

COVID - 19 management at The TERI Gram

- Reference:
1. WHO Guidelines to manage pandemic
 2. Guidelines by Ministry of Health & Family Welfare

Introduction

1. The present scenario has thrown a lot of challenges in our day to day operating systems. It is our effort/endeavour at the TERI Gram, to make our systems fool-proof by amending our operating style and adapt to the “NEW NORMAL”. This directive outlines various generic precautionary measures which we have started to practice, in addition to specific measures which have been ensured henceforth. The document describes each operational amendment and each employee/guest must strictly follow/comply with this regime. We recommend that during this trying time, all our guests activate the Aarogya Setu app.

The TERI Gram campus, which is a smoke-free zone, is spread over 100 acres and houses the state-of-the-art research facilities:

- a) TERI-Deakin Nano-Biotechnology Centre
- b) Mahindra-TERI Centre for Excellence for Sustainable Habitats
- c) Micro propagation Technology Park
- d) Fermentation Technology Research Centre
- e) Forestry Research Centre

It also has a nine-hole Golf Course and two Cricket grounds. We have a infirmary for providing first-aid and we have tie-up with certain hospitals and ambulance services as well.

Aim

2. The aim of this document is to lay down the precautionary measures to be adopted by TERI to prevent COVID – 19 infection in the TERI Gram campus.

Conduct

3. For all planned visits the teams/divisions in touch with the visitors shall inform them about the protective measures and practices that we have adopted for hygiene and safety of the visitors and the staff before the visit is scheduled. The following officials will be involved in the planning and coordinating the visits at the TERI Gram:

- a) Director - Administrative Services
- b) Senior Director/Director of the division coordinating the visit
- c) Area Convenor/P.I.
- d) Deputy General Manager – TERI Gram
- e) Manager Planning & Marketing - The RETREAT and the Events Cell
- f) Manager – The RETREAT

TERI Gram Campus

Vehicles

4. We permit petrol/diesel vehicles only up to the entrance of the complex, electric vehicles are used for ferrying visitors within the campus. The procedure to be followed prior to the visit is as follows:-

- a) Sharing of details of the visitors to include their names
- b) The details of the vehicles in which they would be travelling
- c) Any other special requirements

Entrance

5. At the gate there is an area designated for parking the visitors' vehicle and trans-shipment of the visitors to the electric vehicles, for which necessary guidance would be provided. The procedure to be followed at the gate during the visit would be as follows:-

- a) The vehicles of the visitors shall be marshaled to the designated areas.
- b) The visitors shall undergo thermal scan and shall sanitize their hands in the designated area. They will be issued face mask and hand gloves in case they are not wearing the same.
- c) The visitors shall be assigned the battery operated vehicle. In case, visitors are in a large numbers, they will be requested to remain seated in their respective vehicles till such time they are assigned seats in the battery operated vehicle.
- d) Certain seats in the battery operated vehicle shall be designated as closed, to ensure social distancing.

The RETREAT

6. The TERI Gram campus also houses The RETREAT (Resource Efficient TERI Retreat for Environment Awareness and Training), has a reception, four Conference/Meeting halls, twenty four guest rooms and six suites. The facility is basically a model to for sensitizing the visitors about sustainable habitat. The procedure to be followed at the reception during the visit is as follows:-

- a) Use of masks is mandatory for all, as a preventive measure.
- b) All guests/visitors shall maintain social distancing by standing at the places marked.
- c) The reception desk will have the following medical kit available at all times:
 - i) Germicidal disinfectant/wipes for surface cleaning tissues
 - ii) Face masks
 - iii) Gloves (disposable)
 - iv) Protective apron (disposable)

- v) Full-length long-sleeved gown
- vi) Biohazard disposable waste bag/bin
- d) All disposable protective gear will be for one time use and disposed off by the person wearing the same and shall be disposed off in the designated bin only.
- e) The reception desk will have available the telephone numbers of the health authorities, medical centres, public and private hospitals, and assistance centres for use whenever there is the possibility that a guest may be ill.

