



**ICT-P-014**

# Protocol for

## Casinos located in Lodging Centers. Tourism sector.

**TOURISM SECTOR**

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# CONTENTS

FOREWORD	2
OBJECTIVE AND FIELD OF APPLICATION	2
HYGIENE AND DISINFECTION	2
LOGISTICAL IN THE WORKPLACE	10
ACTION IN CONFIRMED CASES OF COLLABORATORS AND CLIENTS	16
COMMUNICATION	17
APPROVAL, MONITORING AND EVALUATION	17



# FOREWORD

This document presents the guidelines that must be followed by the Tourism Sector, specifically Casinos located in Lodging Centers (hotels), in order to implement the Specific Guidelines for the Tourism Sector, duly issued by the Ministry of Health of Costa Rica.

## OBJECTIVE AND FIELD OF APPLICATION

The objective of this document is to establish the requirements that allow the reactivation of the tourism sector under the COVID-19 alert, specifically Casinos, located both with and outside of Lodging Centers (Hotels), that were duly authorized when Law No.9050 came into effect, having to pay the taxes established in said law. This protocol provides this subsector with guidelines so that they may gradually provide clients with their services while taking into account the provisions provided to avoid chains of contagion.

## HYGIENE AND DISINFECTION

### GENERAL PROVISIONS FOR CLEANING AND DISINFECTION



- Use the handwashing protocol before and after cleaning and disinfection.
- Do not touch your face when it comes to cleaning and disinfection.
- Prevent people with risk factors from doing cleaning and disinfection.
- Always use personal protective equipment according to the type of cleaning and disinfection carried out.
- The manufacturer's instructions should be followed to ensure that disinfectants are prepared and handled safely and properly, using appropriate personal protective equipment (PPE) to avoid exposure to chemicals.



- Disinfect frequently touched surfaces (furniture, doors, desks, computer equipment, light switches, railings, etc.) with an alcohol-based solution of at least 60° or 70° and disinfectants or any other cleaning product that proves to be effective against the virus.
- For the cleaning of electronic devices (phones, screens, keyboards, hearing aids, mouse, cell phones, printers, among others), a clean towel and disinfectant shall be used, as recommended by manufacturers.



- Use disposable implements when performing cleaning and disinfection. If reusable implements are used in these tasks, they should be disinfected using the following products: 0.1% sodium hypochlorite (dilution 1:50) if household chlorine is used at an initial concentration of 5%. This means that for each liter of water 20cc of chlorine (4 teaspoons) should be added at a concentration of 5%. For surfaces that could be damaged by sodium hypochlorite, alcohol between 60° and 70° can be used.



- Never shake out the cloths or towels you use to clean and disinfect.
- When sweeping, it should be done slowly in such a way as to avoid that the dust and other agents present on the floor are re-suspended in the air, this can be avoided by placing a damp cloth tied to the broom or with a damp mop.



- The management of waste resulting from cleaning and disinfection tasks such as disposable cleaning utensils and personal protective equipment must be correctly disposed of in waste containers suitable for waste collection, preferably with wheels and a foot pedal for opening.
- Waste collected when sweeping or cleaning should be immediately disposed of.
- You should never squeeze the bags in which the waste is deposited trying to reduce its volume and under no circumstances should you press the bag against your body to close it.

## SANITARY SERVICES AND BATHROOMS



- Wash walls, sink, soap dish, shower knobs and door with a sponge impregnated with a disinfectant solution. A 0.5% chlorine solution prepared on the same day as it is to be used is recommended.

- Before washing the toilet, it is recommended to flush the water from the tank at least once. Subsequently, the disinfectant solution that is sodium hypochlorite should be applied at a concentration of 5:100 (5 parts chlorine and 95 parts water) prepared on the same day as it is to be used, on all surfaces of the toilet, starting from the outside, base, back area, pipes and hinges.

- If it is an exclusive use bathroom for cases under investigation, probable or confirmed, it must be washed at least twice a day. If several people share the bathroom, it must be washed at least three times a day.

- Verify that at the end of cleaning that the drains are clean.

## CLEANING AND DISINFECTION OF BIOLOGICAL FLUIDS



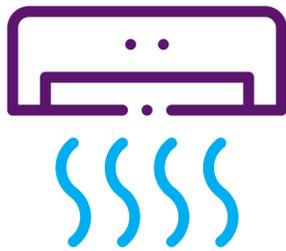
- Clean immediately to avoid accidents and contamination of other people.

- At the time of cleaning, the people in charge must use personal protective implements such as gloves, masks and shield, as indicated in the safety data sheet of each cleaning product.

- Clean with a 2% chlorine solution

- The fluid or discharge must be covered with a disinfectant solution and a disposable rag. Subsequently, with the help of a broom and a shovel, removed and deposited in the waste container, which must contain a bag. Go back to the contaminated site and impregnate the floor again with the disinfectant solution and then clean with a clean mop.

# AIR CONDITIONERS AND VENTILATION SYSTEMS



The operational and maintenance control of the different systems and equipment for general ventilation, air conditioning and the internal pipes related to said systems, in buildings, prior to the process of reopening operations, after the temporary closure by covid-19, must be carried out in accordance with the provisions of document LS-S I-014 General guidelines for restarting general ventilation systems, air conditioning and their related water pipes in buildings of general occupation-control of Legionella in buildings or reused spaces- (COVID -19), dated May 29, 2020, ensuring that the systems are guaranteed and tested and that they remain in good operating conditions and that they generate air changes and that air recirculation is not generated inside the enclosure.

