

# Guidelines for Infection Control Measures against the Coronavirus (COVID-19) in Toyooka City

~To provide safety and relief for the citizens and visitors of

Kinosaki Onsen, Takeno, Izushi, Kannabe, Tanto, and Toyooka City~

(Second Edition)

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## ○ Purpose of Guidelines

Toyooka City, which was the last habitat for wild Oriental White Storks in Japan, has taken steps to revive, breed, and protect them. It is now known as a town where humans and storks coexist. Toyooka City gathers various charms into one town: Kinosaki Onsen with its historical hot spring town, Takeno with its beautiful beaches in the San'in Kaigan National Park, Izushi with its castle town reminiscent of the Edo era, Kannabe Highlands with a lot of outdoor sports, Tanto with beautiful rural scenery, and the downtown area with Showa-era shops and restaurants.

In 2020, COVID-19 will continue to affect the world, and in a city where humans and storks coexist, we will provide visitors with safe hospitality throughout the city while allowing them to be immersed in nature, culture, and food. At the same time, in order to protect the lives of citizens, we have created the Guidelines for Infection Control Measures against the Coronavirus (COVID-19) in Toyooka City. It should be noted that this guideline will be reviewed from time to time based on the latest knowledge of COVID-19.

## ○ Formulation Method

Toyooka Tourism Association, Kinosaki Onsen Tourism Association, Takeno Tourism Association, Hidaka Kannabe Tourism Association, Tajimanokuni Izushi Tourist Association, Tanto Silk Road Tourism Association, and Toyooka Tourism Innovation (a local DMO), created these guidelines with the cooperation of Toyooka City and under the guidance of experts in infectious diseases and tourism policy.

In creating these guidelines, each industry group referred to the guidelines included in “Examples of Basic Ideas and Points to be Considered When Preparing Guidelines for Each Industry” in “Analysis and Recommendations of Countermeasures against COVID-19”. In addition, the measures were summarized by appropriately adding the parts that require measures in the Toyooka City area.

In particular, regarding accommodation facilities, the guidelines of the AHLA (American Hotel & Lodging Association) and world-class hotel chains (Hyatt, Marriott, etc.) were referred to and the world standards were met.

## ○ Contributions

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○ Contents of Guidelines

- 1 . Infection prevention regarding buildings / facilities
  - ( 1 ) Shared spaces
  - ( 2 ) Accommodations
  - ( 3 ) Product shops
  - ( 4 ) Restaurants
  - ( 5 ) Onsen facilities
  - ( 6 ) Commercial facilities / amusement facilities / tourist cultural facilities
  - ( 7 ) Swimming areas
  - ( 8 ) Camp grounds
  - ( 9 ) Ski resorts
- 2 . Infection prevention by employees
- 3 . Infection prevention in events and activities
- 4 . Actions taken when infection is suspected, or an infected person is confirmed
- 5 . Equipment / consumable goods / hardware that should be secured to prevent infection

○ Efforts to Prevent Infection

- 1 . Infection prevention regarding buildings / facilities
  - (1) Shared spaces
    - ① The basic concept is to avoid the three C's: closed spaces, crowded places, and close contact.
      - Do not create a closed space with poor ventilation.
      - Do not allow a space to become crowded with many people.
      - Avoid close-range conversations.
      - Depending on the location, take thorough measures to avoid the three C's by setting restrictions, such as on how many people can be present and for how long.
    - ② Thoroughly wash and disinfect your hands.
      - Frequently wash and disinfect your hands, taking the time to rinse for over 30 seconds.
      - Encourage visitors to frequently wash and disinfect their hands.
      - Install alcohol disinfectant (including disinfectant effective against COVID-19, the same applies below) in facility entrances/exits and in front of private rooms.
      - Touch-free alcohol disinfectant should be utilized when available.
    - ③ Make sure to wear a mask.
      - To avoid the risk of heatstroke, avoid hard physical labor while wearing a mask during the summer when the temperature and humidity are high, and remove your mask and take a break once you are a sufficient distance away from others.

