



**ICT-P-008**  
**121**

# Protocol for

Food services to the public due to Coronavirus health alert (COVID-19).

**TOURISM SECTOR**

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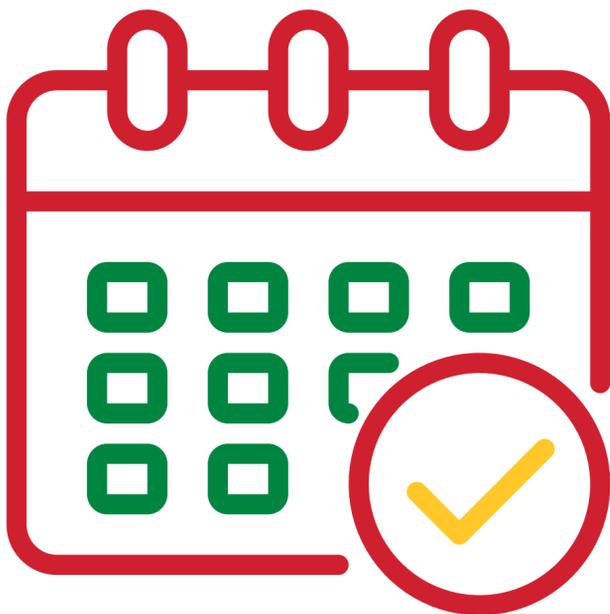
# FOREWORD

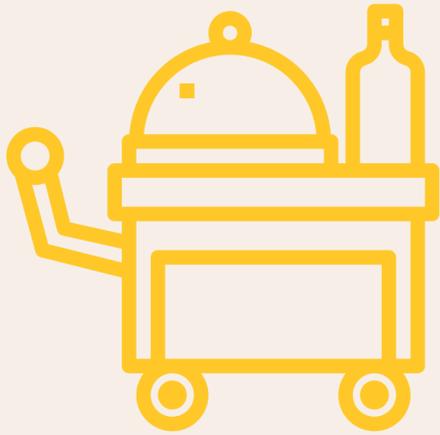
This prevention protocol is designed to provide the catering industry with a number of recommended measures to help minimize exposure to COVID-19 virus in the food services sector, whose activity is to prepare and serve meals prepared for consumption by end consumers, sitting in the establishment itself.

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## OBJECTIVE AND FIELD OF APPLICATION

The purpose of the formulation of this Protocol is to identify the hygiene and safety measures necessary for the opening and putting into operation of public food service establishments which include public or private establishments, permanent or temporary facilities where they are made, manipulate, package, store, supply, serve, sell or provide prepared meals, for human consumption in the same premises, to take away or home delivery (catering or commercial express service and services with current sanitary operating permits provide their services of safety in the COVID-19 alert.





# GENERAL SERVICES IN FOOD SERVICE CENTER

## FRESPONSIBILITIES OF FOOD SERVICE MANAGERS:

- a) Food services or meal managers should assign a person responsible for ensuring compliance with the provisions stipulated by the Ministry of Health.
- b) The feeding service center must carry out control and monitoring mechanisms for the application of the protocol established for the feeding center, which may be carried out through control logs documenting and checking the work performed at the time of an inspection.
- c) It should ensure signage of hand washing, sneezing and coughing, other ways of greeting, not touching the face and population at risk protocols in visible areas. See annexes.
- d) You should equip restrooms with dispensers with toilet paper, antibacterial soap, gel alcohol with a composition of between 60% and 70% and paper towels for drying hands, garbage can with lid (swing, pedal-operated or similar). Maintain constant cleaning, disinfection and sanitation with visible log.
- e) The hand washing station should be operated automatically (pedal, sensor).
- f) You should place alcohol dispensers with a composition of between 60% and 70% gel in the area of access to the food service and in the cashier area for use by staff and customers when entering and leaving. Dispensers must be identified and labeled to remind customers to apply gel alcohol to their hands when entering and leaving the restaurant.
- g) You should frequently check that dispensers are kept in good working order and stocked. Dispensers that do not require contact (automatic) should be used.
- h) You must limit the use to a maximum of 50% of the capacity of the food service, as well as of the common areas

such as rooftops, ranches, event rooms, patios and dining rooms. Companies may implement other, more strict indications, as long as they comply with what is indicated by the Ministry of Health.

