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ICT-P-001. Protocol for Lodging Activities. Tourism sector.

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Created by:

Costa Rican Tourism Institute
Costa Rican Chamber of Hotels
Hotel Entrepreneurs Private Sector

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PROLOGUE

Within the framework of the declaration of a national emergency throughout the territory of the Republic of Costa Rica, formalized by Executive Decree 42227-MP-S, as a result of COVID-19, and given the characteristics of the pandemic and the various ways of virus contagion, preventive health measures have been defined by the Ministry of Health, as the lead agency in the context of this response phase and in the event of infection in the workplace.

This document has been prepared to establish the elements with which to comply with the protocols to be developed by the sectors and subsectors in order to elaborate their own protocols, as an agreement between the actors who share common elements to implement the health guidelines established by the Ministry of Health.

This guideline has been developed in compliance with the technical criteria established in the legal regulations, institutional technical standards and those that have been defined by decrees issued by the Executive Power in the preparation of and response to the COVID-19 emergency.

Protocol for Hosting Activities. Tourism Sector ICT-P-01, was approved by the Minister of Tourism on Monday, May 11, 2020.

This document is subject to continuous updates to ensure that it addresses, at all times, the current health needs and guidelines.

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Source: Self-made, (2020).

1. OBJECTIVE AND SCOPE

The objective of this document is to establish the requirements that allow the reactivation of the tourism sector in light of COVID-19. This protocol seeks to enable the hospitality subsector to gradually proceed providing services to customers with at least 50% capacity, considering the provisions provided, in order to avoid contagion chains.

The guideline implementation is aimed at the tourism sector, the hospitality subsector, throughout the national territory, as part of the preventive and mitigation actions ordered by the Ministry of Health in light of COVID-19.

The Costa Rican Tourism Institute, as the sector's rector, is responsible for working out the protocol, along with those validated by the hospitality private sector.

These guidelines will be revised periodically, and the current version will be published on the websites of the Ministry of Health, the Costa Rican Tourism Institute, the National Tourism Chamber and the Costa Rican Chamber of Hotels.

2. REFERENCE DOCUMENTS AND GUIDELINES

The health guidelines binding the tourism sector for the proper functioning of this protocol are listed below. As well as general and specific guidelines for the sector and the Ministry of Health, as appropriate.

- ✓ [Version 4- April 11, 2020. General Guidelines for the Use of Personal Protective Equipment \(PPE\) to Prevent Coronavirus Exposure \(COVID-19\)](#)
- ✓ [Version 2- April 03, 2020. General Guidelines for Food Services due to the Coronavirus Health Alert \(COVID-19\).](#)
- ✓ [Version 11- April 01, 2020. National Guidelines for COVID-19 Disease Surveillance](#)
- ✓ [Version 2- April 12, 2020. General Guidelines for Owners and Administrators of Coronavirus Tourist Services \(COVID-19\).](#)
- ✓ [Version 2- March 12, 2020. General Guidelines for Establishments, Activities and Events of Mass Concentration of People within the Framework of the Coronavirus Health Alert \(COVID-19\).](#)
- ✓ [LS-CS-001. General Guidelines for Commercial Establishments and Services with a Sanitary Operating Permit.](#)

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- ✓ [INTE/DN-MP-S-19:2020. Requirements for the Development of Sectoral Protocols for the Implementation of Health Guidelines and Guidelines for COVID-19.](#)

3. DEFINITIONS AND ABBREVIATIONS

3.1 Coronavirus (CoV): a broad family of viruses that can cause various conditions, from the common cold to more serious diseases, such as the coronavirus causing the Middle East Respiratory Syndrome (MERS-CoV) and that which causes Severe Acute Respiratory Syndrome (SARS-CoV). The new coronavirus is a virus not previously identified in humans.

3.2 Types: It is important to note that there are four other endemic human coronaviruses globally: HCoV-229E, HCoV-NL63, HCoV-HKU1 and HCoV-OC43. These coronaviruses are different from the new coronavirus named SARS-CoV-2 that produces the disease called COVID-19.

