

COVID-19 AND HYGIENE MEASURES ASSESSMENT FORM FOR THEME PARKS

FACILITY NAME :

FACILITY ADDRESS :

TELEPHONE - FAX :

EMAIL :

WEBSITE :

CURRENT TYPE AND CLASS :

DOCUMENT DATE AND NUMBER :

DOCUMENT HOLDER :

FACILITY OFFICIAL :

INSPECTOR :

INSPECTION START :

INSPECTION END :

INSPECTION TYPE :
(ROUTINE/MONITORING/MYSTERY CUSTOMER)

CL NUMBER USED, AND REVISION DATE:

NOTES :
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.....
.....

REPORT DATE :

AUDIT NUMBER - TRACKING NUMBER :
(PROTOCOL NO.)

INSPECTOR'S SIGNATURE :

FACILITY OFFICIAL'S SIGNATURE :

Certificate Name and Logo

The Certificate's name is in Turkish and

English, and the Certificate's Logo is

Each certificate shall be assigned a serial number by the Republic of Türkiye, Ministry of Culture and Tourism.

Purpose

The purpose of this certificate is to define the actions to be taken by theme parks to meet the high expectations of visitors with regard to hygiene and safety including the concerns of a COVID-19 infection, and to plan training programs for employees in workplaces in order to eliminate the negative effects of the COVID-19 pandemic, and to define the procedures and principles for prevention of the infection of coronavirus.

Scope

This certificate covers those organizations which were awarded a Certificate of Operation or Investment by the Republic of Türkiye, Ministry of Culture and Tourism, and the organizations to be approved by the Ministry.

Basis

This Assessment Form is based on the practices of the Turkish Ministry of Health; Turkish Ministry of Family, Labor and Social Services; Turkish Ministry of Agriculture and Forestry; the Scientific Advisory Board of the Turkish Ministry of Health; World Health Organization (WHO), Public Health Law; the Law No. 5996 on Veterinary Services, Plant Health, Food and Feed; TSE 13811 Standard on Hygiene and Sanitation Management Systems; and National and International Health and Tourism Industries.

Procedure and Objectives

Facilities are primarily intended to commission a Supervisor to supervise the entire process, draw up protocols for all departments, ensure that employees are properly trained on the said issues, actively engage in efforts in Hygiene, Sanitation and Social Distancing, complete the correct practices of Food Hygiene and Safety as well as the procedures of reducing the risk of COVID-19 infection, promote their efforts in Türkiye and worldwide by effective means of communication and raise awareness, in order to meet the expectations of visitors and achieve a positive perception and competitive edge.

The Ministry of Culture and Tourism's Circulars on the Controlled Normalization, and the Epidemic (COVID-19) Management and Operation Guidelines of the Ministry of Health, Scientific Advisory Board, are the guiding principles of all criteria including social distancing, hygiene and cleaning supplies specified herein.

Cooperation and Certification

A facility may be obtain the certificate only if they are found to fulfill the requirements upon the inspection to be made by the Authority or organization to be nominated by the Ministry in cooperation with the national or international supplier of hygiene and cleaning supplies that they cooperate with, in line with the principles of the "Assessment Form" prepared for the award of the certificate.

Duration and Effect

The arrangements made hereunder, and all provisions hereof shall cease to have effect once transmission and impact of the COVID-19 have declined and the measures implemented by the Turkish Government to stop the spread of the disease in Türkiye are abolished.

ASSESSMENT FORM

A. COMPULSORY PRACTICES

	STATEMENT	YES	NO
1	There is an "Action Plan" in place within the facility for the infection measures and hygiene practices, and measures to be taken to identify symptomatic or suspicious employees or visitors.		
2	An employee of the facility is authorized to implement and supervise the "Action Plan".		
3	There are protocols covering the hygiene practices affecting the processes of every department and unit.		
4	There are periodic monitoring forms and checklists supporting all procedures and protocols.		
5	The registration system formed is actively used in the organization.		
6	Based on the inspections, necessary actions are taken.		
7	A plan is in place based on the capacity of the entrances, entrance halls, foyer areas, play and amusement areas, playing equipment for children, performance areas, swimming and amusement pools with water slides, all indoor and outdoor areas including eating, drinking and shopping units, and amusement equipment in compliance with social distancing.		
8	Considering potential congestions at the entrance of all units, floor markings are applied to draw attention to social distancing rules. Measures are taken to accept only the number of visitors specified in the social distancing plan, and to enforce social distancing rules in waiting areas. There is queue area management in place.		
9	Hand sanitizers approved by the Ministry of Health are available in the facility and in common areas.		
10	The employees are regularly trained on the plans and protocols to be implemented in the facility.		
11	There are necessary arrangements in place to conduct employee training programs remotely (e-learning).		
12	The employees are trained on the use of hygienic materials and protective equipment.		

