

ICT-P-005

Specific protocol for

Thematic Tourist Activities and Adventure Tourism.

TOURISM SECTOR

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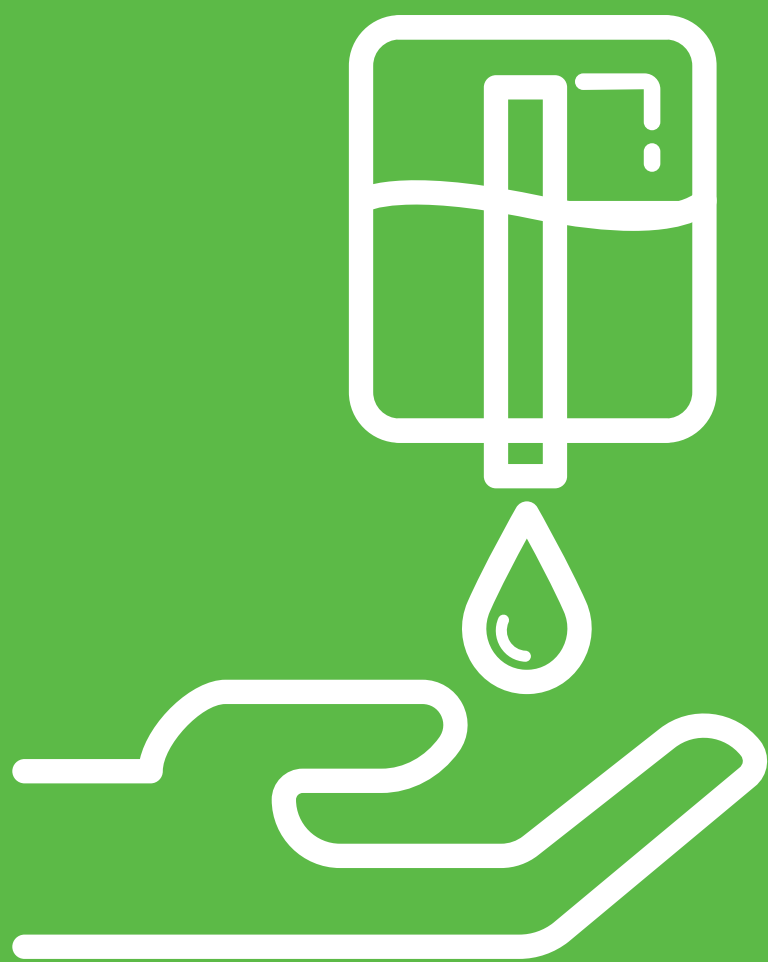
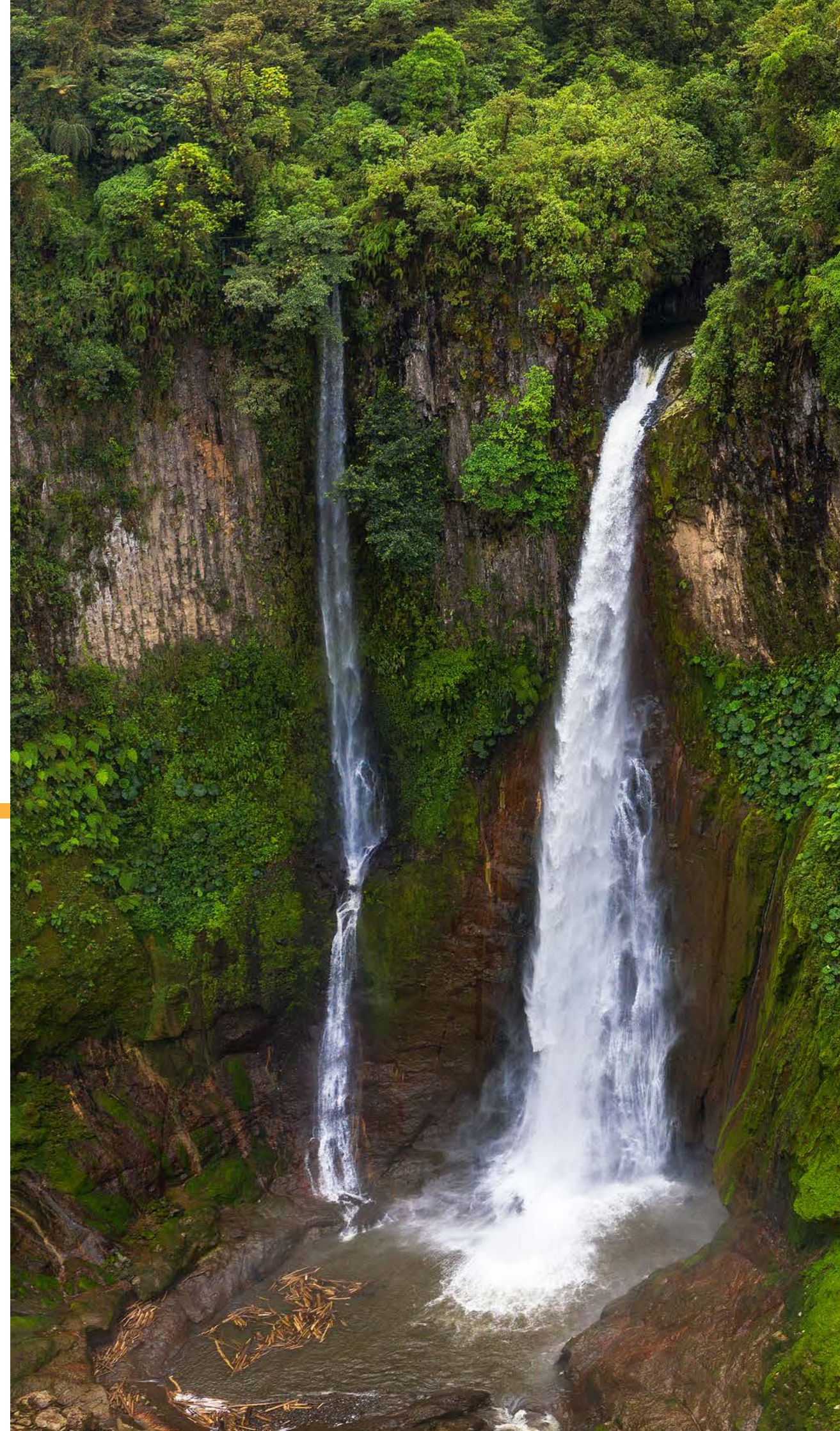