- Encourage visitors to wear a mask.
- ④ Use gloves.
  - Do not touch your face while wearing gloves, and try to change them frequently.
- ⑤ Thoroughly clean and disinfect the facilities.
  - Areas should be cleaned and disinfected multiple times a day, focusing on high-frequency contact areas (areas which are frequently touched). (Front desk check-in counter, elevator button, door handle, vending machine, ice machine, room key, ATM, escalator, stair railing, chair, table, toilet, bath, etc.)
  - For cleaning, use products such as alcohol disinfectant and sodium hypochlorite. When using household chlorine bleach, confirm that the main component is sodium hypochlorite, and adjust it so that the concentration is 0.05%. (If the concentration of the product is 6%, mix it with 3 L of water for every 25 ml). After wiping a surface with sodium hypochlorite, go over the surface later with a damp cloth.
- ⑥ Provide thorough ventilation.
  - Ventilate the area by opening and closing doors and windows and continuously operating fans. When opening windows, use screen doors, filters, etc. to prevent pests from entering.
- ⑦ Maintain an appropriate distance between people.
  - Take an effort to maintain an appropriate distance between people as much as possible when in the lobby of a ryokan/ inn, seated at a restaurant, in a cashier line, or other public locations.
- ⑧ Keep a distance between front desk staff, cashiers, receptionists, etc. and guests, or use an acrylic board or transparent vinyl curtain to prevent droplet transmission.
- ⑨ Promote the introduction and use of cashless payment services (for low-touch and touchless solutions).
  - Cash payments will be done using coin trays.
- ⑩ Restrict admission for people with symptoms of COVID-19.
  - It is thought that people who do not show any symptoms of COVID-19 may still be infected, but it is recommended that people who have a fever or mild symptoms such as a cough or a sore throat should not enter the facilities. This is the most important measure for preventing infections. It is also possible to limit admissions by identifying people with a fever with a thermometer. In addition, depending on the type of business, in case an infection should occur, businesses will pay close attention to the handling of personal information and properly manage the roster of visitors. However, regarding accommodation facilities, we will handle infections while paying attention to the inn business law.
- ⑪ Keep the elevators in mind.
  - Frequently wipe down and disinfect elevators and elevator buttons.

- Limit the number of passengers and ensure that the elevator is not overcrowded through methods such as adjusting the weight sensor, (so that the buzzer sounds with a small number of people).
- ⑫ Keep toilets in mind. (\*The risk of infection is considered to be relatively high)
  - Regular cleaning is required inside the toilet bowl.
  - Wipe and disinfect areas where many people come into contact.
  - Indicate that the toilet lid should be closed before flushing.
  - Install paper towels or prepare individual-use towels.
  - Prohibit the use of hand dryers and shared towels.
- ⑬ Keep the garbage disposal process in mind.
  - Place trash containing mucus and/or saliva in a plastic bag and seal & tie it tightly.
  - Those who collect garbage should wear a mask and gloves.
  - Always wash your hands with soap and running water after removing your mask or gloves.
- ⑭ People that have a fever or mild symptoms such as coughing, sore throat, or fatigue must be upfront about their condition.
- ⑮ Post information for visitors and employees in a visually comprehensive manner. We will also commit to sharing the information on the facilities' websites.

## (2) Accommodations

- ① Before travelling, conduct physical condition checks such as temperature measurements and telling travelers to refrain from traveling if they have a fever or display cold symptoms. We also recommend the introduction of a contact confirmation app.
- ② Publicize what measures one must comply with to prevent the spread of infection to travelers, as indicated by the national government, during reservation and check-in.
- ③ Make it easy to cancel (exempt the cancellation fee, transfer the reservation date, etc.) in the case that a traveler is not feeling well.
- ④ At check-in, perform temperature measurement and identity verification.
  - Perform temperature measurement for all employees.
  - If one has a fever or displays cold symptoms, they should consult the public health center and take appropriate measures, including on weekends.
- ⑤ Install alcoholic disinfectant in the facilities (guest rooms, baths, shared toilets, etc.) so that guests and employees can use them at any time.
- ⑥ Strive to reduce customer service time.
  - Reduce face-to-face customer service time at the front desk (cashless support, pre-payment through company website or OTA, introduction of unmanned check-in system using mobile devices, etc.).