- i) You must communicate all information from the Ministry of Health to clients and collaborators.
  - j) The company must cancel staff meetings until further notice and adjust to the measure of 50% of the capacity of the salon where they will be held.
  - k) If the establishment has an elevator, it must restrict the number of people when using it. This according to the size of the elevator and trying to maintain a minimum distance of 1.8 meters between people, indicate it by clear and visible labeling for customers.
  - l) Staff should be guaranteed to have protective supplies such as: drinking water, disinfectant soap, gel alcohol with a composition of between 60% and 70%, disinfectants, disposable towels, etc.
  - m) People who, due to their type of their role, can carry out their work from home should be sent to telework; as long as their equipment and role allows it. In this case, the company will apply what is established in Legislative Decree No. 9734, Law to regulate Telework. The Management of each business unit will determine the administrative personnel that can perform their functions by applying teleworking.
  - n) Visits that are not essential to the continuity of the operation should be suspended. When possible, coordinate work by phone calls. In addition, these visits must comply with the provisions of the organization, in terms of hygiene measures established in the company.
  - o) The company should use the facility's camera systems or remote connections to monitor activities, rather than make face-to-face visits.
  - p) It must comply with the requirements of Regulation No. 37308-S, Food Services to the Public.
- The company must draw up a duly read and signed affidavit with each of its employees, where they agree to inform the company if they present the symptoms of COVID-19 in accordance with the protocols stipulated by the Ministry of Health, as well as make the corresponding protocol to call 1322 to receive guidance. It must also commit to fully comply with the health regulations for public food services stipulated by the Health Authorities, this within the ethical framework of commitment to the COVID-19 emergency. (See annex No. 7)

## RESPONSIBILITIES OF FOOD SERVICE PARTNERS

a) The employee must comply with the following recommendations from the moment they go to their workplace:

- Maintain good daily personal hygiene
- Use Clean Clothes
- Use short nails
- Use the collected hair
- Do not use jewelry such as: rings, earrings, necklaces, bracelets, etc.
- It should be possible to change garments for the work uniform or work clothes in the establishment, always observing the washing and disinfection of hands, as well as the washing of garments.
- Keep distance between people at least 1.8 meters apart.
- Do not touch your face or other parts of the body during the journey to your workplace.
- In case of presenting symptoms related to COVID-19, refrain from leaving the house, immediately notify the immediate superior boss and do not go to the workplace.
- Hand washing and disinfection when arriving at the workplace and when returning home.

b) The employee must comply with the following recommendations in their workplace:

- When entering and leaving the workplace, the protocol of greeting and washing or disinfection of hands with alcohol gel with a composition between 60% and 70% must be adhered to.
- All workers/employees must follow the protocols of coughing and sneezing, hand washing and other ways of greeting which are included in Annex No. 4 of this document.
- The people in charge of cleaning must protect themselves with gloves while they carry out the cleaning and hygiene tasks of the food service. After cleaning, the waste must be disposed of correctly (As indicated in Decree 37308-S Public Food Services which refers to the Law for the Comprehensive Management of Waste Law No. 8839, it is part of the operation of the establishment ) and carry out the hand washing established in the protocol indicated in the annex.
- Efforts should be made to maintain a minimum distance of 1.8 meters between employees to reduce the risk of infection.
- You must fully comply with the handwashing protocol and the protocol of when to wash your hands. Application of hand washing protocol. (See Annex N°1 and N°2).
- Employees whose functions do not warrant the use of a cell phone, this must be kept in their respective locker or bag for

personal use, likewise the people who must use the cell phone must disinfect it frequently.

- Employees must keep their personal items clean for use in the workplace such as: glasses, tablets, pens, diaries, among others.



## MEASURES TO MAINTAIN SOCIAL DISTANCING IN PUBLIC FOOD SERVICE.

a) Markings must be placed on the floor (colored adhesive tape can be used) to indicate to customers how they should position themselves when they stand in line in the checkout area, bathrooms, premises entrance, waiting area to be placed at the table (area in the case of establishments that carry out different types of events (conventions, seminars, meetings), they must have communication mechanisms for physical distancing (Examples: signs, posters, screens, as well as within advertising the event announcing measures to be taken to carry out the event).

b) Signs must be placed on the premises to remind customers and employees to maintain the physical distance of 1.8 meters (entrance area to the premises, toilets, collaborators rest area, order delivery area, cashier area, etc.).

c) A contactless payment mechanism should be used to maintain the distance between the customer and the cashier (e.g. chip card dataphones).

d) The handling of cash and credit cards by food staff should be minimized.

e) If the employee has to handle money (bills):

- He or she must not touch their face after handling money.
- Ask the customer to place the money on the counter or other surface (analyze using plastic trays for money handling), not to receive it directly into the hands. And this will have to be disinfected after use.

