



**ICT-P-10.1**

# Specific protocol for

# the Wellness Tourism Activities. Thermal Subsector. Tourism Sector

**TOURISM SECTOR**

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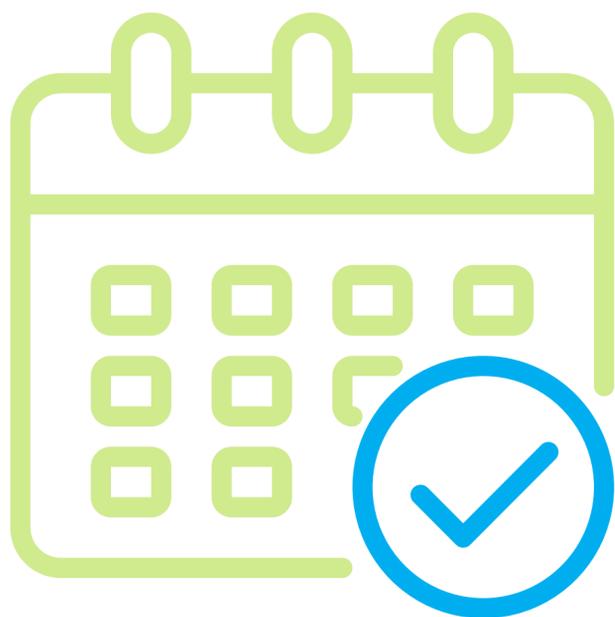


# FOREWORD

This document applies the sectoral protocol template to the Tourism Sector, Wellness subsector, thermal water parks and hot springs; however, it does not limit establishments and companies to implement more efficient and effective additional measures to address the pandemic. For further details of the information contained in this document, refer to the guide document: [INTE/DN-MP-S- 19:2020 “Requirements for the development of sectoral protocols for the implementation of Health Guidelines and Guidelines for COVID-19”](#).

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## OBJECTIVE AND FIELD OF APPLICATION



This document seeks to identify and implement the specific hygiene and health safety actions applicable to spa resorts and hot springs and thereby achieve a staggered opening of these establishments throughout the country, at a reduced capacity, at first, that will gradually increase. Capacity is established by the entities that grant the operating and health permits (municipalities and/or Ministry of Health), as well as by internal tools used by workplaces to establish their maximum capacity. This protocol is based on the general guidelines issued by the Ministry of Health in its various guidelines concerning COVID-19.

This document applies to any facility that has hot springs either on its own or within a tourist complex, hotel or other, throughout the Costa Rican territory, regardless of its size, where hydrothermal, manual, massage techniques are applied, aesthetic treatments with mud, algae and others, for recreational, preventive or aesthetic reasons.

# HYGIENE AND DISINFECTION

## OVERVIEW



Determine the specific cleaning, hygiene and disinfection measures for each thermal area which, at the discretion of each establishment, need to be reinforced against covid19.

The establishment must GUARANTEE access to POTABLE water, anti-bacterial soap, gel alcohol, disposable towels or any other authorized hand drying implements in common spaces, as well as their replacement and cleaning.

Document all plans so that they can be accessed easily and on a regular basis.

The administration must assign a person responsible for the permanent and continuous monitoring of high-contact surfaces. Be attentive to users/customers and collaborators to offer recommendations regarding protocols against COVID (constant reminders to not to touch your face, etc.)

Visits of a personal nature by employees to the hot springs center or those that are not strictly necessary should be prohibited.

Ensure compliance with capacity at all times. Prevent customers from assisting with third parties or ensure that they are social bubbles.

Manage work schedules to maintain the service with the allowed capacity (remember that the capacity includes employees).

Be vigilant of visitors/collaborators with flu symptoms or respiratory diseases who will not be able to use the thermal center.

It is recommended to make a checklist with the inventory of all utensils, office equipment, machines and appliances that are subject to cleaning and disinfection, as well as the periodicity with which it should be done.

Avoid sharing office equipment or supplies with colleagues or clients or customers.

Establish maximum capacities by sectors, limiting the possibility of agglomerations in a specific area such as lockers, reception, loungers, hallways, showers, etc. (see section 7.1.4).

The center must determine which areas are difficult to clean and disinfect, or areas where it is not possible to guarantee the application of the processes, in order not to use them during the pandemic (for example, porous places, very hidden, etc.)

Be attentive to comply with the recommendation (for both collaborators and clients) to not to touch your face, especially when you have not consistently washed your hands.

