

**ASSESSMENT FORM FOR COVID-19 AND HYGIENE PRACTICES
TO BE OBSERVED DURING THE PANDEMIC FOR
ACCOMMODATION FACILITIES**

TITLE OF FACILITY :

FACILITY ADDRESS :

TELEPHONE – FAX :

EMAIL :

WEBSITE :

CURRENT TYPE AND CLASS :

CERTIFICATE DATE AND NO :

CERTIFICATE HOLDER :

FACILITY SUPERVISOR :

NAME OF AUDITOR :

STARTING DATE AND TIME OF AUDIT :

END DATE AND TIME OF AUDIT :

TYPE OF AUDIT :
(ROUTINE/FOLLOW-UP/MYSTERY SHOPPER)

USED CL NUMBER AND REVISION DATE :

NOTES :

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REPORT DATE :

AUDIT NUMBER – TRACKING NUMBER :
(PROTOCOL NO)

AUDITOR SIGNATURE :

FACILITY EXECUTIVE SIGNATURE :

Name and Logo of the Document

Name of the document has been designated in Turkish and English as and Logo as

Each document will be given a number by the Republic of Turkey Ministry of Culture and Tourism.

Purpose

This Certificate undertakes to lay down the principles and procedures concerning the efforts required to allay the concerns of consumers with regard to the Covid-19 contagion, meet high hygiene and security expectations, help plan the employee training programs at workplaces, and prevent the spread of the Covid-19 virus in preparation for the end of the adverse effects of the Covid-19 pandemic while Tourism facilities resume their operations.

Scope

This Certificate covers the businesses that were issued an Operation or Investment License by the Republic of Turkey Ministry of Culture and Tourism and the businesses deemed appropriate by the Ministry.

Basis

This Assessment Form was created based on the application examples from the Republic of Turkey Ministry of Health, Republic of Turkey Ministry of Family, Labor and Social Services, Republic of Turkey Ministry of Agriculture and Forestry, Republic of Turkey Ministry of Health Science Committee, World Health Organization, Turkish Public Health Law, Law no. 5996 on Veterinary Services, Plant Health, Food and Feed, Turkish Standards Institute's Standard no. 13811 on Hygiene and Sanitation Management Systems, and National and International Healthcare and Tourism Industries.

Process to be Followed and Objective

This Certificate aims to ensure that tourism businesses, with a view to meeting consumers' expectations and achieving a positive perception and competitive advantage, appoint an Executive to manage the entire process, prepare the Protocols for all their functions, provide their employees with Trainings on the issues, engage in effective work on Hygiene, Disinfection and Social Distancing, complete the proper Food Hygiene and Security practices and processes to mitigate the contagion risk for Covid-19, and use effective communication methods to provide information and raise awareness of their efforts both in Turkey and the World.

Collaboration and Certification

Tourism businesses that were found to meet the required conditions in an audit to be conducted by an institution or organization determined by the Ministry in collaboration with the national or international hygiene and cleaning materials supplier they collaborated with based on the principles laid down in the "Assessment Form" prepared to issue the certificate.

Duration and Validity

The arrangements made under this Document, along with all its provisions, shall automatically expire when the measures enforced by our Government aimed at mitigating the contagion and effects of the Covid-19 virus and preventing its spread in our country are lifted.