• Disinfect the counter or surface used for money management.

f) The food service center should install a barrier (plastic or clear acrylic) between employees and customers, for example, in the box area.

g) Applications with digital menus, single-use paper menus or menus made of material that can be disinfected after each use should be used.



## DISTRIBUTION OF CUSTOMER TABLES

a) Tables should be distributed in such a way that from the back of a chair to the back of another chair there is a preferable distance of at least 1.8 meters.

b) A preferable distance of 0.80 meters should be maintained between customers sitting opposite each other and to the side, as indicated in the LS-CS-008 (General Guidelines for Food Services to the Public Due to Coronavirus Health Alert (COVID-19)).

c) In the case of the same family nucleus (social bubble), up to 6 people may sit together.



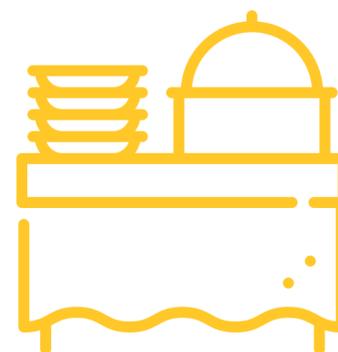
## BARS WHERE FOOD AND DRINKS ARE CONSUMED OR PREPARED.

Understood as soda bars, bars, food preparation in front of the diner.

a) If behind the bar there is an area where food is handled, a barrier must be installed (made of plastic or transparent acrylic).

b) A seating distance from the same table of 0.80 meters should be maintained between customers sitting opposite each other and seats next to each other.

c) Surface and utensils should be cleaned and disinfected frequently.



## BUFFET SERVICE AND SALAD BAR

a) Buffet and salad bar service should be discontinued.

b) If this is not possible, the following requirements must be met:

- Customers should not handle food or crockery, glassware and cutlery. These must be handled by suitable food service personnel for the position.
- As far as possible, individualized portioning should be used, which is prepared by the same service personnel and will be ready for delivery to the customer.
- Food must be protected (to avoid transmission by sneezing).
- Physical distancing of 1.8 meters should be maintained in the line.
- In the case of establishments with meeting rooms, service lines must be located outside the room.
- The entrance access of diners must be controlled to comply with the stipulated percentage of occupancy.
- There should be no crockery, glassware and cutlery greater than the estimated number of people for the service.
- In the case of Catering service, you must clean and disinfect the food transport containers. Transport containers must be those designed exclusively for that purpose.
- The use of tongs to take food should be minimized and if they are used, they should be changed frequently.
- Surface and utensils should be cleaned and disinfected frequently.



## SELF-SERVICE BEVERAGE MACHINES (COFFEE, SOFT DRINKS, OTHERS)

a) All utensils (cups, lids, straws, remover, disposable cutlery) must be protected in individual packaging and delivered to the customer by business personnel or have some protection system.

b) Individual single-use packaging (sugar, cream, sweetener, etc.) must be delivered by the establishment staff. In case of not being able to do so, you should inform the customer that before taking the cream, sugar, sweetener, proceed to sanitize his hands with gel alcohol (concentration from 60% to 70%).

c) Food service staff will be able to offer the supplies (sugar, cream, sweetener), to the customer according to their need.

d) The physical distance of 1.8 meters must be maintained in the self-service area. Marks should be placed on the floor.

e) Clean and disinfect surfaces and equipment frequently.

## CHILDREN 'S PLAYGROUND

a) Play areas for children such as playground where there is little control of physical distancing (interaction of children) is recommended to be kept closed.

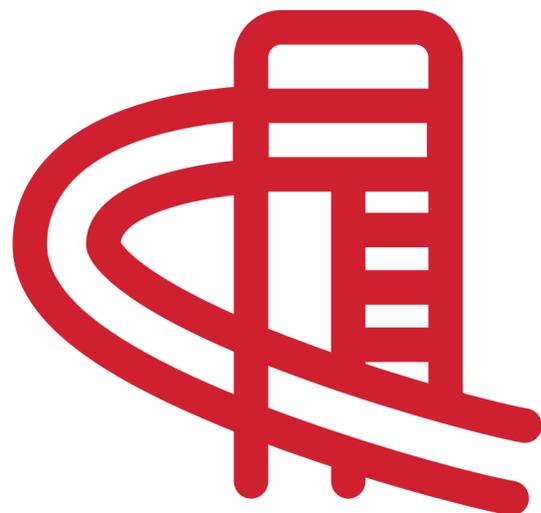
b) Games for children such as video game machines or similar, which can have a controlled physical distancing because it only allows one user at a time, can be opened, but they must be cleaned and disinfected frequently.