Clean contact surfaces every hour: doors, handles, office supplies, surfaces, elevators, cranks, telephones, remote control, light switches, dryers, handrails, etc.

It is recommended to have enough lidded trash cans, preferably with an automatic closing mechanism, such as a foot pedal. The handling of waste from the trash can must be hermetic.

Guaranteed and continuous access to toilet paper and paper towels (general guidelines for offices serving the public (banks, post offices, state institutions, judiciary, private service companies) due to the coronavirus health alert (COVID-19) will preferably be with automatic mechanisms, liquid soap and alcohol should also be permanently provided in all areas of access for customers and collaborators. It is recommended to carry out the cleaning of the dispensers of this material, constantly. Be attentive of maintaining a steady supply of materials for the containers.

The use of PPE (gloves, masks and acetate face shields, special glasses) for all those responsible for constant and deep cleaning is mandatory when performing these tasks, in addition to explaining the proper use of PPE.

Additionally, whenever possible, use gloves and masks for all workstations (especially when serving the public). Its use is based on the guideline <https://www.ministeriodesalud.go.cr/index.php/centro-de-informacion/material-comunicacion/protocolos-ms> version 4 - 11 April 2020. General guidelines for the use of personal protective equipment (PPE), to prevent exposure by coronavirus (Covid-19)

Avoid using air conditioners and humidifiers due to their process of re-circulation of air and particles. If not possible, deep cleaning should be carried out in an intensified manner, let air flow before a customer enters a room/space where these devices are used.

In your information plan for employees, include all the guidelines issued by the Ministry of Health and the individual and collective protection measures that must be adopted in the workplace and at home to prevent contagion.

Post sneezing, hand washing and other protocols, throughout the thermal center and spa, in visible areas.

Take the temperature of employees (at least 2 times a day) and customers before entering the thermal center.

Establish a way to regulate crowds / capacity, 1.8x1.8 is recommended for each person. The capacity has been established as stipulated by the Ministry of Health.

Drinking water dispensers should, preferably, be automatic with a continuous flow of water (not jugs) and disposable cones or cups provided upon request. Check constantly.

There should be a clear procedure for employees regarding what to do in the event of a suspected case of COVID. It is also recommended that cases of people with respiratory problems or flu symptoms be addressed in order to avoid their use of the thermal services.

Have a cleaning plan that includes constant basic and deep cleaning, measures for both employees and customers and a log to record frequency. In the event that one already exists, it must be reinforced more regularly and with special provisions against COVID. It is recommended that the process include deep cleaning actions when opening and closing the hot springs. Define those responsible for carrying out these cleaning and disinfection measures.

Communicate the cleaning plan to employees, and it is desirable that visitors/customers have knowledge of the minimum cleaning actions being carried out by the thermal center, in order to provide greater peace of mind to users.

Use only Ministry of Health approved cleaning items. Remember that cleaning is not only with alcohol of 70 degrees.

Avoid having the cleaning carried out by an external company because the hot springs employees very likely are more familiar with high-risk areas to emphasize the protocols of deep cleaning and disinfection.

Have a disinfection log (it can be the same as cleaning) with person responsible, periodicity and items of common use in hot springs such as: stretchers, textiles, products, floors, bathtubs and others.

Use disinfection products approved by the Ministry of Health. Do not shake out textiles, they must be collected and reserved in special spaces.

The textiles from thermal centers must be washed at a temperature greater than 60 degrees. If done by an external company, it must ensure that during the transport of textiles they are not exposed, to avoid contamination. External. It is recommended to mention to the customer the textile disinfection protocol. It is recommended that the customer not bring their own towels to the thermal springs (it is recommended that they be provided by the establishment, in order to ensure the control of external material).

For sinks, it is recommended to have paper towels instead of face or hand cloths. IF hand towels are used, one must be provided to each customer or urge them to bring their own disinfected.

Urge users and collaborators not to bring non-essential personal items (bags, electronic devices, etc.)

Specific disinfection measures must be in place in all areas in case of finding suspected cases of COVID that were in the thermal center.

Establish communication mechanisms to inform customers about the disinfection protocol and service policies in the thermal center both individually and collectively to avoid contagion.

Develop written instructions and declare the location where cough, sneeze, hand washing protocols, and other forms of greeting are made available to collaborators, as well as reporting to collaborators in case of symptoms.

The documents issued must be in the official language and at least one foreign language (English), for everyone's compliance and understanding.