ASSESSMENT FORM FOR ACCOMMODATION FACILITIES

A. MANDATORY PRACTICES

PROCESS MANAGEMENT, STANDARD SETTING, PROTOCOL CREATION

	DESCRIPTION	YES	NO
1	Are there any hotel personnel authorized to adapt the measures against contamination and hygiene standards and carry out the verifications?		
2	Have the protocols concerning the procedures covering the hygiene practices that affect all functions and units of the hotel been prepared?		
3	Have the periodic follow-up forms and checklists in support of all procedures and protocols been prepared?		
4	Is the created recording systematics effectively used by the business?		
5	Are the records periodically verified?		
6	Are actions taken when necessary with regard to the verifications made?		
7	Has a social distancing plan been drawn up?		
8	Are arrangements indicating social distancing with ground markings in place in front of all units at the facility in consideration of possible congestions?		
9	Are persons staying in the same room (Family, etc.) taken into consideration as a group with respect to the implementation of social distancing rules?		
10	Are Health Ministry-approved, alcohol-based hand sanitizers or disinfectants available at the business?		
11	Are alcohol-based hand sanitizers or disinfectants available in common spaces?		
12	Are there any plans to provide the employees with periodic basic trainings about plans and protocols to be implemented at the business?		
13	Are trainings being delivered to employees with respect to the plan envisaged at the business?		
14	Have the required arrangements been made to make sure that meetings of the functional managers of the hotel are held via teleconferencing and trainings for employees are delivered via distance learning (e-training)?		

15	Are trainings being delivered on the use of hygiene supplies and protective equipment?		
16	Have printable wall charts about Covid-19 and hygiene practices been prepared and hung in personnel areas and common areas?		
17	Have the prepared wall charts been translated into at least 3 languages?		
18	Has the reopening protocol been prepared for closed hotels?		
19	Are there protective clothing and equipment at the facility and face masks available to be provided upon request at the entrance?		
20	Are guests provided at the reception with written information about COVID-19 and the hygiene precautions and practices as well as the rules that must be followed by the guests?		
21	Do the unit managers regularly keep a record of the cleaning practices?		
22	Are all installations and equipment used at the tourism accommodation business (energy, heating, ventilation, air-conditioning equipment, dishwashers, washing machines, refrigerators, elevators, etc.) periodically put through preventive maintenance and repaired by authorized service or by experts trained in their respective fields under a plan?		
23	Are ventilation filters regularly replaced?		
24	Are venues ventilated naturally when necessary?		
25	Are thermal cameras or contactless thermometers used to monitor the body temperatures of guests and employees while entering the facility and of employees before leaving the facility?		
26	Are the measured body temperatures verified?		
27	Are the actions to be taken defined in the event that a temperature outside the accepted range is found after the verification of body temperature records?		
28	Are the actions to be taken recorded in the event that a temperature outside the accepted range is found after the verification of body temperature records?		
29	Concerning Food Safety and Hygiene, do all functional managers in Purchasing, Goods Receiving, Warehouse, Kitchen and Food production and presentation conduct periodic assessment meetings about the precautions taken and the processes?		
30	Do the employees have in their respective files the hygiene training certificates approved by the relevant NGOs (TÜROB, TÜROFED, TÜRYİD etc.)?		
31	Have the stores and saloons in the business adapted to the required rules of hygiene?		

B. GUEST CHECK-IN

	DESCRIPTION	YES	NO
1	Has a protocol been prepared for the guest check-in procedures, provision of a briefing on social distancing, and information on whether the luggage and/or belongings of the guest would be carried by the guest or a bellboy in consideration of the risk of contagion (each hotel management will be free to decide on whether to provide bellboy service throughout the pandemic period)?		
2	Have all functional personnel been informed about all actions to be taken during hotel check-in?		
3	Is there any alcohol-based hand sanitizer/disinfectant, protective equipment, etc. in the reception area available to the guests?		
4	For the payments made by the guests, are methods such as contactless POS devices, online payments preferred over cash payments?		
5	Are equipment such as room keycards or keys, towel cards, pens, reception bell, etc. sanitized and properly stored if they are reused?		

C. PRECAUTIONS TO BE TAKEN AND PRACTICES ENGAGED FOR THE PERSONNEL

	DESCRIPTION	YES	NO
1	Is the protective equipment that must be used by the personnel supplied regularly and in sufficient numbers?		
2	Are the personnel given the necessary notifications regarding protective equipment use?		
3	Have the personnel's training, motivation and psychological support records concerning the processes been placed in their personal files?		
4	Are there measures in place to maintain social distancing in the recreational and social areas of the personnel?		
5	Are supplies such as alcohol-based hand sanitizers/disinfectants available in the recreational and social areas of the personnel?		
6	Are health checks being performed during personnel recruitment?		