## THE ACTIVITIES TO BE CARRIED OUT FOR CLEANING AND DISINFECTION OF THE WORKPLACE ARE AS FOLLOWS:

### A PROCEDURES FOR HAND WASHING



- The protocols established by the Ministry of Health and which are attached in Annex 1 will be followed, which must be placed in a visible place, both for employees and for users of the services offered.
- Maintain permanently in restrooms for employees and public use with toilet paper, antibacterial soap, disposable hand drying towels and gel alcohol.

### B PROCEDURES FOR RINSING AND DRYING



- The protocols established by the Ministry of Health and which are attached in Annex 1 will be followed, which must be placed in a visible place, both for employees and for users of the services offered.
- Maintain permanently, in the places established for hand disinfection, disposable towels for hand drying.
- Maintain permanently, in the places designated for drying hands, gel alcohol for use by employees and visitors after drying hands.

### C PROCEDURES FOR DISINFECTION WITH EFFECTIVE ANTI-VIRUS PRODUCTS



- Cleaning and hygiene measures should be intensified, mainly on surfaces that are frequently handled such as: handles, reception furniture, counters, display cases, shelves, chairs, tables, computer equipment, dataphones, among others.
- The use of alcohol gel by employees and visitors should be intensified when interacting with each other.

The Casino Administrator must determine the plan and frequency of cleaning and disinfection, in accordance with the movements of staff and visitors. Said plan must be communicated to the company's collaborators, in order for it to be respected and to collaborate with the people who must apply it.

In addition, the establishment must be cleaned prior to the start of operations, and during the operations at least every 4 hours. Likewise, this must be done at the time of closure of operations.

The Casino Administrator must establish the people responsible for cleaning, disinfection, waste management, and the use of personal protective equipment, and must ensure that these employees receive the training that must be provided to the personnel who perform them, as well as to the rest of the collaborators who are associated with these tasks. A record of this must be kept.

# CLEANING AND DISINFECTION PRODUCTS



Chemicals used for COVID-19 cleaning and disinfection must be packaged, labeled and registered with the Ministry of Health and within their validity period.

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.

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

## IDENTIFICATION OF CRITICAL POINTS FOR DISINFECTION

AREA	LIST OF SURFACES	CONSIDERATIONS
<b>BUILDING</b>	<ul style="list-style-type: none"> <li>Floors</li> <li>Windows</li> <li>Doors</li> <li>Walls</li> <li>Ceiling</li> <li>Doors</li> <li>Screens</li> <li>Knobs</li> <li>Railings</li> </ul>	Walls should be cleaned and disinfected from top to bottom.
<b>CLIENTS AREA</b>	<ul style="list-style-type: none"> <li>Tables</li> <li>Furniture</li> <li>Cloth napkins</li> <li>Chairs</li> <li>Baskets/Carts</li> <li>Menus</li> <li>Trays</li> <li>Mats</li> <li>Curtains</li> <li>Fabric Tablecloths</li> </ul>	
<b>GAMING AREA AND ELECTRONIC GAMING MACHINES</b>	<ul style="list-style-type: none"> <li>Chairs</li> <li>Furniture</li> <li>Levers</li> <li>Screens</li> <li>Buttons</li> <li>Game Machine Surface</li> <li>Surface of table games</li> </ul>	Use towel moistened with disinfectant or solution with 70% Alcohol.
<b>RESTROOMS</b>	<ul style="list-style-type: none"> <li>Toilet</li> <li>Trash can</li> <li>Mirror</li> <li>Faucets</li> <li>Hand washing station</li> <li>Soap and gel alcohol dispensers with a composition between 60° and 70°</li> <li>Extractors *Baby changer</li> </ul>	<p>Use equipment that is exclusively for cleaning bathrooms.</p> <p>Use disposable paper towels. Do not use cloths.</p>
<b>ELECTRICAL EQUIPMENT</b>	<ul style="list-style-type: none"> <li>Fans</li> <li>Doorbells</li> <li>Light switches</li> <li>Computers</li> <li>Air Extractors</li> <li>Lamps</li> <li>Telephones</li> <li>Air Conditioning Equipment</li> <li>Coffee Machines</li> <li>Soft drink machines</li> <li>Ice Machine</li> <li>Mouse</li> <li>Microphones</li> </ul>	Disconnect. Do not spray, use towel moistened with disinfectant.
<b>PROCESSING AREA</b>	<ul style="list-style-type: none"> <li>Tables</li> <li>Utensils</li> <li>Equipment</li> <li>Dinnerware</li> </ul>	<p>Utensils and small equipment should be washed and disinfected in the sink used to wash utensils.</p> <p>Use equipment that is used exclusively for food contact surfaces.</p>