Use the informational posters that specify the steps for correct hand disinfection, the correct way to cough or sneeze, the other ways of greeting, according to the guidelines of the Ministry of Health. They must be located in public areas, public restrooms, employee dining room, employee restrooms and any other place that the establishment deems appropriate.

Ensure that the personnel comply with the assigned responsibilities, among them, informing their immediate superior if they present symptoms of flu or cold prior to entering their work, in such a way that the corresponding decisions are made according to the guidelines of the Ministry of Health.

## COLLABORATORS

All employees must have good personal hygiene daily, before and after attending the workplace. They shall:

- Apply
- Keep your nails short
- Hair tied
- Do not use jewelry such as: rings, earrings, necklaces, bracelets (small earrings anti-fall clasp can be used)
- Avoid as much as possible the use of the cell phone during the day, and if it is used, disinfect it with each use clean clothes every day

Respect and urge compliance with the general distancing and sneeze-cough protocols at all times, among colleagues and with clients.

Do not report to work cold symptoms, respiratory disorders or COVID and notify the manager.

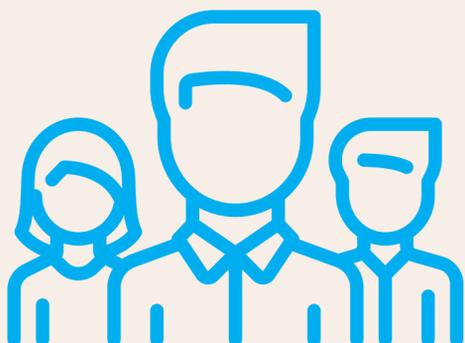
Study in detail the general guidelines and this protocol.

Permanent and continuous hand washing according to guidelines issued by M.S.

Carry out deep cleaning of high contact areas at the beginning and end of each day's work.

Collaborators must ensure that all staff members continuously wash their hands with soap and water, following the established protocol of at least 20 seconds in accordance with the general guidelines established by the Ministry of Health. Provide signage on this protocol at each wash point.

It is recommended to enter their work centers with their own clean clothes and change when entering to their respective clean uniforms. After finishing the work day, they must not leave the premises with their work clothes. At this point, the responsibility of each employee to carry out this work and to have supervisors per shift is important. The clothing includes footwear, which must be used only for the thermal center.



## SUPPLIERS

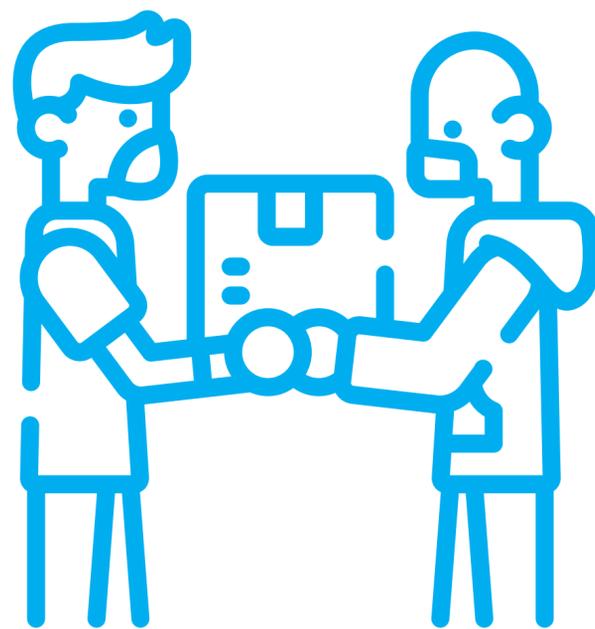
Differentiated areas must be available to receive suppliers exclusively or at times when there are no customers. Ensure that suppliers comply with the essential cleaning and disinfection protocols before entering the premises: wash hands, disinfect shoes, preferably they enter with masks, and that they are always accompanied by a member of the staff maintaining physical distance to ensure respect for the hygiene protocols typical of the hot springs.

The supplier who enters the premises must carry out the established hand washing protocol and enter with a mask.

It is recommended to take the temperature of the suppliers before entering the premises.

Clean and disinfect all products that enter the thermal centers, avoid as much as possible that these products enter the same packages that were transported, avoid using these products immediately, it is recommended that they receive air.

In retail or souvenir stores, avoid self-service, and maintain a minimum stock, so that the disinfection processes are maintained. Keep all store products clean if they exist, eliminate the counters / testers of the products in the store.