- Out of the informed content given verbally, report which of these are possible in writing.
- ⑦ Cooperate when the public health center and other organizations request a registry of names.
- ⑧ Room furnishings
  - Replace cups, teapots, and drinking cups with disinfected ones. Dispose of used amenities, and change indoor slippers to single-use ones or thoroughly disinfect them between each use.
  - Take precautions when coming into contact with hair dryers, tatami chairs, floor cushions, slippers, geta, and baskets for activities such as onsen-hopping.
- ⑨ Ryokan furnishings
  - Thoroughly disinfect items shared by guests, such as geta and umbrellas.
- ⑩ Request that guests ventilate their rooms by opening their windows at regular intervals.
- ⑪ When a guest requests borrowing a thermometer, disinfect it before giving it out, and disinfect it again after it is returned.
- ⑫ When using slippers to move between the guest room & indoor bath and between the guest room & meal venue, take measures to prevent wearing them incorrectly. For example, consider encouraging guests to put a sticker on the slippers so that the room number and room name can be filled out.
- ⑬ In order to prevent the ryokan shuttle buses from getting crowded, prevent infection by opening windows to ventilate, constantly introduce outside air, and provide a partition between the driver's seat and the rear seats.
- ⑭ Guest room clean-up
  - Provide sufficient ventilation in the guest room and set the air conditioner to introduce outside air. However, there is an exception when no one is in the guest room.
  - Wear a mask and disposable gloves during cleaning.
  - For used masks, keep in mind that they should not directly come in contact with other garbage, that the garbage bag should be tightly sealed, and people must wash their hands after disposing of garbage.
  - Replace all used yukata, indoor slippers, etc. with washed and sanitized items.
  - After collecting used towels, keep them tightly closed so no one can touch them, and then wash and disinfect them.
  - Trash should be sealed in a plastic bag before disposal.
  - Slippers for overnight guests will be cleaned and disinfected after use, or will be changed to disposable ones.
  - Thoroughly clean and disinfect geta for overnight guests after use.

- In the rooms, disinfect and clean the following items in particular: television remote controls, toilet seats and handles, handrails, door knobs, furniture handles, sliding screen handles, kitchen/bathroom handles, telephones, light switches, air conditioner panels, alarm clocks, chairs, tables, luggage racks, and flooring.
  - To prevent infections caused by contact between employees (janitors) and guests, refrain from housekeeping (cleaning) while guests are in the room.
  - For consecutive nights, the cleaning frequency will be changed according to the request from guests.
- ⑮ Set restrictions on the number of people, amount of time, etc. in communal facilities such as bathhouses and eating & drinking facilities, and thoroughly implement measures against the three C's.
- ⑯ Restaurant seating, in-house restaurants, and banquet halls should be appropriately spaced to prevent droplet transmission.
- ⑰ Banquet halls
- Ask to refrain from pouring alcohol for others and from taking turns drinking from one cup.
  - Reduce contact between employees and guests as much as possible, such as having written explanations about dishes instead of the employees explaining the dishes in person.
  - In order to prevent the spread of disease, shared hot pot dishes and sashimi platters should be switched out for personal pots and dishes as much as possible, employees should distribute food, and food should not be served at the same time as food is being cleaned up.
- ⑱ Buffets
- Consider replacing buffets with set menus.
  - When offering a buffet meal, devise a method of providing meals, such as providing meals individually, implementing distribution by employees, or preparing individual customer-specific tongs and chopsticks to avoid shared use.
- ⑲ When providing meals in the room, cover the food while transporting it to prevent droplet transmission.
- ⑳ For measures on other meal-related items please refer to the restaurant section, and for measures on indoor bath facilities please refer to the hot spring facility section.
- (3) Product shops
- ① Reduce face-to-face customer service time at the cash register (cashless support, etc.).
  - ② In order to prevent contact transmission through splashes, toothpicks, etc., switch to a food sampling service handled by employees instead of a fixed sampling counter, or abolish sampling altogether.

