

**ASSESSMENT FORM ON
COVID-19 AND HYGIENE PRACTICES APPLIED DURING PANDEMIC
FOR ACCOMMODATION
AND
FOOD & BEVERAGE FACILITIES**

NAME OF THE FACILITY:

ADDRESS OF THE FACILITY:

PHONE – FAX :

E-MAIL, WEB ADDRESS :

CURRENT TYPE AND CLASS:

CERTIFICATE DATE AND NO:

OWNER OF THE CERTIFICATE:

MANAGER:

Name of the Certification Document and Logo

Name of the certificate in Turkish and English.....

Logo designated as.....

An ordinal number will be given by the Ministry of Culture and Tourism of the Republic of Turkey for each Certification.

Aim

The purpose of this Certification Document, as a preparation for the end of period of negative effects of Covid-19 pandemic and at the action resume stage of tourism facilities is to determine necessary workouts that should be fulfilled for consumers who have Covid-19 contagion anxiety and for maximum hygiene and security expectations, designate training programs for staff and personnel and identify procedures and principles regarding the prevention of contagion of Covid-19 virus.

Scope

This Certification Document comprises the establishments, which has obtained Business Management or Investment Certification from the Ministry of Culture and Tourism of the Republic of Turkey and the establishments/facilities approved by the Ministry.

Basis

The Assessment Form has been prepared on the basis of application samples of the Ministry of Health of Republic of Turkey, Ministry of Family, Labor and Social Services of Republic of Turkey, Ministry of Agriculture and Forestry of Republic of Turkey, Science Committee of Ministry of Health of Republic of Turkey, WTO-World Health Organization, Public Health Law in Turkey, Veterinarian Services, Plant Health, Food and Bait Law no 5996, Hygiene and Sanitation Management Systems no 13811 and National and International Health and Tourism Sectors.

Procedure and Objective

In order to fulfill the expectations of consumers and obtain positive perception and competitive edge, at the first stage, it is aimed for touristic establishments that they assign a manager who will manage all process, prepare Protocols for all departments, train the personnel, carry out effective workouts on Hygiene-Disinfection and Social Distance, complete processes of proper Food Hygiene and Security applications and mitigate Covid-19 contagion risks, announce their studies and workouts using effective communication procedures in Turkey and around the World and raise awareness.

Cooperation and Certification

On the basis of "Assessment Form" prepared for the certification and within the cooperation of national or international hygiene and sanitation material supplier firm, touristic establishments are certified to obtain the Certification Document provided that they fulfill necessary requirements after the supervision by the institution, agency or competent authority identified by the Ministry.

Duration and Validity

The regulations made within the framework of this certification are terminated automatically with all its provisions in pursuit of removing the measures regarding Covid-19 virus contagion, mitigating its effects and the prevention of its spread in our country taken by our Government.

**ASSESSMENT FORM FOR
ACCOMMODATION
AND
FOOD & BEVERAGE FACILITIES**

A. OBLIGATORY APPLICATIONS

PROCESS MANAGEMENT, IDENTIFICATION OF STANDARDS, PREPARATION OF PROTOCOLS

	DESCRIPTION	YES	NO
1	Are there authorized personnel within the hotel to carry out the adaptation and verification of contamination measures and hygiene standards?		
2	Are protocols prepared for procedures involving hygiene practices that affect their processes for all departments and units within the hotel?		
3	Are periodic monitoring forms and checklists prepared, supporting all procedures and protocols?		
4	Is the created registry system effectively used in the business? Are the records subject to verification at certain periods?		
5	Are the records subject to verification at certain periods?		
6	Is it possible to take action when necessary, based on the verifications made?		
7	Is a social distance plan prepared?		
8	Have regulations been made indicating the social distance by marking the places considering the possible accumulation at the entrance of all units of the facility?		
9	Are people staying in the same room (family, etc.) as a group under the terms of social distance rules?		
10	Is there any alcohol-based hand sanitizer or disinfectant approved by the Ministry of Health?		
11	Are there alcohol-based hand antiseptics or disinfectants in common areas?		
12	Are periodic basic trainings planned on the plans and protocols to be applied to the employees working within the company?		
13	Are the trainings carried out in accordance with the plan envisaged in the enterprise for the employees working in the enterprise?		
14	Have the necessary arrangements been established for the meetings of the department managers of the hotel to be conducted by teleconferencing and training programs for the employees using the distance education (e-training) method?		
15	Are there trainings on the use of hygienic materials and protective equipment?		