3.3 COVID-19: is the infectious disease caused by the most recently discovered coronavirus, transmitted by contact with another that is infected by the virus. The disease can spread from person to person through droplets from the nose or mouth that come out when an infected person speaks, coughs, or sneezes, or if these drops fall on objects and surfaces that other people would touch these objects or surfaces and then touch their eyes, nose or mouth (PAHO/WHO, 2020). These viruses are inactivated after a few minutes of contact with common disinfectants such as freshly prepared bleach solution (chlorine concentration 1 g/L, prepared with 1:50 dilution of a chlorine concentration 40-50 gr/L). Concentrations of 62-71% ethanol or 0.5% hydrogen peroxide in one minute are also effective. If other disinfectants are used, their effectiveness should be verified. They should always be used as indicated on the Safety Data Sheets.

3.4 Hospitality Companies: All those that are dedicated to a paid hospitality service, that have other complementary services and that are classified within the typologies established by the Regulation of Tourist Lodging Companies, Executive Decree No 11217 of 25 February 1980 and its reforms.

ABBREVIATIONS

- Ministry of Health. (MH)
- Costa Rican Tourism Institute. (CRTI)
- National Chamber of Tourism. (NCT)
- Costa Rican Chamber of Hotels. (CRCH)
- Coronavirus 2019 (COVID-19).

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- Personal Protection Equipment. (PPE)
 - The Costa Rican Social Security Office. (CRCCO)

4. PRINCIPLES

The sector or subsector is committed to comply with the accepted good conduct principles in the context of the pandemic, even when situations become even more difficult. The principles on which they should be based are set out below:

- a) Accountability.
- b) Transparency.
- c) Ethical conduct.
- d) Collective building with stakeholders.
- e) Respect for the principle of legality.
- f) Respect for human rights.

TECHNICAL CONTENT / TECHNICAL REQUIREMENTS

It then sets out a series of measures for hospitality companies, which may be conducive to the emergence of a transmission chain and are therefore considered to be measures to prevent and contain COVID-19.

5. IMPLEMENTATION PRE-REQUISITES

Indicate and list the guidelines issued by the Ministry of Health for the sector or subsector in the space below to assess their applicability, as well as the Government Guideline.

- ✓ LS-CS-003. Specific guidelines for the tourism sector.
- ✓ GUIDELINE NO 082- MP – S

6. HYGIENE AND DISINFECTION

6.1. Overview.

6.1.1. Determine the cleaning, hygiene and disinfection measures.

6.1.1.1. The establishment must guarantee access to a supply of drinking water, antibacterial soap, alcohol gel, disposable towels or any other equipment authorized for the drying of hands, in common spaces, as well as their replacement and cleaning.

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- 6.1.1.2. The establishment should intensify cleaning and hygiene measures, in public areas, where there should be a person assigned by the Administration, who is responsible for monitoring high contact surfaces such as: railings, doors, telephones, elevators, counters, among others; as well as, make sure that the rest of the areas are also taken care of.
 - 6.1.1.3. Each establishment must have documentation to support the check-ins, cleaning and disinfection frequency of areas.
 - 6.1.1.4. The company must guarantee the use of approved commercial cleaning and disinfection products.
 - 6.1.1.5. Cleaning carts must be cleaned and disinfected.
 - 6.1.1.6. The company must have daily records of the cleaning and disinfection carried out.
 - 6.1.1.7. The sneezing and coughing, handwashing, other forms of greeting, not touching the face and populations at risk protocols should be placed in visible areas, in the most common tourist languages (see appendix).

COMMON HIGH-CONTACT AREAS

- 6.1.1.8. Common or high-contact areas should be stocked with alcohol gel, disposable towels or any other hand-drying equipment authorized for hygiene and disinfection.
- 6.1.1.9. Ensure that staff have the PPE or required resources, if necessary.
- 6.1.1.10. Sharing pens should be avoided. If required, they should be disinfected after use.
- 6.1.1.11. The establishment should encourage electronic payment, preferably without contact.
- 6.1.1.12. Counters must be constantly cleaned and disinfected, considering the movement of individuals.
- 6.1.1.13. If a considerable number of people are present at the time of public attention, the established social distance of 1.8 meters must be ensured, for which they can demarcate the area.

6.1.1.14. When cards or keys are delivered, they must be delivered clean and disinfected. They must be cleaned and disinfected again by the reception staff upon departure.

6.1.1.15. When the staff provides the customer's luggage transport service, it must be carried out safely. For this purpose, these employees shall be provided with authorized protective equipment.

6.1.1.16. As for the parking service, staff should avoid handling customers' vehicles.

6.1.1.17. It is recommended to avoid contact and manipulation of the belongings of guests, visitors, suppliers, among others.

