

ICT-P-10.2

Specific protocol for Spa Subsector

TOURISM SECTOR

CREATION DATE: DECEMBER-2020

VERSION: 002

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FOREWORD

Within the framework of the declaration of national state 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 contagion 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 a contagion in a workplace. .

OBJECTIVE AND FIELD OF APPLICATION



The application of this protocol applies to any facility called SPA either as a solo unit or within a tourist complex, hotel or shopping center, throughout the Costa Rican territory, regardless of the size of the same, where hydrothermal techniques, manual, massage, etc. and where a physical therapist, masseur among others is involved either with preventive or aesthetic reasons.

Spa centers must comply with all general and specific guidelines and will be responsible for compliance both for their employees and their customers. It is important to mention that the security provided to both employees and customers will make the reopening and “return to normal” as best possible for the benefit of all. In addition to the good work of these measures depends on the reputation of both the local and the country.

HYGIENE AND DISINFECTION

OVERVIEW



CLEANING, HYGIENE AND DISINFECTION MEASURES.

The property must indicate the cleaning and disinfection items (disinfectant, alcohol, etc.) to be used as appropriate and for which areas they are specifically for (wet areas, dry areas, common areas, railings, furniture, among others), as they may have products that are not suitable for swimming pools and vice versa. It should be clearly established how the elements /products are used (e.g. whether they are mixed or diluted, what they can be mixed with, how they are diluted, how much quantity, etc.)

The property must indicate the cleaning and disinfection items (disinfectant, alcohol, among others) to be used as appropriate and for which instruments they are specifically for (trays, instruments, presentation plates, etc.). It should be clearly established how the elements /products are used (e.g. whether they are mixed or diluted, with what they can be mixed, how they are diluted, how much quantity, etc.) If equipment is used for sterilizing tools, detail the procedure for use and the materials necessary for such a function.

The validation of the elements indicated above is recommended based on their composition and concentration, according to the guidelines of the Ministry of Health, on the following website: **https://www.ministeriodesalud.go.cr/index.php/informacion/productos-registrados.**

It is recommended to use disposable towels to carry out basic and periodic cleaning and disinfection processes. If cloths are used, separation should be established by colors or by some other measure to separate them by zone and by type of disinfection. The establishment must, according to its needs, list the utensils and implements to be used in deep cleanings (as well as its frequency that has been mentioned above).

Provide information to the collaborator about the prevention and containment measures established by the administration for the emergency of COVID-19.

Provide 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 other employees' devices. If there is alternation in the use of certain equipment or devices, the establishment should define guidelines for cleaning and disinfection between use and use to reduce the risk of contagion.

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

The company is recommended to establish footprints or marks on the floor (colored adhesive tape can be used) to indicate to customers how they should locate themselves when they stand in line in the reception area, bathrooms, premises entrance, waiting area in in case you have to wait for your attention (internal and external area of the premises).

The company will implement the temperature intake of customer and suppliers at the time of registering at the premises.



THE CUSTOMER SHOULD NOT REPORT TO THE SITE OR ACTIVITY IF YOU HAVE SYMPTOMS OF THE VIRUS SUCH AS COUGH, 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.

Written instructions available to employees, coughing protocols, sneezing, hand washing, and other ways of greeting, as well as reporting to collaborators in case of symptoms.

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 shall ensure that the soap used for hand washing is antibacterial.

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

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
The company shall establish cleaning and disinfection schedules according to staff movements and visitors' attention. At least all objects (furniture, utensils, equipment, etc.) with which a person has made contact before being used by another person must be disinfected.

A cleaning role should be established for the disinfection of health services according to the volume of visitation, which will be determined by the administration. This cleaning role must not exceed two hours before a new use.

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

The company must monitor by logging all the roles established for the cleaning and disinfection of the different work areas and public access.

The company shall specify the necessary meetings, and share the necessary communication material, with the cleaning, maintenance, administrative and operational personnel, for the disclosure of the cleaning plans and schedule thereof.

It will be available in all working stations linked to the attention of tourists, gel alcohol solution with a composition of at least 60%.

The company shall establish an official list with constant updates of the staff responsible for cleaning, disinfection, waste management, as well as personnel who must have personal protective equipment.

The company must carry out ongoing training processes in topics such as disinfection, handling of cleaning products, handling personal protective equipment, waste management, etc. In addition, it must keep records of such training as well as the registration of participating personnel, ensuring the update of 100 per cent of staff.

CLEANING AND DISINFECTING PRODUCTS



The chemical products used for cleaning and disinfection due to COVID-19 must be endorsed by the Ministry of Health for this purpose Said authorization can be verified at: **(https://www.ministeriodesalud.go.cr/index.php/informacion/productos-registrados).**

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

Establish a list of surfaces that are frequently handled by collaborators, visitors, suppliers among others; that will be priority for the cleaning and disinfection process, or areas that are high risk due to their construction complexity that require greater care in the cleaning process and disinfection such as: railings, doors, handles, desks, toilet and sink handles.