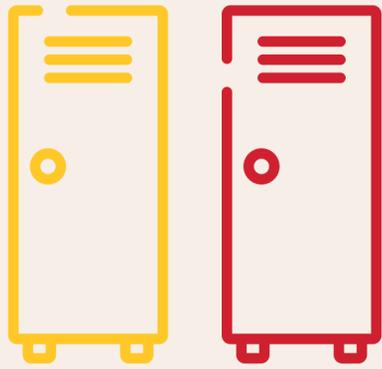
## MEASURES TO MAINTAIN PHYSICAL DISTANCING BETWEEN COLLABORATORS:

### PROCESS ZONE

a) At least 1.8 meters of distance between employees in the work areas should be maintained. Where this is not possible, other measures should be defined to protect employees, such as:

- Place contributors in the process lines in such a way that they are not in front of each other.
- Use of personal protective equipment (e.g. disposable or reusable anti-fluid fabric covers or face masks depending on the need for the operation of the feeding center).
- Separate workstations, either with distancing or with physical barriers (acrylic or plastic screens)
- Limit the number of staff members in the process zone, can be distributed in different shifts.
- Prevent them from talking unless it is essential
- Organize staff into working groups to reduce interaction between groups.
- Increase the frequency of cleaning and disinfection of surfaces.





## DINING AREA , LOCKERS:

- a) When possible, employee rest and dining areas should be adjusted to maintain physical distance (for example, separate tables, reduce the number of chairs per table, assign shifts to small groups).
- b) Prevent agglomerations of workers in the locker area (mainly entrance and exit times).
- c) Frequent cleaning and disinfection of employee dining areas, rest areas and other common areas should be maintained, as well as the placement of protocols published by the Ministry of Health in these areas (see Annexes N°1, N°2; N°3, N°4, N°6).

## RECEIVING PROVIDERS

- a) Providers must wash their hands or disinfect with alcohol gel with a composition of between 60% and 70% when entering the establishment, as set out in the Ministry of Health's guidelines. Including the use of restrooms.
- b) The establishment must coordinate delivery times and indicate by signage the product reception process.
- c) The establishment must have alcohol gel dispensers with a composition of between 60% and 70%, which must be duly labeled for identification.
- d) When entering the property, providers must make sure that their clothes are clean.
- e) Carry a minimum of personal items (pens, calculators, tables, etc.) that can facilitate infection by contact.
- f) Do not place your cell phone or other communication device on surfaces, especially work tables or direct contact with food. Preferable not to use them at the time of delivery service.
- g) A physical distance must be maintained while trying to comply with the minimum distance of 1.8 meters, follow the greeting protocol established by the Ministry of Health.
- h) Stay only as long as needed on the premises.
- i) Deliveries of products must be made in the assigned area.
- j) Suppliers should frequently clean and disinfect all containers used for transport.
- k) Please note that staff should regularly clean and disinfect the reception area. You must use products authorized by the

Ministry of Health.

- l) Suppliers do not have authorization or access to food handling areas outside their service.
- m) Vendor inspection visits shall be duly protected with personal protective equipment appropriate to the establishment. If you do not have this equipment, it is recommended not to enter it and / or its entry is at the discretion of the establishment.
- n) Suppliers must not consume food, drink or smoke in the establishment during their service.

## PROCESS ZONE

- a) Food service establishments to the public must have markings on the floor to maintain a social distance of 1.8 meters between operators while waiting for delivery of orders (inside and outside the premises). It is recommended that the establishment have an exclusive area for aggregators (ideally to have tables to place the bags if necessary, for the operator).
- b) Easy-compression lettering should be used to indicate the delivery area and delivery processes.
- c) It is the responsibility of the companies that operate the home transport or technology platforms that facilitate the connection between users, establishments and deliverers or couriers, to communicate these measures and recommendations to the distributors registered with each company.
- d) Operators (distributors or aggregators) must wear clean clothes or uniforms every day.
- e) Operators must wash their hands or use alcohol gel with a composition between 60% and 70% when entering and leaving the establishment.
- f) Operators of the delivery vehicles in which the products produced by the company are to be moved must ensure the daily internal and external cleaning of the company.
- g) Before placing food into the backpack or food box, the operator must disinfect it with a disposable towel and disinfectant solution.
- h) The vehicle operator must have cleaning items such as alcohol gel with a composition of between 60% and 70%, disinfectant solution (see Table 4 below) and disposable towels.
- i) Check the proper operation and maintenance of the vehicle's air conditioning, when applicable.
- j) If the operator carries a pen, it must be disinfected at each exit of the establishment with a disposable towel and disinfectant solution. They should carry their own clean and disinfected pen.
- k) The operator's cell phone must be disinfected with disposable towel and disinfectant solution, after each delivery.
- l) The operator must not enter the restroom with the backpack or food box.