GUESTROOMS

6.1.1.18. The property must ensure the rooms are clean and disinfected.

6.1.1.19. It is recommended to inform the public about the cleaning and hygiene standards followed.

6.1.1.20. Housekeeping staff must use PPE (gloves, masks, uniform, among others) when cleaning and disinfecting the rooms with special emphasis on high-contact surfaces, such as remote controls, earpieces, phone dialing buttons, door, closets and drawer handles, A/C unit control panels, light switches, lamps, coffee makers. In the bathroom area the toilet, sink, shower, doors, among others, should be considered.

6.1.1.21. Leave the decision of whether you clean their room daily or not during their stay.

6.1.2. Define information measures to collaborators about the guidelines issued by the Ministry of Health and the individual and collective protection measures to be adopted in the workplace and in the homes for the prevention of infection.

6.1.2.1. Facilitate the time and means for the proper hygiene of hands at the entrance of the workplace and during the working day.

6.1.2.2. Throughout the workday frequently disinfect the objects used, as well as the workstation.

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- 6.1.2.3. Do not share other work equipment or devices with other employees. In the event of alternating the use of certain equipment or devices, the hotel should establish cleaning and disinfection guidelines between one use and the other, for the reduction of the risk of contagion.
- 6.1.2.4. Wear clean work clothes daily.
- 6.1.2.5. To provide and guarantee the use of PPE by the personnel, according to the guidelines of the Ministry of Health.
- 6.1.2.6. The establishment should, as much as possible, address suppliers through channels that avoid personal contact or interaction, such as: scheduled appointment, email or video call. In the event of requiring in-person care, it must be carried out in accordance with established guidelines.
- 6.1.2.7. If the facility has a medical office, the person in charge must be attentive to case and contact management guideline updates, in accordance with the provisions issued by the Ministry of Health.
- 6.1.2.8. The company physician shall be responsible for informing the direct supervisor of an employee shows any risk symptoms.
- 6.1.2.9. The cleaning and disinfection of the office shall be carried out in accordance with 6.1.1.4.
- 6.1.2.10. The HR office will follow the instructions of the Ministry of Health in the event of a confirmed case or suspicious contact; otherwise, follow the guidelines set by your immediate supervisor.
- 6.1.2.11. Carry out informative and educational actions with company personnel, suppliers and clients aimed at the incorporation of healthy practices.

COLLABORATORS

- 6.1.2.11.1. Assign a person responsible for related communication for individual and collective protection.

6.1.2.11.2. Compile information from the Ministry of Health's website, choosing the best strategy to disseminate information, either through electronic and/or graphic media; maintaining strategic information points such as: dining rooms, bathrooms, information boards or any high-transit area.

SUPPLIERS

6.1.2.11.3. Suppliers shall comply with the cleaning and disinfection measures determined by the establishment.

6.1.2.11.4. The use of PPE when interacting with suppliers is advised.

6.1.2.11.5. The establishment must keep a record of the providers detailing the date, time and information of the person served, if required by the Ministry of Health, so that the information is provided in an eventual epidemiological study.

6.1.2.11.6. Remain in the establishment, only as long as necessary.

6.1.2.11.7. Providers must follow the health guidelines defined by the facility.

6.1.2.11.8. Staff must frequently clean and disinfect the reception area for goods and merchandise.

CUSTOMERS

6.1.2.11.9. It is recommended to inform customers, the service conditions and preventive measures, when confirming the reservation.

6.1.2.11.10. It is recommended to disseminate the protocols that are being carried out through each company's website, in order to guarantee the health of both guests and employees.

6.1.2.11.11. As a welcome protocol, the guest should be informed of the procedures and rules that are being carried out and, if during his stay he shows COVID 19 related symptoms, communicate it immediately, to ensure prompt and timely treatment pursuant to the the Ministry of Health guidelines.

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- 6.1.3. Develop written instructions and set the location where the coughing, sneezing, hand washing, and other forms of greeting protocols are made available to the collaborators, as well as divulging any suspected symptoms to collaborators.
- 6.1.3.1. The documents that are issued must be in the official language and at least one other foreign language (English), to be accepted and understood by all. Use the informative posters that detail the steps for the proper disinfection of hands, the proper way to cough or sneeze, the other ways of greeting, according to the Ministry of Health guidelines.
- 6.1.3.2. They must be located in public areas, public bathrooms, staff dining rooms, staff bathrooms and any other place the establishment deems appropriate.
- 6.1.3.3. Ensure that staff members fulfil their assigned responsibilities, including informing their immediate supervisors if they develop influenza or cold symptoms prior to starting work, so that appropriate decisions are taken in accordance to Ministry of Health guidelines.