# CLEANING AND DISINFECTION PROCEDURE

The activities to be carried out for cleaning and disinfection of the workplace.



A

## Activities for hand washing

- Wet your hands and forearms with water.
- Place antibacterial soap on the palms of your hands.
- Clean and disinfect the palms of your hands.
- Rub the backs of your hands.
- Clean and disinfect between your fingers.
- Clean and disinfect the backs of your fingers.
- Clean and disinfect your thumbs and fingertips.
- Wash your hands thoroughly after sneezing, blowing your nose, coughing or touching potentially contaminated surfaces (money, documents, counter, etc.).
- The frequency of hand washing will be before touching your face, before preparing and eating food, after going to the toilet, after touching handrails and door handles, before and after a rest time, after interaction with a customer, after touching targets that have been manipulated by customers, among others.



B

## Activities for rinsing and drying

- Rinse hands and forearms with water.
- Dry your hands and forearms using a paper towel or any other hand drying implements and then dispose of it in a trash can.
- Disinfect with alcohol gel.



C

## Activities for disinfection with effective anti-virus products

- Always treat any body fluid as if it were infectious.
- If you work with reusable equipment, clean and disinfect them after use.
- Ensure the cleaning and disinfection of incoming items.

Describe the cleaning and disinfection plan and schedule for the different areas of the facility, as well as the form of disclosure of said plan to all cleaning, maintenance and general staff at the work site.

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

In public areas, a responsible person will be assigned, who will be in charge of supervising the high contact surfaces such as: railings, doors, telephones, elevator buttons, counters, among others; as well as making sure that the rest of the areas are also taken care of.

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

The outreach plan for cleaning, maintenance and staff in general, will be carried out through on-site trainings, information boards, electronic media, registrations, among others.

Establish in advance the persons responsible for cleaning, disinfection, waste management, and use of personal protective equipment, define the training to be carried out associated with these tasks and declare the respective records.

Collaborators in the establishment must be responsible for the cleanliness and hygiene of their jobs. In departments where some type of accreditation is required, the establishment will be responsible for ensuring that the personnel comply with the provisions of the Ministry of Health.

Each establishment will be responsible for having the corresponding procedures in which they can maintain control of the assigned tasks.

The establishment shall assign to a collaborator, the work of waste management. Ensuring training so that staff are aware of the procedures and risks involved in such work, as well as ensuring proper use of PPE and proper handling of waste bags.

It is recommended to keep records through logs or control forms.



## CLEANING AND DISINFECTION PRODUCTS

Indicate the items/articles to be used as appropriate by zone. The THERMAL CENTER should clearly indicate the type of product and elements to be used, such as disinfectants, implements and commercial cleaners recommended and authorized by the health authorities (Ministry of Health), brooms, cleans floors, gloves, masks, cloths, among others and for which area they are.

Validate the elements previously indicated according to their composition and concentration, according to the guidelines of the Ministry of Health.

The establishment must indicate the cleaning and disinfection items (disinfectant, alcohol, cleaners, etc.) to be used as appropriate and for which areas they are specifically (wet, dry, common areas, railings, furniture, etc., as they could have products that are not suitable for swimming pools and vice versa).

The establishment must be clear in the way of using the elements / products. If required, a 1: 100 chlorine solution should be prepared (one part of chlorine per 99 of water), for surfaces contaminated with fluids, a solution with chlorine with a concentration of 15: 100 should be prepared. And for toilets and floors, a chlorine concentration of 5: 100 should be used;

all this according to the recommendation of the Ministry of Health.

It is recommended to use disposable cleaning / hand towels to carry out basic and periodic cleaning and disinfection processes. If cloths are used, separation by colors or some other measure must be established to separate them by area and by type of disinfection, following the correct washing of the same.

The establishment must, according to its needs, list the utensils and implements to be used in deep cleaning (as well as the frequency mentioned above).

Disposable residual elements must be disposed of in a container with pedal, the bag must be closed. These can be gloves, handkerchiefs, masks and any other single-use item. The use and disuse of the material should be widely known by the collaborators, if they are disposable or reusable and how is their cleaning and disinfection process.

To reuse a personal hygiene implement, it must be washed with hot water and soap. For greater safety, it is recommended to leave them in a sanitizing and disinfectant solution, recommended by the Ministry of Health.

# IDENTIFICATION OF CRITICAL POINTS FOR DISINFECTION

## COMMON CONTACT AREAS

### DRY AREAS

- Thermal establishments must arrange their buildings in such a way that the cleaning and disinfection processes of the areas can be carried out without impeding the correct flow of people.

