



PRECAUTIONS GUIDELINES FOR LIFTING OF COVID-19 RESTRICTIONS

PHASE-3

JULY, 2020



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1. GATHERING

1.1 MOSQUES

PHASE-3



AIM

To provide guidance on best practices to facilitate a gradual and safe reopening of more mosques and the implementation of effective measures to protect the community members and mosque workers by reducing the risk of Covid-19 transmission while praying in the mosque.

PRE-OPENING PROCEDURES

- Disinfect the mosques listed to open in phase 3 using the same disinfection measures as in phase 1 and 2.
- 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.
- The toilets and ablution places to remain closed
- 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, etc.
- 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 m² 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

- 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 and Eid prayers)
- All doors should be opened after the end of each prayer to facilitate the exit of worshipers. They will be closed within 5 minutes after each prayer (Except for Friday and Eid prayers)
- Close the mosques' doors once the prayer starts.
- Worshippers are urged to avoid crowding while entering and exiting the mosque.

FRIDAY and EID 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
- Eid prayer 'Musallah' and mosques open for Friday prayers can host Eid prayers while following the same precautions as Friday Prayers.

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.

VULNERABLE GROUPS

- Vulnerable groups (e.g. elderly and those with chronic illnesses) and children 12 and below are strongly advised to pray at home

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.



1. GATHERING

1.2 SOCIAL GATHERING PHASE-3



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 at the same time reducing the risk of COVID-19 transmission during limited social gatherings as much as practicable.

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 (10 people indoors, 30 people outdoors)
 - Ehteraz App to be downloaded by all including staff, and check that the status is green to allow entry
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PHYSICAL DISTANCING

- Keep 1.5 meters minimum distance between people.
 - A minimum of 9m² of space is required per person for indoor gatherings
 - No physical contact is allowed including handshakes, hugging or kissing.
-

INFECTION PREVENTION AND CONTROL

- Masks are 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 10 people indoors, 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

- Vulnerable groups including people over 60 years, pregnant women, and those suffering from chronic diseases are advised to avoid social gatherings.
-

VISITORS TO QATAR

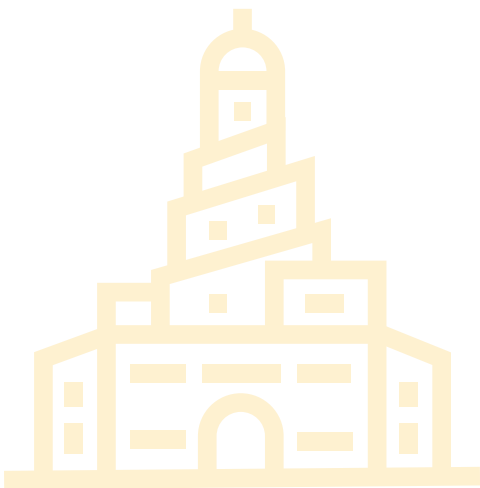
- Any non-resident or visitor to Qatar is prohibited from attending social gatherings until they have completed quarantine period.



1. GATHERING

1.3 RELIGIOUS COMPLEXES

PHASE-3



AIM

To provide guidance on how to best facilitate the safe and gradual restoration of religious gatherings, and at 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.

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 30 minutes before scheduled ceremonies /prayers.
 - The prayer halls' doors will be opened for individuals only 15 minutes before scheduled prayers.
 - After each service, big halls will be closed for 1 hour during which it will be disinfected, and small halls will be closed for 30 minutes for disinfection
 - Religious ceremonies/prayers duration are to be kept to a minimum.
 - The congregation to leave the venue immediately after the ceremonies /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

- Ehteraz App to be downloaded by all staff, congregation, and visitors. Entry allowed only for those with green status.
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PHYSICAL DISTANCING

- The congregation to leave the venue immediately after the ceremonies /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.

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. The sacrament of Holy Communion shall be administered in a safe and appropriate way by observing the guidelines.
- All regularly touched surfaces should be disinfected regularly using standard disinfection products following each service.
- 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.

MOSQUES

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

EDUCATION AND AWARENESS

- Educate clergy, staff/stewards/ushers and worshippers updated on COVID-19 safety and prevention information and guidelines.
- Use MoPH health messages and materials.
- Religious authorities to emphasize that protecting public health is paramount.

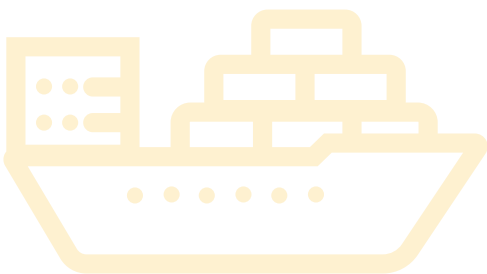
VULNERABLE GROUPS

- Adults over the age of 60 (with the exception of Priests/ Pastors/ office bearers), pregnant women, children under the age of 12, and individuals with chronic conditions are advised not to attend religious gatherings.