FOREWORD

As part of the declaration of a national state of emergency throughout the territory of the Republic of Costa Rica, made official by Executive Decree 42227-MP-S, as a result of COVID-19, and, given the characteristics of the pandemic and the various forms of infection of the virus, preventive health measures have been defined by the Ministry of Health, as the governing body in the context of this response phase and in the event of contagion in a workplace.

OBJECTIVE AND FIELD OF APPLICATION

The application of the guidelines is aimed at the tourism sector, a subsector of thematic tourism activities, throughout the national territory, as part of the preventive and mitigation actions dictated by the Ministry of Health for the attention of the alert by COVID-19.



HYGIENE AND DISINFECTION

OVERVIEW

CLEANING, HYGIENE AND DISINFECTION MEASURES

The establishment must ensure access to antibacterial soap, gel alcohol with a composition of **at least 60% and disposable towels for drying hands**, in all common areas.

The establishment must ensure that customers respect the safety distances established by the Ministry of Health (1.80 meters).

The establishment must **ensure the replenishment of antibacterial soap, gel alcohol with a composition of at least 60%**, disposable towels and/or other requirements for the use of customers and service staff.

Paper, gel alcohol, with a composition of at least 60%, and soap dispensers must be periodically disinfected, based on the level of use.

The establishment must intensify cleaning and hygiene measures, primarily regarding high contact surfaces (handles, reception furniture, elevator buttons, door knobs, computer equipment, dataphones, remote controls, telephones, room cards/keys, time punches, guardrails, etc.).

The administration **must ensure safety conditions in the cleaning of public areas**.

The company must guarantee the use of cleaning and disinfection products in accordance with those indicated in the safety data sheets.

Cleaning carts must be cleaned and disinfected both before and after use.

The company must maintain daily records of cleaning procedures carried out, as well as a record of the products used.

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).

Establish the daily monitoring of employee health status and document it.

