAC guidance is required.
- 

## PHYSICAL DISTANCING

- Maintain physical distancing requirements of 1.5 m distance and 9 m<sup>2</sup> per person at all times.
  - Use signage on floors and furniture to maintain the physical distancing requirements.
- 

## EDUCATION AND AWARENESS

- Keep staff and customers updated on COVID-19 safety and prevention information and guidelines.
- Communicate with employees, parents, service providers and visitors about the current COVID situation, and the precautions that must be in place for the establishment to remain open.
- Educate parents that children who show any symptoms of COVID should stay at home until exact nature of the infection is determined. COVID protocols on quarantine must be followed.

## EDUCATION AND AWARENESS

- Use signage to prompt adherence to precautions.
- Provide floor markings in public and waiting areas to ensure physical distancing is maintained.
- Emphasis that protecting public health is paramount to the nursery
- Use MoPH health messages and materials. Let parents know what steps you are taking to keep their children safe.

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## VULNERABLE GROUPS

- Advise all vulnerable groups to remain at home.
- Exempt all staff with special circumstances (breastfeeding, pregnant, with chronic conditions or have low immunity) from return to work.



# 5. BUSINESS & LEISURE

## 5.1 SOUQS

### PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual reopening of Souqs, and have measures in place to protect the health of customers and employees by reducing the risk of COVID-19 transmission during visits to the Souqs as much as practicable.

---

## REGULATING ENTRY AND EXIT

- Restrict the number of entry and exit points to the Souq.
  - Restrict capacity based on risk assessment up to 75% of the normal capacity.
  - Thermal screening of employees and customers (entry prohibited for those with a temperature of 38 degrees or more).
  - Ehteraz App to be downloaded by all employees and customers, and check that the status is green to allow entry.
- 

## PHYSICAL DISTANCING

- Restrict the capacity of customers and employees in shops, and in Souqs in general, to ensure 1.5 meter between customers (9 meters square minimum of space per person), including in queues, except for family groups).
  - Staff numbers should be kept to a minimum to manage the operations
  - Remind customers of physical distancing requirements - Clear and visible signage.
  - Use floor markings to maintain physical distancing.
  - No sales, or activities that draw large crowds are permitted.
  - Decrease lift capacity to the minimum.
  - Each shop should have a sticker or poster at its entrance indicating the maximum occupancy.
- 

## INFECTION PREVENTION AND CONTROL

- Masks to be worn by all staff and customers.
- Employees must undergo regular testing for COVID-19 as per MOPH guidance.
- Disposable gloves may be worn by staff during Souq operations (if needed).
- Vendors should not cover tables and chairs with cloths to make it easier to clean and sanitize surfaces. There should be increased cleaning at the start/end of the day
- Trolleys will be disinfected / sanitized before and after each use.
- All regularly touched surfaces should be disinfected frequently using standard disinfection products.
- Provide hand sanitizer at entrances and promote hand hygiene practice.

## INFECTION PREVENTION AND CONTROL

- Use physical barriers between staff (e.g., cashiers) and customers where practical.
- Salespersons and other Souq staff must remain conscious all the time about maintaining the minimum safe distance from customers as face masks may cause people to relax their guard about the safe distance).
- Souq staff should not go to work if they have any respiratory symptoms.
- Public toilets can be opened with limited capacity that does not exceed 30% of its total capacity.
- Public toilets shall be cleaned and disinfected regularly after each use.
- Disinfection and cleaning of Souqs should be done at night after closing hours to minimize the interaction of housekeeping with customers and salespersons.
- Porters must wear masks and gloves at all times and observe hand hygiene and physical distancing of 1.5m at all times.

---

## HANDLING OF PRODUCTS

- Minimize handling of products by employees and customers – product lists on display, pre-bagged orders for on-line pick-up.
- Eliminate samples of products to reduce the risk of contamination.
- Discontinue the use of display items that cannot be cleaned and sanitized.
- No test products/ reusable samples (along with any tools to apply makeup) will be permitted.

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## SHOPPING BAGS

- Re-usable bags: should not be used – recyclable paper bags or single-use plastic bags should be used instead.

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## MONEY HANDLING

- Shops should minimize cash transactions and encourage the use of cards for payments.
- Clean and disinfect the card payment equipment after each use.

## EDUCATION & AWARENESS

- Keep employees and customers updated on COVID-19 safety and prevention information and guidelines.
- Emphasize that protecting public health is paramount to the Souq.
- Use MOPH health messages and materials.
- Let customers know what steps you are taking to keep them safe.

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## ONLINE ORDERS

- Implement and encourage taking orders online and deliver or use pick-up services.

---

## OPENING HOURS AND PARKING

- Shops open at a capacity based on risk assessment, up to 75%.
- Parking spaces shall be restricted by controlling the number of customers and ensure the cars are parked away from each other.

---

## TO REMAIN CLOSED

- Service areas such as prayer rooms.
- Leisure centres such as play areas.

---

## VULNERABLE GROUPS

- Vulnerable groups are strongly advised to remain at home (e.g. elderly, pregnant, and those with chronic illnesses).



# 5. BUSINESS & LEISURE

## 5.2 WHOLESALE MARKETS

### PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual reopening of wholesale markets and have effective measures in place to protect the health of staff and customers by reducing the risk of COVID-19 transmission as much as practicable.

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## REGULATING ENTRY AND EXIT

- Regulate entry to ensure premises do not become overcrowded and not to exceed the maximum allowed occupancy.
  - Maintaining capacity of 50% in terms of shops, customers and employees.
  - Thermal screening of employees, and customers (entry prohibited for those with a body temperature of 38 degrees or higher).
  - Ehteraz App to be downloaded by all employees and customers, and check that the status is green to allow entry.
  - Domestic vehicles allowed at the main market gate only.
  - A restricted number of trucks & industrial vehicles allowed entrance through different gates and timings.
  - Regulate entry to ensure premises do not become overcrowded and close off the market entrance when the number of visitors reaches allowed capacity.
  - Limit number of building entrances & exit (only 2).
  - Dedicate separated doors for inflow and outflow.
  - Closure of entrances to the other areas of the market.
- 

## PHYSICAL DISTANCING

- Keep occupancy of public places/venues, workspaces, businesses, and shops at a minimum space of 9 meters square per person
- Keep at least 1.5 meters distance between people.
- Increase space between vendors and limit the number of customers who can enter the market at one time based on the visitation rate.
- Remind customers of social distancing requirements - Clear and visible signage.
- Use floor markings to maintain physical distancing
- Make regular announcements to remind customers to follow social distancing advice
- The maximum number of salespeople per shop is 2, and for wholesale a maximum of 3.
- Signage, stickers, and banners will be displayed in multiple languages.
- Staff numbers & retailers should be kept at a minimum (50% of normal level of staffing) to manage the operations.

## INFECTION PREVENTION AND CONTROL

- Masks to be worn by all staff and customers.
- Employees must undergo regular testing as per MOPH guidance.
- All regularly touched surfaces should be disinfected frequently using standard disinfection products.
- Provision of hand sanitizers in several locations within the market for customers uses such as entrances, halls, toilets, etc.
- Retailers should have sanitizer dispensers and surface disinfectants to clean the frequently touched areas.
- Managers, staff, and vendors can wear disposable gloves during market operations. However, gloves provide a barrier between hands and produce; however, they can be a source of contamination if not appropriately used and should be replaced as per policy and guidance.
- Vendors should not use tablecloths to make it easier to clean and sanitize surfaces. There should be increased cleaning at the start/end of the day.
- Markets/vendors can use standard disinfectants as a sanitizing agent. Remind vendors that the virus can stay on surfaces for hours to days, on cardboard for 24 hours, and up to 2-3 days on plastic and stainless steel.
- Trolleys will be disinfected/sanitized before and after each use.
- Hand washing stations with soap and hand sanitizer should be brought in for customer use.
- Public toilets open with strict hygiene measures in place.
- Allocate a designated room for isolation to be used in case of suspected cases.
- Ensure that the Material Safety Data Sheet (MSDS) is available for each cleaning and disinfectant to provide data on their quality.
- Porters over the age of 50 years are not allowed to work during this phase.

---

## HANDLING OF PRODUCTS

- Minimize the handling of products by employees and customers.
- Eliminate samples of products to reduce the risk of contamination.
- Discontinue the use of display items that cannot be cleaned and sanitized.
- No test products/ reusable samples will be permitted.
- Plastic film to cover items to prevent customers from touching them.



## AUCTIONS

### General measures:

- Entrance for local auction and import auction must be separated.
- Area for local auction must be separated from area for import auction
- Physical barrier between the customers' lane (public zone) and cashiers & registration agents (work zone) must be created.
- To minimize buyers' crowd, keep 90 minutes break between the starts of the local auction and the import auction (i.e. 05.00am for local auction and 06.30am for import auction)

### Auction Operations:

- Assign dedicated parking area, time block, and maximum number of farmers.
- Assign dedicated parking area, time block, and maximum number of buyers.
- Assign time block and maximum number of auctioneers, with a clear offloading and sales operation mechanism.
- Assign time block and maximum number for Aswaq staff, with a clear mechanism for registration of offloaded products, offloading inside auction, and support loading (external barrow boys are not allowed)

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## PAYMENT AND MONEY HANDLING

- Markets and vendors should minimize cash transactions and encourage the use of cards for payments.
- Clean and disinfect the card payment equipment after each use.

