



**ICT-P-009**

# Protocol for

Water transport activities, tours and recreational trips within marinas, berths and tourist piers due to the Coronavirus (COVID-19) health alert.

**MARITIME TOURISM SECTOR**

**CREATION DATE:  
DECEMBER-2020**

**VERSION: 003**

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# FOREWORD

This prevention protocol is designed to provide the maritime tourism sector in marinas, berths and other tourist piers with a series of recommended measures to help minimize exposure to COVID-19 virus in the operation sector, whose activity includes the set of facilities, sea or land, intended for the protection, shelter and provision of all kinds of services to recreational, tourist, sport and small cruise ships of any flag and regardless of their size, as well as to visitors and users thereof, national or foreigners; landings, fixed or floating docks, ramps and other works necessary to allow the mooring of tourist, recreational, sports and cruise ships, for the enjoyment and safety of tourists.

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## OBJECTIVE AND FIELD OF APPLICATION

The purpose of the formulation of this Protocol is to identify hygiene and sanitary safety measures necessary for the opening and putting into operation of water transport services, tours and recreational travel on board vessels and their users within the marinas, berths and tourist docks, which are developed in maritime or land facilities, such as vehicle parking, offices, common traffic areas, restrooms, waiting points, dock and vessel areas, both national and foreign, which have a valid sanitary operating permit to provide their services safely under the COVID-19 alert.

The application of this document is aimed at the services provided in the marinas, berths and tourist docks to boats and passengers as part of maritime tourism, in order to ensure the health of visitors and employees, so that all links of the chain can continue to carry out their activity while minimizing risks and preventing contagion, as part of the preventive and mitigation actions dictated by the Ministry of Health to address the COVID-19 alert.

The scope of this protocol does NOT apply to establishments and commercial areas within marinas or berths, such as restaurants, lodgings, shops, supermarkets, and other businesses, where sector protocols and specific guidelines established by the Ministry of Health for each type of commercial activity must be followed.

# HYGIENE AND DISINFECTION

## CLEANING, HYGIENE AND DISINFECTION MEASURES FOR REOPENING

If the installations have been closed, a general inspection of the common areas and the dock area must be carried out in order to determine whether fumigation before opening is advisable.

The proper operation of electrical equipment and installations, drinking water, faucets for public toilets and rest rooms must be checked

The air conditioning system must be properly checked and maintained (increase the cleaning frequency of filters) and have its proper log book.

A disinfection station including a disinfection mat and gel, or spray, alcohol must be placed on all access ramps to docks.

Train personnel on how to carry out daily tasks of containment and prevention of COVID-19 in a safer way and train in the use of personal protection and hygiene equipment.

Protocols for sneezing and coughing, hand washing, alternative forms of greeting, not touching the face and populations at risk, must be displayed in a visible area and in the most common languages used by tourists. (See annexes).



# GUEST ROOMS



The establishment must **ensure the cleanliness and hygiene of guest rooms.**

It is recommended that the establishment clearly communicate all cleaning and hygiene standards implemented on site.

Employees must use EPP (gloves, masks, uniform, among others) during the cleaning and disinfection process of guest rooms. Special emphasis must be placed on cleaning high contact surfaces such as remote controls, telephone dial pads and handsets, door, closet and drawer handles, A/C control panels, light switches, lamp switches, coffee makers, among others. In the bathroom, high contact surfaces include the toilet, sink, shower, doors, and others.

Leave it to **the guest to decide if they want the room cleaned on** a daily basis during the stay.

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## INFORMATION MEASURES FOR EMPLOYEES REGARDING GUIDELINES ISSUED BY THE MINISTRY FOR THE WORKPLACE

Provide the time and the means for proper hand hygiene when entering the workplace and during the work day.

Frequently disinfect, throughout the work day, objects of use, as well as elements in the workplace.

Do not share work equipment or other employees' devices. In the event that there is alternation in the use of certain equipment or devices, the hotel must establish cleaning and disinfection guidelines to be implemented between each use, to reduce the risk of contagion.

Wear clean work clothes every day.

Provide and guarantee the use of PPE by staff members, according to the guidelines of the Ministry of Health.