The company must guarantee personal protective equipment according to the activity to be carried out (non-surgical gloves, face mask/acrylic shield, glasses) for kitchen, laundry, maintenance, cleaning and safety personnel, as well as ensure its correct use in the performance of their tasks. **(For cleaning tasks, use vinyl/acrylonitrile gloves**. If using latex gloves, it is recommended that it be over a cotton glove).

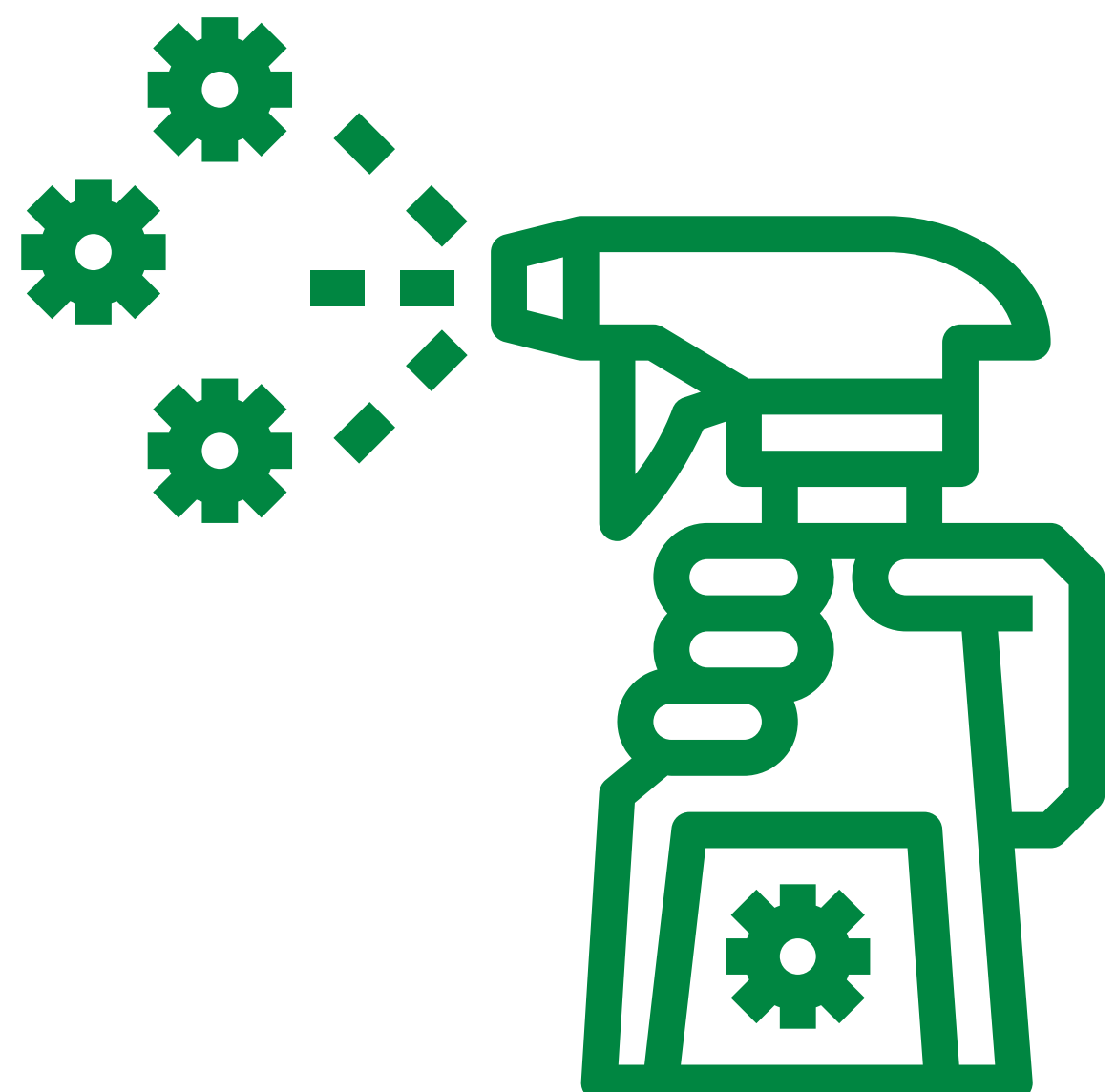
Provide employees with information regarding the prevention and containment measures established by the administration for the emergency of COVID-19.