Social distancing

7. We understand that the guests are already familiar with these measures, yet we would like to remind our guests, as a part of hospitality. Social distancing would imply the following:

- a) Maintaining a distance of at least 1 meter(3 ft), guests/visitors are urged to stand at the marked area at various places
- b) Greeting each other with a “Namaste”
- c) Avoiding anyone who is coughing or sneezing

Hand Cleaning

8. We would like all guests and staff to maintain a high hygiene for which will insist on the following:

- a) Regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water.
- b) Avoid touching eyes, nose, and mouth.
- c) Hand disinfection is indicated after exchanging objects (visiting cards/money/credit cards/etc.) with guests.

Respiratory Hygiene

10. Respiratory etiquette would imply the following:

- a) Covering mouth and nose with bent elbow or tissue when coughing or sneezing.
- b) The used tissue should be disposed of immediately in a bin with a lid.

Dining Area Instructions

Personal Hygiene

11. All our staff members follow personal hygiene routine (frequent/regular handwashing, cough hygiene) as strictly as possible. Our team also reminds the Visitors/Guests to disinfect their hands with disinfectant gel, when entering and leaving the restaurant/dining room

Buffet

12. At the buffets, guests are advised to avoid handling food directly. Food will be served either by Pre-plating or by Platter-to-plate service, depending upon the selection of the menu. When necessary, we will change the tongs and ladles more frequently, always leaving these items in separate containers. All surfaces will be cleaned and disinfected in the buffet area after each service.

Washing dishes and table linen

13. We are washing the dishes manually, the usual steps are being followed (wash, disinfect, rinse), taking the maximum level of precautions. Drying will be carried out using disposable paper towels. Likewise, tablecloths and napkins are being washed and disinfected in the usual manner.

Table setting

14. Whenever possible, it is recommended to have a maximum of 4 persons for 10 square metres. Tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than 1 m apart and that guests face each other from a distance of at least 1 m.

House Keeping Instructions

Cleaning and disinfection

15. Even in the absence of COVID-19 cases in the establishment, we have enhanced our hygiene services. Special consideration is being given to the application of cleaning and disinfection measures in common areas (restrooms, halls, corridors, lifts, etc.) as a general preventive measure during the entire COVID-19 epidemic. Special attention will be given to objects that are frequently touched such as handles, elevator buttons, handrails, switches, doorknobs, etc. Cleaning staff will be instructed accordingly. As part of the guest accommodation establishment action plan for COVID-19, there will be a special cleaning and disinfection plan for situations in which there are sick guests or employees staying at the establishment or identified with COVID-19 within a few days after leaving the establishment. Written recommendations for enhanced cleaning and disinfection will describe the enhanced operating procedures for cleaning, managing solid waste, and for wearing personal protective equipment (PPE).

The following will be implemented for rooms or specific areas exposed to COVID-19 cases:

- a) **Surface cleaning** - Any surfaces that become soiled with respiratory secretions or other body fluids of the ill person(s), e.g. toilet, handwashing basins, and baths will be cleaned with a regular household disinfectant solution containing 0.1% sodium hypochlorite (that is, equivalent to 1000 ppm). Surfaces will be rinsed with clean water after 10 minutes contact time for chlorine.
- b) **Additional training of the Service Staff** - Service staff may require additional training in the preparation, handling, application, and storage of these products, mostly bleach, which may be at a higher concentration than usual. The cleaning staff will be trained to make sure the bleach is not disintegrated and how to rinse it off after 10 minutes.
- c) **Suitable cleaning agents** - When use of bleach is not suitable, e.g. telephone, remote control equipment, door handlings, buttons in the elevator, etc. then disinfectant with alcohol (70%) will be used.
- d) **Disposable cleaning material** - Whenever possible, only disposable cleaning materials will be used. Discard any cleaning equipment made of cloths and absorbent materials, e.g. mop-head and wiping cloths. When pertinent, disinfect properly non-porous cleaning

materials with 0.5% sodium hypochlorite solution or according to manufacturer's instructions before using for other rooms: –

- i) **Handling of linen and clothes** - Textiles, linens, and clothes will be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people. Instructions will be given for washing them in hot cycles (70°C or more) with the usual detergents. All used items will be handled appropriately to mitigate the risk of potential transmission. Disposable items (hand towels, gloves, masks, tissues) will be placed in a container with a lid and disposed off according to the guidelines/regulations for waste management.
- ii) **Ventilation** - All rooms and common areas should be ventilated daily.