16	Are printable wall charts prepared and hung in personnel areas and general areas for Covid-19 and hygiene practices?		
17	Are the prepared wall charts translated in at least 3 languages?		
18	Has a re-operational protocol been prepared for closed hotels?		
19	Is protective mask and equipment kept on site at the entrance of the facility, if requested?		
20	Are the guests given written information about the measures and practices regarding hygiene with Covid-19 and the rules to be followed by the guests?		
21	Do the managers responsible for the units regularly record their cleaning practices?		
22	Is it ensured that all the installations and equipment (energy, heating, ventilation, air conditioning equipment, dishwashers, washing machines, refrigerators, elevators, etc.) used in the tourism accommodation enterprise are periodically serviced by the authorized service or trained specialists?		
23	Are the ventilation filters replaced regularly?		
24	Is the natural ventilation of the spaces done if necessary?		
25	Are the body temperature measurements made by the thermal sensor at the entrance and exit of the employees and the biometric facial definitions are recorded and followed up at the same time? Are body temperature controls performed by means of thermal cameras or non-contact thermal sensor thermometers for incoming visitors, so that they are recorded with facial images?		
26	Are the measured body temperature records subject to validation?		
27	If there is any detection outside the accepted temperature range based on verification of body temperature records, are the actions to be taken defined?		
28	If there is any detection outside the accepted temperature range based on verification of body temperature records, are the actions to be taken recorded?		
29	On Food Safety and Hygiene, do all department managers in Purchasing, Goods Acceptance, Warehouse, Kitchen and Food production and presentation make periodic evaluation meetings on the measures and processes taken?		
30	Do the employees have Ministry of Education approved Hygiene Education Certificate?		
31	Has the in-house shops and stores been adapted to the necessary hygiene rules?		

B. ENTRANCE OF THE GUEST TO THE HOTEL

	DESCRIPTION	YES	NO
1	Has the protocol been prepared for informing the guest about the entrance to the hotel, social distance, and informing that the guest's luggage and / or belongings will be carried by him or bellboy by considering the pandemic risk (hotel management will make an individual decision to provide bellboy service during the pandemic)?		
2	Do the related department personnel have information about all actions to be taken during the check-in procedures?		
3	Are there alcohol-based hand sanitizer / disinfectant and protective equipment and etc. in the reception area for guest use?		
4	In the payments to be made by the guests, are methods such as contactless pos devices, online payment etc. preferred instead of cash payment as much as possible?		
5	In case of repeated usage of the equipment, is the equipment such as the room card or key, towel card, pen, reception bell, etc. disinfected and properly maintained?		

C. MEASURES AND APPLICATIONS TO BE TAKEN FOR THE STAFF

	DESCRIPTION	YES	NO
1	Is there regular and sufficient supply of protective equipment that the personnel should use?		
2	Are the necessary notifications made to the personnel regarding the use of protective equipment?		
3	Are the training, motivation and psychological support records of the staff on the processes recorded in their personal files?		
4	Are there measures to protect the social distance in staff rest and social areas?		

5	Are there any materials such as alcohol-based hand antiseptics / disinfectants available in staff rest and social areas?		
6	Are health checks performed in personnel recruitment?		

D. ARRANGEMENTS IN GENERAL AREAS

a) Bedrooms

	DESCRIPTION	YES	NO
1	Are the water heaters, television and air conditioning controls in the rooms disinfected when every guest leaves the hotel?		
2	Is an arrangement made for the use of disposable materials (shampoo, soap, shower cap, glasses, plates, cutlery etc.) in the rooms?		

b) Kitchens

	DESCRIPTION	YES	NO
1	Do the kitchens have a cleaning protocol prepared by the hotel management?		
2	Are the applications carried out according to the cleaning protocol prepared for the kitchens recorded?		
3	Are the records taken according to the cleaning protocol prepared for the kitchens verified?		
4	Are actions taken when necessary regarding cleaning verification activities?		
5	Are the food safety requirements to be applied based on food entrance acceptance, preparation, processing and service-delivery process steps defined?		
6	Are the monitoring activities described under food safety recorded?		
7	Are the monitoring activities described under food safety verified by competent personnel?		
8	Are actions taken when necessary regarding food safety verification activities?		
9	Are all foods stored in kitchens with clean, food-grade equipment and as covered?		