Provide the time and means for proper hand hygiene.

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

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

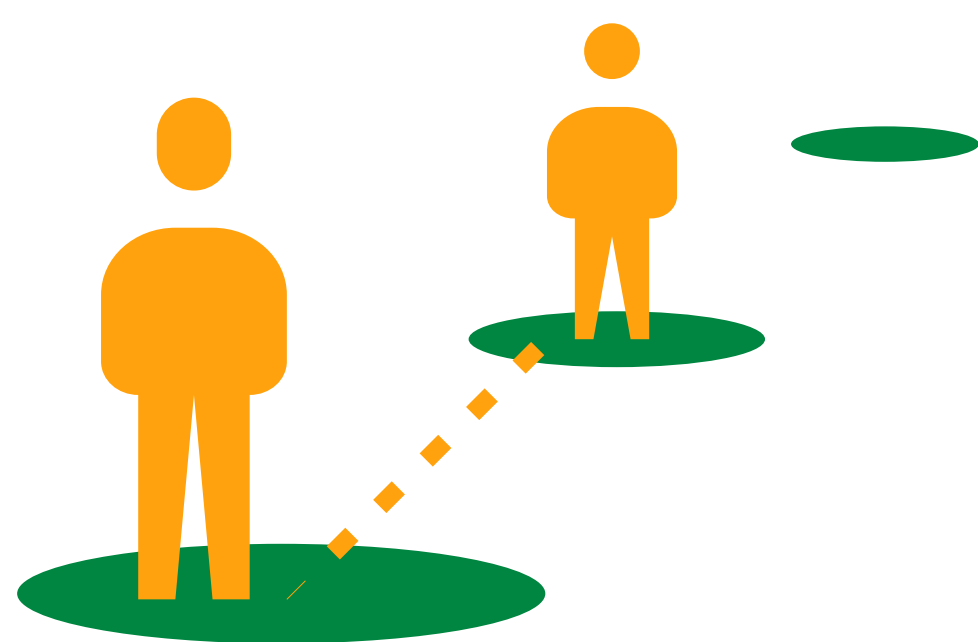
Wear clean work clothes daily and use the personal protective equipment provided by the administration to carry out tasks.



Reusable equipment must be disinfected with at least a 70° alcohol-based solution and disinfectant or any other cleaning product that demonstrates its effectiveness against the virus.

The establishment must notify the customer, before confirming a reservation, the conditions of service and prevention measures established, for their acceptance.

It is recommended that the establishment evaluate the implementation of payment by electronic means or contactless credit/debit cards



It is recommended that the establishment demarcate areas using footprints or lines on the ground (colored adhesive tape can be used) indicate to customers how they should position themselves when they stand in line in the reception area, bathrooms, premises entrance or waiting area if they need to wait their turn to be attended to (internal and external area of the premises).

The company will take the temperature of all customers and providers when registering their entrance to the premises.

The customer should not report to the site or activity if they present virus symptoms including coughing, sore throat, fever, or shortness of breath.

a. The establishment must inform the customer of the options they have in case of presenting symptoms and options for rescheduling or canceling their visit.

b. In the event that the client must carry any type personal protection equipment, this must be previously communicated when the reservation confirmation is sent.

As much as possible, a service schedule for providers must be established based on the requirements of the physical space, so as not to coincide with the public service hours.

a. The reception of merchandise or providers should, preferably, be carried out in separate areas from where the tourist activities take place.

b. If possible, provider access should be different from those used by visitors and employees.

The establishment must generate documents with the protocols indicated by the Ministry of Health, which must be in the official language and at least one foreign language, for the understanding and compliance of all employees and customers.



CLEANING AND DISINFECTION PROCEDURES

The procedures to be carried out for the cleaning and disinfection of the workplace are detailed below:

A

Procedure for washing your hands.

The establishment must promote hand washing in accordance with the protocol established by the Ministry of Health for this purpose. See annex 1.

In addition, the company must display the hand washing protocol in areas visible to employees.

B

Procedures for hand rinsing and drying

The establishment must promote hand washing in accordance with the protocol established by the Ministry of Health for this purpose. See annex 1.