- It is recommended that cleaning surfaces be identified by categories, clearly indicating the disinfection processes for each of them. For example:

- High Transit Surfaces
- Occasional Customer Use Surfaces
- Customer use areas under reservation.

- Surfaces that are frequently handled by collaborators, visitors, suppliers, among others, which will be a priority for the cleaning and disinfection process, or areas that are high risk due to their construction complexity that require greater care in the process cleaning and disinfection:

- Railings, handrails
- Doors
- Handles of all furniture
- Desks, tables, chairs
- Toilet handles and faucets
- Paper, soap and alcohol dispenser

- All equipment and shared material must be disinfected, including phones, screens, keyboards, mouse, cell phones, printers, pens, etc. Maximally avoid these items being shared and if shared, each time used must be disinfected.

- The cleaning of objects used in the attention of the public such as: display cases or windows, bells, microphones, dataphones, pens, switches, among others should be cleaned periodically, preferably with hydroalcoholic solution if possible and with paper that is disposable or with textiles with the corresponding wash. Avoid as much as possible that many people use them and create a culture of disinfection after using them.

- Assess whether it is convenient to perform shallow disinfections in front of the client / user to generate more security for them.

### HUMID AREAS

- The thermal establishment must establish a clear procedure for the use and occupation of the chairs or lounge chairs near the pools.

- The establishment must establish a procedure for the disinfection of the handles of the external showers around the thermal circuit-swimming pool area.

- It is recommended that there is a person responsible for controlling and ordering the pool area. This person will not only ensure compliance with the health regulations issued by the Ministry of Health but must also perform cleaning and disinfection functions on high contact surfaces.

- Surface materials such as chairs, pool beds, loungers etc., must ensure correct and prompt disinfection. Consider removing porous, textile materials that are prone to storing dirt.

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

The following steps that apply to electronic devices are suggested:

- Turn off the computer.
- Disconnect power supplies, devices, and external cables.
- Use only a soft, lint-free cloth.
- Keep liquids away from the product, unless otherwise indicated for specific products.
- Do not let moisture enter through any opening.
- Do not use sprays, bleaches or abrasive substances.
- Do not spray any cleaner directly onto the electrical device (first on a paper towel and then with the towel properly loaded with product, to the device).
- Do not use products containing acetone, as it may damage your equipment.
- Finally, wash your hands frequently with soap and water following the corresponding protocols.
- Use paper towels and discard them or instead use a textile that can be washed well immediately after use.
- Intensify the frequency of cleaning and hygiene in these spaces, with greater emphasis on the supporting surfaces.
- An alcohol-based solution of at least 70% should be used in equipment and materials that tolerate it, as well as with commercial products recommended by the authorities (hypochlorous acid).
- It is suggested to keep alcohol gel dispensers in public areas.
- Do not use bleaches or abrasive substances.

# PERSONAL PROTECTIVE EQUIPMENT (PPE)



Inform your employees of the personal protective equipment needed to carry out the activities at thermal centers.

- A** According to Executive Decree No. 42603-S of September 07, 2020, the company must provide the mandatory mask for all users who require access to its services within its facilities, the foregoing being personal protective equipment.
- B** In addition, when the transport service of persons is required in its different modalities, the mask must also be made mandatory.
- C** The use of the face mask or face shield shall be optional and additional to the mandatory use of the mask as personal protective equipment.
- D** Cleaners must at all times wear gloves, aprons, masks and face covers, masks or glasses.

Note: When acquiring PPE, please validate their quality based on Costa Rica's national and international standards.  
<https://www.inteco.org/juntos-en-la-prevencion>

- E** Teach and constantly educate the staff about the responsibility of using the equipment correctly and the users about the need to carry them when established.

