



重庆温泉企业疫情防控操作指南

Working Manual against the Virus for Chongqing Hot Spring Enterprises

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按照中央及市疫情防控指挥部的相关要求,为降低疫情对温泉旅游行业的影响,推动温泉企业有序复工,特编制此指南。

一、全面开展排查 tracking

1. 全面排查本公司员工的健康状况和活动轨迹等情况,精准掌握,建立台账。To record the health condition and travel routes of every employee.

2. 目前仍在疫情重点地区的员工,要遵守当地政府采取的疫情防控措施,不得违反规定擅自离开。Employees who are located in seriously-affected areas shall comply with local rules.

3. 对其他地区、主城九区外返渝员工,要严格按照规定落实居家隔离医学观察等措施。Employees who come back from other areas shall adopt home quarantine measures for a required period before they go out.

4. 本人或密切接触者出现发热、咳嗽等症状的,及时到就近定点医疗机构就诊,解除医学观察后方可返岗上班。Employees or their close contacts shall go to the designated hospitals if they have a fever, cough or other suspicious symptoms, and shall not return to work until cleared to do so after medical examination and observation.

5. 加强本公司人员动态排查,发现与疫情有关的问题及时报告。Dynamic recording and reporting of employees' health condition while at work

二、规范通勤出行 for commuting

6. 公司员工应至少提前10分钟上班,预留时间进行体温检测、登记人员情况等。体温超过37.2°C的不得进入,必要时到医院就诊。Employees shall arrive 10 minutes earlier for body

temperature detection and registration. Employees with temperature higher than 37.2°C cannot attend work.

7. 公司员工上班及上下班途中，须全程佩戴口罩。尽量不乘坐公共交通工具，确需乘坐公共交通工具的，途中尽量避免用手触摸车上物品。Employees shall wear masks during commuting. Where possible it is recommended to use private cars rather than public transportation for the commute to work. Do not touch anything if using public transport.

8. 严把本公司工作区域入口关，尽量减少公务（业务）来访，做好来访人员体温检测、情况登记及消毒工作。Try to avoid external meetings.

三、规范消费接待 Facilities and reception

9. 各企业根据各自实际，先期开放部分室外泡池，初期开放比例应不高于50%，室内休闲消费区（含餐饮）建议暂不开放；Open outdoor bathing areas first, using less than 50% of the available pools. Do not open indoor business areas including food and beverage outlets.

10. 消费者应佩戴口罩，进入园区前应进行现场登记，登记内容应包含个人身份信息、联系方式、渝康码等信息，同时进行体温检测，对于不戴口罩或重庆市区域外的消费者暂不接待；Customers shall wear masks, have a body temperature scan and register before they enter, including their personal information, contact details, health code (Chongqing Health Code issued by Chongqing government). Customers without masks and from places out of Chongqing are not allowed to enter.

11. 应避免消费者排队，消费者之间距离应保持在1.5米以上，进入泡池区后应安排现场工作人员进行引导，避免同一泡池消费者聚集，消费者在温泉泡浴区停留时间不宜超过两个小时；

Keep 1.5m between each customer. Do not crowd in single pools. Maximum length of stay in the pool area is 2 hours.

应加强接待区、泡池区、更衣区、淋浴区卫生间等区域设施的消杀频次，原则上每两个小时消杀一次；Disinfect all areas and equipment every 2 hours.

13. 建立消费台账，并关注疫情变化，根据需要对消费者进行后续跟踪；Financial recording of clients consumption patterns

四、优化工作方式

14. 减少纸质材料、报刊杂志传递，提倡无纸化办公。传递纸质材料前后均需洗手，传阅材料时全程佩戴口罩。Paperless work, and reduce the hand-to-hand delivery of any paper materials. Wash hands and wear masks when interacting with people.

15. 尽量采取分散工作方式，多人一起工作时须佩戴口罩，人与人之间保持1.5米以上距离。接待外来人员双方须佩戴

口罩。Keep 1.5m between each employee. Do not gather in one place. Wear masks when receiving visitors.

16. 工作区域内不随意走动，在工作场所尽量减少与消费者接触或会客。Avoid direct contact with customers and visitors.

五、精简会议活动 Meeting procedures

17. 精简现场集中开会和集体活动，尽量采取电话、视频、微信群、QQ群等方式沟通研究工作。Where possible use telephones, video call, wechat and QQ online communication, instead of face-to-face meetings.

18. 必要的会议活动，尽量控制参加人数和时长，最大限度减少人员聚集。尽量减少会议，不召开聚集性的大会。Reduce the number of participants and length of meetings, if necessary.

19. 进入会场前须测量体温、洗手消毒、佩戴口罩，参会人员尽量自带水杯。For any meeting, first measure participants' temperatures, wash hands, wear masks, and bring personal water cups.

20. 参会人员保持适当间隔，注意会场开窗通风。Keep personal distance and constant ventilation of the venue.

21. 会议结束后对会场、家具、茶具等用品进行消毒，尽量提供瓶装矿泉水。Disinfect the venue, furniture, and crokery after the meeting.

22. 确需外出参加集体活动，应尽量避免集中乘车，做到全程佩戴口罩。When driving cars to outside activities, do not over crowd in the car.