10	Is the layout in the existing storage areas in the kitchens made taking into account product groups and risks?		
11	Are temperature and humidity measurements when necessary made in the existing storage areas in kitchens and recorded?		
12	Are the recorded temperature and humidity measurements verified by qualified personnel?		
13	Is the periodic calibration or verification process applied to the equipment used during the measurements carried out in the kitchens?		
14	Are there any items that pose a physical risk such as thumbtack, pin, staples, broken glass etc. available in the kitchens?		
15	Are enough replicate samples taken every day?		
16	Is the label information of replicate samples available?		
17	Are the trash cans and etc. that are solid and can be kept as covered available in the required areas in the kitchens?		
18	Is there a protection against frangible materials in the kitchens?		
19	Are all waste generated in kitchens properly disposed of?		
20	Does staff working in kitchens wear jewelry, rings or any accessories?		
21	Are entrances of staff working in the kitchens to kitchens under control in the kitchen? (Use of Work Wear and Hygiene Equipment)		
22	Are the non-staff entrances to the kitchens under control?		
23	Is there any separation of dirty and clean equipment in the dishwashing areas in the kitchens?		
24	Are the areas such as the shelves and etc. where the equipment used in the kitchens are placed clean and suitable?		
25	Is there any specific area for raw materials / products to be returned / disposed in the kitchens?		

26	Are there any remains such as food / detergent etc. in the washed equipment?		
27	Are cleaning chemicals and equipment placed separately?		
28	Does the water used in food production meet the conditions specified in the "Regulation on Water for Human Consumption"?		

c) Food & Beverage Units

	DESCRIPTION	YES	NO
1	Is there a minimum distance of 1.5 meters between tables and 60 cm between chairs?		
2	Are service equipment regularly cleaned before and after service in food & beverage areas?		
3	Are common tea / coffee machines, dispensers, beverage machines and similar devices removed or have any arrangements been made to deliver drinks from these devices through a staff member?		
4	Is the cleaning of dining tables and furniture, tabletop equipment (except disposable ones) made with alcohol-based products after each customer use?		
5	Are disposable salt shakers, pepper shakers and napkins on the table?		
6	If the "Open Buffet" continues, is there a glass visor for the food in the buffet not to be taken by the guests and not to contact with the food? Is it ensured that the food requested is given by the staff to the guest within the precautions?		
7	Do the materials such as alcohol-based hand sanitizer / disinfectant etc. exist in areas accessible to guests and staff?		

d) Swimming Pools and Beaches

	DESCRIPTION	YES	NO
1	Is chlorine level in pool water kept between 1-3 ppm in outdoor pools and between 1 - 1.5 ppm in indoor pools? Is it periodically recorded?		

2	Are chlorine levels measured periodically recorded and verified?		
3	Are there any actions to be taken if there is any determination other than accepted ranges based on verification of chlorine level records?		
4	Are the cleaning and disinfection activities envisaged for toilets, showers and changing cabins around the pool and beach recorded?		
5	Are additional actions taken when necessary, based on the verification of the cleaning records carried out around the pool and beach?		

e) Fitness Centers & SPA

	DESCRIPTION	YES	NO
1	Is there any regulation for the cleaning of the areas such as sauna, Turkish bath, steam bath for cleaning the area for at least 15 minutes after limiting the duration of use by the guest for a maximum of 30 minutes?		
2	Is there any arrangement made for restriction on the number of people in the centers and the entrance and exit times?		
3	Are the guests using the related areas registered?		
4	Are there any hand antiseptics or disinfectants in the related areas?		
5	Is proper air quality provided in the SPA, is humidity controlled?		
6	Is it ensured that the materials used in the related areas (washing gloves, soap, shower gel, shampoo etc.) are disposable as much as possible?		

f) Animation Centers

	DESCRIPTION	YES	NO
1	Is capacity warning made in the animation program?		

2	Are alcohol based hand antiseptics / disinfectants available at the entrance to the areas or in the activity areas?		
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E. SECURITY

	DESCRIPTION	YES	NO
1	Are the processes of the security department coordinated with other departments of the hotel?		
2	In order to minimize the manual security control of guests other than x-ray device, if it is required to be controlled manually, are the processes determined for using the mask, disposable gloves for each control, for using face protective equipment and then washing or cleaning hands?		
3	Have the existing evacuation, emergency plans and risk management processes been reorganized considering the pandemic?		

F. HOTEL VEHICLES

	DESCRIPTION	YES	NO
1	Are all passengers using masks in the vehicle?		
2	Are there alcohol-based hand antiseptics / disinfectants, cologne and enough masks for passengers in the vehicles?		
3	Is cleaning of frequently contacted surfaces such as seat, door handle, and hand grip of the vehicles made before each service?		
4	If valet service is provided, have the necessary measures been taken regarding employee and guest safety?		