- m) The operator should not be accompanied during deliveries.
- n) The operator should not place the food box or backpack on the floor, consumer tables or counter. You must use only the place set for delivery at each location.
- o) Only one operator is allowed to stay when removing orders, they will be instructed in each establishment where they must remove it and try to maintain a minimum distance of 1.8 meters.
- p) The operator must not place the food order on the ground or floor before or on delivery.
- q) The food service staff must place the order on the counter, table, package or drawer.
- r) The food service staff must disinfect the counter or table dedicated to delivery.
- s) The operator must prevent contamination of food to be delivered with disinfectant products.
- t) Food service to the public must ensure that the order is properly sealed to avoid handling or contamination of food.
- u) If beverages are sold within the service, packaged drinks must be delivered that cannot be opened during delivery.



## DELIVERY OF ORDERS TO THE CONSUMER THROUGH HOME DELIVERY

- a) Prior to delivery of the order, the operator must consult with the consumer to see where they want to receive the order (surface) to maintain a social distance of 1.8 meters.
- b) Delivery should be made on a surface, to prevent direct contact. Never place the order on the floor.

## DELIVERY OF ORDERS TO THE CONSUMER AT THE ESTABLISHMENT

- a) Food service personnel must have personal protective equipment and ensure a minimum distance of 1.8 meters from the consumer when delivering the order on a clean surface (table or counter), on a window or vehicle.

# MEASURES TO MAINTAIN PHYSICAL DISTANCING BETWEEN COLLABORATORS:

## PROCESS ZONE

- a) At least 1.8 meters of distance between employees in the work areas should be maintained. Where this is not possible, other measures should be defined to protect employees, such as:
  - Place contributors in the process lines in such a way that they are not in front of each other.
  - Use of personal protective equipment (e.g. disposable or reusable anti-fluid fabric covers or face masks depending on the need for the operation of the feeding center).
  - Separate workstations, either with distancing or with physical barriers (acrylic or plastic screens)
  - Limit the number of staff members in the process zone, can be distributed in different shifts.
  - Prevent them from talking unless it is essential
  - Organize staff into working groups to reduce interaction between groups.
  - Increase the frequency of cleaning and disinfection of surfaces.

# HYGIENE AND DISINFECTION

## OVERVIEW

### CLEANING, HYGIENE AND DISINFECTION MEASURES FOR REOPENING

- a) A general inspection of the establishment should be carried out (grease traps, drains, refrigeration equipment, sinks, fryers, oven, displays, extractor hood and others.)
- b) Expired food, spoiled food and foods that have suffered from temperature abuse should be discarded for your safety (refrigerated 0 ° to 5 ° C, frozen - 12 ° to - 18 ° C) and that cannot be guaranteed that were in the required storage conditions.
- c) The proper functioning of electrical equipment and installations must be verified.
- d) Verify that all the cleaning utensils to be used in the process are in good condition of use, if not, they should be replaced. This is to guarantee the work to be done and, above all, the protection of the physical integrity of the cleaning personnel.
- e) Do not touch your face during the cleaning and disinfection process.
- f) Wear gloves for cleaning. Wash your hands immediately after removing your gloves.
- g) Fumigate before opening; use a company that has a valid operating permit.
- h) Carry out the cleaning and disinfection of the installations, utensils and equipment according to the procedure of the establishment.
- i) Waste collection and disposal should be carried out in accordance with the facility's solid and liquid waste management plan.

### CLEANING AND DISINFECTION ACTIVITIES IN THE CUSTOMER AREA

- a) Cleaning and disinfection of the table and chairs after being used by customers, disposable paper towels should be used.
- b) Cleaning and disinfection of other items used by the customer such as fantasy coins, tokens, plastic cards frequently. The establishment must inform the customer that it is advisable to maintain personal hygiene.
- c) Cleaning and disinfection of dishes, glasses, cups, cutlery, tablecloth-cloth napkins (single-use per service), you must follow the procedures established in each company, you can use dishwashers or manual washing (washing, rinsing, disinfection, drying).
- d) Utensils that were not used but may have been in contact with customers should be washed and disinfected .
- e) Containers of condiments, sauces and dressings that are kept on the tables should be disinfected: after each use.
- f) Food in individual single-use packaging (sugar, cream, salt, pepper jellies, sweeteners, sauces, etc.) not used by the customer should be discarded. It is recommended to provide these products upon customer's request.
- g) Good food handling practices should be implemented when setting up.