- ③ In addition to regular cleaning, disinfect areas such as cash registers, coin trays, shopping baskets, product samples, door handles, etc. that are frequently touched by visitors and employees.
- ④ Reduce crowding and opportunities for direct contact through implementing safety measures such as product displays.
- ⑤ Change sales methods so that visitors pack and bag products themselves.
- ⑥ Avoid physical contact with products that one will not purchase as much as possible.

#### (4) Restaurants

- ① The main routes of infection of COVID-19 are through contact and droplet transmission, and there are no known cases of infection via food; however, general measures to prevent food poisoning are important.
- ② Wear a mask and frequently disinfect to reduce the risk of contact transmission from tableware and droplet transmission when being served.
- ③ Reduce face-to-face customer service time at the cash register (through cashless support, etc.).
- ④ Regarding queueing
  - When a line has formed outside of a store, instruct employees to help guests maintain space in between one another in line, or devise a method to avoid lines by issuing numbered tickets.
- ⑤ Regarding seating
  - Divide tables with partitions to prevent droplet transmission, or arrange the tables so that guests can sit side by side with an appropriate amount of space, and open up an adequate amount of space between counter seats so that guests are not sitting too close to one another.
  - Avoid sharing with other groups as much as possible.
  - To ensure safety among groups, keep an appropriate distance away from other groups.
  - Refrain from having a conversation or speaking loudly in close range.
  - In order to avoid crowding, consider introducing a reservation system, extending business hours, and having meals at staggered times.
  - Ask guests to spend as little time as possible inside the restaurant.
- ⑥ Table and counter service
  - When receiving an order for table service, stand to the side of the customer and keep as much distance as possible.
  - Disinfect the table counters every time a new customer replaces the previous one.
  - At the counter, maintain a distance between employees and counter seats as much as possible.

- When someone is making an order at the counter, be careful not to stand in front of the customer.
  - At the counter, depending on the degree of conversation between the customers and employees, employees should set up a partition in addition to wearing a mask.
  - When offering the use of a private room, provide adequate ventilation.
- ⑦ Takeout services
- In stores that are implementing a takeout system, in order to reduce the customers' time inside the restaurant, introduce measures such as pre-orders.
  - Try to separate queues for takeout and dine-in customers and avoid contact as much as possible.
- ⑧ Delivery services
- If possible, set up a delivery-only counter so that the delivery staff does not come into contact with customers, and make sure that the flow of the two lines does not overlap.
  - Employees must be sure to disinfect their hands before handing over food.
  - In the case that an order has been paid for in advance (by online payment, etc.), contactless food delivery, such as placing food in a spot specified by the customer, can be performed at the customer's request.
  - Delivery staff should practice the same forms of healthcare maintenance as store employees, follow hygiene management through methods such as hand-washing, and wearing masks.
  - Containers for food delivery should be put in bags so that the delivery staff cannot touch it directly, and transport boxes used for delivery should be disinfected after each use.
  - In order to prevent food poisoning, encourage customers either verbally or with written instructions to eat food earlier (especially during high temperatures).
- ⑨ Cleaning and hygiene management in stores
- Thoroughly clean the inside of stores, and frequently disinfect areas such as door knobs, ticket vending machines, self-drink corners, etc. that are touched by many people. Also, tables, chairs, menu books, touch panels, desktop bells, etc. are wiped down and disinfected every time a new customer replaces the previous one.
  - As a general rule, do not put seasoning containers, cold water pitchers, etc. on the table; however, if they are difficult to remove, then clean, disinfect, and replace these items every time a new customer replaces the previous one.
  - Buffets, salad bars, and drink bars will protect food and drinks from droplet transmission (installing a cover is installed or subdividing by employees in advance or on the spot, and providing a partition such as an acrylic board that appropriately

divides the seating area from the food service space when they are close together).