6.2. Cleaning and disinfecting procedure.

- 6.2.1. Define the activities to be carried out to clean and disinfect the workplace.

a) Hand washing activities.

- Wet your hands and forearm with water.
- Place the antibacterial soap on the palms of your hands.
- Clean and disinfect the palms of your hands.
- Rub the back of your hand
- Clean and disinfect between your fingers.
- Clean and disinfect the back of the fingers.
- Clean and disinfect thumbs and fingertips.
- Wash your hands thoroughly after sneezing, blowing your nose, coughing, or touching potentially contaminated surfaces (money, documents, counter, etc.).
- Handwashing frequency will be before touching the face, before preparing and eating food, after going to the bathroom, after touching handrails and door handles, before and after a break, after interacting with a customer, after touching objects touched by customers, among others.

b) Hand rinsing and drying activities.

- Rinse your hands and forearm with water.

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- Dry your hands and forearm using a paper towel or any other equipment authorized for hand drying and then dispose of it in a garbage can.
 - Apply gel alcohol.
- c) Disinfection activities with virus-effective products.
- Always treat any body fluid as if it were infectious.
 - If working with reusable equipment, clean and disinfect them after use.
 - Ensure the cleaning and disinfection of incoming items.

6.2.2. Describe the cleaning and disinfection plan and schedule for different areas of the facility. As well as the form of disclosure of said plan for all cleaning, maintenance and general workplace staff.

6.2.2.1. The establishment must ensure the thorough cleaning and hygiene measures of its facilities, treating surfaces with authorized commercial products and complying with Ministry of Health guidelines.

6.2.2.2. A person will be assigned to supervise high-contact surfaces in public areas, such as railings, doors, telephones, elevator buttons, counters, among others; as well as, make sure that the rest of the areas are also taken care of.

6.2.2.3. Each establishment will define the cleaning and disinfection schedule of the different areas, according to their operation and the transit of people.

6.2.2.4. The outreach plan for cleaning, maintenance and general personnel will be carried out through on-site training, information boards, electronic media, registers, among others.

6.2.3. List the individuals responsible for cleaning, disinfection, waste management, and use of personal protective equipment, define the steps to be carried out associated with these tasks and declare the respective records. s

6.2.3.1. Employees must be responsible for the cleanliness and hygiene of their workstations. In the Departments where some form of accreditation is required, the establishment will be responsible for ensuring that the personnel is in compliance with Ministry of Health requirements.

6.2.3.2. Each establishment will be responsible for having the corresponding procedures to control of the assigned tasks.

6.2.3.3. The establishment should assign the waste management task to a collaborator. Ensuring that staff are trained to understand the procedures and risks involved in said work, as well as to ensure the proper use of PPE.

6.2.3.4. It is advisable to keep records using logs or control formats.

6.3. Cleaning and disinfection products.

6.3.1. Indicate the elements to be used as appropriate.

6.3.1.1. Disinfectants, implements and commercial cleaners recommended by health authorities, brooms, floor cleaners, gloves, masks, among others.

6.3.2. Validate the above elements according to their composition and concentration, according to Minister of Health guidelines.

6.3.2.1. If required, a chlorine solution of 1:100 (one part chlorine per 99 of water) should be prepared.

6.3.2.2. In the case of surfaces contaminated with fluids, a solution containing bleach with a concentration of 15:100 must be prepared.

6.3.2.3. A bleach concentration of 5:100 should be used con bathrooms and floors; all this in compliance of Ministry of Health recommendations.

6.3.3. Mention the disposable products or utensils used in the cleaning and disinfection process. If used reusable declares how these will be disinfected after use.

6.3.3.1. The disposable residual elements must be removed in a container with a pedal, the bag must be closed. These can be: gloves, handkerchiefs, masks and any other single-use item.

6.3.3.2. To reuse a hygiene device, it shall be washed with hot water and soap.

6.3.3.3. For greater safety, it is recommended to leave them in a sanitizing and disinfectant solution, as recommended by the Ministry of Health.