### AIR CONDITIONING SYSTEM

- a) Proper review and maintenance should be provided (increase the frequency of cleaning of filters) and have their proper log.

### CLEANING AND DISINFECTION OF FOOD SERVICE TO THE PUBLIC IN CASE OF DETECTION OF A CONFIRMED COVID-19 EMPLOYEE

- a) The COVID-19 cleaning and disinfection procedure must be implemented if a Public Food Service employee tests positive for COVID-19.
- b) Shut the establishment down immediately if a COVID-19 positive employee is detected, for cleaning and disinfection (without working staff).
- c) The area should be ventilated (open doors, windows to increase air circulation) before starting cleaning and disinfection.
- d) The property must have qualified cleaning staff or hire a qualified company to execute this protocol.

- e) Any other surface, item, equipment that is inside the premises should be included within the cleaning and disinfection. Including items that are for disposal.
- f) Cleaning and disinfection should include the entire surface of the furniture, equipment, utensil (e.g. table legs, chairs, table bottom, etc.).
- g) Review the specifications of the premises equipment and surfaces to define the products to use and the method of cleaning and disinfection.
- h) A method must be used to measure the concentration of the disinfectant solution (straps, titration or other).
- i) Dry methods, such as brooms or others, should not be used as dust and germ-bearing particles is increased.

## CLEANING AND DISINFECTION PROCEDURE

All co-workers should have training to handle cleaning processes, they should demonstrate competencies and skills for these functions.

## ACTIVITIES TO BE CARRIED OUT FOR CLEANING AND DISINFECTION OF THE WORKPLACE.

### LIST OF SURFACES AND EQUIPMENT TO CLEAN AND DISINFECT

AREA	LIST OF SURFACES	CONSIDERATIONS
Building	<ul style="list-style-type: none"> <li>• Floors</li> <li>• Windows</li> <li>• Gates</li> <li>• Walls</li> <li>• Ceiling</li> <li>• Doors</li> <li>• Screens</li> <li>• Knobs</li> <li>• Railings</li> </ul>	Walls should be cleaned and disinfected from top to bottom.
Clients area	<ul style="list-style-type: none"> <li>• Tables</li> <li>• Furniture</li> <li>• Cloth napkins</li> <li>• Chairs</li> <li>• Baskets/Carts</li> <li>• Menus</li> <li>• Trays</li> <li>• Mats</li> <li>• Curtains</li> <li>• Fabric Tablecloths</li> </ul>	

# LIST OF SURFACES AND EQUIPMENT TO CLEAN AND DISINFECT

AREA	LIST OF SURFACES	CONSIDERATIONS
Restrooms	<ul style="list-style-type: none"> <li>• Toilet</li> <li>• Trash cans</li> <li>• Mirror</li> <li>• Faucets</li> <li>• Hand washing station</li> <li>• Soap and alcohol gel dispensers with a composition between 60° and 70°</li> <li>• Extractors</li> <li>• Baby Changing Mat</li> </ul>	<p>Use equipment that is exclusively for cleaning bathrooms.</p> <p>Use disposable paper towels. Do not use cloths.</p>
Electrical Equipment	<ul style="list-style-type: none"> <li>• Fans</li> <li>• Doorbells</li> <li>• Light switches</li> <li>• Computers</li> <li>• Air Extractors</li> <li>• Lamps</li> <li>• Telephones</li> <li>• Air Conditioning Equipment</li> <li>• Coffee Machines</li> <li>• Soft drink machines</li> <li>• Ice Machine</li> <li>• Mouse</li> <li>• Microphones</li> </ul>	<p>Disconnect. Do not spray, use towel moistened with disinfectant.</p>
Processing area	<ul style="list-style-type: none"> <li>• Tables</li> <li>• utensils</li> <li>• Equipment</li> <li>• Dinnerware</li> </ul>	<p>Utensils and small equipment should be washed and disinfected in the sink used to wash utensils.</p> <p>Use equipment that is used exclusively for food contact surfaces.</p>
Dry product storage	<ul style="list-style-type: none"> <li>• Shelves</li> </ul>	
Cooling and freezing chambers	<ul style="list-style-type: none"> <li>• Doors</li> <li>• Interior Surfaces</li> <li>• Handles</li> <li>• Exterior Surfaces</li> <li>• Shelves</li> </ul>	