---

## EDUCATION & AWARENESS

- Keep employees and customers updated on COVID-19 safety and prevention information and guidelines.
- Emphasize that protecting public health is paramount.
- Use MOPH health messages and materials.
- Let customers know what steps you are taking to keep them safe.

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## ONLINE ORDERS

- Offer to take orders online with delivery or allow pick up

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## VULNERABLE GROUPS

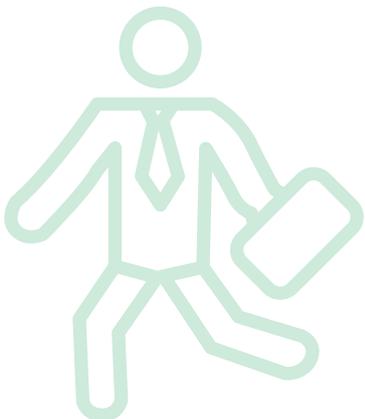
- Make special considerations for vulnerable groups and keep them safe and protected.



# 5. BUSINESS & LEISURE

## 5.3 RETURN TO WORK

### PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual return of employees to work and have adequate measures in place to protect their health by reducing the risk of COVID-19 transmission as much as practicable when they join.

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## COMPLIANCE OFFICER

- Appoint a designated employee to act as a Compliance Officer to ensure implementation and monitoring of all guidance, including social distancing and infection prevention and control.
- 

## COVID-19 RISK ASSESSMENT AND RESPONSE PLAN

- Develop and update a COVID-19 response plan to deal with suspected/confirmed cases of COVID-19 in the workplace and specify what is to be done if an employee displays symptoms during working hours.
  - Conduct a risk assessment on health and safety before any return to the workplace and put in place relevant measures to ensure the health and safety of employees in line with MOPH guidance. The assessment should cover risks posed by facilities, services, working conditions, and the composition of the workforce.
  - Based on the conducted risk assessment, develop a plan for resumption of services, and staff return to work in line with the phases.
  - A log of all participants in any group activity or service that require multiple staff is kept facilitating contact tracing if needed.
- 

## PHYSICAL DISTANCING

- 1.5 meters minimum distance between staff during their work, or 9 meters square per person is recommended. In cases where distance cannot be maintained, the physical barriers must be used to separate employees.
- Meetings should not have more than 15 people, while maintaining 1.5m distance (9m<sup>2</sup> per person).
- Use floor and furniture markings to maintain appropriate social distancing.
- Avoid hot desking (i.e., use of the same desk by multiple employees).
- Remind employees of distancing requirements using clear and visible signage.
- Avoid using elevators, and where not possible, limit the number of people using the elevator.
- Limit the presence of maintenance teams inside offices during working hours and ensure their green Ehteraz status, wearing masks and compliance with all precautions.

## INFECTION PREVENTION AND CONTROL

- Provide hand sanitizer for use by staff in several locations within the facilities.
- Promote regular hand hygiene and disinfection.
- Employees must wear masks at all times.
- Avoid handshakes and all forms of physical greetings that requires touching or coming close
- All regularly touched surfaces should be cleaned and disinfected frequently using standard disinfection products
- Toilets are cleaned and disinfected periodically and after each use.
- Maintain good ventilation in all workplace areas, either through natural methods, or air conditioning
- Promote hygiene when coughing or sneezing using a clean tissue, or elbow, and safely discard of used tissue in a bin
- Air conditioning filters to be cleaned and replaced regularly to optimize effectiveness.
- Encourage staff to notify management if they feel any COVID-19 symptoms, or are caring for a COVID positive relative
- Limit paperwork as much as possible, including internal circulars and exchange of files
- All employees must undergo regular testing
- Wearing disposable gloves is not routinely recommended as per MOPH protocol.
- Staff should refrain from coming to work if they come into contact with confirmed or suspected COVID-19 patients and should not hesitate to be excused from work or request leave if they develop any symptoms or signs of sickness.
- Limit unnecessary movement between offices.
- Prohibit personal visits during office hours.
- Use disposable cups and trays when serving drinks.

---

## REGULATING ENTRY AND EXIT

- Thermal screening of employees and visitors. Entry prohibited for those with body temperature of 38 degrees or above.
- Etheraz App to be downloaded by all employees, and visitors, and check that the status is green to allow entry.

---

## WORKING HOURS AND REMOTE WORKING

- Continue to with 80% of staff in the workplace.
- Consider working in split teams, alternating shifts, or alternating days to comply with capacity and physical distancing guidance.
- Allow flexible working hours for vulnerable employees or those who are concerned about being present in office locations for health reasons.

## VULNERABLE GROUPS

- Employees over the age of 60 should be advised to work from home and delay return to work locations, if possible.
  - Employees who are pregnant, those with chronic conditions, or those with increased health risks should be advised to work from home and delay return to work locations, if possible.
- 

## MENTAL HEALTH AWARENESS

- Advise employees who may be experiencing stress or anxiety related to COVID-19 to contact the mental health hotline 16000.
- 

## EDUCATION AND AWARENESS

- Communicate clearly and early with managers and employees on plans to reopen and any new guidance or policies that will be introduced.
  - Keep employees updated on COVID-19 safety and prevention information and guidelines.
  - The emphasis that protecting public health is paramount.
  - Use MOPH health messages and materials. Let employees know what steps you are taking to keep them safe.
  - It is important remind employees that wearing face masks does not preclude the need to keep physical distance of at least 1.5 meters from each other.
- 

## MONEY HANDLING

- Minimize any cash transactions and encourage the use of bank cards.
- Wipe down credit card readers and other payment methods after each use.



# 5. BUSINESS & LEISURE

## 5.4 SHOPPING MALLS

### PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual restoration of the use of Shopping Malls, and have measures in place to protect the health of customers and employees by reducing the risk of COVID-19 transmission during visits to the malls as much as practicable.

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## REGULATING ENTRY AND EXIT

- Open 50% of entry points only to ensure premises do not become overcrowded (considering floor plan and emergency and fire safety).
  - Maintain numbers of customers to 50% of maximum capacity of the mall. Number of employees should be kept to the minimum possible.
  - Stand-alone restaurants in Malls can open subject to Qatar Clean Program for Restaurants.
  - Food Courts can open with 2m minimum distance between tables, and up to 30% capacity, with not more than 5 persons per table (Family members are exempted from this rule).
  - Thermal screening of employees and customers (entry prohibited for those with a temperature of 38 degrees or more).
  - Ehteraz App to be downloaded by all employees and customers, and check that the status is green to allow entry.
- 

## PHYSICAL DISTANCING

- Restrict the capacity of customers and employees in shops, and in malls in general, to ensure 1.5 meters between customers (9 m<sup>2</sup> space per person), including in queues, except for family groups.
  - Remind customers of physical distancing requirements - Clear and visible signage.
  - Use floor markings to maintain social distancing.
  - No sales, or activities that draw large crowds are permitted.
  - Decrease lift capacity to the minimum possible.
  - Each shop should have a sticker or poster at its entrance indicating the maximum occupancy.
- 

## INFECTION PREVENTION AND CONTROL

- Masks to be worn by all staff and customers all the time.
- Employees must undergo regular testing as per MOPH guidance.
- Disposable gloves may be worn by staff during Mall operations if needed. However, frequent hand sanitization may be a better option than gloves, which can be a source of contamination if not appropriately used, and should be replaced as per MOPH policy and guidance).

## INFECTION PREVENTION AND CONTROL

- All regularly touched surfaces should be disinfected frequently using standard disinfection products.
- Provision of hand sanitizer at entrances and promote hand hygiene practice.
- Use physical barriers between staff (e.g., cashiers) and customers where practical.
- Salespersons and other mall staff must remain conscious all the time about maintaining the minimum safe distance from customers as face masks may cause people to relax their guard about the safe distance).
- All mall employees should be educated about not going to work if they develop respiratory symptoms or fever and should report sick to their employer.
- Public toilets are opened with limited capacity that does not exceed 50%. Strict cleaning routine between customers.
- Public toilets shall be cleaned and disinfected regularly after each use. No hand dryers.
- Disinfection and cleaning of malls should be done at night after closing hours to minimize the interaction of housekeeping with customers and sales persons.
- Gyms can open subject to the MoPH guidance.

## HANDLING OF PRODUCTS

- Minimize handling of products by employees and customers
  - – product lists on display, pre-bagged orders for on-line pick-up.
- Eliminate samples of products to reduce the risk of contamination.
- Discontinue the use of display items that cannot be cleaned and sanitized.
- No test products/ reusable samples (along with any tools to apply makeup) will be permitted.
- Customers are not allowed to try on items such as earrings, rings, etc.

## SHOPPING BAGS

- Re-usable bags: should not be used – recyclable paper bags or single-use plastic bags should be used instead.

## MONEY HANDLING

- Shops should minimize cash transactions and encourage the use of cards for payments.
- Clean and disinfect the card payment equipment after each use.

## EDUCATION & AWARENESS

- Keep employees and customers updated on COVID-19 safety and prevention information and guidelines. The emphasis that protecting public health is paramount to the Mall. Use MOPH health messages and materials. Let customers know what steps you are taking to keep them safe.
- 

## ONLINE ORDERS

- Implement and encourage taking orders online and deliver or use pick-up services.
- 

## OPENING HOURS AND PARKING

- Parking spaces shall be restricted by controlling the number of customers and ensure the cars are parked away from each other.
- 

## TO REMAIN CLOSED

- Service areas such as prayer rooms.
  - Changing Rooms.
- 

## VULNERABLE GROUPS

- Special considerations should be made for vulnerable groups to keep them safe and protected, e.g., fast track access and service.
- Vulnerable groups are strongly advised to remain at home (e.g. elderly, pregnant, and those with chronic illnesses).