Tongs should be disinfected or replaced frequently, or gloves should be worn.

- Employees should be careful not to gather customers in one place in a store.
- Clean kitchen facilities and equipment with kitchen detergent (surfactant) and thoroughly carry out general hygiene management such as hand washing before and after work.

#### (5) Onsen facilities

- ① Make people familiar with refraining from bathing in the onsen if they have a fever, cough, cold, etc.
- ② In the changing rooms, bathrooms, lounges, and lobby, open windows as much as possible to provide ventilation.
- ③ Limit the number of people to prevent crowding in the dressing rooms, bathrooms, lounges, and lobby.
  - As one way of limiting the number of people, consider taking up methods such as dividing the bathing area inside the onsen by how much space each individual person needs to occupy.
  - As a method of limiting the number of people, one shoe shelf will be used to manage the maximum number of guests' geta and day-tripper's footwear allowed. If a certain limit is exceeded, entry for additional guests is denied.
  - Ask visitors to refer to the crowding situation of the outdoor baths that can be viewed on the website.
- ④ Changing rooms
  - Perform frequent disinfection of amenities (drinking water equipment, scales, dryers, combs, oil, etc.).
  - Wipe down and disinfect equipment and furniture in the changing rooms, and clean inside the lockers.
  - After collecting used towels, keep them tightly closed, and then wash and disinfect them.
  - Thoroughly ventilate the changing rooms by using intake and exhaust fans.
- ⑤ Bathrooms
  - Wipe down and disinfect equipment and fixtures in the bathroom.
  - Ventilate and completely replace the air when cleaning.
  - Make sure that visitors thoroughly observe bathing etiquette (bath water, do not soak towel, do not soak hair, make no noise, do not swim, etc.).
  - Encourage maintaining a sufficient distance between people in bathtubs and washrooms.
- ⑥ Lounges

- Try to constantly ventilate the lounges.
- Disinfect shared furniture (tables, chairs, etc.) frequently.
- Request that visitors cooperate in cleaning and disinfecting equipment (sofas, massage equipment, scales, etc.) after use.
- Perform regular wiping and disinfecting of vending machine buttons.

(6) Commercial facilities / amusement facilities / tourist cultural facilities

- ① Limit the number of people, such as admission restrictions and seat number restrictions.
- ② Mark off areas where people will stand to prevent droplet transmission or come up with seating arrangements with an appropriate amount of space in between.
- ③ Thoroughly sterilize commonly used items (tables, chairs, shateki toy guns, karaoke microphones, arcade game machines, ping pong tables, etc.).

(7) Swimming areas

- ① When entering a train station, bus, parking lot, etc., inform all visitors to avoid crowding.
- ② When at the beach, keep everyone informed through signs, posters, broadcasts, etc. so that they can spend time at the beach while distancing.
- ③ Beach huts
  - Be familiar with the names and addresses of visitors and prepare for reliable contact with them in the event of contagion, as well as and cooperation for investigation by an administrative agency.
  - Restrict the number of people, such as through admission and seat restrictions.
  - Avoid large group usage as much as possible, and instead encourage smaller groups.
  - Add partitions to the tables to prevent droplet transmission or arrange the tables so that guests can sit at an appropriate distance away from one another.
  - Avoid sharing with other groups as much as possible.
  - To ensure safety among groups, keep an appropriate distance away from other groups.
  - Refrain from having a conversation or speaking loudly in close range.
  - Ask guests to spend as little time as possible inside the beach huts.
  - Have a representative from each table order everyone's food and drinks in order to avoid crowding.
  - In the event that customers must queue, devise a method for employees to guide customers to distance themselves while waiting in line, or issue numbered tickets to avoid the need to wait in line.