If the establishment has an onsite doctor's office, the person in charge must be attentive to any updates made to guidelines regarding procedures in the event of a case or possible contact, in accordance with the provisions issued by the Ministry of Health.

The company doctor must notify the immediate manager if an employee presents symptoms of risk.

In the event of a confirmed case or suspicious contact, the HR department will follow the instructions provided by the Ministry of Health; if not, this will be carried out by a direct supervisor.

Implement informative and educational actions with company staff, providers and customers, aimed at incorporating healthy practices.

# EMPLOYEES

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

Compile information found on the Ministry of Health website and choose the best strategy to disseminate it. This may be electronically or graphically, maintaining strategic information points such as the dining room, bathrooms, information boards or any other high traffic area.

# PROVIDERS

Providers must comply with all cleaning and disinfection measures implemented by the establishment.

The establishment must, insofar as possible, must communicate with providers through channels that limit or avoid personal contact or interaction, such as a scheduled appointment, email or video call. If in-person attention is required, it must be done in compliance with all established guidelines.

The use of PPE is recommended when tending to providers.

The establishment must log visits from providers, indicating the date and time of visit along with the agent's personal information, so that, if required by the Ministry of Health, in the event of an epidemiological study, the information may be promptly provided.

The provider shall remain on the premises only for the amount of time needed to complete the transaction.

Providers must comply with all health guidelines implemented by the establishment.

Staff at the property are required to clean and disinfect the reception area for goods and merchandise frequently.

# CUSTOMERS

It is recommended that clients be notified of any service conditions and prevention measures in effect at the time along with the confirmation of their reservation.

It is recommended that each establishment share, via their website, all protocols implemented to guarantee the health of both guests and those who care for them. As part of the welcome protocol, inform guests of all health procedures and regulations in effect at the time and, in order to guarantee prompt and timely treatment, based on guidelines established by the Ministry of Health, ask guests to immediately notify the establishment if they experience any COVID-19 related symptoms during their stay.

# PROCEDURES FOR CLEANING AND DISINFECTING OF THE WORKPLACE

The following are activities for cleaning and disinfection of the workplace within the marina, berth, dock or boat.

The operator of the tours or concessionaire must promote hand washing in accordance with the protocol established by the Ministry of Health for that purpose. (See annex 1).



## ACTIVITIES FOR RINSING AND DRYING:

- Have disposable towels for hand drying, which must be found in all areas intended for hand washing.
- Ensure that the soap used for hand washing is antibacterial.
- Have a trash can or container for the disposal of paper towels, it must have a lid and a non-manually operated opening to avoid contact with the hands.



## ACTIVITIES FOR DISINFECTION WITH EFFECTIVE ANTI-VIRUS PRODUCTS:

- Staff members shall use cleaning and disinfection products provided by the Company and authorized by the Ministry of Health to clean and disinfect surfaces considered contact points.
- It must be verified that all the equipment to be used by the personnel is in good working order, if not, it must be replaced. This to guarantee the work carried out and above all the protection of the physical integrity of the cleaning staff.
- On boats, cleaning and disinfection protocols must be applied with recommended products, to all fishing equipment on boats that was used or will be used as well to all surface areas customers may have come into contact with while on the boat.
- Marinas, berths and tourist docks must establish cleaning and disinfection schedules according to staff movements and visitor attention.
- At the end of each recreational activity, all areas and equipment must be cleaned and disinfected, with products authorized by the M.S. to reduce the spread of the virus, as well as the optimal maintenance of these equipment.
- Define a control through logs of the roles established for cleaning and disinfection of the different work areas and public access.
- Cleaning staff should not smoke or consume food or beverages while performing cleaning and disinfection operations.



The administration must generate an official list with constant updates of the staff responsible for cleaning, disinfection, handling and final disposal of waste, ensuring the use of protective equipment.

Employees who make up the team must have the training to deal with cleaning and disinfection processes in indoor and outdoor spaces.