# 5. BUSINESS & LEISURE

## 5.5 RESTAURANTS

### PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual reopening of restaurants and have effective measures in place to protect the health of customers and staff in restaurants, and at the same time reducing the risk of COVID-19 transmission during eating out as much as practicable.

---

## REGULATING ENTRY AND EXIT

- Allowing the increase in restaurants capacity starting with 30%, according to the procedures which will be set by the Ministry of Commerce and Industry.
  - Thermal screening of staff and customers on entry. No entry for those with temperature 38 degrees or above.
  - Etheraz App to be downloaded by all staff and customers. Check that the health status is green to allow entry.
  - Strongly recommend continued advanced booking. Walk-in customers allowed to certified restaurants only if the physical distancing precautions can be complied with. Avoid close gathering of customers.
- 

## PHYSICAL DISTANCING

- Update floor plan to redesign seating to ensure 2m between tables.
  - Limit to 5 people per table (Family members are exempted from this rule).
  - 1.5 m minimum distance (9m<sup>2</sup> per person) between customers in queues or other shared areas.
  - Where practical, especially in booth seating, use physical barriers.
  - Use floor markings to maintain social distancing
- 

## EMPLOYEE HEALTH

- Establish health screening protocols for workers at the start of each shift.
- Staff must undergo regular COVID-19 testing as per MOPH guidance
- Delivery staff: body temperature should be measured twice daily. Write full name of delivery employee on the order; sterilize delivery transport; place orders inside disposable plastic bag before delivering them to consumers.
- Workers with COVID-19 symptoms should not be at work.
- Limit the number of staff allowed simultaneously in break rooms (physical distancing 1.5m, 9 m<sup>2</sup> per person).
- Stagger shifts and breaks to reduce number of opportunities for staff to congregate and maintain 1.5m physical distancing in staff areas

## INFECTION PREVENTION AND CONTROL

- Masks to be worn by staff at all times, compelling staff preparing and delivering meals to wear masks and gloves and to properly use them. Staff to use gloves when handling tools that have been used by other people, and dispose of them properly
- Minimize contact between kitchen workers and servers and delivery drivers (for example, by having zones from which delivery drivers can collect packaged food items.)
- Limit contact time between staff and guests.
- Provision of hand sanitizer at entrances
- Promote hand hygiene practices: Hand washing stations with soap and hand sanitizer to be provided for vendor and customer use at several locations within the facilities.
- Provide sanitizer hand towels for customers before and after meals to avoid use of toilets as much as possible.
- Use plastic barriers between staff and customers where practical e.g. at payment desks
- Use technology solutions where possible to reduce – mobile ordering, text on arrival for seating, contactless payment options
- Thoroughly clean and sanitize entire facilities, especially as it has been closed. Focus on high-contact areas that would be touched by both employees and customers.
- All regularly touched surfaces should be disinfected regularly using standard disinfection products
- Avoid all food contact surfaces when using disinfectants
- Between customers, clean and sanitize table condiments, digital ordering devices, clean and sanitize reusable menus, table tops and common touch areas. Single use items should be discarded (including paper menus after each customer use)
- For restrooms, clean between each customer use, including door handles, flush, and taps.
- No use of air dryers. Use disposable paper towels and dispose of them immediately.
- Replace and upgrade air conditioning filters prior to re-opening and check system optimized to ensure proper ventilation is maintained

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## FOOD SAFETY

- No buffet or self-service food to be offered. Staff wearing masks and gloves to serve all food. Ensure all employees refresh their food handling certification and change gloves frequently.
- Remove all multi-use condiment, salt, pepper and sauce bottles and replace with single use packets
- Change, wash and sanitize utensils frequently.
- If providing 'grab and go' service, stock coolers to no more than minimum levels

## FACILITIES

- Isolation room made available for any member of staff or customer who feels ill, with clear protocols for referring to emergency services.
- 

## SHIFTS AND SCHEDULES

- Schedules for essential services, maintenance and contractor visits can be revised to reduce interaction and overlap between people (for example, carrying out services at night). Whenever shift or teams are working, maintain the same staff in each team or shift groups so that where contact is unavoidable, this happens between the same people.
  - Maintain records of staff rosters for each shift/day to enable contact tracing if needed.
  - Stagger shifts and breaks to reduce number of opportunities for staff to congregate.
- 

## IN-BOUND DELIVERIES OF SUPPLIES AND MATERIALS

- Revising drop-off collection points, procedures, signage and markings to minimize number of external personnel from entering facilities.
  - Where possible and safe, having the same worker(s) unload vehicles or transport supplies into storage areas
  - Creating one-way flow of traffic to and from storage rooms whenever possible.
- 

## EDUCATION AND AWARENESS

- Keep staff and customers updated on COVID safety and prevention information and guidelines. Emphasis that protecting public health is paramount. Use MoPH health messages and materials. Let customers know what steps you are taking to keep them safe.
  - Food handlers are trained regarding the risk of virus and bacteria and how to avoid the transmission of the infection
  - Remind customers of social distancing requirements - Clear and visible signage at entrances
  - Make regular announcements to remind customers to follow social distancing advice
  - Educate all staff of importance of frequent hand washing, use of hand sanitizers and clear instruction not to touch eyes, nose and mouth.
- 

## ONLINE ORDERS

- Offer to take orders online and deliver or use curbside pick-up service
- Customers picking up orders must remain in their vehicles and orders delivered to them.



## **OPENING HOURS AND PARKING**

- Restaurants must comply with most updated guidance on opening hours
  - Parking for dine-in restaurants should be restricted to comply with maximum allowed capacity.
  - Parking provisions should be made for pick up orders, where possible.
- 

## **TO REMAIN CLOSED**

- No shisha.
- 

## **VULNERABLE GROUPS**

- Vulnerable groups advised to remain at home.
- Staff with chronic conditions should not be at work.



# 5. BUSINESS & LEISURE

## 5.6 MUSEUMS & LIBRARIES

### PHASE-4





## AIM

To provide guidance on how best to facilitate the safe and gradual restoration of museums and libraries, and at the same time reducing the risk of COVID-19 transmission at museums and libraries as much as practicable.

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## INFECTION, PREVENTION AND CONTROL

- Measure temperature of the attendees, entry only for those at temperature below 38 degrees.
  - Masks to be worn by staff and attendees at all times
  - Ensure that Ehteraz is on green status to allow entrance for both clients and staff
  - Staff must undergo regular COVID-19 testing
  - Continue rigorous cleaning procedures for the venue and of the borrowed books
  - Ensure that the air conditioning system is clean and disinfected on a regular basis
  - Provide facilities so that regular handwashing/ or hand sanitizing is maintained.
- 

## RECEPTION AREA

- Provide hand sanitizers at the reception area
  - Ensure processes to make sure physical distancing remains in place for reception staff and customers
  - Ensure that queue management is in place with spacing markings on the floor (1.5 m) and if necessary, outside the entrance.
- 

## PHYSICAL DISTANCING

- Physical distancing must be ensured and implemented (calculated on 9m<sup>2</sup> per person/1.5m distance at all times).
  - Provide a system for preregistration before attending.
  - Provide 1.5m space marking on the floor.
  - Ensure that extra signage regarding physical distancing is in place.
  - Put special arrangements in place for weekends to manage crowds.
- 

## OPENING HOURS

- Museums and libraries can operate with regular opening hours.
- 

## TOILETS

- Provide handwashing facilities well-stocked with handwash
- Clean toilets between use
- Set regular cleaning schedule

## TOILETS

- Do not use air hand dryers, provide paper towels and bins to dispose of them after use
  - Ensure compliance with 1.5m physical distancing
- 

## WASTE

- Ensure that bins are disposed of sensibly, ideally in a specific spot and regularly.
- 

## MONEY HANDLING

- Minimize cash transactions.
  - Wipe down credit card readers, etc.
  - Encourage online booking in advance
- 

## VULNERABLE GROUPS

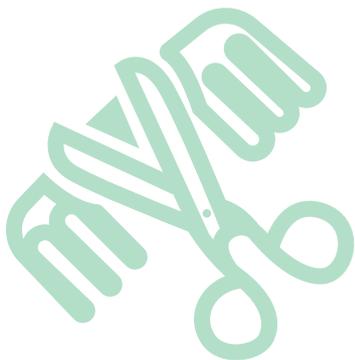
- Staff with chronic conditions should not be at work
- Adults over the age of 60 are advised not to go to the libraries and museums.



# 5. BUSINESS & LEISURE

## 5.7 BARBERSHOPS AND HAIRDRESSERS

### PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual reopening of Barbershops and Hairdressers, by reducing the risk of COVID-19 transmission as much as practicable.