2. TRANSPORT

2.1 MARITIME TRANSPORT PHASE-3



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.

SIZE OF GATHERING

- Limit the number on board to up to 10 people (in addition to staff)
 - 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.
 - 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 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.
-

PHYSICAL DISTANCING

- Maintain at least 1.5 meters (9 m² per person) at any point in time on the boat, 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.

WASTE

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

VULNERABLE GROUPS

- Family members above the age of 60 and children under the age of 12 years 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-3



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.

COMPLIANCE OFFICER

Appoint a coordinator/officer to ensure the uniform dissemination of preventive measures to all International travelers to and from Qatar.

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.

INFECTION PREVENTION AND CONTROL

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.
- 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.

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 their travel destination and home country before travelling, 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).

VULNERABLE GROUPS

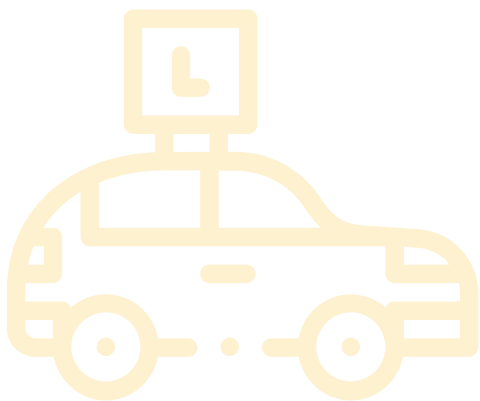
- Groups at a higher risk of developing complications due to COVID-19, such as the elderly, pregnant, or those with existing chronic conditions, are strongly advised to delay any unnecessary travel.



2. TRANSPORT

2.3 DRIVING SCHOOLS

PHASE-3



AIM

To provide guidance on how best to facilitate the safe and gradual restoration of driving schools, and at 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.

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 (daily for staff), entry allowed only for those with a temperature below 38.
 - Ehteraz App to be downloaded by all staff and students, entry for those with green status only.
 - Staff and instructors must undergo regular testing as per MOPH guidance.
 - Reduce driving school work capacity to 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.
 - Instructors are to carry replacement masks and disposable bags to properly dispose of masks when needed.
 - Students must sanitize their 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.
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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 the time students and instructors spend inside 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 inside the building, 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 inside 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.
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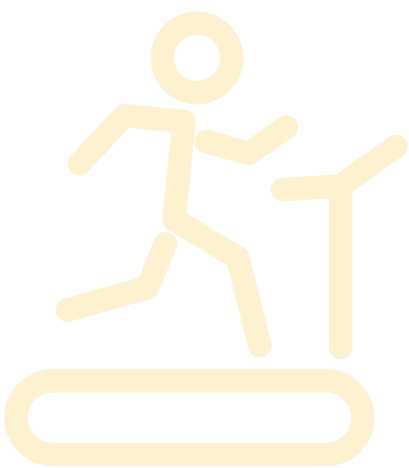
VULNERABLE GROUPS

- No entry to the driving school building for children below the age of 15 years
- 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.



3. OUTDOOR AND PROFESSIONAL SPORTS

3.1 ORGANIZED SPORTS TRAINING PHASE-3



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

- Limit the occupancy of the training venue/ground to 50% capacity.
 - 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 m² per person).
 - Organized training (professional and amateur) in large indoor arenas should be limited to 40 people (complying with physical distancing precautions).
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VENUE

- Outdoor training sessions are better ventilated than indoor sessions and thus impose less risk of transmission.
 - Ensure physical distancing advice is followed.
-

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.
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VULNERABLE GROUPS

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

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.

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

- Steam rooms and saunas.
- No spectators
- Changing Rooms



3. OUTDOOR AND PROFESSIONAL SPORTS

3.2 ACTIVITIES IN PARKS, CORNICHE AND BEACHES

PHASE-3



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 up to 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.
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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.
 - 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).
 - Outdoor gym equipment should be kept closed (to reduce the risk of transmission of the virus on frequently touched surfaces).
 - Playgrounds and Skate parks should remain closed.
 - 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.
-

INFECTION PREVENTION AND CONTROL

- Maintain 1.5m physical distancing when walking (except in small family groups of the same household)
 - Ensure a 2meters minimum distance from others when exercising outdoors.
 - Groups of 30 people or less are allowed for sporting activities
-

TO REMAIN CLOSED

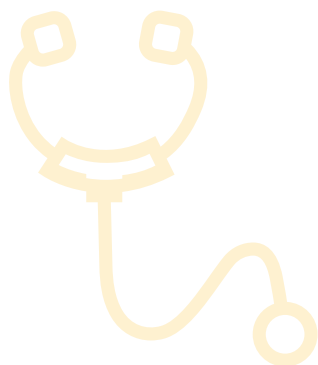
- Outdoor gym equipment.
- Playgrounds.
- Skate Parks.