In addition, the company must display the hand washing and drying protocol in areas visible to employees.

Disposable towels for hand drying must be available in all areas intended for hand washing.

The administration must ensure that the soap used for hand washing is antibacterial.

There must be a trash can or container available for the disposal of paper towels. It must have a non-manually operated lid to avoid hand contact.

C

Procedures for disinfection with effective anti-virus products

The company must use effective cleaning products against the virus, ensuring the greatest disinfection of all areas, which must be duly authorized by the Ministry of Health.

Cleaning personnel must only use products provided by the establishment, with the understanding that they must be effective against the virus and its spread.



The company must establish cleaning and disinfection schedules based on the movements of the personnel and the attention of visitors. At the very least, all objects (furniture, utensils, equipment, etc.) that one person has come into contact with should be disinfected before being used by another person.

A cleaning schedule must be established for the disinfection of restrooms according to the volume of visitation, which shall be determined by the administration. This cleaning schedule must not exceed two hours before a new use.

Cleaning personnel must ensure the supply of water, antibacterial soap, gel-alcohol solution with a composition of at least 60%, as well as paper towels in rest rooms. In addition, the overflow of garbage cans must be avoided.

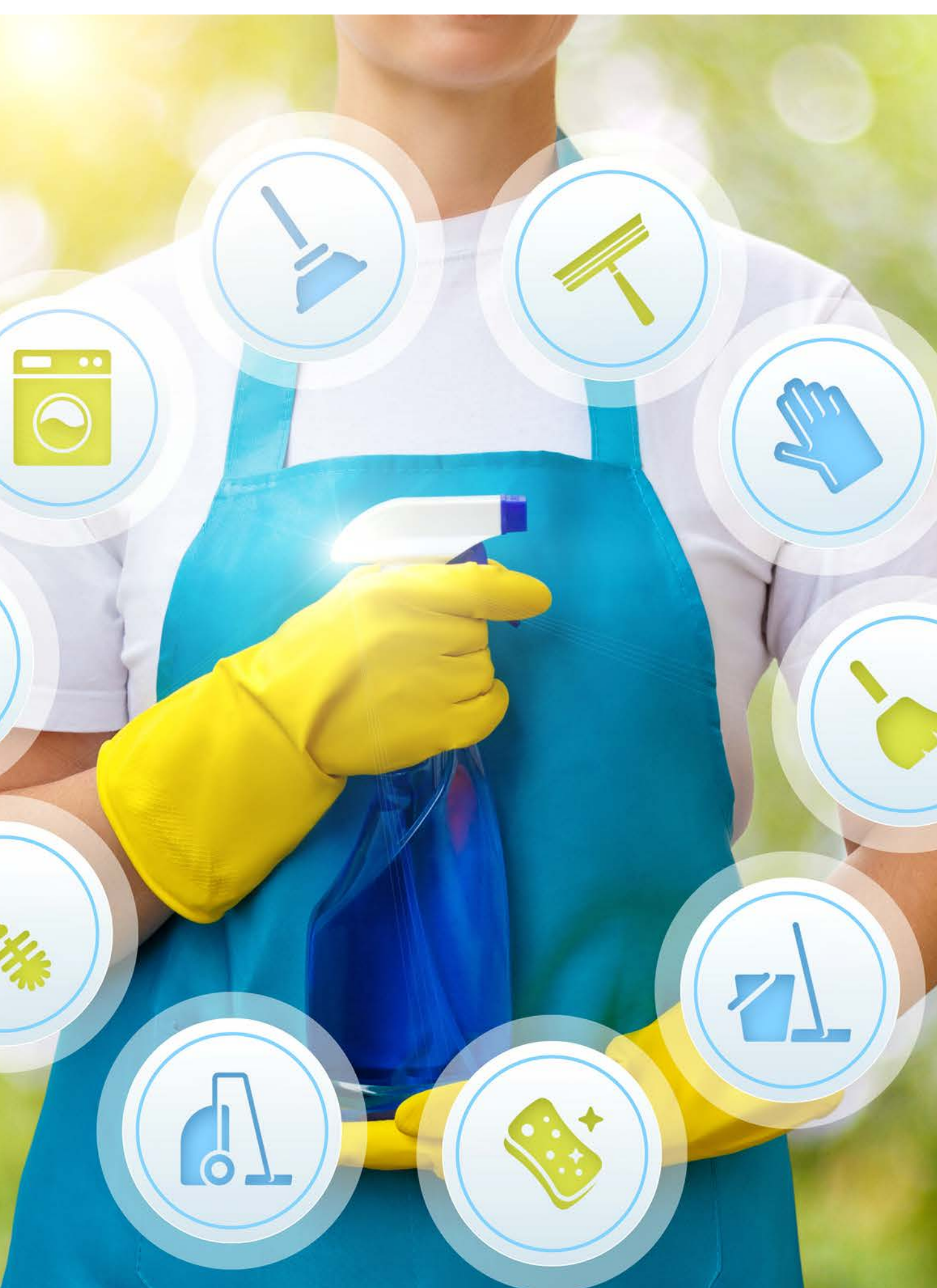
The company must keep track of all the cleaning and disinfection procedures established for the different work and public access areas with a log.