6.4. Identification of critical disinfection points.

6.4.1. Define all those surfaces that are frequently handled by collaborators, visitors and others, who will be priorities for the cleaning and disinfection process.

6.4.1.1. The following surfaces must be rigorously cleaned: light switches, handles, handrails, locks, toilets, remote controls, sinks, faucets, telephones, cups, desk surfaces, drawer handles, alarm clocks, horizontal surfaces, coffee makers, hairdryers, light and air conditioning controls, among others.

6.4.2. Describe the form and products used for cleaning electronic elements (telephones, screens, keyboards, mouse, cell phones, printers, etc.).

6.4.2.1. Each material may have specific cleaning requirements, so it is recommended to check these in the product manual or box, as well as by consulting the manufacturer's website.

6.4.2.2. The advisable following steps apply to electronic devices:

- a. Turn off the equipment.
- b. Disconnect power supplies, devices and external cables.
- c. Use only a soft, lint-free cloth.
- d. Keep liquids away from the product, unless otherwise indicated for specific products.
- e. Do not allow moisture to enter through any openings.
- f. Do not use aerosols, bleaches or abrasive substances.
- g. Do not spray any cleaner directly onto the device.
- h. Do not use products containing acetone, as they could damage the equipment.
- i. Finally, wash hands frequently with soap and water according to the appropriate protocols.

6.4.3. If applicable, describe the manner and products used when cleaning objects used in publicly: display cases or windows, electric doorbells, microphones, dataphones, pens, among others.

6.4.3.1. Intensify the frequency of cleaning and hygiene in these spaces; with greater rigor, on the support surfaces.

6.4.3.2. An alcohol-based solution of at least 70% should be used, as well as commercial products recommended by the authorities.

6.4.3.3. It is suggested to keep alcohol gel dispensers in public areas.

6.5. Personal Protection Equipment

6.5.1. Indicate the personal protective equipment needed to carry out the organization's activities.

6.5.1.1. The PPE (masks or covers mouths, masks, visual protection, gloves) and other contaminated waste need special handling and proper disposal. Refer to 6.6.1 and 6.6.2.

Note: At the time of acquisition of the PPE, it is recommended to check its quality as per Costa Rican and international standards. <https://www.inteco.org/juntos-en-la-prevencion>

6.5.2. Declare here the organization's commitment to provide personal protective equipment.

6.5.2.1. The facility must ensure the provision of the required PPE in accordance with the protocols established by the Ministry of Health.

6.6. Waste Management.

6.6.1. Describe the procedure for handling and disposing waste while the outbreak remains active, according to the guidelines of the Ministry of Health.

Hazardous waste is waste which may cause damage to health and the environment due to its chemical reactivity or biological nature.

6.6.1.1. To take all necessary measures to prevent, reduce and separate at the source, collection, storage, transport, recovery and final disposal of hazardous wastes.

6.6.1.2. Ensure that the packaging and labelling of hazardous wastes are carried out in accordance with regulations issued by the Ministry of Health, and indicate risk classification, environmental and health precautions, as well as handling and storage.

6.6.1.3. Accumulated waste must be carried out in accordance with Article 6 of the Hazardous Waste Management Regulation.

6.6.1.4. The establishment is entirely responsible until the hazardous waste is valued or disposed of definitively, by a company endorsed by the Ministry of Health.

6.6.1.5. It must be collected for disposal in a moderately thick, leak-proof bag to avoid punctures and must be immediately cleaned to prevent accidents and contamination; the bag must be red.

6.6.1.6. The bag shall be labelled with the biologically hazardous symbol.

6.6.1.7. Infectious or contaminated waste must not be mixed with normal waste from the establishment.

6.6.1.8. It is necessary to record cleaning and disinfecting frequency.

6.6.2. Declare by way of this procedure the way in which waste arising from the cleaning and disinfection equipment, such as cleaning utensils and disposable personal protective equipment tasks, is managed.

6.6.2.1. The disposable residual elements must be removed in a container with a pedal, the bag must be closed. These can be: gloves, handkerchiefs, masks and any other item used to minimize the spread of COVID-19.