AREA	LIST OF SURFACES	CONSIDERATIONS
<b>DRY PRODUCT STORAGE</b>	<ul style="list-style-type: none"> <li>• Shelves</li> </ul>	
<b>COOLING AND FREEZING CHAMBERS</b>	<ul style="list-style-type: none"> <li>• Doors</li> <li>• Interior Surfaces</li> <li>• Handles</li> <li>• Exterior Surfaces</li> <li>• Shelves</li> </ul>	
<b>HOT AND COLD PLATES</b>	<ul style="list-style-type: none"> <li>• General equipment (trays, furniture)</li> </ul>	
<b>HAND WASHING STATION</b>	<ul style="list-style-type: none"> <li>• Sinks</li> <li>• Product Dispensers</li> <li>• Paper Towel Dispenser</li> <li>• Shelves</li> </ul>	
<b>SINKS FOR WASHING UTENSILS</b>	<ul style="list-style-type: none"> <li>• Sinks</li> <li>• Product Dispensers</li> <li>• Faucets</li> <li>• Chemical Shelves</li> </ul>	
<b>SINKS FOR WASHING CLEANING EQUIPMENT</b>	<ul style="list-style-type: none"> <li>• Sinks</li> <li>• Product Dispensers</li> <li>• Faucets</li> <li>• Chemical Shelves</li> </ul>	
<b>EMPLOYEE AREA</b>	<ul style="list-style-type: none"> <li>• Lockers</li> <li>• Dining area</li> <li>• Personal items stored on the premises</li> </ul>	
<b>OFFICE AREAS</b>	<ul style="list-style-type: none"> <li>• Desks</li> <li>• Shelves</li> <li>• Chairs</li> </ul>	
<b>CLEANING ROOM</b>	<ul style="list-style-type: none"> <li>• Shelves</li> <li>• Racks</li> </ul>	
<b>TRASH CANS</b>	<ul style="list-style-type: none"> <li>• Indoor trash cans</li> <li>• Outdoor trash cans</li> <li>• Garbage room</li> </ul>	
<b>FOOD RECEIPT AREA</b>	<ul style="list-style-type: none"> <li>• Tables, shelves, baskets</li> </ul>	
<b>OUTDOOR AREA FOR COMMON USE</b>	<ul style="list-style-type: none"> <li>• Benches</li> <li>• Mats</li> <li>• Tables</li> </ul>	

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



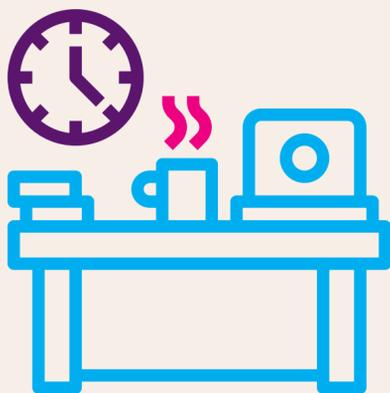
# FORM AND PRODUCTS USED FOR CLEANING ELECTRONIC ELEMENTS (PHONES, SCREENS, KEYBOARDS, MOUSE, CELL PHONES, PRINTERS, AMONG OTHERS).

## IN THE ADMINISTRATIVE OFFICES

Perform recurrent disinfection of items such as computer, telephone, monitors, calculators, copiers, fax, filing cabinets, as well as work surfaces. The products and concentrations to be used shall be those authorized by the Ministry of Health.

The following steps that apply to electronic devices are suggested:

- A** Turn off the computer.
- B** Disconnect external power supplies, devices, and 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 let moisture enter through any opening.
- F** Do not use sprays, bleaches or abrasive substances.
- G** Do not spray any cleaner directly onto the device.
- H** Do not use products containing acetone, as it may damage your equipment.
- I** Finally, wash your hands frequently with soap and water following the corresponding protocols.



## IN THE RESTAURANT AND BAR AREA

Increase the frequency and scope of cleaning and disinfection in restaurant or bar areas, especially disinfection of countertops, tables and chairs along with other contact points such as menus, napkin rings and condiments. The products and concentrations to be used shall be those authorized by the Ministry of Health.



## IN THE GAME TABLE AREA

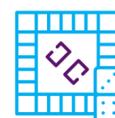
The tables and chairs must be completely disinfected, both at the start and closure of operations, disinfection must also be carried whenever a customer stops using them.

Game tiles must be disinfected using ultraviolet lamps, which must be performed before the table opens and when it closes. While the games are active, this procedure must be performed every hour, during the use of the game tables.

In the case of playing cards, they must be single use, after which they must be destroyed, according to the procedure that casinos have for this purpose.

## IN THE GAME MACHINE AREA

Complete disinfection of the game machines must be carried out both at the beginning and end of operations; the screen, keypad and chair must be disinfected. This procedure must be carried out every time a customer stops using a machine.



# FORM AND PRODUCTS USED IN THE CLEANING OF OBJECTS USED TO TEND TO CUSTOMERS, SUCH AS: SHOWCASES OR WINDOWS, ELECTRIC DOORBELLS, MICROPHONES, DATAPHONES, PENS, AMONG OTHERS.

1



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

2



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

3



It is suggested to maintain gel alcohol dispensers in public areas.

# PERSONAL PROTECTIVE EQUIPMENT (PPE)

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.

In addition, when transport service of people is required in its different modalities, the use of a mask must also be mandatory.

The use of a face shield shall be optional and in addition to the mandatory use of the mask as personal protective equipment.

Necessary personal protective equipment, used to carry out the activities of the service provided:

Personnel who are in close contact with clients, due to the tasks they carry out, must wear personal protective equipment such as face masks, face shields and gloves



**A** Personal protective equipment must have a snug and stable fit, so that it does not require constant handling.

**B** In the case of using face masks:

- Masks should be placed so that there is a fit to the nose and mouth, so that it does not allow fluid transmission
- Staff should wash their hands before and after putting on or removing a mask.
- Hospital surgical masks (type N95) should not be used, these should be reserved for health personnel.

• The mask should not be placed on the head or moved to another position.

**C** Face shields should be stored or transported in sealed bags to prevent contamination.

**D** During meals, breaks or visits to the restroom, the mask must be removed with clean hands and stored in a sealed, clean bag and then repositioned (with the proper handwashing protocol before and after).