The company must provide the collaborators with the necessary PPE to carry out their functions, periodically as established as necessary and always ensuring the protection of both the collaborator and the client. Additionally, they must have the necessary training for the proper use of the equipment



# WASTE MANAGEMENT



- A** The company must carry out waste management in accordance with the guidelines established in the National Strategy for Waste Separation, Recovery and Recovery (ENSRVR) 2016-2021, of the Ministry of Health.
- B** The company must have a single container preferably with lid and pedal opening for the disposal of waste from cleaning and disinfection, as well as disposable personal protective equipment.
- C** The plastic bag must be closed before being placed in the non-recoverable waste container, when it has reached 80% of its capacity.
- D** Dustbins must be washed and disinfected daily with hygienic and chemical products registered with the Ministry of Health, ensuring their disinfection and cleaning.
- E** The company must adopt all the necessary hygienic and protection measures in the activities of prevention, reduction and separation of waste, both in the generating source, collection, storage, transport, use and final disposal of waste or hazardous waste.
- F** A cleaning schedule for waste containers must be established and recorded in a control log.
- G** The person who carries out the task of collecting and handling waste, must wear PPE.
- H** At the end of the waste collection and management process, the person responsible for this task must carry out the handwashing according to the protocol established by the Ministry of Health
- I** Disposable residual elements must be disposed of in a container with a pedal, the bag must be closed. These can be gloves, handkerchiefs, masks or any other element that is used to minimize the spread of COVID-19.
- J** Indicate the type of garbage container used inside the workplace premises.
- K** The waste can must have a pedal opening with its corresponding bag, which will be sealed before removal, using personal protective equipment.
- L** The PPE container shall be separated from the rest of the normal thermal residues and must be duly labeled, using gloves. Contagious wastes should not be stirred with normal waste from the facility. The bags must be tightly closed.

6.6.3.2 The containers must be cleaned at the beginning of the service day and at the end of the same, they must be carried out in places where the client does not have access to it but has good ventilation.

6.6.3.3. After the discard of the bags, hand washing is proceeded.

# LOGISTICS IN THE WORKPLACE

Service or Operational Continuity Plan: Declare the business continuity plan if necessary. (If you do not have the plan, keep this section so as not to lose the order of the document.)

Each establishment must establish flow diagrams to guide the correct transit of bathers-clients, in the service areas, access points to buildings, to common areas with access to clients. These flow diagrams will be represented with a general map of the complex and with punctual labeling to define the correct route, clarifying, for example, the entrance and exit routes (one way, respectively). The flow chart must protect and facilitate compliance with the criterion of 1.8 meters of separation between people (Ministry of Health).

Establish flowcharts, to guide the correct transit, of the **employees** of the thermal center. These diagrams can be represented with a specific map to each workstation according to position (specific printing in each work area). Measure applies to stations, in which, by nature of their function, space must be shared by 2 or more people. The flowchart should protect and facilitate compliance with the criterion of distance of 1.8 meters of separation between persons (ministry of health).

Within the previously established traffic flows, there must be strategically positioned signage (understand swimming pool regulations and / or specific signs) before the thermal circuit and thus also in showers, with the message “to be able to enjoy the thermal baths you must shower with plenty of soap and water before and after use”

Define for each center the maximum capacity in each area and existing facilities (reception, changing rooms, thermal circuit area) taking into account the physical distancing measures defined by the Ministry of Health, which ensures the minimum distance between people of 1.8 m, establishing a maximum density of:

- A** In the case of swimming pools, the ratio will be 3 m<sup>2</sup> / pax in indoor pools and 2 m<sup>2</sup> / pax in outdoor pools.
- B** Avoid the greeting of physical contact, such as shaking hands, both between staff and customers. The safety distance should be respected whenever possible.

# SHIFTS AND SCHEDULES

Thermal centers must have defined working hours, where work groups bubbles are prioritized. Ensuring that within the staff interaction between different collaborators is minimized.

In the case of shifts, these should be planned whenever possible so that the same employees are concentrated in the same shift groups. Likewise, if the staff needs to change their clothes, a space must be set up that will also ensure said interpersonal distance or establish the maximum capacity of the staff changing rooms, if any. Also, keep a safe distance in internal meetings.

Evaluate the presence in the work environment of workers vulnerable to COVID-19 and must determine the specific security measures for these personnel.

It is recommended that during schedule changes there are no crowds between employees who finish and start work

# SOCIAL DISTANCING IN THE WORKPLACE

Carry out a mapping of the collaborating people who can carry out their activities through teleworking and thus how to maintain the practice of virtual meetings even while in the same facilities.

**A** Those who can perform partial or total functions on virtual platforms should be included in the profile of positions, thereby encouraging teleworking and reducing the number of staff members in the facilities exposed to interactions between people.

Describe the measures used to ensure the minimum distance (meters) between collaborators during face-to-face staff meetings, which are strictly necessary, and indicate the duration of the meetings.

## INDICATE THE MECHANISMS USED TO ADDRESS THE ISSUE OF WORK-RELATED TRAVEL CONSIDERED "NON-ESSENTIAL" FOR STAFF UNTIL THE HEALTH ALERT LEVEL IS REDUCED.