# LIST OF SURFACES AND EQUIPMENT TO CLEAN AND DISINFECT

AREA	LIST OF SURFACES	CONSIDERATIONS
Hot and cold plates	<ul style="list-style-type: none"> <li>• General equipment (trays, furniture)</li> </ul>	
Hand washing station	<ul style="list-style-type: none"> <li>• Sinks</li> <li>• Product Dispensers</li> <li>• Paper Towel Dispenser</li> <li>• Shelves</li> </ul>	
Sinks for washing utensils	<ul style="list-style-type: none"> <li>• Sinks</li> <li>• Product Dispensers</li> <li>• Faucets</li> <li>• Chemical Shelves</li> </ul>	
Sinks for washing cleaning equipment	<ul style="list-style-type: none"> <li>• Sinks</li> <li>• Product Dispensers</li> <li>• Faucets</li> <li>• Chemical Shelves</li> </ul>	
Employee area	<ul style="list-style-type: none"> <li>• Lockers</li> <li>• Dining area</li> <li>• Personal items stored on the premises</li> </ul>	
Offices Areas	<ul style="list-style-type: none"> <li>• Desk</li> <li>• Shelves</li> <li>Chair</li> </ul>	
Transportation equipment for catering and home service	<ul style="list-style-type: none"> <li>• Containers</li> <li>• Catering Equipment</li> <li>• Bags</li> <li>• Vehicle where food is transported</li> </ul>	

# LIST OF SURFACES AND EQUIPMENT TO CLEAN AND DISINFECT

AREA	LIST OF SURFACES	CONSIDERATIONS
Cleaning room	<ul style="list-style-type: none"> <li>• Shelves</li> <li>• Racks</li> </ul>	
Trash cans	<ul style="list-style-type: none"> <li>• Indoor garbage cans</li> <li>• Outdoor garbage cans</li> <li>• Garbage area</li> </ul>	
Food Receipt Area	<ul style="list-style-type: none"> <li>• Tables, shelves, baskets</li> </ul>	
Outdoor area for common use	<ul style="list-style-type: none"> <li>• Benches</li> <li>• Mats</li> <li>• Tables</li> </ul>	

The areas that are frequently touched by employees are critical to clean and disinfect (bathrooms, employees dining room, office area).

## CLEANING AND DISINFECTION PROCEDURE



- If the surface is dirty, it should be washed with detergent soap and water, rinse and drain, before disinfecting.
- Disinfect the surface using the authorized chemicals, at the required concentration (refer to Table No. 2). The entire surface must have contact with the disinfectant solution.
- Follow the instructions of the chemical's manufacturer of (concentration of use, method of application, contact time).
- Porous surfaces (floor mats, curtains), remove the present dirt and clean with the appropriate chemical for these surfaces. If possible, use water at the highest possible temperature. Or use chemicals that can be applied to the surface.
- Textiles - do not shake (this action can cause the virus to disperse in the air). Wash according to manufacturer's specifications. If possible, use water at the highest possible temperature.

## CLEANING UTENSILS AND EQUIPMENT

- Food utensils and equipment should be washed and disinfected in the utensils washing sink.
- Use exclusive cleaning equipment for food contact surfaces.
- Food contact surfaces should be rinsed and re-disinfected (disinfectant solution to the concentration of use for food contact surface) after performing the COVID-19 cleaning and disinfection procedure.
- Electrical equipment must be switched off. It is recommended to disinfect with 70% Ethanol or with a disinfectant mixture of ethanol and quartz ammonium. Do not spray but apply with towel moistened with disinfectant.
- Walls should be cleaned and disinfected from top to bottom.

# EQUIPMENT FOR CLEANING AND DISINFECTION

EQUIPMENT FOR CLEANING	
SURFACE TO BE CLEANED AND DISINFECTED	RECOMMENDED EQUIPMENT
Floors	Washing machines and extractors Washing machines with automatic solution injection Mop, buckets, wringers
Walls	Stairs, extensions, cloths
Window frames, glass and ceiling	Stairs, extensions, cloths
Furniture, equipment	Exclusive cloths per area. They must be disposable. Dishwasher. Use exclusive equipment for food contact surfaces.
Restrooms	Exclusive equipment for cleaning bathrooms (sponges, brushes, etc.). It must be identified (color coded, labeled). Disposable paper towels <b>You should not use cloths.</b>
General	Waste transport container with bag recommended for waste.