---

## REGULATING ENTRY AND EXIT

- Only clients with scheduled appointments will be allowed entry
  - Provide a window of at least 15 minutes between appointments for proper disinfection
  - Ehteraz App to be downloaded by all staff and customers, green status required for entry to the salon
  - Measure temperature of the staff and customer, entry only for those at temperature below 38 degrees.
  - Clients should wear face masks (to the extent possible) while receiving services. Salon must keep spare masks for clients and staff if they become soiled.
- 

## RE-OPENING

- Barbershops and hairdressers are to continue to operate at a maximum capacity of 50% (provided all measures are strictly adhered to).
- 

## PHYSICAL DISTANCING

- Ensure 1.5m space between customers at all times (9m<sup>2</sup> per person).
  - Ensure that extra signage regarding physical distancing is in place (including floor stickers)
  - Ensure 2 m physical distancing between chairs and waiting area seating.
- 

## INFECTION, PREVENTION AND CONTROL

### **General Infection prevention and control measures:**

- The use of masks and face shields is mandatory.
- Provide hand sanitizer at all work locations for employees and clients.
- Limit as much as possible face-to-face contact with clients.
- Consider placing a clean towel over the face of your client while at the sink in a good way to protect their mouth, nose and eyes.
- Encourage the use of bank cards and contactless payment systems.
- Consider upgrading to touchless faucets, soap and paper towel dispensers, and adding touchless, automatic hand sanitizer dispensers.

## INFECTION, PREVENTION AND CONTROL

- All single use items, such as disposable wax collars and cotton neck strips, applicators must be used once and immediately thrown away.
- Product samples, including make-up, must not be used at any time.
- If available, wrap shampoo bowls in plastic and discarded between each client.
- Consider asking clients to wash their own hair before entering the salon/shop.
- Consider station barriers between work stations.
- Ensure break-rooms are thoroughly cleaned and sanitized and not used for congregating by employees.
- Ensure that all sinks in the workplace have antibacterial soap available and paper towels.
- Post handwashing signs in the restrooms.
- Be flexible with work schedules/salon hours to reduce the numbers of people (employees and clients) in salons/shops at all times in order to maintain physical distancing.
- The workers should avoid sharing phones, tablets, laptops, desks, pens, other work supplies, wherever possible. Never share PPE.
- Discontinue the use of shared food and beverage equipment in breakrooms (including shared coffee brewers).
- Consider discontinuing hand relief treatments as well as scalp, neck, and shoulder massages during the COVID-19 pandemic.

### **Cleaning and disinfection:**

- Coordinate with staff and put a plan in place for Ensure cleaning at the beginning and end of each shift and in between customers.
- Perform thorough cleaning in high traffic areas, such as reception areas, and areas of entry and exit including stairways, stairwells, and handrails.
- Frequently disinfect commonly used surfaces including bank card machines, counters, reception area seating, door handles, light switches, phones, toilets, and handwashing facilities.
- Remove any unnecessary products that do not belong in the restroom, e.g. candles or beauty supplies, and ensure soap dispensers and paper towel dispensers are regularly filled.
- Take steps to ensure that all water systems are safe to use after a prolonged facility shutdown.
- Amenities, including magazines, books, coffee, water, self-serve stations (unless touchless), and other items for customers, must be removed for reception areas to help reduce touch points and customer interactions.
- Equip reception areas and workstations with proper sanitation products, including hand sanitizer and sanitizing wipes

## INFECTION PREVENTION AND CONTROL

- Thoroughly clean any product display areas, including all shelving and display cases. Remove and discard any open “test” products and discontinue this practice to help reduce contamination. Add signage to this area to let customers know it is cleaned and disinfected daily.
- Follow the MOPH guidance for environmental cleaning in non-healthcare facilities in relation to covid-19 (<https://www.moph.gov.qa/english/Documents/english/Guidance%20for%20environmental%20cleaning%20in%20non%20healthcare%20facilities%20EN.pdf>)
- Workstations must be routinely and frequently cleaned, including between each customer appointment. Thoroughly clean and disinfect the station counters, rolling carts, drawers, hand mirrors, hair care and other products and containers.
- Clean and disinfect shears by removing all visible debris, clean with soap and water, and wipe or spray with a disinfectant.
- Clean and disinfect all non-electrical tools by removing all visible debris, cleaning with soap and water, drying the tools, and then completely immersing them in a disinfectant. Tools should be sprayed or submerged and left to set for the full amount of time required by the disinfectant’s manufacturer. Immersed items, like combs or brushes, should be removed at the end of contact time, rinsed, and air dried.
- Clean and disinfect all reusable tools and store in an airtight closed container. Clean and disinfect all appliances, sheers, clippers, clipper guards, clippies, rollers, combs, brushes, rolling carts and any other items used in connection with servicing clients.
- Clean and disinfect all handles, hoses, spray nozzles, and other equipment before and after use on a customer.
- Chairs, headrests, shampoo bowls, and other items should also be thoroughly cleaned and sanitized between each use.
- Ensure worker who handle dirty linens or laundry wear gloves.
- Where possible, do not clean floors by sweeping or other methods that can disperse pathogens into the air. Vacuum wherever possible and use a vacuum with a HEPA filter.
- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the worker’s job duties.
- Cleaning should be performed by well trained staff, using the proper Personal Protective Equipment (PPE). Provide workers training on the chemical hazards, manufacturer’s directions, ventilation requirements.
- Compliance with the MoPH HVAC guidance is required (see MoPH website for details)
- All salons/shops should be thoroughly cleaned and disinfected prior to reopening. Disinfect all surfaces, tools, and linens, even if they were cleaned before the salon/shop was closed.

## INFECTION PREVENTION AND CONTROL

- Disinfectant for immersion of tools, must be mixed daily and replaced sooner if it becomes contaminated throughout the work day.
- Launder all linens, towels drapes, and smocks in hot soapy water and dry completely at the warmest temperature allowed and store in an airtight cabinet. Store all used/dirty linens in an airtight container.
- Wipe down all back-bar products and shelves. Discard and replace any products that have not been stored in a closed container.
- Check to make sure all products such as lotions, creams, waxes and scrubs have always been in a closed container, if not you must discard and replace.
- Clean and disinfect all linen hampers and trash container and only use such container that can be closed and use with liners that can be removed and discarded.
- Wipe down all seats and tables. For cloth chairs cannot be properly cleaned and disinfected, using a plastic cover should be considered.

## HEALTH AND SAFETY OF EMPLOYEES

- Employees who are sick will be expected to stay home.
- Staff must undergo regular COVID-19 testing
- Salon/shop employees will be required to wear masks and face shields at all times. Masks should be replaced every 4 hours.
- Employees must wear disposable gloves when servicing clients and change gloves between each client.
- Minimize to the greatest degree possible, up-close, direct face-to-face contact with clients.
- Hand-washing with soapy, warm water, for a minimum of 20 seconds will be required by employees between every client service.
- PPE, such as gloves, gowns, drapes, linens and eye coverings should be changed between each client. These used items should be cleaned and disinfected or discarded in a closed container.
- Employees should wear a clean smock/apron between each client. Smocks should be laundered following the fabric recommendations between each client, or salons/shops may consider using disposable smocks and dispose of the smock after use on a client
- Employees should arrive at the salon/shop showered and wearing clean clothing. Employees should change clothes before entering their homes when they return from work.

## HEALTH AND SAFETY OF EMPLOYEES

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- All restroom surfaces including floors, sinks and toilet bowls. Store paper products in a closed cabinet and provide antibacterial hand soap. Place rubbish bin by door. Remove anything that does not have to be in the restrooms.

## RECEPTION AREA

- Provide hand sanitizers at the reception area
- Ensure processes to make sure physical distancing remains in place for reception staff/or screens are in place.
- Remove all unnecessary, frequently-touch items, such as magazines, newspapers, service menus, and any other unnecessary paper products and décor
- Wipe reception desk with disinfectant. Consider discontinuing use of paper appointment books or cards, and replace with electronic options.
- Employees should frequently wash their hands after the using the phones, computer, cash register and/or credit card machine. Wipe these surfaces between each use.
- Avoid the use of cash and use card transactions instead.

## EDUCATION AND AWARENESS

- Employers should provide training, educational materials, and reinforcement on proper sanitation, hand-washing, cough and sneeze etiquette, using PPE, and other protective behaviors.
- Keep staff and customers updated on COVID-19 safety and prevention information and guidelines.
- Emphasis that protecting public health is paramount to the facility.
- Use MoPH health messages and materials.
- Let customers know what steps you are taking to keep them safe.

## WASTE

- Ensure that bins are disposed of sensibly, ideally in a specific spot and regularly.

## VULNERABLE GROUPS

- Vulnerable groups (including those above the age of 60, pregnant women, or those suffering from chronic conditions) are advised to remain at home.



# 5. BUSINESS & LEISURE

## 5.8 HEALTH CLUBS, GYMS AND SPAS

### PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual reopening of health clubs, gyms, and spas, while reducing the risk of COVID-19 transmission as much as possible.