13	Written and visual posters about the Covid-19 and hygiene practices are placed at appropriate spots in staff areas and public areas of the organization.		
14	Unit supervisors regularly keep records of cleaning and hygiene practices.		
15	Protective maintenance and repair of all installations and equipment (energy, heating, ventilation, climate control equipment, dishwashers, washing machines, refrigerators, elevators, amusement and game equipment, etc.) are periodically done by an authorized service shop or qualified specialists.		
16	Filters of air conditioning and ventilation systems are replaced regularly, and such systems operate completely with fresh air supply.		
17	All areas are ventilated naturally to the extent permissible by physical conditions.		
18	There are exhibition and performance protocols (e.g. stage capacity, preferring performances that do not include inviting the audience to the stage) in place based on the conditions of the pandemic.		
19	All supervisors of the departments of Purchasing, Cargo Handling, Storage Areas, Kitchen, and Production and Serving of Food hold regular assessment meetings about the measures and processes concerning Food Safety and Hygiene.		
20	Employees' hygiene training records approved by the relevant NGOs are available in their personnel files.		

B. ORGANIZATION OF PUBLIC SPACES

a) Amusement and Game Equipment and Pools, Performance Halls and Entrance Units

	STATEMENT	YES	NO
1	Measures and practices are in place regarding the Covid-19 and hygiene, and visitors are informed in written about the rules they are expected to follow.		
2	A mask and a pair of gloves are made available upon request at the entrance of the facility.		
3	A thermal camera or a contactless thermometer is used to take attendees' temperature, and those whose temperature is above 38°C are recorded (and are not allowed in).		
4	Where a payment is required, online and contactless means of payment are preferred to the extent possible.		
5	Visitors and employees are required to wear a mask in the premises. The employees at the payment or entrance areas are isolated by a face shield or a transparent partition panel in		

	addition to a mask.			
6	Direction and duration of visitor traffic is arranged to prevent congestion at entrances, exits and walking routes (Direction markings are applied if physically appropriate, designating separate entrances and exits, or if this is not possible, separating them with barriers/tapes).			
7	Since entrances to the premises follow a circular pattern, once the capacity specified in the social distancing plan is reached, measures to prevent entrance of new users are taken and floor markings are applied to ensure that they follow social distancing rules while waiting.			
8	Designated capacities based on social distancing rules are posted at the entrance of all indoor and outdoor areas as well as amusement and game equipment, and pools if any.			
9	Seating and viewing layout of performance halls, theaters, game and amusement equipment fulfill the social distancing requirements. Markings are applied on seating areas and aisles among them to direct attendees appropriately.			
10	Surfaces such as game and amusement equipment, which are frequently exposed to contact, are cleaned and sanitized with every new user.			
11	Indoor and outdoor performance, amusement and ride units are equipped with hand sanitizers at the entrance/inside suitable to their use and capacities.			
12	Periods of breaks considering the start and end times, and the number of visitors allowed are designated for the waiting rooms of amusement and game equipment to prevent prolonged stays and close encounters at entrances and exits.			
13	Disposable items (pens, notepads, cups, utensils and cutlery, etc.) are used, or cleaning is made for hygiene every time such items are used.			
14	There is a separate waste bin for glove and mask waste at the relevant parts of the premises.			
15	Hand sanitizers are available at the entrance of elevators. Occupants are informed about the elevator capacity. There are social distance markings in elevator cabs.			N/A
16	If there are commercial units within the facility, they follow the hygiene and social distancing rules.			
17	If dressing room/cloakroom service is available, each user is served in a contact-free space. In dressing rooms, every second closet is left empty and dressing rooms are regularly ventilated.			