# CLEANING AND DISINFECTING PRODUCTS

## DISINFECTANTS TO USE IN THE CLEANING AND DISINFECTION PROCESS:

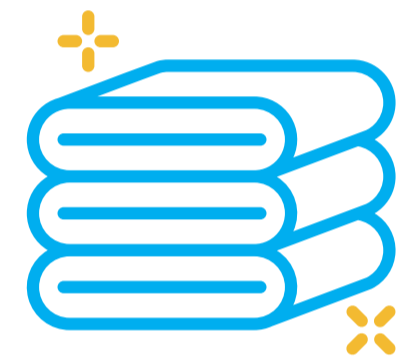
Cleaning and disinfection products shall be those duly authorized and recommended by the Ministry of Health to fight the virus that causes COVID-19 disease.

## DISPOSABLE AND REUSABLE EQUIPMENT USED IN CLEANING AND DISINFECTION PROCESS:



### REUSABLE EQUIPMENT:

- Towels and cloths that are washed after use
- Cleaning mats
- Hydro washer



### DISPOSABLE EQUIPMENT:

- Gloves
- Face Masks
- Paper Towels



## CRITICAL POINTS TO DISINFECT:

The following are the surfaces and critical points frequently handled by employees and visitors, priority for the cleaning and disinfection process:

- Dock access ramps.
- Containers for classified waste.
- Forklifts for transporting equipment and products.
- Vehicles for transporting people and equipment.
- Reception areas and furniture
- Restrooms
- Light switches, handles and locks, handrails
- Remote controls, telephones and communication radios
- Sinks and faucets
- Desktops, countertops, pens and bells in doorways or entrance areas.

Electronic devices and equipment must be cleaned and disinfected by applying an alcohol-based disinfectant solution, with a concentration of 70% to 90%, using a microfiber cloth. Refer to Table 1 and 2 on how cleaning and disinfection products are used.





# CLEANING MEASURES FOR HIGH CONTACT POINTS IN CUSTOMER SERVICE AREAS

The surface of the dock access ramps must be cleaned according to their construction material, applying a disinfectant solution. A mat must be provided for visitors to clean the soles of their shoes to keep the area clean.

Trash bins must be cleaned frequently by applying a disinfectant solution with a cloth or spray or by immersion, thoroughly wetting all surfaces and allowing to dry.

Trolleys for transporting equipment and products as well as trolleys for transporting people must be operated primarily by a representative of the company, who will be responsible for cleaning and disinfecting it every time they are used. If operated by a user itself, the same cleaning and disinfection procedure must be followed every time they are used.

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

### Equipment to be used by the cleaning staff:

- a) Rubber boots with non-slip sole.
- b) Nitrile gloves, non-surgical.
- c) Acrylic mask or face mask
- d) Use the PPE as indicated on the safety sheet of each product.
- e) Before putting on a mask, wash your hands with water and alcohol or an alcohol-based disinfectant of at least 70%.
- f) Cover your mouth and nose with the mask and make sure that there are no gaps between your face and the mask.
- g) Avoid touching the mask while wearing it, if you do touch your mask, wash your hands with an alcohol-based sanitizer or soap and water.
- h) Change your mask if it gets wet and do not reuse single-use masks.
- i) To remove your mask: Remove from behind (do not touch front); Discard immediately in a container or bag for protective equipment.

**Note: When acquiring PPE, It is recommended that you validate its quality based on the national and international standards on the website. <https://www.inteco.org/juntos-en-la-prevencion>**

**The company declares its commitment to provide the required personal protective equipment as appropriate.**

# WASTE MANAGEMENT

The establishment must carry out waste management in accordance with the guidelines established in the National Strategy for the Separation, Recovery and Valuation of Waste (ENSRVR) 2016-2021, of the Ministry of Health

The waste product of the cleaning and disinfection, in addition to the disposable personal protective equipment, must be deposited in a single container, preferably with a lid and a foot pedal.

The plastic bag must be closed, before being placed in the non-recoverable waste container.

After contact with waste, hand hygiene protocols must always be carried out.

The company must have a unique container preferably lidded, with a foot pedal, for the disposal of waste products from cleaning and disinfection, as well as disposable personal protective equipment.

Trash cans must be washed and disinfected daily with water, soap and a chemical product that ensures their hygienic conditions.

Classified waste management points must be emptied regularly, according to the influx of visitors, at which time lids and any high contact areas must be disinfected. Log this procedure in the corresponding cleaning and disinfection control sheet.