D. ARRANGEMENTS IN GENERAL AREAS

a) Rooms

	DESCRIPTION	YES	NO
1	Are the water kettles, TV and air-conditioner remote controls sanitized after each guest checks out of the hotel?		
2	Have there been arrangements in place in the rooms to use single-use supplies (shampoo, soap, shower cap, glass, plate, cutlery, etc.)?		

b) Kitchens

	DESCRIPTION	YES	NO	N/A
1	Do the kitchens have in place a cleaning protocol prepared by the hotel management?			
2	Is a record of the actions taken as per the cleaning protocol created for the kitchens kept?			
3	Are the records taken as per the cleaning protocol created for the kitchens verified?			
4	Are actions taken where necessary with respect to the cleaning verification activities?			
5	Are the food safety requirements that must be implemented as per the food ingredients receiving, preparation, processing, and service-presentation process steps defined?			
6	Is a record of the monitoring activities identified under food safety kept?			
7	Are the monitoring activities identified under food safety verified by competent personnel?			
8	Are actions being taken when necessary with respect to the food safety verification activities?			
9	Are all foods in the kitchens stored in a covered manner with clean equipment suitable for the specific food?			
10	Is the layout of the existing storage areas in the kitchens determined in consideration of the product groups and risks?			

11	Is the temperature, and where necessary, humidity measured and recorded in the existing storage areas of the kitchens?			
12	Are the recorded temperatures and humidity readings verified by competent personnel?			
13	Are the equipment used for the measurements in the kitchens periodically calibrated and verified?			
14	Have the kitchens been secured against the presence of risky articles such as pushpins, pins, staples, broken glass, etc.?			
15	Are sufficient amounts of replicate samples being collected every day?			
16	Do the replicate samples have labeling information?			
17	Are there solid trash bins that can be covered in the necessary areas of the kitchens?			
18	Is there any protection against fragile materials in the kitchens?			
19	Are all wastes generated in the kitchens disposed of properly?			
20	Is it ensured that no kitchen personnel carry any jewelry, rings with gems or any other accessories?			
21	Are the entries of the kitchen personnel to the kitchens under control? (Use of work uniforms and hygiene equipment)			
22	Are the entries of the people who are not the kitchen personnel under control?			
23	Are there a demarcation of dirty and clean equipment in dish area?			
24	Are the shelves and similar areas where the kitchen equipment placed clean and suitable?			
25	Is there an area in the kitchen designated for the raw materials/products to be returned/disposed of?			
26	Are there any practices that will prevent the buildup of food/detergents, etc. in the washed equipment?			
27	Are cleaning chemicals and equipment placed separately?			
28	Does the water used in food production meet the conditions stipulated in the "Regulation concerning the Waters for Human Consumption"?			

c) Food & Beverage Units

	DESCRIPTION	YES	NO	N/A
1	Is there a minimum distance of 1.5 meters between the tables and 60cm between the chairs?			
2	Are the service equipment in the Food & Beverage areas regularly cleaned before and after service?			
3	Have the jointly used tea/coffee machines, water fountains, beverage machines and similar devices been removed or arrangements been made to distribute beverages from these devices through an attendant?			
4	Are dining tables and furniture, tabletop equipment (except single-use supplies) used with alcohol-based products after every use by customers?			
5	Is there a hand sanitizer or tissue/liquid containing 70 percent alcohol on each table?			
6	If the "Open Buffet" practice is continued, is there a glass screen in place preventing the guests from personally picking foods from the buffet and coming into contact with the foods? If the "Open Buffet" Are the requested foods served by an attendant to the guests as a part of the measures taken? If the "Open Buffet" is mounted to the wall with enough service area for the servers, is there an arrangement of service counter, which prevents guests to reach the Open Buffet directly? Within the precautions, would the guests have their requested food by the employee in charge?			
7	Are there alcohol-based hand sanitizers/disinfectants etc. in the areas accessible to guests and the personnel?			