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## COVID-19 COMPLIANCE MANAGER

- A dedicated COVID-19 Compliance Manager should be appointed for every facility responsible for ensuring compliance with this guidance, and the education and awareness of staff and customers of rules and guidance.
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## REGULATING ENTRY AND EXIT

- Measure temperature of the clients, entry only for those at temperature below 38 degrees.
  - Ehteraz App to be downloaded by all staff and customers, entry only permitted for those with green status
  - Maintain capacity at up to 50% of total capacity.
  - Selected sauna, steam rooms, jacuzzies, Moroccan/Turkish bath, massage, may open up to 30% capacity with calculation based on 16m<sup>2</sup> per person.
  - Indoor pools may open up to 30% capacity with calculation based on 16m<sup>2</sup> per person
  - Changing rooms to remain at 30% capacity.
- 

## PHYSICAL DISTANCING

- Maintain a minimum physical distance of 3 m between people in all areas (36 m<sup>2</sup> per person) – excluding family groups who share a household.
- 

## INFECTION PREVENTION AND CONTROL

- Masks to be worn by staff and clients at all times (except while exercising).
- A person can remove the mask when alone in the room, or when with a trainer who has a mask on. However, it is advised that the person keeps the mask on to reduce the risk of virus transmission.
- Provide facilities for regular hand hygiene using soap and water or hand sanitizer for staff and customers.
- Staff must undergo regular testing as per MOPH guidance.
- Amend job descriptions to include cleaning and disinfection duties .
- Before opening conduct a physical review of all facilities to ensure all essential systems are operational and clean (e.g fitness equipment).
- Staff will carry out regular cleaning of high-contact touchpoints and hard surfaces throughout the premises between clients, every 2 hours, and as needed, in all areas.

## INFECTION PREVENTION AND CONTROL

- Encourage customers to bring their own towels, personal hygiene kit, and water bottles.
  - Clean and disinfect changing rooms between customer use
  - Provide sanitizing wipes and clean water dispenser.
  - Mandatory to provide material to wipe/disinfect equipment before and after use.
  - When handling soiled linen, follow precaution and proper use of PPE (face masks, gloves).
  - Cleaning and disinfection of all areas at the start and end of each day and as needed.
  - Identify a protocol for employees to follow if they or a customer become ill or present signs of illness.
  - Comply with MoPH Heating, Ventilation, Air Conditioning (HVAC) guidance prior to reopening.
  - Comply with MOPH Guidelines for pools, if an outdoor pool is included in the facility.
- 

## RECEPTION AREA

- Provide hand sanitizers at the reception area.
  - Ensure processes to make sure physical distancing remains in place for reception staff/or put screens in place.
  - Ensure that queue management is in place - 1.5m spacing markings on the floor and if necessary, outside the entrance.
  - Clean and disinfect card machines, pens, counters, and other hard surfaces between customer use.
  - Make available locker keys to guests on arrival at reception. Visibly sanitize all keys in front of the guest when handing out and receiving back.
  - Remove magazines, newspapers etc from public areas.
  - Clean and disinfect shelves and items in hard surface containers in retail areas and remove testers.
- 

## SPA SERVICES

- Clients should come based on prescheduled appointment only (no walk in).
- Masks to be worn by clients where possible (according to treatment).
- Masks or masks as well as face shields to be worn at all times by staff.
- Visual indication of service providers washing hands prior to and following treatments.
- Encouraging clients to wash or sanitize hands prior to treatments
- Staff to wear clean gown/uniform which is changed between customers.

## SPA SERVICES

- Cleaning and disinfection of all the surfaces and equipment used between customers, including door handles, light switches, counter tops, treatment tables, trolleys, face cradles, workstation equipment, stools, etc.
- Clean and disinfect all tools and implements in accordance with standing regulations (including facial steamers).
- Clean and disinfect containers where tools and implements are stored.
- Clean jet lines in foot tubs.
- Pool and spa water should be tested for microbial contamination as per MOPH guidance for the re-opening of swimming pools.
- Allow only one client at a time in Jacuzzis, sauna and steam rooms.
- For massage, Moroccan and Turkish bath services, ensure both staff and clients wear masks at all times.
- Maintain 15 minutes downtime between clients for all spa services for proper ventilation, cleaning and disinfection between clients.
- Allow single client use of towels in spas, taking into consideration necessary precautions when handling soiled linen.

## GYM FLOORS

- Only equipment that is 3 m apart will be used. This can be done by moving equipment or marking every other piece of equipment in the gym out of order (to facilitate social distancing) or zoning.
- Equipment should be cleaned and disinfected after each customer use – this can be done either by the customer or by staff using spray and cloths provided, in addition to the regular cleaning schedule.
- Ensure that extra signage regarding physical distancing is in place around the free-weights area.

## FITNESS CLASSES

- Schedule by online/phone booking to restrict capacity to maintain 2m physical distancing in each class.
- Provide a minimum of a 10-minute window in between classes, so no 'waiting around' in groups, and to allow for cleaning and disinfection.
- Equipment (including mats, etc.) have to be cleaned and disinfected between use by a staff member using spray and cloths provided and follow manufacturer recommendations.
- Cleaning and disinfection of all hard surfaces every 2 hours, and as needed.
- If possible, markings will be made on the floor to show the area allowed for individuals (maintaining 2m distance at all times).

## EDUCATION AND AWARENESS

- Keep staff and customers updated on COVID-19 safety and prevention information and guidelines.
- Identify ways to visibly promote /cleaning and disinfection activities.
- Provide physical distancing signage in all areas, including on floors in waiting and queuing areas.
- Emphasis that protecting public health is paramount to the facility.
- Use MoPH health messages and materials.
- Let customers know what steps you are taking to keep them safe.

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## HEALTH AND SAFETY OF EMPLOYEES

- Educate staff on the importance of COVID-19 precautions including effective hand washing practices, proper Personal Protection Equipment (PPE) use, and updated treatment protocols
- Implement a daily screening process for staff (thermal screening, Ehteraz green status)
- Staff who are unwell should not be at work.
- Educate staff to maintain physical distancing, including during breaks, and modify break times to avoid staff congregation
- Educate staff on proper responses to guests who challenge physical distancing, wearing of masks and other precautions

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## TO REMAIN CLOSED

- Home services.

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## MONEY HANDLING

- Minimize cash transactions, encourage contactless payments.
- Wipe down credit card readers, etc.

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## VULNERABLE GROUPS

- Staff with chronic conditions should not be at work.
- Vulnerable groups (including those above the age of 60, pregnant women, or those suffering from chronic conditions) are advised to remain at home.



# 5. BUSINESS & LEISURE

## 5.9 SWIMMING POOLS & WATER PARKS

### PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual reopening of outdoor pools and water parks, by preventing and controlling the risk of COVID-19 transmission at pools and aquaparks as much as practicable.

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## TO OPEN

- Outdoor pools and water parks can operate at 50% capacity.
  - Indoor pools can operate at 30% capacity.
  - Selected saunas, steam rooms, jacuzzies and to open to a restricted capacity of 30% (calculated on 16m<sup>2</sup> per person).
- 

## INFECTION PREVENTION AND CONTROL

- Measure temperature of the clients, entry only for those at temperature below 38.
- Masks to be worn by staff and clients at all times (unless in the water).
- Ensure that Ehteraz is on green status to allow entrance for both clients and staff.
- Continue rigorous cleaning and disinfection procedures following the MOPH guidance (<https://www.moph.gov.qa/english/Documents/english/Guidance%20for%20environmental%20cleaning%20in%20non%20healthcare%20facilities%20EN.pdf>).
- Staff will carry out regular cleaning and disinfection of high-contact touch points throughout the premises.
- Mandatory to provide material to wipe/disinfect equipment before and after use.
- Ensure that handwashing/ or hand sanitizing is maintained by staff and clients.
- For food preparation and serving please refer to MoPH Restaurant Guidance.
- For safe use of pools please refer to MOPH guideline "Swimming Pools, Spas and Beaches in the context of COVID-19".
- Equipment like sunbathing loungers need to be clean and disinfected regularly after each use
- Swimmers should bring their own equipment
- No towel sharing and soiled towels to be removed in sealed bags.

## PHYSICAL DISTANCING

- Maximum capacity will be 50% for outdoor pools and 30% for indoor pools of the full capacity calculated on to ensure that 1 person is in a space to 16sqm inside the pool (excluding families living together).
- Provide 2m space marking on the floor in the pool area (outside of the water).
- 1.5 m physical distance to be maintained in all other areas.
- Ensure that extra signage regarding physical distancing will be in place.
- Provide uni-directional swim lanes in pools where appropriate
- Pools should be monitored by staff to ensure guests maintain physical distancing in and out of the pool
- Extra care/signposting will be shown to maintain physical distancing when getting in/out of the pool.

## RECEPTION AREA

- Provide hand sanitizers at the reception area.
- Ensure processes to make sure physical distancing remains in place for reception staff/or barriers are in place.
- Ensure that queue management is in place – 1.5m spacing markings on the floor and if necessary, outside the entrance.
- Install a screen/barrier between staff and customers where possible and needed
- Clean card machines, pens, counters, and other hard surfaces between customer use.
- Remove magazines, newspapers etc. from public areas
- Clean and disinfect shelves and hard surfaces.

## EDUCATION AND AWARENESS

- Keep staff and customers updated on COVID-19 safety and prevention information and guidelines. Emphasis that protecting public health is paramount to the facility.
- Use MoPH health messages and materials. Let customers know what steps you are taking to keep them safe.

## FOOD

- To follow the guidance for restaurants.

## WASTE

- Ensure that bins are disposed of sensibly, ideally in a specific spot and regularly

## TO REMAIN CLOSED

- Group Aqua activities

## **MONEY HANDLING**

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- Minimize cash transactions.
- Wipe down credit card readers, etc.

## **VULNERABLE GROUPS**

- Staff with chronic conditions should not be at work
- Vulnerable groups advised not to swim.



# 5. BUSINESS & LEISURE

## 5.10 THEATERS AND CINEMAS

### PHASE-4



## AIM

To provide guidance on how best to facilitate the safe and gradual re-opening of cinemas and theatres, while putting in place effective measures to protect the health of audiences by reducing risk of COVID-19 transmission as much as practicable.