Casino Administrators agree to provide PPE for their employees as required for the operation of their activities, such as face masks, face shields and gloves.

# WASTE MANAGEMENT

The company 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 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.

The waste bag must be closed before being placed in the non-recoverable waste container, when it has reached 80% of its capacity.

Garbage containers must be washed and disinfected daily with hygienic and chemical products registered with the Ministry of Health, ensuring their disinfection and cleaning.

The establishment must adopt all necessary hygienic and protective measures for the prevention, reduction and separation of waste, both at the source, collection, storage, transport, use and final disposal of waste or hazardous waste.

A cleaning schedule for waste containers must be established and recorded in a control log.

The person who carries out the task of collecting and handling waste, must wear their PPE.

At the end of the waste collection and handling process, the person responsible for this task must carry out handwashing according to the protocol established by the Ministry of Health.



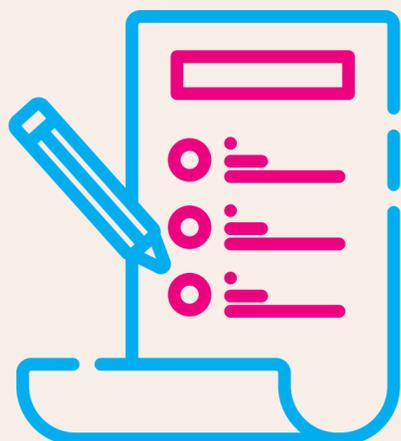
# LOGISTICS IN THE WORKPLACE

## SERVICE OR OPERATIONAL CONTINUITY PLAN

The Casino Administration must carry out an operational plan that outlines the strategies, alternatives and activities necessary to minimize or mitigate the transmission of COVID-19, which seeks to protect employees and the continuity of the operation. This should include:

- 1 Human resource available for risk assessment, to determine who may be in charge of the operation and who may telework.
- 2 Communication and information strategies for employees, customers, contractors and outsourced companies.
- 3 Organization of logistics with suppliers.
- 4 Review of the status and availability of equipment and supplies necessary for the prevention, containment and mitigation stage.
- 5 Cleaning and disinfection protocols.
- 6 Plan of action against the appearance of isolated cases or outbreaks.

Additionally, the establishment must create a log of the direct contacts of its employees, containing at least the full name, telephone number and email, to be sent to the Ministry of Health in case they are suspected of contagion of COVID-19



## CAPACITY

In accordance with the provisions of the General Guidelines to reactivate human activities in the midst of COVID-19, the maximum capacity established for the operation of casinos will be at a maximum capacity of 50% of that authorized by the Ministry of Health, a capacity that must be controlled at the entrance door of the establishment. The increases in the capacity of the casinos will depend on the authorizations made by the Ministry of Health, the above according to the behavior of the pandemic.



## SHIFTS AND SCHEDULES

The establishment must design work schedules according to the need of its operation in such a way as to achieve physical distancing at the time of entry, during work shifts and at the time of departure of staff; respecting the schedule restrictions established by the Ministry of Health.

The establishment will use staggered shifts so that entry, break and departure times are ordered and, if applicable, alerts regarding the health of the employees can be identified.



## THE ESTABLISHMENT MUST DEFINE SCHEDULES IN ACCORDANCE WITH THE PROVISIONS SET FORTH BY THE MINISTRY OF LABOR.

Work schedules must include the time for the employee to wash their hands at least once every 60 minutes, for a minimum of approximately 40 seconds, or as deemed necessary.

# GENERAL MEASURES FOR THE OPERATION OF CASINOS

- 1** Casino Administrators will not activate tournament promotions for tables and gaming machines, public shows, such as live music, theatrical performances or other similar activities that may result in non-compliance with physical distancing rules established by the Ministry of Health.
- 2** Food or beverage tasting activities may not be carried out. The use of disposable glasses, plates and cutlery must be guaranteed.
- 3** Alcoholic beverages may not be sold while the allowed capacity is 50% of its operating capacity, once the Ministry of Health authorizes greater capacity for this type of activity, this type of beverages may be sold.
- 4** Game machines must be switched off and/or redistributed to guarantee the minimum required distance of 1.8 meters, in the event that the redistribution of machines guaranteeing physical distancing cannot be carried out, a polycarbonate screen must be placed on either side of the machines, ensuring that the user is isolated from other customers, and the nearest machine must be turned off so that it is not used by another customer to ensure physical distancing between users. Chairs from non-enabled machines must be removed.
- 5** There should be a maximum of three player chairs per game table. Players will be placed in the two corners and the center seat. Chairs in non-authorized positions must be removed.
- 6** Acrylic sheets or protective screens must be placed between player positions at the table in order to ensure physical distancing and isolation of customers.
- 7** Both customers and employees must have gel-alcohol dispensers of at least 60% or 70%, close to the game machines, game tables and at the points of greatest interaction between them and collaborators, and in areas deemed necessary and where there is interaction between people, for their respective disinfection.
- 8** Game machine personnel must clean surfaces (keyboards, screens, buttons, chairs, etc.) at the start and close of operations with the cleaning product designated by the company and duly authorized by the Ministry of Health and will also offer to disinfect the machines to customers who wish to do so while they are sitting using them.
- 9** They must clean before and after a customer gets up from the machine. In any case each game machine must be cleaned at least every 60 minutes. A sign indicating that the machine has been disinfected must be placed in a visible place on the machine so that the customer can verify that this procedure has been carried out.
- 10** In the table area, all equipment used for work should be disinfected, such as: shuffling machines, card shoes, card discards after a single use, dice, dataphones, computers, calculators, monitors, mice, etc. This at the start, and during the start of each shift. This procedure must be carried at the beginning and closing of operations, and during the operation at least every hour.
- 11** The edges of the tables (armrests), cup holders, chairs and the spaces that are in direct contact with the table must be disinfected every time the client leaves the table, and upon arrival or during the stay of the client if he requests it or if necessary.
- 12** The cloths and game chips will be disinfected before the start of the operation, every hour and at the end of the operation, through Ultraviolet (UV) disinfectant light lamps. Likewise, the UV lamp will be transferred to the cash received from the customer.
- 13** When enabling each game, the distance guidelines established by the Ministry of Health must be verified. Designated staff must ensure the minimum distance between people and prevent other players who do not have a place to play at the table from approaching the table and/or game machine. The option of “play without hands” can be enabled for the table game, where the customer will not have contact with chips or cards, since the handling of these must be done by the table staff, following the instructions of the customers.
- 14** With regard to the use of air conditioning systems, the provisions of the Ministry of Health, in the document called LS-S I-014 General guidelines for restarting general ventilation systems, air conditioning and their related water pipes in buildings of general occupation-Legionella control in buildings or reused spaces- (COVID-19), dated May 29, 2020, must be complied with.
- 15** Spectators must be prevented from gathering behind players, during the initial reopening phase. Signs must be placed on the ground, marking the minimum social distance to be respected.
- 16** Ensure that the majority of transactions are carried out in the cashier area with the measures contemplated for the case. Measures may be available to facilitate the use of electronic money or, failing that, the use of tickets and gaming tickets, which must be previously disinfected by using ultraviolet lamps.
- 17** Assign a person per shift responsible for monitoring and ensuring that all established protocols are complied with without exception and that employees and clients wear the PPE. This person must be duly identified.