d) Swimming Pools and Beaches

	DESCRIPTION	YES	NO	N/A
1	Is the chlorine level in pool water maintained at 1-3ppm for outdoor pools and 1-1.5ppm for indoor pools? Is a record of these levels periodically kept?			
2	Is a record of the periodically measured chlorine levels kept and verified?			
3	Are the defined actions being taken in the event that a reading outside the accepted range is found after the verification of the records on chlorine levels?			
4	Is a record of the cleaning and sanitization activities stipulated for the toilets, showers and changing rooms by the pools and beaches kept?			
5	Are additional actions being taken following the verification of the records of cleaning carried out by the pools and beaches?			

e) Fitness Centers & SPA

	DESCRIPTION	YES	NO	N/A
1	Is there an arrangement in place to limit with 30 minutes the occupancy of areas such as Saunas, Turkish Baths and Steam Baths, and then to clean the area for at least 15 minutes afterwards?			
2	Is there an arrangement in place to limit the entrance and exit hours and the number of people?			
3	Are the names of the guests who use such areas taken down?			
4	Are there hand sanitizers or disinfectants available in such areas?			
5	Is the air quality in the SPA ensured and humidity ratios kept under control?			
6	Are the materials used in these areas (i.e. bath gloves, soaps, shower gels, shampoos, etc.) single-use as much as possible?			

f) Animation Halls

	DESCRIPTION	YES	NO	N/A
1	Are there capacity warnings issued in animation programs?			
2	Are alcohol-based hand sanitizers or disinfectants available in the entrances of such areas or accessible across the activity areas?			

g) Mini Club

	DESCRIPTION	YES	NO	N/A
1	Has a social distancing plan been made and capacity determined for the mini club?			
2	Are children admitted through a reservation-based system and in a capacity consistent with the social distancing plan?			
3	Is there an arrangement aimed at protecting social distancing in indoor and outdoor events?			
4	Are the body temperatures of children measured and recorded at the entrance?			
5	Are the families of children with a body temperature of 38°C and higher notified to pick their children from the club and referred to a healthcare organization?			
6	Are the personnel trained on their jobs?			
7	Are there visual/written billboards posted that explain in a manner understandable to the age group the overall health and hygiene rules also including COVID-19 precautions and the rules that must be observed?			
8	Are hand sanitizers available in the entrances and exits in a manner that is not accessible to children?			
9	Do the personnel make sure children use hand sanitizers when entering and leaving the venue?			
10	Are all indoor spaces of the mini club ventilated for at least 10 minutes every hour on the hour?			
11	Are all toys, hobby materials and the like manufactured from easy-to-clean, easy to wipe or washable materials or are they single-use?			
12	Are toys, hobby materials and surfaces that children frequently come into contact with being cleaned with water and detergent, and then sanitized with suitable materials following their use by groups?			
13	Are educational/informative events held on health and hygiene?			
14	Is there an event program predominantly based on outdoor events with lower contagion risk?			
15	Are children encouraged to wash their hands with soap frequently also including their use of toilets?			

E. SECURITY

	DESCRIPTION	YES	NO
1	Are the processes of the security department coordinated with the other functions of the hotel?		
2	With a view to minimizing the pat-down of guests other than x-ray devices, should there be a need to pat down the guests, are there processes in place about the use of a face mask, single-use gloves for each search, face guards, and then washing or cleaning the hands afterwards?		
3	Have the existing evacuation, emergency plans and risk management processes been rearranged in consideration of the pandemic?		

F. HOTEL VEHICLES

	DESCRIPTION	YES	NO	N/A
1	Are all passengers in the vehicle made to use face masks?			
2	Are there enough alcohol-based hand sanitizers/disinfectants, colognes, and sufficient number of masks for the passengers in the vehicles?			
3	Are all frequently contacted surfaces such as the seats, door handles and handles cleaned before every trip?			
4	In the event valet parking is offered, have the necessary precautions been taken to ensure the safety of the employees and the guests?			

G. PERSONNEL ACCOMMODATIONS AND LODGINGS

	DESCRIPTION	YES	NO	N/A
1	Have the arrangements been made and measures taken to ensure that visitors, relatives, friends are not admitted to the Personnel Accommodations and Lodgings under no circumstances?			
2	Have the precautions and other hygiene measures been taken to maintain social distancing at the Personnel Accommodations and Lodgings and personnel transfers?			