六、实行分散用餐 food

23. 提倡公司员工自备午餐，分散用餐，避免相向、扎堆就餐。如需订购外卖，外卖应配送至公司固定取餐点，避免与外卖人员接触，尽快取餐。取餐前后及用餐前须洗手。Encourage employees to bring their own lunches. Make available special take-away sites.

24. 设置清洗餐具处，配备洗手液、洗涤剂、餐厨回收桶等必要用品和设施，及时做好回收、消毒工作。Set special washing sites for cutlery, and provide hand sanitizers, detergents, and kitchen recycling bins.

25. 坚持健康安全的饮食习惯，建议清淡适口。Healthy and safely prepared foods and beverages

七、注重日常防护 daily prevention

26. 公司为员工在上班时间发放一次性医用口罩（每人每天2个），工作时间段需要全程正确佩戴口罩，废弃口罩放入指定垃圾桶内，并用75%酒精或含氯消毒剂对垃圾桶进行消毒处理。Provide disposable medical masks for employees during work hours (2 for each person each day). Provide a mask-only trash bin, and disinfect the trash bin with 75% alcohol or chlorine-containing

disinfectants.

27. 公司在公共消费区应配备75%酒精消毒液，在使用门禁系统时，须对指纹机进行消毒擦拭后再行使用。Provide 75% alcohol disinfectant in the public areas. When using the access control system, the fingerprint machine should be disinfected and wiped before use.

28. 公司为员工发放一次性手套（每人每天1个），在接触公共设施及布草等物资时应先洗手消毒，并尽量佩戴手套。Provide disposable gloves for employees (one for each person each day). Wash hands and wear gloves before being in contact the public facilities, linen and other materials.

29. 公司每天使用84消毒液对园区、办公区域及办公桌椅、电脑设备、打印复印设备、座机电话等设施进行消毒。Use 84 disinfectant to disinfect public areas, office areas, desks and chairs, computers, the printing equipment, phones and other facilities every day.

30. 保持工作环境清洁和通风，尽量做到每天开窗通风次数不少于3次，每次不少于20至30分钟。通风可能会导致室温降低，请全体员工适当加衣保暖。Keep the working environment clean and ventilated, and try to open the window not less than 3 times a day for not less than 20 to 30 minutes each time. Ventilation may lead to decreasing room temperature, so please put on proper clothes to keep warm.

31. 注重个人卫生和环境整洁，使用洗手液并用流动水常洗手勤洗手，用一次性纸巾或干净毛巾擦手。Wash hands frequently and wipe hands with disposable paper or clean towels.

32. 保持良好的卫生习惯，咳嗽或打喷嚏时，用手帕、纸巾或手肘衣物遮住口鼻，避免用手触摸眼睛、鼻和口。Cover your mouth and nose with a handkerchief, tissue or the elbow when coughing or sneezing. Avoid touching your eyes, nose and mouth with your hands.

33. 增强家庭防控意识，防范和杜绝各类家庭聚集性活动和各类群体性活动。Avoid extended family gatherings and any other gatherings.

八、及时科学就医 go to hospital

34. 员工或消费者出现发热、咳嗽、气促等急性呼吸道感染症状，如有必要，须及时就近到指定医疗机构诊治。就医前应当按照规定通知辖区街道社区及相关部门。如有意外情况，请选择重庆市新型冠状病毒感染的肺炎医疗救治定点医院就医。咨询服务热线：12320。Go to a designated hospital in the event of any suspicious symptoms and report the suspicious case to the community office. Service hotline: 12320.

35. 就医前应提前通知医院，呼叫救护车或使用专用车辆运送病员，避免搭乘公共交通工具。做好运送人员的个人防护

和车辆消毒工作。Avoid public transport when going to the designated hospital and provide advance notice to the hospital beforehand.

36. 曾与确诊或高度疑似病例有过共同生活或工作经历的人员，一旦出现相关症状，立即就医。Go to hospital immediately if those who have lived or worked with confirmed cases or highly suspicious cases show some symptoms.

37. 病员就医全程须佩戴口罩，尽可能远离其他人员。Wear masks all the way and avoid contacting other people.

38. 就医时须如实详细讲述患病情况和就医过程，告知医务人员近期旅居史、肺炎患者或疑似患者接触史、野生动物接触史等。Detailed description of recent travel routes.

九、防控跟踪管理 Management procedure

39. 公司建立以总经理为第一负责人的疫情防控小组，建立健全疫情防控应急预案，保障合理购入应急物资、消杀用品、防护物品，组织公司员工落实好防控措施，杜绝疫情输入、扩散、蔓延。Set up an epidemic prevention and control team led by the GM of the company, and establish the emergency plan for epidemic prevention and control. Ensure the reasonable purchase of emergency materials, sterilization and protective items, and organize the staff to implement prevention and control measures.

40. 公司员工上班期间个人感觉有发烧症状，应立即向综合管理部报告，进行登记跟踪管理，视情居家隔离或就医。Employees shall immediately report to the administration if they have a fever during the work. He/she shall register their condition and commence home quarantine or go to hospital.

41. 公司员工需要严格按照国家及地方政府部门要求，如实填报个人信息，并积极配合政府部门疫情防控监督检查，严禁瞒报、漏报、误报和延报。Employees shall fill in their personal information in strict accordance with the requirements of national and local government departments, and actively cooperate with the supervision and inspection of epidemic prevention and control of government departments.

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