The company must hold the necessary meetings, and share the necessary communication material, with the cleaning, maintenance, administrative and operational personnel, for the dissemination of the cleaning plans and their schedule.

An alcohol gel solution with a composition of at least 60% must be available at all work stations related to tourist care.

The company must establish an official list with constant updates of the personnel in charge of cleaning, disinfection, and waste management, as well as the personnel who must have personal protective equipment.

The company must provide ongoing training processes on issues such as disinfection, handling of cleaning products, handling of personal protective equipment, waste management, etc. In addition, it must keep records of these trainings as well as records of participating personnel, ensuring the update of 100 per cent of the staff.



CLEANING AND DISINFECTING PRODUCTS

The chemicals used for cleaning and disinfection for COVID-19 must be endorsed by the Ministry of Health for this purpose.

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

To reuse a personal hygiene item, it must be washed with the recommended solution for that purpose by the Ministry of Health.

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

IDENTIFICATION OF CRITICAL POINTS FOR DISINFECTION

THE COMPANY MUST ENSURE THE CONTINUOUS DISINFECTION AND CLEANING OF THE FOLLOWING SURFACES AND AREAS, AS WELL AS THOSE DEEMED NECESSARY FOR THE CORRECT SANITIZATION OF ALL FACILITIES IN GENERAL.

- AREAS DESTINED FOR THE RECEPTION OF TOURISTS
- PUBLIC RESTROOMS
- EMPLOYEE RESTROOMS
- COMMON AREAS
- DINING AREAS
- EMPLOYEE REST AREAS
- CUSTOMER SERVICE AREA
- WAREHOUSE FOR STORING EQUIPMENT USED IN TOURS
- COUNTERTOPS
- CASHIER AREA
- LIGHT SWITCHES
- HANDLES
- HANDRAILS
- LOCKS
- RESTROOMS
- REMOTE CONTROLS
- BASIN
- WATER FAUCETS
- TELEPHONES
- MUGS
- DESKTOP SURFACES
- DRAWER HANDLES
- BALLPOINT PENS
- ETC.

The company must ensure the continuous disinfection and cleaning of the electronic equipment used by employees. It is recommended that the user manuals be reviewed to verify any specific cleaning restrictions for each device.

IT IS RECOMMENDED THAT THE COMPANY IMPLEMENT THE FOLLOWING STEPS FOR ELECTRONIC DEVICES:

- A Turn off the computer.
- B Disconnect power cables, devices, and external cables.
- C Use only a soft, lint-free cloth.
- D Keep liquids away from the item, 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 type 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 proper protocols.

The company must increase the frequency of cleaning and hygiene (depending on volume of visitation) in all spaces, with greater rigor on support surfaces.

It is recommended to use an alcohol-based solution of at least 70% for cleaning the equipment, as well as commercial products recommended by the health authorities.

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, transportation services of people, in its different modalities, also require the use of a face mask.

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

The company must provide the personnel who require it, PPE for the correct performance of their functions.

It is recommended that when employees, for reasons specific to their position, cannot maintain the recommended distance (1.80 meters), they use the PPE that best suits them.

The establishment must recommend that all employees (through the use of digital platforms, information boards, digital bulletins or by digital or physical means of preference) the proper use and handling of PPE.