- Thoroughly clean the inside of the facilities, and frequently wipe down and disinfect places that many people touch. Also, tables, chairs, menu books, etc. should be wiped down and disinfected every time a new customer replaces the previous one.
  - For other items, refer to the restaurant section.
- ④ Rental equipment
- Thoroughly disinfect rental items shared by users, such as inner tubes, goggles, and parasols.
- ⑤ Changing room / shower room
- Open windows as much as possible and ventilate.
  - Limit the number of people to prevent crowding.
  - Wipe down and disinfect equipment and furniture in the changing rooms, and clean inside the lockers.
  - Thoroughly ventilate the changing rooms by using intake and exhaust fans.
- ⑥ Thoroughly check the health of the monitors (lifeguards, etc.), and be familiar with their names and addresses and prepare for reliable contact with them in the event of contagion, as well as and cooperation for investigation by an administrative agency.
- (8) Camp grounds
- ① Before travelling, conduct physical condition checks such as temperature measurements and telling travelers to refrain from traveling if they have a fever or display cold symptoms. We also recommend the introduction of a contact confirmation app.
  - ② Publicize what measures one must comply with to prevent the spread of infection to travelers, as indicated by the national government, during reservation and check-in.
  - ③ If the traveler is sick, make it easy for them to cancel (exempt the cancellation fee, transfer the reservation date, etc.).
  - ④ At check-in, temperature measurement and identity verification will be performed.
    - Perform temperature measurement for all employees.
    - If one has a fever or displays cold symptoms, they should consult the public health center and take appropriate measures, including on weekends.
  - ⑤ Avoid large group usage as much as possible, and instead encourage smaller groups.
  - ⑥ Install alcohol disinfectant, etc. in the facilities (administration buildings, kitchens, shared toilets, etc.) so that guests and employees can use them at any time.
  - ⑦ Reduce face-to-face service time at reception (cashless support, pre-payment at our site or OTA, introduction of unmanned check-in system using mobile devices, etc.).
  - ⑧ Cooperate when the public health center and other organizations request a registry of names.

- ⑨ Make sure guests are fully aware of the need to wear a mask in shared facilities (administration buildings, kitchens, toilets, etc.).
  - ⑩ At the tent site, make sure guests set their tents spaced apart.
  - ⑪ Rental equipment
    - Thoroughly clean and disinfect rental items commonly used by guests, such as tents, tarps, sleeping bags, bench tables, lanterns, stoves, and tableware.
  - ⑫ Accommodations (permanent tent, cottage, cabin, bungalow, etc.)
    - When cleaning, ventilate well and set the air conditioner to introduce outside air.
    - Wear a mask and disposable gloves when cleaning.
    - Trash should be sealed in a plastic bag before disposal.
    - Disinfect and clean the following items in particular: television remote controls, toilet seats and handles, handrails, door knobs, kitchen/bathroom handles, telephones, light switches, air conditioner panels, alarm clocks, chairs, tables, luggage racks, and flooring.
    - Thoroughly clean and disinfect shared sanitary spaces (kitchen, toilet, etc.).
    - For other items, refer to the accommodations section.
  - ⑬ If the camp grounds have bathing facilities, refer to the hot spring facility section.
- (9) Ski resorts
- ① Reduce the number of people on the lift at one time.
  - ② Rental equipment
    - Thoroughly disinfect rental items that are shared by visitors such as skis, boards, ski poles, boots, clothing, goggles, and sleds.
  - ③ Rest stops / restaurants
    - Ventilate the area by opening and closing doors and windows and continuously operating the fans.
    - Restrict the number of people through admission and seat restrictions.
    - Avoid large group usage as much as possible, and instead encourage smaller groups.
    - Add partitions to the tables to prevent droplet transmission, or arrange the tables so that guests can sit at an appropriate distance away from one another.
    - Avoid sharing with other groups as much as possible.
    - To ensure safety among groups, keep an appropriate distance away from other groups.
    - Refrain from having a conversation or speaking loudly in close range.
    - Ask guests to spend as little time as possible inside the rest stops / restaurants.
    - Have a representative from each table order everyone's food and drinks in order to avoid crowding.