18	Capacity and social distancing markings are available in dressing and shower areas.			
19	Indoor amusement and game equipment are inactive.			
20	Where the entrances of a water slide are adjacent, waiting areas fulfill social distancing (1.5 meters) requirements.			
21	Periods of breaks considering the start and end times, and number of guests allowed are designated for the waiting rooms of amusement and game pools (water slides, amusement pools, wave pools, river, vortex and water games) to prevent prolonged stays and close encounters at entrances and exits.			
22	Where pools are available, a sufficient number of certified lifeguards are employed based on the number of pools and working hours.			
23	There are certified lifeguards at the top and bottom of the water slides.			
24	There is an employee in charge of supervising adherence to social distancing and capacity rules in children's amusement pools and water slides.			
25	Parasols around the swimming pools are organized according to the social distancing requirements. If there is fixed shades, sunloungers are organized in accordance with the social distancing requirements.			
26	Chlorine levels are maintained between 1 and 3 ppm for outdoor pools, and 1 and 1.5 ppm for indoor pools. This is logged on a regular basis. Chlorine levels are logged and verified regularly.			
27	Necessary action is taken if the chlorine measurement reading is outside the acceptable range for verification of chlorine levels.			
28	Hygiene and disinfection activities for the toilets, showers and dressing cabins around the pools and beaches are logged.			
29	Surfaces exposed to frequent contact, such as the water slides, inflatable boats, oxygen bottles and life jackets are cleaned and sanitized after each use. Used and sanitized ones are kept separately.			
30	If the facility provides towels, they are presented in sealed bags or by the staff.			

30	5D and 3D glasses and all glasses used as part of the VR units are sanitized after each use. Otherwise, such units are removed from service.			
31	Those amusement units and rides where contact between individuals cannot be prevented (e.g. ball pits or units where users cannot stay still or sit down) are removed from service.			
32	2-seat, 3-seat and 4-seat boats in water slides are furnished with caution messages that only the members of the same family or guests staying with them are allowed to ride the same boat.			

b) Food & Beverage Units

	STATEMENT	YES	NO	N/A
1	A minimum distance of 2 meters is left among tables and 60 cm is left among adjacent chairs.			
2	Food and beverage service equipment is regularly cleaned before and after each service.			
3	Shared tea/coffee machines, vending machines and similar other equipment are removed or an employee is commissioned to give guests beverages from such equipment.			
4	Such items as dining tables and chairs, service equipment, sugar, salt, spices, napkin dispensers and menus are properly wiped and sanitized using a sanitizer approved by the Ministry of Health. Disposable sugar, salt, spices and napkins are offered to the extent possible.			
5	A hand sanitizer or wet wipes/liquid containing with 70-percent alcohol content.			
6	If food is served from a buffet, there is a glass shield to prevent the visitors from contacting the food in the buffet. If the buffet is mounted on a wall, a sufficient amount of space is left so that the service employees can serve food, and the service counter is arranged in a way that visitors are prevented from directly accessing the buffet.			
7	There are hand sanitizers accessible to visitors and employees.			

c) Kitchens

	STATEMENT	YES	NO	N/A
1	There is a cleaning and hygiene protocol prepared by the facility management for the kitchens.			
2	The actions taken as per the cleaning protocol for kitchens are logged.			
3	The logs kept for compliance with the cleaning protocol for kitchens are confirmed.			
4	Necessary actions are taken based on the cleaning confirmation activities.			
5	All food items in kitchens are stored in covered containers suitable for food.			
6	Kitchens and storage areas are organized based on product groups and risks.			
7	Temperature of kitchens and storage areas, and humidity of dry storage areas, if any, are measured and logged.			
8	Logged temperature and humidity values are confirmed by a competent employee.			
9	The equipment used for the measurements in kitchens are periodically calibrated and verified.			
10	The facility ensures that items that pose physical risks such as pins, needles, staples, broken glass, etc. are not kept in kitchens.			
11	There are durable and lidded waste bins in necessary parts of kitchens.			
12	There is a storage area for fragile items in kitchens.			
13	All wastes produced in kitchens are disposed of properly.			
14	The facility ensures that the kitchen staff do not wear any jewelry, gemstone ring or any other accessory.			
15	The facility ensures that the kitchen staff wear work clothing, and gloves, mask and bonnet as part of the protective measures in place.			