6.6.3. Indicate the type of waste container used within the workplace facilities.

6.6.3.1. The container must be a pedal-opening receptacle with a waste bag; it must be sealed before removal.

6.6.3.2. The person in charge must use PPE.

6.6.4. State the form and frequency of cleaning of the waste containers within the workplace facilities.

6.6.4.1. Gloves shall be used for the removal of waste; bags shall be closed and no pressure shall be applied to make more space.

6.6.4.2. Hands must be washed after bags are discarded.

6.6.4.3. The cleaning must be recorded either in a particular format or in a log and will be determined according to the area and the presence of high traffic of users.

7. WORKPLACE LOGISTICS

7.1. Service or operational continuity plan.

7.1.1. The business continuity plan if necessary. (In case you do not have the Plan, keep this paragraph so as not to lose the order of the document).

7.1.1.1. If it considers it necessary, the establishment will have a Business Continuity Plan in which, it is recommended to at least include the following sections:

- a. Threat Identification.
- b. Impact analysis of the establishment.
- c. Crisis Management.
- d. Emergency Response.
- e. Crisis Communication.
- f. Recuperation Process

7.2. Shifts and hours.

7.2.1. Describe the plan for the distribution of shifts or timetables according to operational needs and the required security measures applied in light of the pandemic.

7.2.1.1. The establishment must design working hours appropriate to operational needs in such a way as to achieve social separation at the time of entry, working shifts and departure of staff.

7.2.1.2. The establishment will use staggered shifts so that the entry, break and departure times are orderly and with the ability to identify, if necessary, alerts collaborators' health.

7.2.2. State the schedules defined for the progress of the organization's operations.

7.2.2.1. The establishment shall define the timetable in accordance with the provisions of the Ministry of Labor in force.

7.2.2.2. Working hours must include the time for the employee to wash his hands at least once every 60 minutes for at least 40 seconds or as deemed necessary.

7.3. Distance between people in the workplace.

7.3.1. To carry out a mapping of the collaborators who can carry out their activities remotely and how to hold virtual meetings, even if in the same building.

7.3.1.1. In the common collaborator areas such as: dining rooms, changing areas, lockers, among others, signs detailing use schedules for each shift must be placed in such a way, that the rule of social distancing is always observed, and crowding is avoided.

7.3.2. Describe the measures used to ensure minimum distances (meters) between people during face-to-face staff meetings that are strictly necessary, and indicate meeting duration.

7.3.2.1. Any meetings with collaborators must comply with social distancing norms approved by the Ministry of Health of 1.8 meters.

7.3.2.2. If the meeting is longer than 60 minutes, a break is required for staff to wash their hands for at least 40 seconds.

7.3.2.3. The place where the meeting is held must be disinfected and sanitized before and after the meeting.

7.3.3. Indicate the mechanisms used to address work-related travel considered as "non-essential" for staff until the health alert is eased.

7.3.3.1. The establishment should ensure that, the collaborators are secure at all times, and that this is promoted by way of internal policies, memorandums, informative boards, electronic media, among others, use the necessary protective equipment during the workday.

7.3.3.2. The establishment shall ensure the indicated use of the PPE and shall punish in case of non-compliance, in accordance with applicable regulations.

7.3.3.3. The facility will remind the partner that they are obliged to comply with the protocols established by the Ministry of Health, during the trip.

7.3.3.4. The establishment will review with the partner general vehicle or movement restrictions, as indicated by the Ministry of Health and the competent authorities, prior to the trip.

7.3.4. Indicate the manner in which visitors, suppliers and established communication channels are to prevent contact between people.

7.3.4.1. The establishment will keep a log at the entrance of its facilities, where it will register suppliers and visitors.

7.3.4.2. The establishment will place posters detailing Ministry of Health guidelines in the area where visitors and suppliers are registered, such as: handwashing, social distancing, sneezing, coughing, greeting procedures, among others.

7.3.5. Describe the measures used to ensure the minimum distance (meters) is kept between collaborators while they work.

7.3.5.1. The establishment must comply with the minimum distance recommended by the Ministry of Health in all work areas.

7.3.5.2. The establishment shall monitor and supervise the maintaining of the distance.

7.3.6. Describe how collaborators physically distance themselves when they take breaks together.

7.3.6.1. The establishment will coordinate with its collaborators the times and rest areas of each shift, so that the social distancing recommended will be fulfilled.

7.3.7. Describe the way in which stairs, escalators and corridors are used in order to decrease contact from person to person within the organization.