- In the event that customers must queue, devise a method for employees to guide customers to distance themselves while waiting in line, or issue numbered tickets to avoid the need to wait in line.
- Thoroughly clean the inside of facilities, and frequently wipe down and disinfect places that many people touch. Additionally, tables, chairs, menu books, etc. should be wiped down and disinfected each time a new customer replaces the previous one.
- For other items, refer to the restaurants section.

## 2. Infection prevention by employees

- (1) Introduce a physical health management checklist.
- (2) Employees should practice thorough healthcare maintenance and should not work if they have a fever of 37.5°C or higher.
- (3) While at work, frequently wash and disinfect hands for at least 30 seconds.
- (4) Employees should thoroughly wash and disinfect their hands in the backyard for at least 30 seconds after using the toilet, smoking, eating and drinking, resting, etc.
- (5) In the back room, thoroughly disinfect and clean places that are often touched by employees and places that have a lot of movement, and set up notices to encourage cleaning.
- (6) In the rest spaces, reduce the number of people who take a break at one time and always ventilate.
- (7) Furniture (chairs, tables, etc.) shared in the rest spaces are frequently disinfected and cleaned.
- (8) Wash uniforms and clothes frequently.
- (9) Supervisors and managers always get the latest information and share it with staff members.

## 3. Infection prevention in events and activities

- (1) Be familiar with the names and addresses of participants and prepare for reliable contact with them in the event of contagion, as well as and cooperation for investigation by an administrative agency.
- (2) Make arrangements so that participants are not close together, such as ensuring a large space for reception/meeting places and making reception available at different times.
- (3) Participants will be required to wash their hands, wear masks, ensure an appropriate distance between people, and provide notices and announcements to encourage temperature measurement during admission.
- (4) Place alcoholic disinfectants at the venue to encourage participants to frequently disinfect their hands.

- (5) In order to maintain an appropriate distance between people as much as possible, limit the number of seats, arrange seats, and devise traffic lines when entering and leaving the room.
- (6) At the venue, ventilate the area by opening and closing doors and windows and continuously operating the fans.
- (7) Keep a distance between people, or use an acrylic board or transparent vinyl curtain to prevent droplet transmission.
- (8) When staff and instructors come into close contact with participants, they will wear masks and face shields, and take other measures to prevent droplet transmission.
- (9) If a participant has symptoms such as a fever, cough, or a cold, said participant should declare an explanation/announcement in advance stating that they wish to cancel participation.
- (10) Wearing a mask in the summer with high temperatures and humidity may increase the risk of heat stroke, so if one can maintain a sufficient distance (at least 2 meters or more) away from others outdoors while taking the risk of heatstroke into consideration, one can remove their mask. In addition, if there is heavy exercise, remove the mask after moving a sufficient distance away from surroundings.
- (11) Thoroughly clean and disinfect items shared by participants.
- (12) Keep the toilet in mind. (\*Refer to shared section on infection prevention regarding buildings / facilities)
- (13) Keep garbage disposal in mind. (\*Refer to shared section on infection prevention regarding buildings / facilities)
- (14) Provide notices and information on the website to inform visitors/ spread awareness to people in a visually comprehensive manner.
- (15) In addition, depending on the venue of the event/activity, take action by referring to the section on infection prevention regarding buildings / facilities.

#### 4. Actions taken when infection is suspected, or an infected person is confirmed

##### (1) Visitors / Participants

- ① In the case that someone is displaying any strong symptoms such as high fever, labored breathing, or drowsiness (fatigue) or have respiratory symptoms
  - Have visitors wait in separate rooms.
  - Please wear a mask.
  - Appoint a person in advance who will be in charge of contacting the public health center (the person in charge of a facility, the person in charge of an event, etc.). Contact the public health center, which is also open on weekends, and follow their instructions.
  - Be familiar with a given day's guest list and prepare for inquiries from administrative agencies.