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## REGULATING ENTRY AND EXIT

- Ehteraz App to be downloaded by all staff and public, entry allowed only for those with green health status.
  - Thermal screening for all staff and public, entry only for those below 38 degrees.
  - Capacity restricted up to 30% in all parts of the venue to allow for physical distancing, with non-adjacent seating (calculated on 9m<sup>2</sup> per person)
  - Necessary clear measures should be taken to regulate the arrival of public to their designated seats in order to avoid queuing and overcrowding.
  - Pre-booked ticket entry only (to help ensure physical distancing compliance)
  - Film times staggered to reduce crowding in reception areas for entry and exit. (scheduling enough time between showings for additional cleaning and disinfection)
  - Doors to remain open during entry and exit time (to avoid touching door handles).
- 

## PHYSICAL DISTANCING

- Maintain 1.5m between customers at all time and implemented in all areas (unless from same family group).
  - Arrange seating to ensure physical distancing. Consider removing selected seats from auditoriums, or taping over alternate seats to ensure 1.5m between individuals/small groups.
  - Members of the same household can sit together with 1.5m distance from everyone else (sideways, front and back).
- 

## INFECTION PREVENTION AND CONTROL

- Ensure ventilation systems operate properly and increase circulation of outdoor air as much as possible either by air handling systems (air conditions) or by opening windows and doors, fans, etc. See MoPH HVAC guidance.
- Staff to be tested with negative results before opening, then to undergo regular COVID-19 testing as per MoPH Guidance.
- Masks to be worn by staff and public at all.
- Gloves to be worn by staff (and replaced regularly and disposed of carefully).
- Adequate supplies of hand sanitizer to be made available at entry and exit.

## INFECTION PREVENTION AND CONTROL

- All regularly touched surfaces should be cleaned and disinfected before and after each show.
- Provide paper tissues and closed rubbish bins for attendees to practice proper cough and sneeze etiquette and educate them on it.
- Toilets must be cleaned and disinfected between each customer. Follow MOPH guidance for safe re-opening of public toilets. Restrict toilets to 30% capacity at all times.
- A housekeeping cleaning record log shall be maintained.
- Use bottled water only.
- Provide an area to isolate anyone who exhibits flu-like symptoms, notify health officials. Clean and disinfect isolation area (preferably after 6 hours of non-use, make sure to ventilate proper cleaning and disinfection.)

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## EDUCATION AND AWARENESS

- Educate staff and public updated on MoPH COVID-19 safety and prevention information and guidelines
- Use MoPH health messages and materials
- Emphasize that protecting public health is paramount.

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## TO REMAIN CLOSED

- Sweets pick and mix stands.

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## VULNERABLE GROUPS

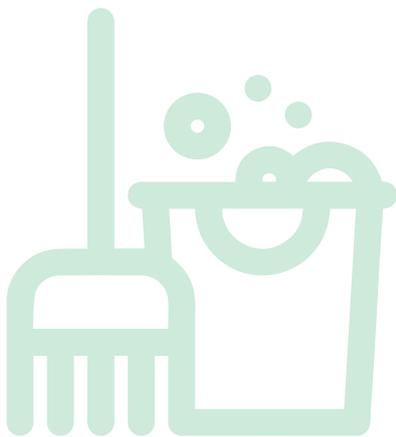
- Children under the age of 18 years are not permitted to attend theatres and cinemas.
- People over 60 years old and individuals with chronic and complex conditions are advised not to attend cinemas and theatres.



# 5. BUSINESS & LEISURE

## 5.11 CLEANING AND HOSPITALITY SERVICES

### PHASE-4





## AIM

To provide guidance on how best to facilitate the safe and gradual resumption of cleaning and hospitality services and have effective measures in place to protect the health of customers and staff, while reducing the risk of COVID-19 transmission during the delivery of services as much as practicable.

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## COVID-19 COMPLIANCE MANAGER

- Appoint an individual responsible for ensuring that all guidelines for physical distancing, infection, prevention and control and hygiene measures are implemented and monitored for compliance.
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## RE-OPENING

- Cleaning, catering and hospitality services to resume at 30% of workforce.
- 

## REGULATING ENTRY AND EXIT

- Etheraz App to be downloaded by all staff. Check that the health status is green each day before work.
  - All staff to be tested for COVID-19 before re-starting work. Staff only permitted to work if test results are negative.
  - All precautions regarding physical distancing and infection prevention and control must be complied with.
- 

## PHYSICAL DISTANCING

- 1.5 m minimum distance between staff and customers at all times.
  - For hospitality events, design layout for seating to ensure 2m between tables. Limit to 4 people per table (6 if the same family group).
- 

## EMPLOYEE HEALTH

- Establish health screening protocols for workers at the start of each shift (temperature and symptoms screening).
  - Staff must undergo regular COVID-19 testing.
  - Workers with COVID-19 symptoms should not be at work.
  - Limit the number of staff allowed simultaneously in break rooms (physical distancing 1.5m, or allow 9 m<sup>2</sup> per person).
  - Stagger shifts and breaks to reduce number of opportunities for staff to congregate and maintain 1.5m physical distancing in staff areas.
-

## INFECTION, PROTECTION AND CONTROL

- Masks to be worn by staff at all times.
- Staff handling food should wear masks and gloves and should know how to properly use and dispose of them properly.
- Staff to use gloves when handling tools that have been used by other people and dispose of them properly.
- Limit contact time between staff and clients.
- Provision of personal hand sanitizer for all the staff.
- Promote hand hygiene practices.
- Use technology solutions where possible to reduce – mobile ordering, order (the service by phone/online/contactless payment options)
- Thoroughly clean and sanitize entire equipment and wash and clean cutlery, especially as it hasn't been used. Focus on high-contact areas that would be touched by both staff and clients.
- All regularly touched surfaces should be disinfected regularly using standard disinfection products.
- Avoid all food contact surfaces when using disinfectants.

## CATERING AND HOSPITALITY

- Food must be plated in individual portions. No buffet or self-service food to be offered. Staff wearing masks and gloves to serve all food.
- Ensure all employees refresh their food handling certification and change gloves frequently.
- Do not use multi-use condiment, salt, pepper and sauce bottles and replace with single use packets.
- Change, wash and sanitize utensils frequently. Consider individual hand sanitizer wipes on the tables.
- Bowls of nuts, chocolates, etc, should not be permitted unless served in individual servings (sharing is a transmission risk).
- Tablecloths and seat covers should be cleaned and disinfected after each event.
- All regularly touched surfaces to be disinfected before and after food service.
- Use bottled water, no water fountains or dispensers permitted.
- Please refer to the Restaurants Guidance for more details.
- For weddings, please refer to the MOPH Weddings Guidance.

## CLEANING

- Please refer to the MOPH Guidance for Environmental Cleaning In Non-Healthcare Facilities in Relation To Covid-19.

## SHIFTS AND SCHEDULES

- Schedules for essential services, maintenance and contractor visits can be revised to reduce interaction and overlap between people (for example, carrying out services at night). Whenever shift or teams are working, maintain the same staff in each teams or shift groups so that where contact is unavoidable, this happens between the same people.
- Maintain records of staff rosters for each shift/day to enable contact tracing if needed.
- Stagger shifts and breaks to reduce number of opportunities for staff to congregate.

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## EDUCATION AND AWARENESS

- Keep staff and customers updated on COVID-19 safety and prevention information and guidelines.
- Emphasis that protecting public health is paramount. Use MoPH health messages and materials.
- Let customers know what steps you are taking to keep them safe.
- Food handlers are trained regarding the risk of virus and bacteria and how to avoid the transmission of the infection.
- Remind customers of physical distancing requirements.
- Educate all staff of importance of frequent hand washing, use of hand sanitizers and clear instruction not to touch eyes, nose and mouth.

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## TRANSPORTATION & ACCOMMODATION

- Transport staff to and from accommodations in batches. Ensure a minimum physical distance of 1.5 m between passengers at all times, with all passengers and drivers wearing protective masks and gloves. Further, disinfect all vehicles after each trip.
- Ensure daily disinfection of common areas and strict physical distancing measures in employee accommodations.

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## VULNERABLE GROUPS

- Vulnerable groups advised to remain at home.
- Staff with chronic conditions should not be at work.



# 5. BUSINESS & LEISURE

## 5.12 TRADE-SHOWS, EXHIBITIONS, CONFERENCES AND CULTURAL EVENTS

### PHASE-4



## AIM

To provide guidance on how best to facilitate the safe resumption of cultural events, exhibitions and conferences with national and international participation, and at the same time have effective measures in place to protect the health of delegates, staff and supporting personnel by reducing the risk of COVID-19 transmission during the hotel, accommodation, transportation, preparations, and management of the event itself.

## REGULATORY

All events with international participation should be coordinated with the appropriate authorities to obtain the necessary approvals.

## INTERNATIONAL DELEGATES: ARRIVAL AND ACCOMMODATION

### Quarantine on arrival:

- The local organizing committee chief medical officer needs to be notified at least 24 hours before the arrival of the delegates.
- All international delegates (including permanent support staff that need to accompany the delegates such as bus drivers and others) are required to enter hotel quarantine before participation in the event.
- They are only allowed to leave their hotel quarantine to participate in preparation of the event sites and to participate at the actual official event as per their schedule. Further arrangement to leave the hotel needs to be coordinated with the Local Organizing Committee's (LOC) Chief Medical Officer who need to be appointed for every event from the Ministry of Public Health and the local organizing committee.
- All international delegates need to arrive to Doha 3-7 days before the start of their first participation.
- International delegates and organizers are strongly recommended to stay in hotels exclusively dedicated for them, allowing no other non-event hotel guests.
- External visitors are strictly prohibited from the quarantine hotels.
- Delegates at hotels who are suspected to have Covid-19 should be isolated and reported to the Public Health Dept.