7.3.7.1. The establishment will define the number of people who can walk in corridors, stairs, among other places, at the same time, avoiding crowds at all times.

7.3.8. Identify areas of high turnaround of people such as reception so that transparent acrylic screens are installed.

7.3.8.1. The establishment must identify the most important service areas and high traffic areas such as reception, counseling, tour office, among others, with the aim of installing protective barriers such as acrylic screens or collaborator's face screen and use of the EPP.

7.3.8.2. The establishment shall ensure that protective barriers are effective and safe.

7.3.9. Evaluate the possibility of implementing transport measures for company personnel in order to ensure their safety, where possible.

7.3.9.1. If the establishment offers transport for staff, it must disinfect and sanitize the vehicle before and at the end of each journey.

7.3.9.2. Staff must wear PPE during the journey.

7.3.10. Indicate the mechanisms to achieve a clear understanding of the symptoms of the disease by the collaborators and how to report their condition to the employer.

7.3.10.1. The facility will provide training containing official information from the Ministry of Health for collaborators.

7.3.10.2. Employees must inform the establishment of their health condition, by the means established by their employer and agree to the next step to be followed.

7.4. Collaborator hygiene habits in the workplace.

7.4.1. Define the clean hygiene practice the company promotes throughout their staff in accordance to [Ministry of Health guidelines.

7.4.1.1. The establishment must place Ministry of Health or similar posters in areas that are visible to collaborators. Example: marking on entrances and exits, dining rooms, rest areas, offices, among others.

7.4.1.2. The facility will hold refresher sessions at least once every fifteen days to promote handwashing, general hygiene and Ministry of Health and other government protocols.

7.4.1.3. The establishment will promote frequent washing of uniforms via meetings, talks, electronic messages and internal posters, among others.

8. HANDLING OF COLLABORATORS' CONFIRMED CASES

Hospitality companies or any establishment that provides the lodging services are obliged to guarantee their service employees', guests and other visitors (internal and external customers) health and safety. This applies to all of the types of work and services it offers and demands, and procedures should be put in place to ensure the physical and health safety of all those under its direction, that is, under its control.

In view of the above, it is necessary to clarify the different cases that can emerge in the establishment so that the identification is timely and its handling is quick and adequate:

- 8.1. List and set out the actions to be followed should there be medical confirmation of someone having the disease within the organization's facilities.

Any collaborator or client who has COVID-19 cold symptoms and who has been in contact with people who have been diagnosed as suspected, probable or confirmed cases, must undergo a medical evaluation through the company medical service, if there is service in the establishment, or go to the appropriate medical facility.

In the case of suspicious cases, the company should follow the following recommendations:

- 8.1.1. Provide the EPP to the person and coordinate their transfer according to Ministry of Health guidelines.
- 8.1.2. In case of exposure of other employees or clients, await instructions from the Ministry of Health.

If the employee has been diagnosed with a "suspicious case" of Coronavirus (COVID-19) by a doctor, he or she should:

- 8.1.3. Comply with CCSS or the Ministry of Health instructions.

8.1.4. In the case of external clients, it is necessary to coordinate what is appropriate according to the guidelines issued by the Ministry of Health or CCSS.

8.2. Please indicate how confirmed cases and direct contacts of the collaborating person will be recorded, for documentation and information to the Ministry of Health.

8.2.1. If a contributor qualifies as a "probable" or "confirmed" case, follow the instructions provided by the health facility or the protocol defined by the Ministry of Health for each case and immediately notify the facility's personnel.

8.2.2. The establishment must ensure the confidentiality of information and protect the identity of individuals.

8.2.3. The reintegration of the affected collaborator will be carried out by way of a medical discharge issued by the CCSS doctor. In addition, the Department of Occupational Health, if it exists, will provide appropriate monitoring.

8.3. Detail how to operate the organization and how to comply should there be any confirmed cases.

8.3.1. Refer to the COVID-19 Pandemic Prevention, Mitigation and Business Continuity Guide.

9. COMMUNICATION

9.1. In order to provide peace of mind and promote a good working environment, indicate the actions carried out around the following elements:

a) Describe the mode used to share truthful information related to COVID-19 and from the Ministry of Health.

9.1.1. The facility must define a channel of verbal or written, truthful, reliable and official communication to share information related to COVID-19 and from the Ministry of Health (information boards, posters, official signage in visible places, digital channels, among others).