Monitoring of sick guests

16. Housekeeping and cleaning staff must inform the management or the reception desk of any pertinent incidents, including possibly sick guests in the rooms. They must treat all this information with discretion.

Availability of materials

17. They will have access to sufficient disinfectant solutions and other supplies. Cleaning staff will be trained on the use of and provided with personal protection equipment as listed below:
- a) Gloves
 - b) Disposable gowns
 - c) Shoe covers
 - d) If doing procedures that generate splashes (e.g. while washing surfaces), add facial protection with a face shield and impermeable aprons.

Technical and Maintenance Services Instructions

Water disinfection

18. It is necessary to maintain the concentration of disinfectant in water for consumption and the water supply in the washrooms, within the limits recommended according to international norms and standards, preferably at the upper limits of the range.

Dishwashing and laundry equipment

19. The proper functioning of the dishwashing and laundry equipment must be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.

Air-conditioning

20. Although COVID-19 is not transmitted by air but from person to person through small droplets from the nose or mouth when an infected person coughs or exhales, attention should be given, as in normal circumstances, to monitoring the condition of filters and maintaining the proper replacement rate of indoor air. The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools should be checked. We are practising air-conditioning as per the guidelines by the Indian Society of Heating, Refrigerating and Air Conditioning Engineers (Ishrae) recommended a temperature setting of 24-30 degrees Celsius and humidity setting of 40-70%. Instead of the same air recirculating, users are asked to keep windows open slightly to allow outdoor air in or exhaust by natural exfiltration.

Dispensers

21. Regular checks should be carried out to ensure the proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. Defective units are being rapidly repaired or replaced.

We have installed disinfectant units for hand sanitising in different areas of the complex, including the public restrooms used by guests and by staff.

Checklist

Cleaning/Sanitising Routine for the Reception	Frequency
Reception Desk to be cleaned and disinfected	Every two hours
Desk telephone to be cleaned and sanitised	Every two hours
Laptop screen / keyboard / mouse / printer to be sanitised	Every two hours
Hand sanitizers / disinfectant wipes and disposable masks should be available at all times.	Always
Furniture at the reception to be sanitised every two hours and also after each use	Every two hours
Guests to be greeted with folded hands (namaste), while maintaining a safe distance at all times.	Always
Instructions for the guests staying at The RETREAT	Frequency
In case a guest wishes to have hand luggage sanitised, disinfectant wipes to be offered.	Always
For all guests, all check-in formalities should be completed online to minimise time spent by the guest at the Reception	Always
Temperature reading will be taken for all in-house guests.	Daily
All guest room keys to be sanitised	Always
Advise the guest at the time of check in to inform their check out plans in advance so that the bills can be made ready.	Always
Medical kit available at the Reception to include masks, disposable gloves, personal protection equipment and bio disposable garbage bag.	Always
For all guests asking for a pick-up/drop to the airport/any destination, the car to be sanitised before proceeding to the airport/destination for guest arrival or departure.	Every pick up and drop
Chauffeur to wear a face shield along with a face mask and disposable gloves. Gloves to be changed after every trip.	Always
Paging board and umbrellas in the car for the guests to be sanitised	Every use
Car sanitisation card to be placed in each car after sanitisation.	Always
The car should be equipped with sanitiser / disinfectant wipes and disposable face masks. These should be offered to the guest before seating.	Every pick up and drop
The chauffeur must maintain a safe distance from the guest.	Always
Instructions for the Golf carts at TERI Gram	Frequency
Golf cart touch points to be sanitised after every guest use.	Every use
Golf carts to be washed once in 2 days	Every 2 days
Safe distancing norms to be maintained while seating guests in golf carts.	Every use
Avoid sharing of golf cart amongst guests who are not known to each other.	Always

Team member driving the golf cart to wear a mask, face shield and disposable gloves.

Always