



2020 TOP 100 GOOD PRACTICE STORY

Title of the Story: Facing COVID-19, we can do more than we expected

Destination Name: *(include any state, province or region)*

Sun Moon Lake National Scenic Area Administration, Nantou County

Country: Taiwan

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Nomination Category: *(Please check the boxes that indicate the focus of your story)*

- Culture & Communities
- Environment & Climate
- Nature & Ecotourism
- Islands & Seaside
- Immediate responses in dealing with the COVID -19
- Post COVID -19 recovery
- One of the 17 SDGs* *(if yes, which one)* Click or tap to choose

*The Sustainable Development Goals (SDGs), also known as the Global Goals, were adopted by all United Nations Member States in 2015 as a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030. The 17 SDGs are integrated—that is, they recognize that action in one area will affect outcomes in others, and that development must balance social, economic and environmental sustainability. What are the Sustainable Development Goals? <https://www.undp.org/content/undp/en/home/sustainable-development-goals.html>

For further information on Tourism for SDGs: <http://tourism4sdgs.org/>

Find detailed instructions for submitting good practices [here](#)



DESCRIBE YOUR GOOD PRACTICE STORY

Address each aspect of your good practice story in the different sections being specific including relevant quantitative and qualitative information.

Issues faced

Although compares to many other industrialised countries, the COVID-19 pandemic has had a much smaller impact on Taiwan with the number of confirm cases and deaths. However, due to the experience of SARS that occurred in 2003, we are terrified. Therefore, the central government established and announced several guidelines and prevention policies for the pandemic immediately. Furthermore, although the prevention policy does not include lockdown measure, people still rather stay home than going outside. Thus, destinations like Sun Moon Lake National Scenic Area has deeply been influenced. Neither domestic nor foreign visitors are coming, which means the incomes of local business are dramatically shrinking. To solve this problem, Sun Moon Lake National Scenic Area Administration(SML Administration) has not only implemented the pandemic-prevention policies announced by Taiwan Centers for Disease Control(CDC), but also planned a series of tourism packages called Pandemic-Prevention Tourism to prepare for the recovery. It aims at ensuring tourists' healthiness and safety while traveling.

Methods, steps and tools applied

At the beginning of the COVID-19 pandemic, the priority was to tackle the COVID-19 pandemic. Therefore, SML Administration has strictly implemented the pandemic-prevention policies announced by CDC. The policies include many regulations for different fields and purposes, such as regulations in workplaces, regulations for tourism, and so on. Also, we have urged local private sectors to implement the pandemic-prevention policies as well. Other than the pandemic-prevention measures, we have also improved several infrastructures and cleaned up the environment, which are difficult to do when there are too many tourists around, such as fixing the roads and cleaning up the silt in Sun Moon Lake.

After June, when the COVID-19 pandemic subsides. In order to recover the tourism in Sun Moon Lake area, SML Administration has implemented the pandemic-prevention tourism announced by Tourism Bureau, MOTC, and has created a series of tour packages. The tour packages include many different types of outdoor activities, such as camping, rock climbing, hiking trail, kayaking, stand up paddle, and so on. Among the outdoor activities, stand up paddle is the most recommended activities. First, summer has come. Thus, aquatic activities are always popular. Second, tourists must be extremely focused when play stand up paddle. It helps them release pressures from the pandemic. Last and most importantly, tourists will keep a very long distance with other people while playing stand up paddle. It helps tackling the COVID-19 pandemic.

Except promoting the outdoor activities, we have as well made great effort to conduct pandemic-prevention repast and pandemic-prevention accommodation.

1. Pandemic-Prevention Repast:

- (1) The seats must be set in a crisscross seating pattern.
- (2) Meals must be served in a set. Buffets are prohibited.
- (3) All the customers must remain an appropriate social distance.
- (4) The restaurants must carry on the disinfection frequently.



2. Pandemic-Prevention Accommodation:

- (1) Customers must be taken body temperature and wash their hands by alcohol-based hand sanitizers before entering the hotel.
- (2) Signs of pandemic-prevention policies must be shown in the hotel.
- (3) All the staff must wear surgical masks and sanitize their hands frequently.
- (4) All the public space must be sterilized frequently, and the rooms must be sterilized before and after use.

All these measures are meant to enhance tourists's confidence to visit Sun Moon Lake National Scenic Area and ensure their healthiness while traveling here.

To sum up, when facing the pandemic, we have implemented the pandemic-prevention policies calmly and thoroughly. Moreover, we have conducted a series of improvements and created pandemic-prevention tourism packages to get ready for the recovery after the pandemic.

Key success factors

1. *Work with private sectors. Implement the pandemic-prevention policies.*
2. *Improve the infrastructures and clean up the environment to get ready for the recovery.*
- 3.

Lessons learned

1. *Tourism should be relaxing. Therefore, how to implement the pandemic-prevention policies and pandemic-prevention tourism without giving tourists too much pressure was a challenge for us. However, due to the experience of SARS in 2003, most people are willing to cooperate with our policies, which makes all the works become smoothly.*
2. *During the COVID-19 pandemic, many businesses related to tourism are deeply influenced. Since the number of tourists dramatically decreased, their incomes have been shrinking as well. To solve this problem, the central government has signed a relief package to help these businesses. Except the relief package from central government, SML Administration has also provided subsidies and designed pandemic-prevention tourism package to help them pass through dilemma.*

Results, achievements and recognitions



1. During the worldwide outbreak of COVID-19 pandemic, there are merely 2 confirm cases in Nantou, where Sun Moon Lake National Scenic Area is located in.

<https://reurl.cc/d0br3g>

2. Taiwan's coronavirus response is among the best globally.

<https://reurl.cc/R474L9>

<https://reurl.cc/mnbnpG>

Additional references

<https://reurl.cc/vDbnOk>

<https://reurl.cc/O1a1eR>

<https://reurl.cc/IVbVM6>

<https://reurl.cc/d0br3g>

<https://reurl.cc/R474L9>

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