# MEASURES TO MAINTAIN SOCIAL DISTANCING BETWEEN CUSTOMERS, PROVIDERS AND EMPLOYEES

## EMPLOYEES

- 1** People who, due to their type of role, can carry out their work from home should be sent to telework, as long as their role allows it. In this case, the company will apply the provisions established in Legislative Decree No. 9734, Law to regulate Telework. The Casino Administration will determine which administrative staff can carry out their roles by applying teleworking
- 2** At the beginning of a work shift and entering the Casino, the following instructions must be followed:
  - A** Upon entry to the workplace, duly trained staff members must evaluate individuals and ask about symptoms or possible risks of contagion among employees, such as coughing and/or a temperature above 37.8 degrees. It is the employee's responsibility to report any of these symptoms before admission.
  - B** Take the temperature of all employees with infrared thermometers, avoid contact with other employees, and use a face mask or face shield, as deemed appropriate.
  - C** Those who present or report a temperature greater than 37.8 degrees Celsius, as well as people who are detected with symptoms on admission or who report having symptoms upon admission, should be taken to the health care area.
  - D** Ensure that at the time of entry a person in charge will fill out the records, or that by signing the entry book or using the control clock, workers have washed their hands or applied antibacterial alcohol or gel.
  - E** If possible, have the same entry order that allows you to quickly identify potential contacts if a case is filed.
  - F** Devices with alcohol between 60% and 70% and antibacterial gel for hand washing must be made available to all collaborators upon admission.
  - G** The Casino Administration must provide face masks or face shields to people whose activities warrant it. Face shields must be kept on the casino premises.
  - H** Review entry processes and requirements to reduce the need to manipulate documents such as cards. If the entry system has a fingerprint reader, disinfect it after each use.
  - I** When entering the casinos, all employees must disinfect all their personal items, work tools or personal protection items with alcohol or soap and water. Shoes must be disinfected at the mats placed at the Casino entrance.

**J** Upon entry and exit, casino employees must leave their belongings in a personal locker. If the company has a policy on wearing the uniform, street clothing should be left inside these personal lockers.

**3** At the end of the work schedule, upon leaving the Casino, the following instructions must be followed:

**A** The Casino Administration must provide employees with face masks to be used on public or private transportation services.

**B** Inspections when leaving work should be reduced as much as possible. If required, these should be done without direct contact between the inspector and the employee. The employee himself must manipulate its items.

**C** During the inspection of employees, the inspector must use a face mask or face shield and must carry out the procedure of hand washing with soap and water or gel alcohol of between 60% and 70% before and after each inspection so as not to come into direct contact with the objects.

**4** The Casino Administration must cancel staff meetings until further notice and if they are necessary for the operation of the same, they must be adjusted to 50% of the capacity of the salon where they are to be held, as well as the measures indicated for physical distancing of employees. They must not exceed one hour in length.

**5** With regard to travel of staff outside the country or within the country, which are not linked to the normal operation of the Casino, the guidelines established by the Ministry of Health shall be respected.

## RECEPTION OF PROVIDERS AND VISITORS

**A** Providers must wash their hands or disinfect with alcohol gel with a composition between 60% and 70% when entering the Casino, as set out in the guidelines of the Ministry of Health.

**B** The Casino Administration must coordinate delivery times and use signs to display the product reception process.

**C** The establishment must have alcohol gel dispensers with a composition of between 60% and 70%, which must be duly labeled for identification.