G. STAFF ACCOMMODATION UNITS AND LODGINGS

	DESCRIPTION	YES	NO
1	Have regulations and precautions been taken in order not to accept visitors, relatives, friends from outside to Personnel Accommodation Units and Lodging?		

2	Have measures and other hygiene measures been taken to protect social distance in the personnel transfers in Personnel Accommodation Units and Lodging?		
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H. WASTE MANAGEMENT

	DESCRIPTION	YES	NO
1	Have staff been appointed by the hotel management to follow up on the entire process of waste management?		
2	Is "Waste Management" implemented and recorded according to the protocol prepared by the hotel management?		
3	Are the records taken under Waste Management verified by competent personnel?		
4	Do personnel use personal protective equipment (disposable gloves and gowns, surgical masks) during work?		
5	Are trash cans and other cleaning equipment periodically cleaned?		
6	Are medical and household wastes properly collected and separated and disposed of regularly by the Municipality or Licensed institutions?		
7	Is necessary cleaning and disinfection done periodically in the garbage rooms?		
8	Have alcohol-based hand sanitizer / disinfectant, disposable wipes and special garbage bags for wastes been provided to the security officers to be used after their actions (giving and taking identity cards etc.)?		

I. INSECT CONTROL

	DESCRIPTION	YES	NO
1	Is insect control applied and recorded according to the protocol prepared by the hotel management?		
2	Are insect control practices confirmed by competent personnel and are actions taken when necessary?		
3	Has the responsible personnel been determined in the insect control?		

4	Do the personnel use personal protective equipment (disposable gloves, surgical mask, bone, face / eye protective visor, boots, overalls) during the implementation?		
5	Are there an Enterprise Insect Control Plan, Certificates of Authorized Service, MSDS's, Official Documents (Responsible Manager, Service Adequacy etc.), Service Contract, and Insurances belonging to the service provider in the file for insect control?		
6	Are waste water channels (drains) easy to clean, arranged to prevent the entry of harmful insects (pest, rodent, etc.), dirty smell and return of waste liquids?		

J- PURCHASING, ACCEPTANCE AND STORAGE

	DESCRIPTION	YES	NO
1	Is the entire process to be followed regarding the Purchasing, Acceptance and Storage activities of the enterprise implemented according to the protocol prepared by the hotel management, is it monitored and recorded by the relevant manager?		
2	Are the records taken during the Purchasing, Acceptance and Storage activities verified?		
3	Are actions taken when necessary regarding the Purchasing, Acceptance and Storage activities?		
4	Do the employees working in this department use personal protective equipment?		
5	Have measures been taken to ensure that people such as suppliers who enter the procurement and production of food products within the hotel temporarily, maintenance staff, drivers who bring goods, etc. do not make contact with the employees of the business, to carry out their operations by protecting the social distance rule and using protective equipment?		
6	Have the necessary precautions been taken to ensure minimum human contact with the goods in the process from the arrival of the purchased goods from the supplier to the warehouse?		
7	Are purchases made by the purchasing unit primarily preferred from suitable products and packaged products from licensed suppliers?		

K- EMERGENCY AND ISOLATION

	DESCRIPTION	YES	NO
1	Are the protocols to be implemented and people and institutions to be reached determined in case of emergencies and in case of detection of a patient, symptom or suspect (including epidemic diseases crisis management requirements)?		
2	Is the information of the people and institutions to be reached for emergencies shared in necessary places and channels?		
3	If the guests show any signs of illness (coughing, weakness, high fever, etc.) at the entrance or during their stay, do personnel have information about the response plan?		
4	Are the isolation areas determined in the hotel in emergency situations?		
5	Are the immediate cleaning conditions determined after the use and evacuation of the isolation areas?		
6	Are the cleaning practices described about the insulation areas recorded and verified?		
7	Is action taken when necessary in accordance with the cleaning verifications performed in the isolation areas?		
8	When employees are suspected of Covid-19 or show signs of illness, is the situation reported to the manager of the workplace?		
9	Is the Ministry of Health ALO 184 Coronavirus Hotline and Provincial Directorate of Agriculture and Forestry informed about employees with symptoms associated with Covid-19 (fever, cough and / or shortness of breath) or positive Covid-19 test?		
10	Is it possible to put all textile materials such as linens, bed sheets, and towels in the room of the guest, who is diagnosed with Covid-19, in separate bags and make them washed as being separately from other materials by sending them to laundry or laundry service provider outside the hotel?		