### COVID-19 Testing:

- International delegates/participants (including officials) should be tested negative for COVID-19 disease within 48 hours before entering the country.
- The PCR test certificates need to be issued by hospitals/clinics in the country of origin that are endorsed by MOPH.
- Upon arrival in Qatar a COVID - 19 PCR test will be done at the airport for those who don't have a pre-travel certificate with a negative test from the country of origin. A negative test result will be required to allow the delegate to continue with the intended activity.

## **INTERNATIONAL DELEGATES: ARRIVAL AND ACCOMMODATION**

- Swabbing for the PCR test, when required, should be done for the delegates preferably with the attendance of a representative from event organizer/administrator, or a companion.
- Subsequent swabbing for COVID-19 PCR testing will be undertaken from all delegates every 3 days till end of the individual or delegation participation in the event or until the completion of 2 weeks since arrival into Qatar.
- The assigned medical staff, when applicable, or Local Organizing Committee (LOC) staff, at event venues, should check delegates' temperatures each day, and any temperatures above 37.8°C should be reported to the event medical lead/ chief medical officer.

### **On arrival to the quarantine hotel:**

- The delegates will undergo thermal scanning and could be interviewed for possible symptoms and signs of COVID-19 disease.
- If the delegate is found to be symptomatic (fever, cough, flu-like illness etc.) he/she will be referred to a designated hospital for further assessment and management accordingly.
- COVID-19 positive delegates who are actively infected will not be allowed to participate.
- Refusal of COVID-19 PCR testing will result in dismissal from participation in the event.

### **If participants arriving in a bus:**

- Masks to be worn by all.
- Delegates should be transported in small groups to avoid spread of infection maintaining the 1.5 meters distance all the time (maximum 50% of bus capacity using alternate seats)
- Hand sanitizers should be made available on the bus.

### **Meals and Restaurants:**

- Preferably, meals should not be served during an event or be kept at minimum e.g. boxed meals.
- Meals, if served, should be in accordance with MOPH guidelines for Restaurants with maintaining the 2 meters distance between dining tables and as per the rules below under "Food Outlets".
- No shared platters and no buffets.
- Bottled water only allowed.

## INTERNATIONAL DELEGATES: ARRIVAL AND ACCOMMODATION

### Use of Health Clubs, Gyms and Spas:

- The delegate may use the gym and other recreational areas at the hotel of accommodation in line with MOPH guidelines for Health Clubs, Gyms and Spas.
- Customers not staying in the hotel should not be sharing the same gym, clubs or spas where the delegates are staying.
- Ensure availability of rubber gloves to team staff and volunteers handling laundry, towels, etc.
- Ensure that tissues and trash bins with lids are available on all buses and in all facility where the activity is taking place.
- Ensure the wide availability of hand sanitizers at the hotel and at the event venue.

## VENUE AND EVENT PREPARATION

- All exhibitors/speakers/organizers and all participants should wear face masks all the time while at the activity venue.
- All seating to be 1.5m physical distance from all directions. Remove/block unnecessary seating to ensure physical distancing compliance.
- Use floor marking to ensure 1.5m physical distancing in queuing areas where participants are standing.
- Stagger delegate arrival times at venue as necessary to reduce crowding.
- Calculate capacity of the venue based on 9 m<sup>2</sup> per person (including staff).
- Tables/booths must be 2m distance apart and both exhibitors and participants should stay at least 1.5 m away from each other.
- Each Event organizing team should have a non-contact thermometer (e.g. infrared) to screen staff and delegates temperature check on arrival.
- Anyone participating in the event (exhibitors, speakers, delegates volunteer, official, suppliers, food handler etc.) should proactively and regularly check their health status (including taking their temperature, and monitoring for any symptoms).
- Anyone due to participate in the event who has fever or is feeling ill should not come to the venue and be advised to go home and contact 16000 for advice,
- Staff and volunteers should be briefed on the protocols for suspect and confirmed patients, infection prevention and control measures and where to find more information.
- It is the responsibility of the organizer to appoint/assign staff/volunteers to monitor the compliance of participants with the preventive measures.

## VENUE AND EVENT PREPARATION

- Option for participants to buy entry tickets online rather than in person to avoid crowding at entrance.
- Provide hand sanitizer containing at least 60% alcohol at entrances, exits, elevators, escalators, throughout the exhibition floor and other areas with commonly touched surfaces.
- Washroom capacity should allow for distancing between guests. For example, consider closing alternate sinks or urinals.
- Thoroughly sanitize each table after attendees leave.
- Washroom sanitation and supervision should be enhanced.
- Enhance cleaning and disinfection of high-touch surfaces such as elevator buttons, railings, door handles, public seating, payment devices, microphones, podiums etc.
- Event staff and volunteers should perform hand hygiene frequently.
- Stagger loading schedules during setup and cleanup to enable distancing of staff, volunteers and vendors at loading docks and entryways.
- Implement elevator use protocols, if applicable, to enable physical distancing.
- Consider how emergency response plans may need to be modified to accommodate physical distancing.
- If background music is provided within a venue, the volume should be kept to a minimum in order to facilitate conversations between vendors and attendees. Loud music may increase the need for participants to lean in closer to each other and/or raise their voices.

### **Preparing Delegate Packs:**

- Consideration of provision of individual prevention packages for the organizing team and delegates, containing:
  - Small personal packages of disposable tissues and plastic bags for tissue disposal
  - Small laminated prevention card with key reporting information
  - Medical/cloth mask to wear
  - Small packages of an alcohol-based hand wipes or hand sanitizer
  - Small package of disposable plastic drinking cups
- Consider making event information available electronically rather than printed to reduce risk.

## REGULATING ENTRY TO THE EVENT

### **Public Attendance:**

- Final decision or change of the decision of public attendance is at the sole discretion of the MOPH and relevant authorities, based on the local epidemic status. The health authorities might decide based on the level of spread of infection in the community, to implement further restrictions on entry to the event.
- If the number of participants in an event is large like the case with some exhibitions, then visitors should be staggered over several sessions throughout the day such that in each session the number of visitors should not exceed 30% of the capacity of the venue and where 9 m<sup>2</sup> per participant is maintained. Start and finish time of each session can be included on the ticket so that each participant knows when their session is.
- There should be adequate time gap between sessions so that those exiting the venue and those entering for the next session don't mix.
- Where possible, aisles should be wide enough to allow room for people to maintain physical distancing. Consider using one-way traffic flow of participants/visitors to help maintain distancing and to prevent people from running into each other.
- Directing traffic flow using signs, ropes, floor decals, greeters, etc.

### **Reducing Transmission:**

- Masks to be worn by all staff and participants, at all times and should be worn properly and discarded in bins with covers. Please refer to MOPH guidance on proper wearing of face masks.
- On arrival Check EHTERAZ App is downloaded for all participants who are 18 and above, check that the status is green to allow entry for all staff, organizers, delegates and public.
- Thermal screening for employees, participants, and public, and entry only allowed for those of 37.8 degrees or less.
- Capacity restricted to 30% of total capacity (maintaining minimum 1.5 m physical distance in all directions; sideways, up and down and diagonally).
- Pre-Numbered seating is desirable for ease of contact tracing if needed whenever applicable and possible. Where relevant, members of the same household can sit together, but with the same 1.5m distance from others in all directions.
- Pre-booking and online purchasing of tickets is preferred over walk-in, allotted and planned seating where applicable is strongly recommended. If the option of onsite ticket purchasing/ registration is made available then the floor where participants queue should be marked with signs that are at least 1.5 meters apart to prevent crowding.

## REGULATING ENTRY TO THE EVENT

- Staggered and timed arrival for delegates and public to avoid queuing and crowding.
- Gates to open early to avoid crowding.

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## FOOD OUTLETS

- Shops at venue in areas outside the event building is allowed according to MOPH guidelines for Restaurants.
- No food concessions inside the event building including conference halls, exhibition halls and stadia is allowed (masks to be worn at all times).
- No food to be consumed inside the public seating areas, take-away food and drinks only allowed outside seating areas outdoor.
- Food outlets restricted to take away in disposable packaging.
- Queues to comply with the minimum of 1.5m physical distancing precautions – mark floor to ensure compliance, and provide staff or volunteers to ensure public compliance.
- Pre-prepared, grab and go food preferred to shorten waiting time for customers.
- No buffet food served in the event venues.
- Bottled water only.
- Compliance with other MOPH Restaurants Guidelines is mandatory.

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## INFECTION, PREVENTION, AND CONTROL

- Regular testing of participants/staff as per MoPH guidance (event organizers may be asked to organize and fund the tests).
- Hand washing and/or hand sanitizers at multiple locations in the event facility and accommodation. Provide disposable hand towels/tissues. No air dryers. Alcohol sanitizers should be easily accessible and should be spread throughout the venue.
- Where appropriate, eliminate or reduce the number of items at the event that will be handled by multiple people.
- Reduce or eliminate programs, flyers, handouts, promotional items (such as writing pads, clipboards and pens) and prizes.
- Ask vendors to avoid handling samples, promotional items or brochures to attendees.
- Use contactless payment/ticketing and avoid cash payments where possible. Practice hand hygiene between tasks if required to handle cash.
- Use alcohol-based hand sanitizer before and after handling a shared item.
- Ensure good hygiene signage across all venues, conference rooms, training facilities, etc.