**D** When entering the property, provider must make sure that their clothes are clean.

**E** Carry a minimum of personal items (pens, calculators, tables, etc.) that can facilitate contact infection.

- F** Do not place cell phones or other communication devices on surfaces, especially work tables or in direct contact with food. Preferably, do not use them at the time of delivery service.
- G** Social distancing must be maintained while trying to comply with the minimum distance of 1.8 meters, follow greeting protocols established by the Ministry of Health.
- H** The Provider must only remain as long as needed within the establishment.
- I** Deliveries of products must be made in the assigned area.
- J** Providers must frequently clean and disinfect all containers used for transport.
- K** Casino staff should regularly clean and disinfect the reception area. Products authorized by the Ministry of Health must be used.
- L** Providers are not authorized to access customer service or food handling areas, if they need to access these areas, they cannot be at the same time as customers and must wear PPE such as face masks or face shields.
- M** Providers must not consume food, drink or smoke at the property during their service.
- N** The Casino Administration must request its suppliers that the correspondence arrive in properly sealed envelopes.
- O** In the area of receipt of invoices and correspondence, create physical barriers or guarantee the use of masks or face masks constantly by the receptionist.
- P** Demarcate areas that ensure the distance of two meters.
- Q** In the reception area, have an alcohol sprayer with disposable paper towels with which the reception person must use to disinfect correspondence before placing it in the inbox.

## CUSTOMER SERVICE

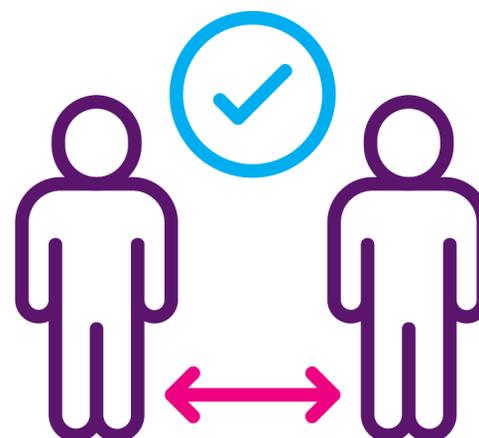
- A** Casino employees must avoid physical contact with the customer. If the presentation of identification is required for entry, avoid touching it.
- B** Door personnel must wear a face mask, face shield and gloves, as well have a foot activated hydroalcoholic gel dispenser available for hand washing.
- C** The temperature should be taken with infrared thermometer or laser upon admission. If the temperature is greater than 37.8, admission must not be allowed.
- D** In the event that the customer does not have one, the Casino Administration must provide a face mask and encourage its proper use and disposal.

- E** The Casino Administration must make available to customers alcohol gel between 60% and 70% at the time of entering the facilities. Additionally, you must place these dispensers at different points in the game room.
- F** It is recommended to keep an entry record of clients with name and telephone number that serves as a reference for health authorities, in case a worker tests positive for COVID-19 and contacts can be traced.
- G** In places where metal detectors are used, they should be disinfected every hour and after coming into direct contact with a person.
- H** If the casino has access through elevators, its buttons must be constantly cleaned (at least every hour) and it is recommended that they be used by one person at a time, be they customers, employees or third parties.

## MEASURES TO MAINTAIN PHYSICAL DISTANCING BETWEEN EMPLOYEES

### PROCESS AREA (FOOD AND BEVERAGE PREPARATION)

- A** At least 1.8 meters of distance between employees in the work areas should be maintained. Where this is not possible, other measures should be defined to protect employees, such as:
  - Place contributors in the process lines in such a way that they are not placed in front of each other.
  - Use of personal protective equipment (e.g. masks).
  - Separate workstations.
  - Limit the number of staff members in the process area based on shifts.
  - Prevent them from talking unless it is essential.
  - Organize staff into working groups to reduce interaction between groups.
  - Increase the frequency of cleaning and disinfection of surfaces.



## DINING AREA, LOCKERS

- A** When possible, the rest area, dining room of employees should be adjusted to maintain physical distance (for example, separate tables, reduce the number of chairs per table, assign shifts to small groups).
- B** Prevent agglomerations of workers in the locker area (mainly during entrance and exit times).
- C** Frequent cleaning and disinfection of employee dining areas, rest areas and other common areas must be maintained, as well as the placement of Ministry of Health signs in these areas.

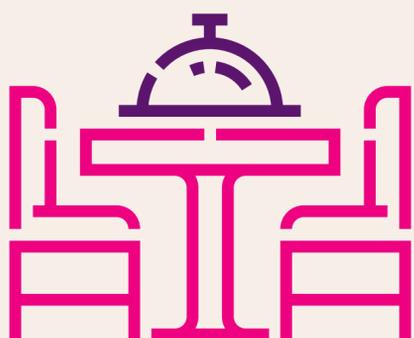
## MEASURES TO MAINTAIN PHYSICAL DISTANCING BETWEEN EMPLOYEES AND CUSTOMERS

- A** The food service staff, at the time of delivery of orders, must carry out the delivery with personal protective equipment (face masks or face shields) and provide a minimum distance of 1.8 meters from the consumer when delivering the order on a clean surface (table or counter).

## FOOD AREA AND BAR

In addition to the provisions of Version 6- 20 July 2020. General guidelines for food services to the public due to Coronavirus health alert (COVID-19), the following measures must be taken:

- A** Try to place the tables with a distance between them of 1.8 meters and disinfect tables and dining rooms before and after being used.
- B** Establish rules for drinking water and beverages from fountains, dispensers and/or thermoses, preventing the edges of cups and/or bottles from having direct contact with the dispenser.
- C** Increase the frequency and scope of cleaning and disinfection in restaurant or bar areas, especially disinfection of counters, tables and chairs along with other contact points such as menus, napkin rings and condiments.
- D** In any event, the casino with an authorized restaurant and bar service will be subject to the same restrictions and sanitary measures established for this type of establishment, as provided by the Ministry of Health.