## LOGISTICS IN THE WORKPLACE SERVICE OR OPERATIONAL CONTINUITY PLAN

The concessionaires, operators and / or administrators of the tourist berth, embarkation and disembarkation facilities, object of this protocol, agree to ensure the continuity of the service provided to the vessels that are both in the maritime area and in the land area, guaranteeing the maintenance of the infrastructure and the necessary operability to provide the appropriate service, implementing healthy practices and guaranteeing as a company compliance with the obligations established through guidelines issued by the Ministry of Health, policies that will be communicated to all its clients, owners of national vessels and foreign, who are and operate in the facilities.

On the water, this is coordinated with the port captain and coast guard so that commercial vessels accommodate the maximum capacity of seated passengers, in the case of commercial vessels with capacities greater than or equal to 50 passengers; as long as they guarantee the mandatory use of the mask as personal protective equipment.

Small tourist boats that provide services to family members or private groups that hire them may accommodate the maximum occupancy, provided they guarantee the mandatory use of the face mask as personal protective equipment.

In the case of national flag vessels capable of carrying out commercial activities, the competent authorities must be supported to comply with the guidelines established regarding passenger transport, and for private use vessels the concept of social bubbles must be reinforced, as established by the Ministry of Health.

Boat owners must insure their employees, in order to provide attention to possible contagion.

# SHIFTS AND SCHEDULES

The marina, berth or pier must maintain a schedule that complies with the regulations set forth by the Ministry of Labor. Daily coordination with the Harbor Master's Office and the Ministry of Health is required to update issues regarding schedules or restrictions

Operation heads maintain control through video-call meetings and, when scheduled, or in the event of an emergency, they attend the workplace. Activities carried out by tenants of the commercial premises must be monitored so as to ensure that they are fully complying with the regulations issued by the Ministry of Health.

Marinas and berths shall apply their Rules of Operation in accordance with the required measures against the pandemic. Tourist piers must comply with all provisions applicable to them in addition to this protocol and all those guidelines within their competence and compliance.

## SOCIAL DISTANCING IN THE WORKPLACE



### MEASURES TO MAINTAIN THE DISTANCE BETWEEN VISITORS AND EMPLOYEES:

Employees who must remain inside the workplace with others must keep at least 1.8 meters apart

Markings must be placed on the floor (colored adhesive tape can be used) to indicate to visitors, crew members, customers, members or tourists, where they should be located when in line in common areas, at the cashier, bathrooms, entrance, elevator, waiting area, entrance to the docks zone.

Signs must be displayed in common areas to remind customers and employees to maintain a physical distance of 1.8 meters.

It is recommended to use contactless payment mechanisms to maintain the distance between the customer and the cashier or receptionist.

Handling of cash and credit cards by service personnel should be minimized.

#### **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 the use of plastic trays to handle money), not receive it directly into the hands, and it must be disinfected after use.

You must, as much as possible, install a barrier (transparent plastic) between employees and customers in spaces that merit it.

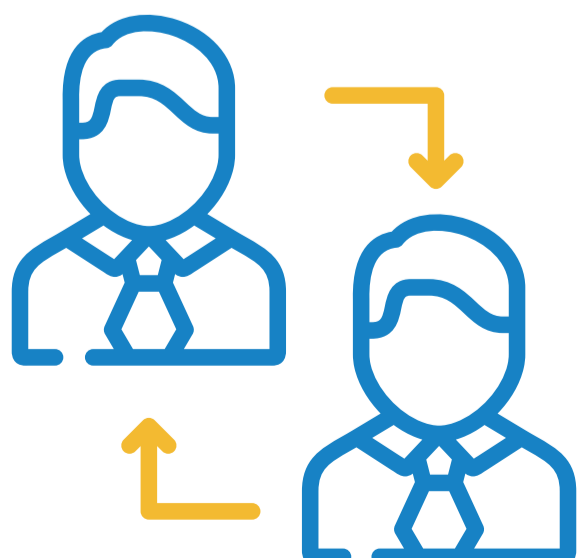
## MEASURES FOR THE RECEPTION OF PROVIDERS