H. WASTE MANAGEMENT

	DESCRIPTION	YES	NO
1	Has the hotel management assigned personnel to follow the entire waste management process?		
2	Is "Waste Management" implemented and recorded in accordance with the protocol prepared by the hotel management?		
3	Are the records made under Waste Management verified by competent personnel?		
4	Do the personnel use personal protective equipment while working (single use gloves, gowns, surgical masks)?		
5	Are garbage bins and other used cleaning equipment periodically cleaned?		
6	Are medical and domestic waste duly collected and sorted and regularly disposed of by the Municipality or Licensed organizations?		
7	Is the required cleaning and disinfestation in garbage rooms conducted periodically?		
8	Have the security personnel been provided with alcohol-based hand sanitizer/disinfectant, exclusive garbage bags for single-use tissues and wastes to be used after each procedure (handling ID cards, etc)?		

I. PEST CONTROL

	DESCRIPTION	YES	NO
1	Is Pest Control carried out and recorded in accordance with the protocol prepared by the hotel management?		
2	Are Pest Control practices verified by competent personnel and actions taken where necessary?		
3	Have the personnel in charge of Pest Control been designated?		
4	Do the personnel use personal protective equipment during the procedure (single-use gloves, surgical masks, hair cover, face/eye protector, boots, and overalls)?		
5	Does the Pest Control file include a Business Pest Control Plan, Service Supervisor Certificates, MSDSs, Official Documents (Manager in Charge, Service Competence, etc.), Service Contract, Insurance Policies, etc.?		
6	Are the drainages easy to clean, designed to prevent pest entry, escape of bad odors and backing up of waste waters?		

i. PURCHASING, GOODS RECEIVING AND STORAGE

	DESCRIPTION	YES	NO
1	Is the entire process to be followed by the Purchasing, Goods Receiving, and Storage operations of the business implemented in accordance with the protocol drafted by the hotel management, followed by the relevant manager and recorded?		
2	Are the records taken during the Purchasing, Goods Receiving and Storage operations verified?		
3	Are actions taken with regard to the Purchasing, Goods Receiving and Storage operations when necessary?		
4	Do the people working in this function use personal protective equipment?		
5	Have precautions been taken to make sure that persons such as suppliers, maintenance personnel, drivers bringing goods etc. who temporarily enter the functions that supply and produce the food products at the hotel do not come into contact with the staff, and perform their jobs while maintaining the social distancing rule and using protective equipment?		
6	Have the necessary precautions been taken to minimize human contact with the goods from the moment the purchased goods travel from the supplier to the warehouse?		
7	Are qualified and packaged products from licensed suppliers primarily preferred in the purchases made by the Purchasing function?		

J. EMERGENCY AND ISOLATION

	DISCLOSURE	YES	NO
1	Are there specified protocols (including the requirements of Epidemic Crisis Management) contact persons and institutions in case of emergency or confirmation of a symptomatic or suspected case?		
2	Are details of persons and institutions to be contacted in case of an emergency available on necessary media?		
3	Is the staff informed of the intervention plan in case of guests showing symptoms of the disease (cough, tiredness, fever etc.) upon their entry to the hotel or during their stay?		
4	Are there designated isolation areas for emergency purposes on the premises of the hotel?		
5	In the event that a guest tests positive for COVID-19 and the Health Authority concludes that they do not need hospitalization, is there a written information form obliging the guest to stay in an isolation room together with their family members or the people they are traveling with, and not leave those rooms throughout their stay on the premises?		
6	To serve guests that have tested positive for COVID-19 but who do not need hospitalization as judged by the Health Authority, are there designated guest isolation rooms depending on the total room capacity of the given hotel, namely 1 guest isolation room for hotels up to 50 room capacity, 2 rooms for hotels with 51-100 rooms, 3 rooms for hotels with 101-150 rooms, 4 rooms for hotels with 151-200 rooms, 5 rooms for hotels with 201-250 rooms, 6 rooms for hotels with 251-300 rooms, 7 rooms for hotels with 301-350 rooms, 8 rooms for hotels with 351-400 rooms, 9 rooms for hotels with 401-499 rooms and 10 rooms for hotels with 500 and more rooms?		
7	Are guest isolation rooms on the same floor/ block with minimum contact with other guest rooms, or with no normal guest rooms on the same floor or block, or clustered at one end with two adjacent guest rooms left empty and with a physical separation (door/ wall etc.) on the corridor?		
8	Is there any protocol in place about how the family members or guests who will stay in the same room with a guest who has tested positive for COVID-19 but who themselves have not tested positive shall stay in a separate guest isolation room?		
9	Is there any protocol in place about guests in the guest isolation rooms receiving food-drinks and housekeeping services without leaving their rooms, pursuant to their accommodation contracts?		