## DELIVERY OF ORDERS TO THE CONSUMER USING A TAKE-AWAY SERVICE

- A** Prior to delivery of the order, the operator must consult with the consumer to see where they want the order placed (surface) to maintain a social distance of 1.8 meters.
- B** Delivery should be made on a surface, to prevent direct contact. Never place the order on the floor.
- C** When interacting with the customer who withdraws the order, you must use personal protective equipment (face mask or face shield).
- D** To pay for the order, it should preferably be done by electronic payment with a credit or debit card. In the case of cash, the employee must proceed to wash their hands or disinfect with alcohol gel between 60% and 70% once they have deposited the money in the cash register.



## PRIZES

- A** All money movements must be handled at casino cashiers, without exception. Money must be disinfected daily with ultraviolet lamps.
- B** In the case of a cash prize, the money must go through the least amount of paperwork possible and be delivered in a previously disinfected box or plastic bag. The possibility of making payment by electronic transfer may be made available to customers, or failing that, by payment by check the next day.
- C** Hand washing or disinfection with gel alcohol of between 60% and 70% should be done after each money transaction even after depositing it in boxes or bags for prizes.
- D** Prizes must not be delivered directly to the customer's hands, they must be disposed of on a surface that must be cleaned after each delivery.
- E** The Cashier is the only place prizes or money won will be given and the cashiers will be solely responsible for their delivery.



## PAYMENT METHODS

- A** Encourage payment with cards or electronic means. Clean the dataphones between transaction and transaction. Avoid signing dataphone receipts unless the customer uses his own pen.
- B** Avoid receiving payments in cash. If this is not possible, it is recommended to receive the exact amount of the purchase.
- C** Areas with the highest number of people such as places of payment (cashiers) must install transparent acrylic screens, and catenary and signaling the obligatory social distance on the ground, to define the rows, in addition, the cashiers will wear masks, face shields and gloves, in addition to have a hydroalcoholic gel dispenser and a UV lamp to disinfect effective or chips in each workstation or window.

Inform employees of the symptoms of COVID-19, share information issued by the Ministry of Health, as well as make them aware of the provisions of this protocol. The protocols for hand washing, sneezing and coughing, other forms of greeting, or any other issued by the Ministry of Health, must be placed in visible places, so that employees and clients of the Casino can consult them.



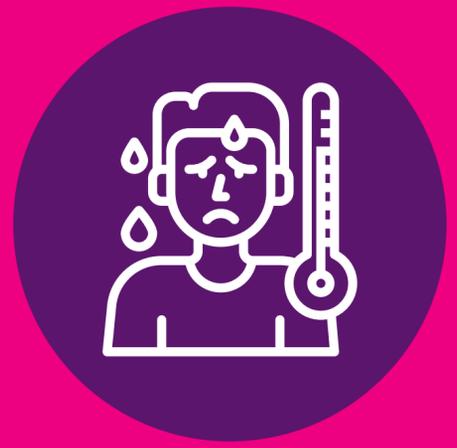
## HYGIENE HABITS OF THE EMPLOYEE IN THE WORKPLACE

- A** The employee must comply with the following recommendations from the moment they go to their workplace:
  - Maintain good daily personal hygiene
  - Use Clean Clothes
  - It is mandatory to change clothes for the work uniform or work clothes in the establishment, always observing the washing and disinfection of hands, as well as washing clothes.
  - Keep distance between people at least 1.8 meters away.
  - Do not touch your face or other parts of the body during the journey to your workplace.
  - In case of presenting symptoms related to COVID-19, refrain from leaving the house, immediately notify the immediate superior and do not go to the workplace.
  - Hand washing and disinfection when arriving at the workplace and when returning home.

- B** The employee must comply with the following recommendations at their workplace:
  - When entering and leaving the workplace, the protocol for greeting and washing or disinfecting hands with alcohol gel with a composition between 60 ° and 70 ° must be followed.
  - All workers/employees must follow the protocols for coughing and sneezing, hand washing and other forms of greeting that are included in the annex to this document.
- C** The people in charge of cleaning must protect themselves with gloves while carrying out the cleaning and hygiene of the facilities. After cleaning, the residues must be disposed of correctly and the hand washing established in the protocol indicated in the annex must be carried out.
- D** Efforts should be made to maintain a minimum distance of 1.8 meters between employees to reduce the risk of infection.
- E** You must fully comply with the protocol for hand washing and drying and the protocol for when to wash your hands.
- F** For employees whose functions do not warrant the use of a cell phone, this must be kept in their respective locker or bag for personal use. Those who must use the cell phone must disinfect it frequently.
- G** Employees must keep their personal items clean for use in the workplace such as: glasses, tablets, pens, agendas among others.



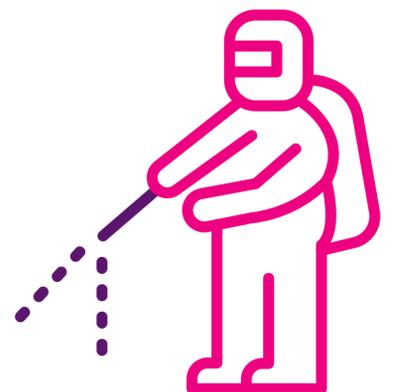
# ACTIONS FOR CONFIRMED CASES AMONG EMPLOYEES AND CLIENTS



In the event of an employee with a confirmed case of COVID-19, the Casino Administrator must notify the corresponding Governing Area of the Ministry of Health, so that it may implement the appropriate control and monitoring actions according to the National Guidelines for the Surveillance of the COVID-19 disease.