## INFECTION, PREVENTION, AND CONTROL

- Ensure adequate ventilation which allows for fresh air. Refer to MOPH HVAC Guidance.
  - Avoid physical contact e.g. hugging, handshakes etc.
  - Frequent cleaning and disinfection of regularly touched surfaces mandatory.
  - Adhere to MoPH Environmental Cleaning Guidance.
  - Toilet capacity restricted to 30%, cleaning and disinfection between customers.
  - No spitting, no cheering, no live choir and no live singing.
  - An isolation room/space identified to hold any symptomatic person found at the venue while awaiting patient transport to a medical facility is necessary.
  - Availability of a medical post and designated personnel on site is mandatory to help assess cases and potential other illness and injuries.
  - Ensure that vendors, exhibitors and attendees greet each other in ways that do not include touching; discourage shaking hands and other types of physical contact.
  - Barriers, signs, floor markings and verbal announcements can be used to support physical distancing.
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## TICKET MANAGEMENT

- Ensure tickets are electronic and scannable, avoid paper tickets if possible.
  - Avoid handling cash at ticket counters and use digital ticketing and purchase.
  - Encourage tickets purchased online prior to attendance to reduce queuing at entrances.
  - If the option of onsite ticket purchasing/registration is made available then the floor where participants queue should be marked with signs that are at least 1.5 meters apart to prevent crowding.
  - Tickets should include the date and time of the booked session if there are more than one session per day.
  - Maintain a registry of attendees and the sessions they attended to facilitate contact tracing if needed in case of clusters.
- 

## EDUCATION AND AWARENESS

- Post signs in highly visible locations (e.g. entrances, restrooms) that promote everyday protective measures and describe how to stop the spread of germs (such as by properly washing hands and properly wearing a face covering and keeping safe distance). Signs should include visual cues (such as clear, easy-to-understand pictures demonstrating the healthy behaviors) at the appropriate reading and literacy level.

## EDUCATION AND AWARENESS

- Consider making announcements during the event about safety measures and protocols.
- Develop and make available risk communication on:
  - All staff understand the importance of COVID-19 measures, and what they are.
  - All delegates are provided with information to keep themselves and others safe from COVID-19 transmission.
  - Clinical features of COVID-19 and preventive measures, especially respiratory etiquette and hand-hygiene practices.
  - The criteria for asking individuals with symptoms to leave the venue or retreat to a designated area.
  - Information on minimum 1.5m physical distancing.
  - Information on the use of face coverings and medical masks.
  - The meaning and practical implications of quarantine, self-isolation and self-monitoring in the context of the event, e.g. not attending.

## VULNERABLE GROUPS

- Vulnerable groups are advised not to attend the event.
- Consider options for virtual attendance for individuals who are at increased risk for more serious illness if contracting COVID-19, such as the elderly or people who have pre-existing health conditions such as diabetes, hypertension, COPD, cancer, dementia, stroke, liver cirrhosis, cardiovascular diseases, chronic kidney disease, and immunodeficiencies.
- Ensure that participants with disabilities are taken into consideration when implementing measures to mitigate risk of Covid-19 transmission.



# 5. BUSINESS & LEISURE

## 5.13 HOUSEKEEPING RECRUITMENT AGENCIES PHASE-4



## AIM

- To provide guidance on how best to facilitate the safe and gradual reopening of housekeeping recruitment agencies and have effective measures in place to protect the health of customers and staff wherever the services are delivered, and at the same time reducing the risk of COVID-19 transmission during services as much as practicable..
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## COMPLIANCE OFFICER

- Appoint an individual responsible for ensuring that all guidelines for physical distancing, infection, prevention and control and hygiene measures are implemented and monitored for compliance. Each agency should have an assigned COVID-19 Compliance Manager.
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## RE-OPENING

- Housekeeping recruitment and services to resume at 30% of workforce capacity.
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## RE-OPENING

- local agency managers should be notified at least 24 hours before arrivals of the new employees and arrange for their arrivals and Quarantines.
- Clear procedures must be taken to regulate the arrival of new employees coming from abroad . the employer is responsible for a. ensuring the booking of quarantine before new employees travel and covering the cost of the quarantine
- All new employees coming from abroad should be tested negative for COVID-19 disease within 48 hours before entering the country.
- The PCR test certification need to be issued by hospital/clinics in the country of the origin that are endorsed by MOPH.
- On arrival, staff will be subject to thermal scanning and interview for COVID-19 symptoms and staff with symptoms will be managed according to MOPH guidelines.
- Necessary measures should be taken to ensure following MOPH protocol for testing and quarantine (<https://covid19.moph.gov.qa/EN/Pages/Qatar-Travel-Policyy.aspx>)
- Etheraz App to be downloaded by all staff and new employees arriving from abroad.
- Check that the health status is green each day before work.
- All the quarantined staff are not allowed to leave designated quarantine place till completing the period.
- Refusal of COVID-19 PCR testing will result in dismissal from work.

## RE-OPENING

- All the quarantined staff are not allowed to leave designated quarantine place till completing the period.
- Refusal of COVID-19 PCR testing will result in dismissal from work.
- All preventive precautions related to physical distancing, infection prevention and control must be adhered to in the workplace, residence, place of training, events, exhibitions, and any other workplace.
- For any further information please visit the MOPH website for Qatar's Travel and Return Policy during COVID-19 <https://covid19.moph.gov.qa/EN/Pages/Countries-Classified-Low-Risk-of-COVID-19.aspx>

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## PHYSICAL DISTANCING

- Maintain 1.5 m between staff and customers all the time and implement it in all areas.
- Where practical, use physical barriers between staff and customers.
- Use floor markings to maintain social distancing.

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## EMPLOYEE HEALTH

- COVID-19 testing will be performed for all employees before resuming work, and employees are only allowed to work if test results are negative.
- Establish health screening protocols for workers at the start of each shift (temperature and symptoms screening).
- Staff must undergo regular COVID-19 testing to ensure COVID-negative status
- Workers with COVID-19 symptoms should not be at work.
- Limit the number of staff allowed simultaneously in break rooms/offices (physical distancing 1.5m or allow 9 m<sup>2</sup> per person).
- Sick leave regulations should be followed strictly for any staff who develop symptoms as well as during quarantine and isolation periods.

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## INFECTION, PREVENTION AND CONTROL

- Masks to be worn by staff and customers at all times,
- staff handling food should wear masks and gloves and should know to properly use and dispose of them properly
- Staff to use gloves when handling tools that have been used by other people, and dispose of them properly
- Limit contact time between staff and clients.
- Instruct the staff to avoid touching eyes, nose and mouth.
- Provision of personal hand sanitizer for all the staff at entrances, workplace, and accommodations

## INFECTION, PREVENTION AND CONTROL

- washing stations with soap and hand sanitizer to be promoted all the time
- should be disinfected regularly using standard disinfection products
- Avoid all food contact surfaces when using disinfectants
- For restrooms, clean between each customer use, including door handles, flush, and taps. No use of air dryers. Use disposable paper towels and dispose of them immediately.

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## EDUCATION AND TRAININGS

- Promote virtual training and if training is done in person, follow MOPH Guidelines to ensure compliance with all COVID-19 precautions particularly compliance to running education and training regulations.
- All employees must be educated and trained on updated MOPH COVID-19 safety precautions and prevention information and guidelines
- Food handlers should be trained regarding the risk of transmission of the infections and how to avoid it.
- Emphasize that protecting public health is paramount. Use MOPH messages and materials
- Educate all staff on importance of frequent hand washing, use of hand sanitizers and clear instruction not to touch eyes, nose and mouth.
- Remind customers of social distancing requirements - Clear and visible signage at entrances

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## CLEANING & DISINFECTION

- Follow guidance on MOPH Environmental Cleaning requirements.

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## SHIFTS & SCHEDULES

- Schedules for essential services, maintenance and contractor visits can be revised to reduce interaction and overlap between people (for example, carrying out services at night). Whenever shift or teams are working, maintain the same staff in each team or shift so that where contact is unavoidable, this happens between the same people.
- Maintain records of staff rosters for each shift/day to enable contact tracing if needed.
- Stagger shifts and breaks to reduce number of opportunities for staff to congregate.

## TRANSPORTATION

- Transport staff to and from accommodations in batches. Vehicles must operate at a maximum of 50% capacity as per MOI guidelines with all staff wearing protective masks and gloves. Further, disinfect all vehicles after each trip.
  - Follow [MOPH guidance for public transport](#)
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## ACCOMMODATION

- The accommodation of housekeeping staff should follow the MOPH guidelines for camps and workers accommodation standards. "CRAFT AND MANUAL WORKERS CAMPS REGULATION"
  - Ensure daily disinfection of common areas and strict social/ physical distancing measures in employee accommodations. Preventive measures should be taken as well in staff canteen (social distancing & wearing PPE)
  - The camp and accommodation rooms, should not be fully occupied and at least 25% of the overall camp rooms shall be allocated to contingency planning including COVID-19 management facilities
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## VULNERABLE GROUPS

- Vulnerable groups advised to remain at home.
- Staff with chronic conditions should not be at work.



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