**A** The frequency of face-to-face meetings should be minimized, prioritizing digital mechanisms. If necessary, such a meeting must be held in a ventilated space and respecting the distance of 1.8m between the participants

**B** Travel of all non-essential types should be reduced, until the health authorities allow it.

**C** If you have to make a trip, the current policies of the country must be respected as well as the health regulations of the destination.

## INDICATE THE WAY IN WHICH VISITORS, SUPPLIERS AND ESTABLISHED COMMUNICATION CHANNELS ARE ALLOWED TO ENTER THE FACILITIES THAT AVOID CONTACT BETWEEN PEOPLE.

**A** The temperature should be taken at the entrance to the thermal center. This includes staff, persons of concern such as providers.

**B** It is recommended to implement the use of a "disinfectant mat" at the entrance of the establishment to disinfect footwear.

**C** Providers must be informed that any representative visiting the thermal center must present themselves with a mask, gloves and follow the official physical distancing protocols by the Ministry of Health.

**D** Use a form tool (see annex 1 p 33) to find out if the client has been ill or in contact with a person sick by COVID19.

## DESCRIBE THE MEASURES USED TO ENSURE THE MINIMUM DISTANCE (METERS) BETWEEN COLLABORATORS DURING THEIR WORK

**A** It must be ensured that the office spaces allow the development of functions respecting the 1.8m between collaborators. Additionally, the maximum capacity of the workspace must be known and respected, respecting this rule of distancing.

**B** Horizontal signage must be installed in the space that indicates the allowed limits of enclosure to the work station.

## DESCRIBE HOW COLLABORATORS PHYSICALLY DISTANCE THEMSELVES WHEN THEY TAKE REST TOGETHER

**A** The work schedules must allow compliance with the rest or feeding times established by the work code, where this space must comply with the measures of physical distancing and ensure and hold the employee responsible for each time they take the break and return to your work, you must apply the hand washing protocol.

## DESCRIBE HOW STAIRCASES, POWER BANDS, AND CORRIDORS ARE USED TO REDUCE PERSON-TO-PERSON CONTACT WITHIN THE ORGANIZATION.

**A** The use of stairs must be done respecting the right lane according to the direction of travel, ensuring a distance of 1.8m between people in the same direction.

**B** Pedestrian traffic through corridors, corridors or common areas must be done individually, respecting the right direction, minimizing interaction between people.

## IDENTIFY AREAS OF HIGH CONCURRENCE OF PEOPLE SUCH AS RECEPTION TO ANALYZE THE INSTALLATION OF TRANSPARENT ACRYLIC DISPLAYS.

The installation of protective barriers is recommended when the physical area does not allow the distance of 1.8 m to be fulfilled, if not possible, they should always have PPE

It is recommended that the establishment look for the best options to implement transportation measures for the company's personnel in order to ensure their safety, where possible

A talk about the symptoms of COVID 19 disease will be held for part of the collaborators and how to report their condition to the employer.

**A** Train the staff of the thermal center to achieve a clear understanding of the symptoms of the disease. It is the duty of the collaborator to report changes in their health, according to the typified symptoms of Covid-19.

**B** Define the form of communication of potential cases.

When identifying a potential case, it is recommended to use the protocol established by the Ministry of Health for suspected cases of Covid19 (See Annex 2).



# HYGIENE HABITS OF THE EMPLOYEE IN THE WORKPLACE

Define the practice in which the company promotes good hand hygiene among all personnel, according to the guidelines of the Ministry of Health.

Define the practice in which the company promotes good hand hygiene throughout the staff, according to the guidelines of the Ministry of Health.

Follow the guidelines established by the Ministry of Health (annex 3). The company is committed to disseminating through authorized signage (Ministry of Health) and other alternative practices, such as training talks and constant updating.

It is recommended that, within the possibilities of the establishment, the sinks be pedal activated, in addition to placing a paper towel dispenser, pedal trash bin and hydroalcoholic solution dispenser with a minimum volume 70%, in clearly visible stations, with proper demarcation on the floor to maintain the distance.



## ACTIONS FOR CONFIRMED CASES AMONG EMPLOYEES

LIST AND ESTABLISH THE ACTIONS TO BE FOLLOWED IF THERE IS MEDICAL CONFIRMATION OF PEOPLE WITH THE DISEASE WITHIN THE PREMISES OF THE ORGANIZATION.