- ② In the case that an infected visitor is confirmed
  - Cooperate with the opinions of public health centers and share information with unions and tourism associations.
  - Disinfect the target facility according to the instructions from the public health center.
- ③ Disinfect service items (guest rooms, seats, etc.) used by infected persons  
 Since the COVID-19 virus survives on plastic and stainless steel for up to 3 days, it is necessary to stop the service of the guest room, etc. used during that period.

(2) Employees

- ① In the case that someone is displaying any strong symptoms such as high fever, labored breathing, or drowsiness (fatigue) or have respiratory symptoms
  - The facility manager should advise employees to refrain from going to work and consult the public health center.
  - The facility manager should be aware of an employee's past two weeks of activity.
  - After an employee is sent home, the facility manager will make a decision on when an employee can return.
- ② In the case that an infected employee is confirmed
  - Employees are to be hospitalized or stay at home according to instructions from the public health center.
  - The facility manager is to be familiar with those who were in close contact with confirmed infected persons and follow the instructions of the public health center.

5. Equipment / consumable goods / hardware that should be secured to prevent infection

- (1) Notices for hand washing
- (2) Non-contact type thermometer, thermography camera that shows body temperature
- (3) Hand soap
- (4) Disinfecting equipment, antiseptic solution, disinfectant
- (5) Masks
- (6) Gloves
- (7) Paper towels
- (8) Partitions installed at front desks, cash registers, etc.
- (9) Others, personal protective equipment

○Future Considerations

Confirmation Organizations for Guidelines

Telephone Consultation Services for Coronavirus Infections		
Organization	Subject	Contact, etc.
Returnee / Close Contact Consultation Center (Toyooka City Health & Welfare Office)	Hyogo Prefecture	Business hours: weekdays 9 am – 5:30 pm Phone: 0796-26-3660 FAX: 0796-24-4410
Coronavirus Health Consultation Call Center	Hyogo Prefecture	Business hours: 24 hours (Sat, Sun, & holidays incl.) Phone: 078-362-9980 FAX: 078-362-9874
Ministry of Health, Labour and Welfare Telephone Consultation Service	Ministry of Health, Labour and Welfare	Business hours: weekdays, Sat, & Sun 9 am – 9 pm Phone: 0120-565653 (toll-free number)

#### ■ Precautions

The content of this guideline is based on the information at the time of preparation. This guideline shows the response guideline of all business operators, and does not take any responsibility for any actions performed by using the information from this guideline. Please note that we are not responsible for any damage caused by the guidelines.

#### ■ Referenced guidelines

##### ① Accommodations

- All Japan Ryokan Hotel Association, Japan Ryokan & Hotel Association, Japan City Hotel Association  
<http://www.ryokan.or.jp/top/news/detail/298>
- American Hotel & Lodging Association (AHLA)  
<https://www.ahla.com/sites/default/files/safestayupdated.pdf>

##### ② Restaurants

Japan Food Service Association, Central Union of National Health & Hygiene  
[http://www.jfnet.or.jp/contents/\\_files/safety/FSguidelineA4\\_20514.pdf](http://www.jfnet.or.jp/contents/_files/safety/FSguidelineA4_20514.pdf)

##### ③ Product shops

All Japan Supermarket Association  
[http://www.ajs.gr.jp/upimages/pdf/526\\_1.pdf](http://www.ajs.gr.jp/upimages/pdf/526_1.pdf)

##### ④ Amusement facilities

Japan Amusement Industry Association  
<https://jaia.jp/wp-content/uploads/2020/05/%E3%82%AC%E3%82%A4%E3%83%89%E3%83%A9%E3%82%A4%E3%83%B3PDF.pdf>