16	Unauthorized access to kitchens is restricted.			
17	Dirty and clean items in washing areas of kitchens are separated.			
18	Such spaces as shelves, etc. where kitchen equipment is kept are clean and suitable for use.			
19	Raw materials/products to be returned/disposed of in kitchens are clearly identified (labeled, kept in a separate area, etc.).			
20	There are practices in place to prevent food/dish soap residues from building up on washed equipment.			
21	Cleaning chemicals and the equipment are placed separately.			
22	The water used for food production fulfill the conditions specified in the "Regulation on Waters Intended for Human Consumption".			
23	Vapor and ice used for food production are made from "potable water".			
24	Unprocessed (raw) foods and prepared (cooked) foods are kept in separate spaces to prevent cross-contamination.			
25	There are measures in place to prevent packaged and unpackaged food materials from directly contacting the floor.			

d) Washbasin, Toilet and Public Space Hygiene

	STATEMENT	YES	NO
1	Toilets are accessed via automatic doors. If an automatic door is not available, the entrance door is kept open to prevent contactless entrance.		
2	Toilet floors, toilet bowls, urinals, washbasins, faucets and spouts, and door handles are cleaned and sanitized often.		
3	Cleaning times are logged and supervised.		

4	Hand drying fans are deactivated. Disposable paper towels are available for drying hands.		
5	Hygienic items such as soap, toilet paper and paper towel are available in toilets.		
6	The employees that clean the toilets wear a mask and goggles or face shield.		
7	The cleaning supplies and cleaning periods for surfaces with frequent hand contact such as door handles, escalator railings, elevator buttons, ride handles, guardrails, armrests and restrain equipment, and for cleaning and hygiene of floors, walls and floorings are determined. Inspection logs are kept.		

C. MEASURES AND PRACTICES FOR EMPLOYEES

	STATEMENT	YES	NO
1	Employee areas (dressing rooms, showers, toilets, offices, dining halls, cafeterias, etc. are designed according to social distancing rules. Shifts are organized to prevent congestion.		
2	The protective equipment to be used for the working environment of the employees (separately for office employees, service employees, ticket box employees, lifeguards, kitchen, cleaning employees, and drivers) are determined.		
3	The protective equipment to be used by the employees, such as masks, gloves, face shields and hand sanitizers, are supplied regularly in sufficient amounts.		
4	The employees are informed and trained about the use of protective equipment.		
5	Records of education, motivation and psychological support of the employees regarding the processes are kept in their personnel files.		
6	Tea/coffee machines in staff areas, vending machines and similar other equipment are removed or an employee is commissioned to give the employees beverages from such equipment.		
7	If food is served from a buffet, there is a shield to prevent the staff from contacting the food in the buffet. If the buffet is mounted on a wall, a sufficient amount of space is left so that the service employees can serve food, and the service counter is arranged in a way that visitors are prevented from directly accessing the buffet.		
8	The employees undergo health checks in recruitment.		
9	Whether an employee lives with a Covid-19 patient is checked and logged.		

10	A thermal camera or a contactless thermometer is used to take employees' temperature during in entrance and exit. Employees enter and exit the facility without contacting anything.		
11	Employees with fever, cough, shortness of breath, etc. are directed to healthcare institutions and monitored.		
12	Temporary employees undergo health checks.		
13	There is a protocol in place regarding the ages and chronic diseases of all employees.		

D. SECURITY

	STATEMENT	YES	NO
1	Processes of the security department are coordinated with the other departments of the facility.		
2	There are procedures in place to minimize searching visitors by hands instead of using an x-ray device, and to use a mask, disposable gloves, and face protection equipment for each search, and then to wash or clean hands if attendees have to be searched by hands.		
3	The existing evacuation, emergency plans and risk management procedures are reorganized according to the conditions of the pandemic.		

E. VEHICLES

	STATEMENT	YES	NO	N/A
1	All passengers in a vehicle wear a mask.			
2	A sufficient amount of hand sanitizers, cologne water and masks are available in vehicles.			
3	Surfaces subject to frequent human contact such as seats, door handles and handle bars are cleaned before each run.			
4	If a vehicle is owned by the organization, the air conditioning system of the vehicle is regularly cleaned. Air conditioners operate with fresh air from outside the vehicle.			
5	If the organization offers valet parking, the valets clean their hands using appropriate hand sanitizer before and after each parking, and drive with a mask on.			

