

**Government of India
Ministry of Health and Family Welfare**

SOP for Houseboats & Suggestion

Pre Planning:

- A detailed contagion control analysis of the facility is already completed.
- Contact points are identified and risk elements are evaluate.
- Social distancing methods analyzed and procedures laid out.
- Current SOPs for check-in and guest handling analysed.
- New set of SOPs established with Covid19 mandate.

SOPs for Boat Staff:

- Upon guest checkout,all boat staff are to report for temperature reading at the designated area.
- Return to the boat and cleaning staff to enter the guest rooms and collect all linen other than the bed spread carefully without fluttering them and place in the centre of the bed.Pull the sides of the bed spread and fold it into the centre of the bed without touching the inside.
- Take the physical count before bundling and keep the individual bundles separately.
- Submit the soiled linen without opening to the laundry.
- Use the vacuum cleaner to dust the entire boat.
- Clean the surfaces using 200 mg/L strength Sodium Hypochlorite surface cleaner provided.
- Clean the Bathroom and WC using 6 percent solution of TCCA-90
- All contact surfaces like door handles,faucet knobs,shower knobs, electrical switches,etc. are disinfected using Dettol.
- Kitchen staff to disinfect all equipment, containers,surfaces,cooking and serving utensils using 6% solution of TCCA-90 and rinsed thoroughly.
- All food items brought in must be washed thoroughly before using for preparing food.
- Food service staff must use gloves while serving food and beverages and doing clearance.
- Only sanitized footwear to be used by all staff inside the houseboat which is not to be used outside the boat

SOPs for Guest Check-in:

- The body temperature of the guests is taken by the DTPC Staff/ Health Person at the Check in pointand any anomalies are reported immediately.
- Guest luggage is sprayed with 200mg/L strength SodiumHypochlorite solution
- Guest is greeted withb a smile by saying Namaste with folded palms. Welcome procedures like hand shake,tikka,garland,etc.,that violates social distancing are not to be practiced.
- If the guest has no need to use washrooms immediately or to be allocated separate boats(in case of large groups),they are directly ushered to their respective boats.
- Once reaching the foyer inside the boat,the documents of the guests are taken for verification and check –in procedures and returned after procedures.

- Briefing is done by the guest relation staff and special Instructions are given to the guests regarding the covid19 protocol prevalent at the time of their stay.
- Guests are instructed not to leave the boat at any time or allow anyone to alight the boat in between.
- The boat will not be allowed dock at any other place than the night halt location.

Suggestions

- Two checkin points to be operated by DTPC or Health department at Finishing point & Pallathuruthy which will help us to coordinate the guest as well as boat staffs atleast for few months.
- Provide sanitizers,gloves and masks for the staffs and the guest atleast forFew months which will be a great support to the house boat industry.

Operatingproceduresforbookings

- Houseboats should take only pre bookings with check in time.
- Booking informed prior to the corresponding checkin point authorities.
- On the day of the checkin boat need to be sanitized and report to the checkin point.

Checkin point Procedures

- Only houseboats with chekin's are allowed to park at the chekin points.
- Boats are report two hours before check in at the Checkin point.
- Authorities will fumigate the boat
- Temperature check up for the houseboat staff by the authorities.
- Check the boat about hygiene and cleanliness.

Guest procedures upon arrival

- Upon arrival thermal screening at the checkin point
- Hand sanitization
- Sanitization of the luggage's
- Houseboat staff after wearing gloves unload the luggage from the car and transferred to the boat
- Guests are provided with two sets of mask