Note: All equipment and materials used in cleaning and disinfection must be washed and disinfected at the end of the process.

## PROTOCOL FOR HAND WASHING

Hand washing should be done frequently when:

- At the departure and arrival of your home.
- At the entrance of food preparation areas
- After going to the bathroom
- After touching your face
- After coughing or sneezing
- After manipulating money
- After loading dirty boxes or objects
- After touching handrails or door handles
- After collecting or handling waste
- Between production activities to avoid cross-contamination
- Before and after wearing gloves and mask

- After using chemicals or cleaning products
- Before and after receipt of product
- After eating food or beverages





# PERSONAL PROTECTIVE EQUIPMENT FOR CLEANING

- a) Rubber boots with non-slip sole.
- b) Use mesh or hair protection to avoid loose and exposed hair.
- c) Long nitrile gloves
- d) Waterproof apron.
- e) Safety glasses.
- f) Recommended half-face respirator with filter cartridges for chemical particles (do not use disposable masks).
- g) Use personal protective equipment as indicated on the data sheet and on the Safety Data Sheet (SDS) of each product.

At the time of the acquisition of PPE, it is recommended to validate their quality based on Costa Rica's national and international standards.  
<https://www.inteco.org/juntos-en-la-prevencion>

# WASTE COLLECTION AND MANAGEMENT

- a) Waste generated during COVID-19 cleaning and disinfection should be disposed of in garbage bags.
- b) The waste bag should be closed when it reaches 80% of its capacity, to avoid overflow.
- c) Closed bags should be placed inside another garbage bag. The second garbage bag must be closed.
- d) Waste may be discarded with the rest of the property's waste. Make sure you use double bag, both bags closed.



# LOGISTICS IN THE WORKPLACE

## SERVICE OR OPERATIONAL CONTINUITY PLAN

- a) Personal competencies and skills in public food services are based on current regulations on food handling, guidelines, national technical guidelines and regulations on food safety and the safety of people.
- b) Food services to the public should promote the training of employees, to develop the skills and skills of staff in food services, in order to achieve their adaptation to the new changes and requirements of national and international industry.
- c) Food services to the public recognize and give priority to employees with certifications issued by the National Learning Institute (INA), university careers accredited to the National System for Accreditation of Higher Education (SINAES) and certifications issued by a Certification of Persons accredited or recognized by the Costa Rican Accreditation Body, according to the INTE-ISO/IEC 17024 Standard in its related version its operation.

## SHIFTS AND SCHEDULES

The schedules will be determined according to the provisions set forth by the Ministry of Health and will depend on the mode of operation of each establishment, maintaining due physical distancing and stipulated capacity.

# ACTING ON CONFIRMED CASES OF COLLABORATORS

In case of confirming the case of a positive contributor to COVID-19, the food service to the public must notify the Governing Area of the Ministry of Health of its area of attraction so that it implements the corresponding research actions according to the National Guidelines for the Surveillance of COVID-19 disease.

The food service to the public, staff will follow the instructions of the Ministry of Health on the possibility of a confirmed case or suspicious contact. The public food service will provide such collaboration as is available to facilitate the work and research carried out by the Ministry of Health. The public food service should keep in a log or record information of employees who consult for symptoms related to respiratory disease, or with potential risks of contracting the disease: over 60 years of age, hypertensive, respiratory conditions, diabetes, or who are being treated for cancer or other disease that compromises their immune system. Also, if you've been close to a suspected contact.

In the event that a collaborator is confirmed with COVID-19 the public food service must implement the following:

- a) **Shut down the establishment and perform the cleaning and disinfection procedure for food service to the public in case of detecting a confirmed COVID-19 person.**
- b) **Notify employees of the case so that they can get tested for COVID -19 at an EBAIS or Governing Area of the Ministry of Health in your area.**
- c) **You should let your customers know about the situation.**
- d) **You should open the food service to the public when you confirm that no contributor is positive for a COVID-19.**

## COMMUNICATION

The public food service shall carry out awareness training on this guideline, its scope and application. Strengthening point 8.1 of the Development of the competencies and skills of food service personnel

Likewise, you must implement signage according to the points indicated in this guideline and provided in annexes for its use.



## APPROVAL, MONITORING AND EVALUATION

Ministry of Economy, Industry and Trade of Costa Rica (MEIC)  
Costa Rican Tourism Board (ICT)