F. WASTE MANAGEMENT

	STATEMENT	YES	NO
1	Facility management has commissioned an employee to monitor the entire waste management process.		
2	"Waste Management" is implemented and logged according to the protocol prepared by the facility management.		
3	Logs kept for Waste Management is supervised by the relevant employees.		
4	Employees use personal protective equipment (disposable gloves, aprons, surgical mask) while working.		
5	Waste bins and other cleaning equipment are cleaned regularly.		
6	Wastes are duly collected and sorted, and regularly disposed of by the Municipality or Licensed organizations.		
7	Garbage rooms are regularly cleaned and sanitized.		
8	Security guards are given hand sanitizers and disposable napkins for use after exchanging items (identity cards, etc.), and garbage bags for their wastes.		

G. INSECT AND PEST CONTROL

	STATEMENT	YES	NO
1	Insect and pest control is implemented and logged according to the protocol prepared by the facility management.		
2	There is a supervisor of insect and pest control.		
3	The supervisor supervises insect and pest control practices, and take actions where necessary.		
4	Employees wear personal protective equipment (disposable gloves, surgical mask, bonnet, face/eye shield, rubber boots, overalls) while performing insect and pest control.		
5	Pest Control Plan, Service Supervisor Certificates, MSDSs, Official Documents (Responsible Director, Service Competence, etc.), Service Agreement, Insurance Policies of the service provider are available in the insect and pest control file.		
6	Pesticides are applied regularly or a pest control company is provides support under the pest control program.		
7	If it is the organization that performs disinfestation, properly trained employees perform and log this task.		

8	All spaces opening to outside, and sewers are arranged to prevent the entry of pests (insects, rodents, etc.), odor release and sewer backflow.		
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H. PURCHASING, CARGO HANDLING AND STORAGE

	STATEMENT	YES	NO
1	The entire procedure to be followed with regard to purchasing, cargo handling and storage activities is carried out according to a protocol prepared by the management, and monitored and logged by the relevant supervisor.		
2	Sanitation devices, and necessary instruments and equipment for hand and body hygiene are available in purchasing, cargo handling and storage areas. Unauthorized access to such areas is restricted.		
3	Employees of these areas use personal protective equipment (mask, gloves, goggles or face shield).		
4	Appropriate measures are taken to prevent any contact between facility employees and suppliers that temporarily enter the facility's units that procure and produce food products, and to maintain social distancing and perform the duties with personal protective equipment on.		
5	Measures are taken to ensure minimum human contact for goods in their journey from the supplier to the warehouse.		
6	Goods to be purchased by the purchasing unit are chosen among packaged products with appropriate quality from approved suppliers.		

I. EMERGENCY AND ISOLATION

	STATEMENT	YES	NO
1	The protocol (including Epidemics Crisis Management requirements) to be implemented, and the persons and organizations to contact in emergency and if patients, symptomatic or suspected cases are identified.		
2	Details of the persons and organizations to contact in emergency are shared in relevant places and by necessary means.		
3	The employees are informed about the action plan to follow if visitors show symptoms (coughing, weakness, high fever, etc.) while entering, or during their stay in, the facility.		

4	When an employee thinks that they have Covid-19 or show symptoms of the disease, this is reported to the relevant supervisor.		
5	The Ministry of Health Coronavirus Consultancy Hotline 184 and the Provincial Directorate of Health are informed about the employees who show the symptoms of the Covid-19 (fever, cough and/or shortness of breath) or whose Covid-19 tests are positive.		
6	All textile items of an employee diagnosed with Covid-19 are put in separate bags, taken to the laundry room or a laundry company outside the facility, and washed separately.		

J. SIGNBOARDS, LOGOS, CERTIFICATES AND QR CODES

(Check the YES/NO columns starting with the second inspection.)

	STATEMENT	YES	NO	1st Inspection
1	The Safe Tourism signboard is designed and placed at the entrance of the premises as required by the regulations.			
2	The Safe Tourism logo and QR code are designed and placed at a visible location as required by the regulations.			
3	The Safe Tourism certificate is placed at the entrance of the premises as required by the regulations.			

Attach a photograph (JPEG file showing the date and time of the inspection) that proves the moment of the inspection.