Cases will be handled in strict compliance with the guidelines of the Ministry of Health and the National Commission for Risk Prevention and Emergency Care. All protocols implemented must ensure the confidentiality of the information and protect the identity of patients, so that this information is shared only with the senior management and management of the Human Resources department when required.

When the case of a positive partner with COVID-19 is presented, the company (previously established manager) must notify the Directorate of the Governing Area of the Ministry of Health that corresponds to it, so that it implements the control and monitoring actions according to national guidelines for the surveillance of the COVID-19 disease.

Provide timely attention to the notification of a health order to the employee.

Inform by affidavit to the competent health authority of the company's plans in accordance with the general guidelines and actions carried out for the care of a confirmed case, in order to have authorization to re-establish operations.

The contributor must follow the following steps:

- A** Make sure you wear a mask and go home with the indication to contact the Ministry of Health via the 1322 telephone line.
- B** No medication is provided, the health center will provide the appropriate indications.
- C** Follow the instructions established by the Ministry of Health.



Describe the form used to share information related to COVID-19 that is truthful and from the Ministry of Health.

The company must activate the cleaning and disinfection procedure immediately at the workplace of the confirmed collaborator, as well as those common areas and sites it has visited in the workplace.

The company will initiate the removal of direct contacts, containing at least, full name, telephone number and email, to be sent to the Ministry of Health.

When faced with a confirmed or suspected external customer's COVID-19 case, the company must coordinate as appropriate according to the guidelines established by the Ministry of Health or the CCSS.

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

The administrator or person in charge of human resources must register the cases, keeping the basic documentation such as place of residence, identity card, telephone number and email of the affected person. Additionally, you must make the list of people who have interacted with the patient also with the basic information of name, telephone number or email, this to ensure that the responsible entities can contact 100% of those potentially affected by COVID-19.

The organization will have to define the management of media (press) internally when required.

The company is obliged to comply with all the provisions established by the Ministry of Health, in addition, it shall take into account the following points:

- A** Any employee who maintained direct contact with a confirmed case, even if they do not present symptoms, will be issued a sanitary order of home isolation by the Ministry of Health, for a total period of 14 days, which will be counted from the date on which the last contact was made with the confirmed case, during that time the worker will be covered by a disability granted by the CCSS medical center.
- B** The patients will be followed up on by telephone to monitor whether or not they develop symptoms, throughout the isolation time. The respective follow-up is in charge of the CCSS since it is the entity that can issue the order to transfer the patient to the medical center in case of worsening of the condition or, otherwise, to issue the request for the application of the tests to eventually be able to discharge the patient.
- C** A deep cleaning of all areas of the facility or physical infrastructure will be carried out when the case is confirmed, so all staff will be sent for their homes.
- D** All staff will be informed of the situation and monitoring of workers who have symptoms after confirmation of the case will be carried out, even if they did not maintain close contact with the worker concerned.
- E** If the confirmed person had physical contact with customers or colleagues, they should be communicated immediately.
- F** The return to work of the affected worker will be carried out by discharge from the CCSS doctor. Likewise, if any, the Department of Occupational Health shall be responsible for providing appropriate surveillance.



# COMMUNICATION

## DESCRIBE THE WAY YOU USE TO SHARE INFORMATION RELATED TO COVID-19 THAT IS TRUTHFUL AND COMING FROM THE MINISTRY OF HEALTH.

Before arrival, inform all customers of the convenience of taking extreme precautions and the use of PPE in case of people at risk.

Installation of signs in common areas, informing about the protocols of coughing, sneezing, hand washing, physical distancing, it is recommended to use marks on the floors (according to official signage tested by the Ministry of Health).

The signage must be installed in the languages of business interest.

All visitors to the thermal center must be informed of the guidelines established to prevent the impact of COVID-19.

The monitoring and respect of prevention and mitigation measures for the impact of COVID-19 should be encouraged within the staff, suppliers and visitors.

Indicate at least one person in charge of the communication during the emergency responsible for maintaining and updating the information.

Indicate the means by which the protocol is published, once approved by the relevant Minister.

- Costa Rican Tourism Board (social networks and website)
- Chambers of Tourism (the forms established by them)
- It is recommended that companies communicate by their own means to both employees and customers: Internal Company Chats and official media



## APPROVAL, MONITORING AND EVALUATION

The institutional leader who will approve this sectoral protocol is Mr. Gustavo Segura Sancho, Minister of Tourism.