4. EDUCATION AND HEALTH

4.1 PRIVATE HEALTHCARE FACILITIES

PHASE-3



AIM

To provide guidance on how best to facilitate the safe and gradual restoration 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.

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.
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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

- The operational capacity of health facilities should not exceed 80% of the total 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.
- 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

- All facilities must comply with capacity restrictions in each phase.
- 15-30 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'.



5. BUSINESS & LEISURE

5.1 SOUQS

PHASE-3



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.
- Use physical barriers between staff (e.g., cashiers) and customers where practical.

INFECTION PREVENTION AND CONTROL

- Salespersons and other Souq staff must remain conscious at all times 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 disease 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 cleaners with customers and salespersons.
- Porters older than 50 years of age are not allowed to work during this phase. Working Porters (under 50 years) must wear masks and gloves at all times and observe hand hygiene and physical distancing of 1.5m at all times.

PHYSICAL DISTANCING

- 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.

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.
- 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.

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).
- Children aged 12 and below are advised to stay at home.



5. BUSINESS & LEISURE

5.2 WHOLESALE MARKETS

PHASE-3



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.

REGULATE ENTRY

- Regulate entry to ensure premises do not become overcrowded and not to exceed the maximum allowed occupancy.
 - Maintaining capacity of 30% 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 (30% 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.

SHOPPING BAGS

- Reusable bags should not be used – recyclable paper bags or single-use plastic should be used instead



**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.

ONLINE ORDERS

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

**VULNERABLE
GROUPS**

- Make special considerations for vulnerable groups and keep them safe and protected.
- Children aged 12 and below are not allowed to enter.

**TO REMAIN
CLOSED**

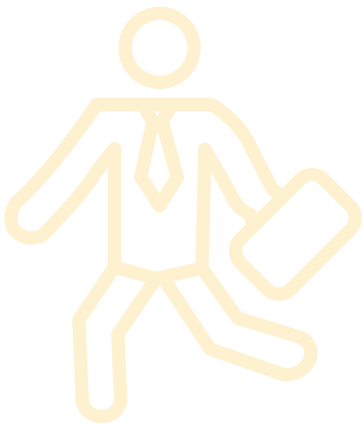
- No Auctions.



5. BUSINESS & LEISURE

5.3 RETURN TO WORK

PHASE-3



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.

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.
 - Consider completing a return to work form for all employees before resuming duties.
-

PHYSICAL DISTANCING

- 1.5 meters of minimum distance between staff during their work, or 9 meters square per person is recommended. In cases where distance cannot be maintained, physical barriers must be used to separate employees.
- Meetings during phase 3 should not have more than 10 people in the same room.
- 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

INFECTION PREVENTION AND CONTROL

- All employees must undergo regular testing as per MOPH guidance.
- Hand sanitizer to be provided for employee use at several locations within the facilities.
- Frequent hand washing/sanitizing should be promoted.
- Face masks to be worn by employees at all times.
- Wearing disposable gloves is not routinely recommended as per MOPH protocol.
- 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.
- Promote hygiene when coughing or sneezing using a clean tissue, or elbow, and safely discard of used tissue in a bin
- Maintain good ventilation in all workplace areas, either through natural methods, or air conditioning. 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

REGULATING ENTRY AND EXIT

- Regulate entry to ensure premises does not become overcrowded.
- Thermal screening of employees and visitors (entry prohibited for those with body temperature of 38 degrees).
- 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

- Work remotely, where applicable. Maintain a maximum of 80% of employees on-site.
- Consider working in split teams, alternating shifts, or alternating days to comply with capacity and physical distancing guidance.
- Employees holding non-physical contact jobs (admin staff, secretaries, knowledge jobs, etc.) should be advised to continue to work remotely in phase 2, if possible.
- 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 until phase 4, 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 until phase 4, if possible.
 - Consider requiring the completion of a return to Work Form for vulnerable employees.
-

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-3



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.