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

The organization agrees to provide PPE for all employees of its organization.

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

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

Dustbins 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 the necessary hygienic and protection measures in the activities of prevention, reduction and separation of waste, both at the generating 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 management process, the person responsible for this task shall carry out the handwashing according to the protocol established by the Ministry of Health.

LOGISTICS IN THE WORKPLACE

SERVICE OR OPERATIONAL CONTINUITY PLAN

It is recommended that the establishment develop a service continuity plan to attend to a disruptive event that may affect the operation and the services offered.

The inclusion of the following sections is recommended as a minimum basis for the preparation of the service or operational continuity plan.

- Identification of threats
- Impact analysis on the establishment
- Crisis management
- Communication in the crisis
- Recovery process

SHIFTS AND SCHEDULES

The company must establish a schedule and shift distribution plan, taking into consideration the recommendations of the health authorities, the operation modality of the establishment and the distancing of the collaborators at the time of admission.

The company must assess the implementation of flexible schedules for the development of its operation.

Work schedules must include the time for employees to wash their hands at least once every 60 minutes, for approximately 40 seconds as a minimum, or as deemed necessary. The above when applicable, depending on the activity to be carried out. Except for jobs that include the group guide that exceed the indicated duration, in this case, the employee involved will be told that at the end they will have to wash their hands.

SOCIAL DISTANCING IN THE WORKPLACE

Schedules/procedures must be established for dining rooms and eating areas within the organization, to avoid the crowding of employees and thus maintain a capacity of 50% in these facilities.

The application of teleworking should be evaluated as a measure to promote physical distancing between people, in positions considered teleworkable that are not critical in the administrative and operational part of the organization.

The company must encourage the practice of holding work meetings through virtual platforms, even when the staff is on the premises. If it is not possible for different reasons, that the organization of face-to-face meetings is required, a minimum distance of 1.80 meters must be ensured.

The company must establish a policy that prohibits business trips (when applicable) considered "non-essential", until the level of health alert in the country is reduced.

EMPLOYEE SANITARY HABITS IN THE WORKPLACE

- A. It is recommended that the establishment take the temperature of all employees at the beginning of the work shift.
- B. The organization agrees that hand washing is mandatory upon entry of the employee to the facilities and must consider the frequency recommended by the health authorities.
- C. The company must establish a procedure for the correct use of the work uniform, whether the employee is asked to use a uniform or work clothes within the workplace.
- D. Employees must be instructed to carry out the handwashing protocol, after contact with customers, after contact with contaminated surfaces or equipment and after removing the PPE (gloves, masks, etc.). As for the hands, nails must be short, avoid using rings, bracelets or other types of jewelry.
- E. The employee must be informed of the need to inform when they come into contact with a person in quarantine or exposed to the coronavirus.
- F. The company must restrict the attendance of employees who present flu like symptoms respiratory illness.





ACTIONS FOR CONFIRMED CASES AMONG EMPLOYEES



In the event of an employee with a confirmed case of COVID-19, the company 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.

The employee must implement the following steps:

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

The company must activate the cleaning and disinfection procedure immediately at the confirmed employee's workplace, as well as in those common areas and sites visited in the workplace.

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

When the company is faced with the confirmed or suspected case of COVID-19 of an external client, it must coordinate what corresponds 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 reinstatement of the affected employee will be carried out by means of a medical discharge issued by the CCSS doctor. Similarly, if applicable, the Occupational Health Department will monitor, as appropriate.

COMMUNICATION

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).

Staff members, providers and customers will be provided with the necessary information regarding the prevention and containment measures established for the COVID-19 emergency.

Protocols for sneezing and coughing, hand washing, other forms of greeting, not touching the face and high-risk populations, in the most common languages used by tourists, must be posted in visible spaces. (See annexes).

The administration shall provide information about the services, provisions regarding access, use of facilities and schedules, if necessary, as well as protocols related to COVID-19.

The General Manager shall be the person responsible for maintaining and updating the information in an official manner, or failing that, he shall designate the person he deems relevant for the position and shall inform everyone (employees and providers), who will be in charge of communication from the Ministry Health.

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



APPROVAL, MONITORING AND EVALUATION

AUTHORIZATION

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