9.1.2. Staff, suppliers and clients will be provided with the necessary information regarding the prevention and containment measures that were established for the COVID-19 emergency.

9.1.3. The protocols of sneezing and coughing, handwashing, other forms of greeting, not touching the face and populations at risk should be placed in visible spaces, in the most common languages of tourists (see addenda).

9.1.4. The administration will provide information on the services, as well as the provisions on access, use of facilities and timetables, if necessary, as well as protocols related to COVID-19.

b) Indicate at least one person in charge of communication during the emergency who will be responsible for maintaining and updating the information.

9.1.5. The General Manager shall be the person responsible for maintaining and updating the information in an official manner, or, failing that, shall designate the person whom he considers relevant to the position and shall make known to all (collaborators and suppliers), who will be in charge of communication from the Ministry of Health.

9.2. Indicate the means by which the protocol is published, once approved by the corresponding Ministry.

9.2.1. The publication modes of the protocol, once approved by the Minister of Tourism, will be the official websites of the Costa Rican Tourism Institute, CANATUR and Costa Rican Chamber of Hotels.

10. APPROVAL, FOLLOW-UP AND EVALUATION

10.1. Approval

10.1.1. State which Minister approves this sectoral protocol as appropriate.

10.1.1.1. The minister who will approve this sectoral protocol will be María Amalia Revelo Raventós, Minister of Tourism.

11. ADDENDUM

11.1. Addendum 1. Washing your hands

How to wash your hands



DURATION OF THE PROCESS: 30 SECONDS

WASH YOUR HANDS FOR THE LENGTH OF TWO ROUNDS OF "HAPPY BIRTHDAY"

1. Wet your hands with water and close the faucet.
2. Apply enough soap.
3. Rub one palm against the other.
4. Rub the palm of the right hand on the back of the left hand interlinking the fingers, and vice versa.
5. Rub hands together, fingers interlaced.
6. Place the back of your fingers against the palms of your hands, as you rub your fingers.
7. Surrounding the left thumb with the palm of the right hand, rub with a rotation motion and vice versa.
8. Rub the fingertip of the right hand against the palm of the left hand and vice versa.
9. Rinse thoroughly with water.
10. Shake your hands very well and dry them ideally with a disposable towel.
11. Use the towel to close the faucet.

When to wash your hands

Before touching one's face	Before preparing and eating food	After going to the bathroom
Before and after changing diapers	After coughing and sneezing	After visiting or caring for a sick person
After throwing away the trash	After using public transportation	After spending time with pets
After being in public areas	After touching money or keys	After touching railings or doorknobs

11.2. Addendum 2. Prevent the Coronavirus in 6 steps



Ministerio
de **Salud**
Costa Rica



Prevent the coronavirus in **6** steps



1 Washing your hands



2 Do not touch your face if you haven't washed your hands



3 Wipe down high contact areas



4 Protocol for coughing and sneezing



5 Social distancing



6 Stay home



INFORM YOURSELF FIRST

BY OFFICIAL COMMUNICATIONS
FROM THE MINISTRY OF HEALTH

VISIT: WWW.MINISTERIODESALUD.GO.CR

Correct way of coughing and sneezing



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de **Salud**
Costa Rica



COVER YOUR MOUTH
AND NOSE WITH YOUR
UPPER ARM, MAKING A
SEAL TO PREVENT SALIVA
DROPLETS



OR COVER YOURSELF
WITH A DISPOSABLE
HANDKERCHIEF



PLACE THE HANDKERCHIEF
IN THE DUMPSTER,
DO NOT THROW IT
INTO THE ENVIRONMENT



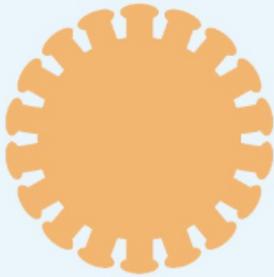
NEVER TOUCH YOUR FACE
IF YOU HAVE NOT
WASHED YOUR HANDS

STOP THE CONTAGION NOW!



People with risk factors may develop health complications if they become infected with COVID-19

If you are a/an:



- Diabetic
- Cardiopath.
- Hypertensive.
- Senior citizen.
- You have lung conditions, cancer, or another disease that compromises your immune system.

We need to take better care of you:



Frequent washing of hands.



No kissing or hugging.



Keep your distance from people with respiratory symptoms.