- The provider must wash his hands or disinfect with alcohol gel with a composition of 70% when entering the establishment, as established by the Ministry of Health. Including the use of restrooms.
- The establishment must coordinate delivery times and indicate, with signs, the product reception process.
- Carry a minimum of personal items (pens, calculators, tables, etc.) that can facilitate infection by contact.
- Do not place your cell phone or other communication devices on surfaces, especially work tables or direct contact tables.
- A physical distance must be maintained, trying to comply with the minimum distance of 1.8 m, following the greeting protocol established by the Ministry of Health.
- Stay only as long as necessary to complete your process in the establishment.
- Providers should not have access to common areas while visitors or tourists are there. If they must do so, comply with the established provisions.
- Vendor inspection visitors must be duly protected with personal protective equipment appropriate to the establishment. If this equipment is not available, it is recommended not to enter and / or entry is at the discretion of the establishment.
- Promote the use of home deliveries to minimize work trips.
- Plan routes to reduce the number of departures, accommodating the most errands with the least number of staff members exposed.
- Intermediaries must deliver provisions to crew members and vessels, at a single point previously designated by the administration.
- If a trip is required, assess its importance of this, if it is essential, it must be carried out in compliance with all the safety measures and guidelines established by the Ministry of Health for the transit of citizens executed in the shortest possible time.
- Face-to-face group meetings should be restricted, virtual platforms must be used for video calls.
- Personnel are transported in their own vehicles mostly and individually to avoid physical contact and encourage distancing
- Face-to-face meetings must be only those strictly essential, with the least number of people, keeping the distance of 1.8 meters between these and complying with the protocols established by Ministry of Health.
- Meetings should not take more than two hours.

# ACTIONS FOR CONFIRMED CASES AMONG EMPLOYEES

In case of confirming the case of a positive contributor to COVID-19

- a) Staff will follow the instructions set forth by the Ministry of Health regarding the possibility of a confirmed or suspicious contact case.
- b) Administration must call 1322 and notify the Governing Area of the Ministry of Health of its area of attraction so that it implements the corresponding research actions in accordance with the National Guidelines for the Surveillance of COVID-19 disease.
- c) The administration will provide collaboration within its reach to facilitate the work and research carried out by the Ministry of Health.
- d) The administration must provide the Ministry of Health the log or registry of the information of the collaborators who consult for symptoms related to a respiratory disease, or with potential risks of contracting the disease: over 60 years of age, hypertensive, with respiratory conditions, diabetes, or who are undergoing treatment for cancer or another disease that compromises your immune system.
- e) Confirmed cases will be recorded in a special log or book for this purpose where the day or date of confirmation of the contagion, the name of the contributor and any other relevant data will be recorded.
- f) You must close the area where the collaborator was carrying out his duties, proceed to perform the procedure of cleaning and disinfection of the space, using all the safety and hygiene measures recommended by the Ministry of Health.
- g) You must notify employees of the case so that they can get tested for COVID-19 at the EBAIS or Governing Area of the Ministry of Health. Possible contacts of the infected person will be identified.
- h) You may only reopen to the public, when it is confirmed that no employee in the work area is infected with COVID-19.
- i) Once the official diagnosis is obtained, the employee's disability is processed with the CCSS and is followed up on.



# COMMUNICATION

## COMMUNICATION ACTIONS IN THE WORKPLACE

- a) Through mass emails, memoranda and text messages in WhatsApp work groups, the employees of the different departments are informed of the indicated guidelines, presidential directives and new information issued by the Ministry of Health.
- b) The head of each department is responsible for keeping their subordinates up to date with the guidelines and related regulations.
- c) This protocol will be available on the ICT website once approved by the Costa Rican Tourism Board.
- d) It will be communicated to all employees of the marina, berth and dock by email, electronic means or platforms such as WhatsApp, notices and announcements placed in strategic places inside and outside the offices.



## APPROVAL, MONITORING AND EVALUATION

- a) The institutional leader that will approve this sectoral protocol is Mr. Gustavo Segura Sancho, Minister of Tourism.
- b) Once the activity described in the protocol has been enabled, the Ministry of Health must carry out random inspections for the verification of compliance with the sectoral protocols, as well as the general guidelines issued by the Ministry of Health for COVID-19.
- c) Those activities, services or workplaces that do not comply with the general health guidelines and sectoral protocols shall be subject to the application of the special measures provided for in the General Health Act.