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 the 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.
 - 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 meter 1.5 meter between customers (9 m2 minimum of 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).
- All regularly touched surfaces should be disinfected frequently using standard disinfection products.
- Provision of 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 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 cleaners with customers and salespersons.
- Gyms can open and must follow 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.
 - Leisure centres including cinemas, play areas and children's salons.
 - Food courts remain closed except for delivery or pick up.
 - Changing Rooms .
-

VULNERABLE GROUPS

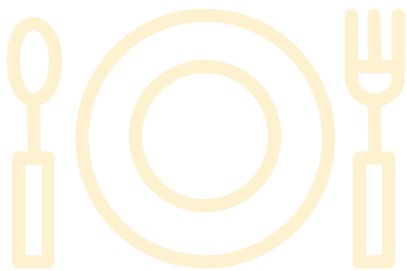
- Special considerations should be made for vulnerable groups to keep them safe and protected, e.g., fast track access and service.
- Children aged 12 and below are not allowed to enter the shopping Malls.
- Vulnerable groups are strongly advised to remain at home (e.g. elderly, pregnant, and those with chronic illnesses).



5. BUSINESS & LEISURE

5.5 RESTAURANTS

PHASE-3



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.

REGULATE ENTRY

- Selected restaurants permitted to open at up to 50% capacity if accepted for pre-registration and certification by Qatar Clean Program.
 - To restrict capacity of customers and staff in restaurants, calculate 16 m² per person.
 - 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 4 people per table (6 if the same family group).
 - 1.5 m minimum distance 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, or allow 9 m² 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, 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

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 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.

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 curb 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

- Food Courts and restaurants not registered through Qatar Clean Program remain closed, except for pick-up and delivery.
 - 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-3



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.

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.
-

VENUE

- Provide hand sanitizers at different points in the venue.
 - Ensure processes to make sure physical distancing remains in place for all, or that screens are in place.
-

PHYSICAL DISTANCING

- Maximum capacity will be 50% of the full capacity to ensure that 1 person is in a space of 9 m² at any point in time
 - 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
-

OPENING HOURS AND PARKING

- Opening hours restricted to 9am – 4pm daily
- Parking spaces restricted to 50% of capacity



TOILETS

- Provide handwashing facilities well-stocked with handwash
 - Clean toilets between use
 - Set regular cleaning schedule
 - 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
- Children under the age of 12 are advised not to go to the libraries and museums





5. BUSINESS & LEISURE

5.7 BARBERSHOPS AND HAIRDRESSERS

PHASE-3



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, leaving time to properly clean and disinfect the place.
 - 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 is required for entry to the salon
 - Measure the temperature of all staff and customers, entry is permitted 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 open at a maximum capacity of 30%.
 - All staff must be tested prior to opening.
-

PHYSICAL DISTANCING

- Ensure 1.5m space between customers at all times (9m² 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, and consider providing face shields to staff to use while performing hair washing services.
- Consider placing a clean towel over the face of your client while at the sink 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 strip must be disposed of immediately after use. 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 discard of the wrap 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 to 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 from reception areas to help reduce touch points and customer interactions.

INFECTION, PREVENTION AND CONTROL

- Equip reception areas and workstations with proper sanitation products, including hand sanitizer and sanitizing wipes
- 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 the workers 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.

INFECTION, PREVENTION AND CONTROL

- 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.
- 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 them.
- Clean and disinfect all linen hampers and trash container and only use the container type that can be closed and use with liners that can be removed and discarded.
- Wipe down all seats and tables. Note that cloth chairs cannot be properly cleaned and disinfected, therefore consider using a plastic cover.

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

HEALTH AND SAFETY OF EMPLOYEES

- 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.
- ALL restroom surfaces including floors, sinks and toilet bowls must be cleaned and disinfected. 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-3



AIM

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

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.
-

REGULATING ENTRY

- 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
 - Restrict capacity at up to 50% of total capacity.
-

PHYSICAL DISTANCING

- Maintain a minimum physical distance of 2m between people in all areas (16m² 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).
- 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 touch points and hard surfaces throughout the premises every 2 hours, and as needed, in all areas.
- Encourage customers to bring their own, towels, personal hygiene kit, and water bottles.
- 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.

INFECTION, PREVENTION AND CONTROL

- 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 maintain physical distancing rules 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 displayed on hard surface containers in retail areas and remove testers.

GYM FLOORS

- Only equipment that is 2m 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 STUDIOS

- 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.
-

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
-

TO REMAIN CLOSED

- Sauna, steam rooms, and jacuzzis.
 - Turkish/Moroccan bath, massage services and salons
 - Changing rooms.
 - Indoor pools
-

MONEY HANDLING

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

VULNERABLE GROUPS

- Entry will be denied of children under the age of 12 years.
- 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-3



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.

TO OPEN

- Outdoor pools and water parks. Indoor pools to remain closed.

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% of the full capacity to ensure that 1 person is in a space to 6sqm 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

PHYSICAL DISTANCING

- 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

- Sauna, steam, jacuzzi and changing rooms
- Group Aqua activities
- Indoor pools

MONEY HANDLING

- 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.



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