10	Are there designated staff who will serve the isolated guests and provide housekeeping? Are there an "isolation staff protocol" and contracts that specify isolation service staff's work conditions, extra service fees, protective equipment, physical distance they should maintain with the guests as well as the personal cleaning and hygiene rules they will follow before and after service?		
11	Is the isolation service staff trained separately for hygiene and health? Is the health of the staff frequently monitored?		
12	Is there a protocol in place that specifies how personnel who serve the isolation room guests and provide housekeeping for them should wear a face visor and single-use gloves, change their clothes entirely after each use or wear single-use protective garments, pay due attention to personal hygiene before and after service; dispose of garments, gloves and masks following every use?		
13	Do the cleaning terms specify how textile products such as towels and sheets and dishes in the occupied guest isolation rooms must be collected separately and be washed at least at 60 degrees without any contact with the items used by other guests?		
14	Are there any cleaning specifications regarding the use and evacuation of isolation areas?		
15	Are specified cleaning practices for isolation areas recorded and verified?		
16	Is action taken if required by cleaning verifications in isolation areas?		
17	Are managers of the business informed when employees suspect that they might have contracted COVID-19 or show symptoms thereof?		
18	Do you contact 184 Coronavirus Hotline by the Health Ministry and Provincial Directorate of Agriculture and Forestry in case of employees with COVID-19 symptoms (fever, cough and/ or shortness of breath) or those who have tested positive for COVID-19?		
19	Are the entirety of textile products (sheets, towels) separately put in bags, delivered to a laundrette or a commercial laundrette outside the premises, ensuring that they are washed separately from other materials?		

K. COVID-19 TESTING AND SPECIMEN COLLECTION

	DESCRIPTION	YES	NO
1	For accommodation establishments with a minimum capacity of 50 rooms or over: Has the establishment made necessary arrangements for guests who normally reside in foreign countries to have optional COVID-19 tests during their stay to provide trained health-care professionals for specimen collection? Or has it made necessary arrangements with a competent health-care facility for specimen collection and testing? Does the establishment keep follow-up records for the guests who take the test?		
2	If specimens are collected in the establishment, has the establishment provided a hygienic environment for collection, and taken necessary measures for separate collection and disposal of PPE and medical waste?		
3	Has the establishment designated a contact person responsible for the coordination of specimen collection to contact relevant institutions and organizations? Has the establishment notified the names and contact information to the Provincial Directorate of Culture and Tourism and the Provincial Health Directorate?		
4	Has the establishment laid out a procedure to follow in case a guest is tested positive for COVID-19? (The protocol shall include notifying the Provincial Directorate of Culture and Tourism and the Provincial Health Directorate, guiding the guest into a health-care facility and managing the isolation process.)		
5	Does the establishment inform guests who normally reside in foreign countries in written at the entrance and in the rooms in at least two languages (Turkish and another foreign language)? The written notification shall include the fact that they can have a paid COVID-19 test voluntarily at test centers, airports and accommodation establishments (along with the working hours, the testing procedure, its duration and results), that the guests who are required to be tested before leaving the country shall undergo the test at least 48 hours before their check-out to avoid any delay in the process, and that the guests who have been tested positive should immediately notify the administration (if they are in the accommodation establishment) or the information desk (if they are at the airport) Does the written notification include the contact information of testing facilities and that the test costs 30 € at airports and accommodation facilities, and 110 ₺ at testing centers?		