In addition, the following recommendations should be followed when a suspected COVID-19 case is confirmed:

- 1** Perform primary assessment of the employee, using the PPE indicated above.
- 2** Encourage that the person with signs and symptoms suggestive of COVID-19 remain physically isolated.
- 3** Once the assessment has been made, the establishment will make a phone call to the nearest Ministry of Health office, whose number must be visibly available in administrative areas, and the latter in turn will manage the team that will assess the health condition of the case in a timely manner suspect and give us the steps to follow.
- 4** If it is recommended to go to the health center, the transfer, as much as possible, must be carried out through a means involving the least contact with people, and then wait for the Ministry of Health to provide further instructions.
- 5** A mask must be worn for the transfer, if you do not have a mask please notify the health center when you get there, they will provide you with the corresponding implements.
- 6** Remember that the mask is useful only until it gets dirty or moistened; if that happens, it must be changed and discarded.
- 7** Without medical indications, the administration of drugs for symptomatic relief is not recommended.
- 8** If home isolation is indicated, preventive and isolation measures must be continued to avoid the appearance of new cases and apply and continue the indications given by the health team that provided health care for the person's home management.
- 9** Perform the necessary actions to maintain good health self-care, such as: proper hydration, healthy eating, toothbrushing, restful sleep, low salt and sugar consumption, and physical activity (as much as possible) inside the room.



The Casino staff will follow the instructions of the Ministry of Health in the event of a confirmed case or a suspicious contact. They should provide whatever collaboration is within their reach to facilitate the work and research carried out by the Ministry of Health. Additionally, you must keep a log or record of information for employees who consult for symptoms related to a respiratory disease, or with potential risks of contracting the disease: over 60 years old, hypertensive, with respiratory conditions, diabetes, or who are in treatment for cancer or other disease that compromises your immune system. Also, if you have been around a suspected case.

## IN THE EVENT THAT AN EMPLOYEE IS CONFIRMED WITH COVID-19, THE FOLLOWING MUST BE IMPLEMENTED:

- A** Please close the establishment and carry out the cleaning and disinfection procedure throughout the premises in case of detection of confirmed COVID-19 personnel.
- B** You must inform the case collaborators for a COVID-19 analysis in the appropriate EBAIS or Governing Area of the Ministry of Health.
- C** You should let your customers know the situation.  
You should open the service to the public when you confirm that no contributor is positive for a COVID-19 analysis.

## IN CASE A CASINO CUSTOMER IS CONFIRMED WITH COVID-19 WHILE AT THE CASINO ESTABLISHMENT, THE FOLLOWING MUST BE IMPLEMENTED:

- A** If you have a symptomatic case of COVID-19, you should coordinate with the CCSS Communications Center (Contact via telephone 2290-0513, 2290-1893, 2103-1500 or 2220-3510 or through System 9-1-1 or 1-1-2-3). The latter shall inform the appropriate medical center for proper preparation and waiting for the patient.
- B** The persons with whom the suspected COVID-19 customer has contacted during his visit to the Casino should be informed to the health authorities.
- C** The most common symptoms a client may have from COVID-19 infection are:
  - a. Fever
  - b. Exhaustion
  - c. Dry cough

Some patients may have the following symptoms:

- a. Pain
- b. Nasal congestion
- c. Rhinorrhea (liquid mucus)
- d. Sore throat
- e. Diarrhea
- f. Loss of taste
- g. Loss of smell

## IN CASE A CUSTOMER IS CONFIRMED WITH COVID-19 AND HAS MADE USE OF THE CASINO FACILITIES, THE FOLLOWING MUST BE IMPLEMENTED:

- A** Please close the property and perform the cleaning and disinfection procedure of the premises in case of detection of confirmed COVID-19 personnel.
- B** You must inform the case collaborators for a COVID-19 analysis in the appropriate EBAIS or Governing Area of the Ministry of Health.
- C** You should let your customers know the situation.
- D** You should open the service to the public when you confirm that no contributor is positive for a COVID-19 analysis.



## COMMUNICATION

Casino Administrators must carry out training to raise awareness about this guideline, its scope and application for their employees and providers and must notify customers in an easy to understand, and agile manner, upon entering the facilities.

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

- 1** Staff, providers and customers shall be provided with the necessary information regarding the prevention and containment measures established for the COVID-19 emergency.
- 2** Sneezing and coughing, hand washing, other ways of greeting, not touching the face and populations at risk protocols must be displayed in visible spaces in the most common languages used for tourists. (See annexes).
- 3** The Casino Administration will provide information about the services, as well as provisions on access, use of facilities and schedules, if necessary, along with protocols related to COVID-19.

Person in charge of communication during the emergency responsible for maintaining and updating the information.

- A** The Casino Administration must define a person responsible for maintaining and updating the information in an official manner, or failing, it will designate the person it deems relevant to the position and will inform everyone (collaborators and providers), who will be responsible for the communication from the Ministry of Health.

The means by which the protocol is published, once approved by the Minister concerned.

The publication media of the protocol, once approved by the Minister of Tourism, will be the official website of the Costa Rican Tourism Board and CANATUR.



## APPROVAL, MONITORING AND EVALUATION

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