It is recommended that the company make a list of the products and their use for the disinfection of each equipment to be disinfected (telephones, screens, keyboards, mice, cell phones, printers, equipment in the treatment rooms, items to perform the treatments (creams , exfoliating, among others) Avoid as much as possible that this equipment is shared and if it is shared, each time it is used it must be disinfected.

The cleaning of objects used in the attention of the public such as: showcases or windows, bells, microphones, dataphones, pens, switches, among others must be done periodically, it is recommended every hour. Avoid as much as possible that many people make use of them and create a disinfection culture after using them.

Thoroughly clean the heads of the tables between each user / client. In addition, only use sheets and headrest covers to cover the massage tables. Avoid using wool covers, etc.

The company should evaluate the convenience of carrying out deep disinfection in front of the client / user, to generate greater security in them.
The company must define those responsible for carrying out cleaning and disinfection measures, so that these are clear to all collaborators

Have a cleaning plan (that includes constant basic and deep cleaning) that includes the frequency, and that involves measures for both employees and customers. In the event that it already exists, it should be reinforced more regularly and with special articles against COVID-19. It is recommended that this process include deep procedures for opening and closing the SPA.

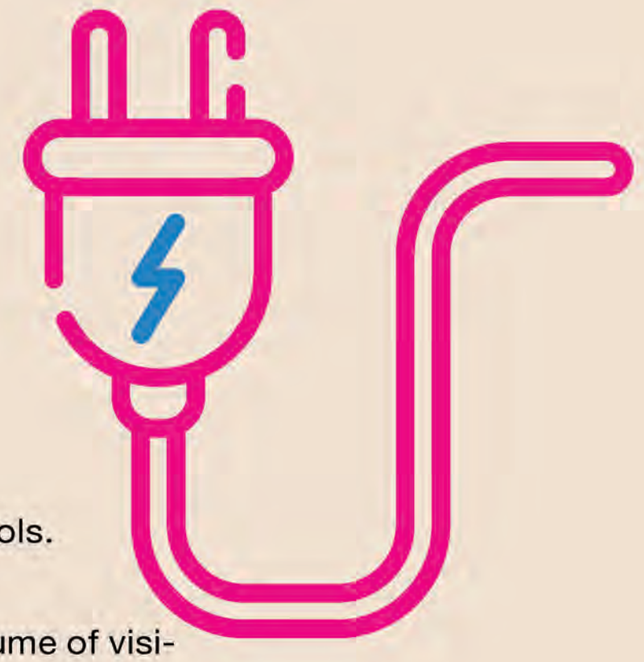
The company must communicate this cleaning plan to the collaborators, and it is desirable that the visitors / clients are aware of the minimum cleaning actions that the spa is carrying out, in order to provide greater peace of mind to the users.

Avoid having the cleaning carried out by an external company since the SPA employees will be able to have a better knowledge of the high risk areas to emphasize the deep cleaning and disinfection protocols.

The company must have a disinfection log (it may be in conjunction with cleaning) with those responsible and periodicity, in this control items commonly used in the spa such as stretchers, textiles, products, floors, bathtubs, among others, must be included.

The company must ensure the continuous disinfection and cleaning of the electronic equipment used by employees. For specific cleaning restrictions for each device, the review of user manuals is recommended.

THE COMPANY IS ENCOURAGED TO IMPLEMENT THE FOLLOWING STEPS THAT APPLY TO 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 should 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.

All Therapists should wear masks at all times. They must be changed with each patient and should not be worn for more than 4 hours in a row. Gloves should be used, as much as possible, when using appliances, but not during manual techniques.

All receptionists and support partners must wear a mask or face shield, when they do not have the furniture that forces the required distance of 1.8 meters. (In the case of receptions that do not have an insulating acrylic screen between client and collaborator).

Cleaners should wear gloves, aprons, face masks, and face shields at all times.

It is recommended that the company, prior to acquiring PPE, validate their quality taking into consideration the national and international standards of Costa Rica at: https://www.inteco.org/juntos-en-la-prevencion.

Constantly express to the staff the responsibility of using the equipment correctly and to the users about the need to carry them when it is established.

Before you put on a mask, wash your hands with an alcohol-based hand sanitizer or soap and water.

Cover your mouth and nose with a mask and make sure that there are no gaps between the face and the mask.

Avoid touching the mask while wearing it; if you do, wash your hands with an alcohol-based hand sanitizer or soap and water.

Replace the mask with a new one as soon as it is wet and do not reuse single-use masks. As far as possible, it is recommended or should be replaced with a new one every 4 hours.

To remove the mask: remove from behind (do not touch the front of the mask); immediately discard in a closed container; wash your hands with an alcohol-based hand sanitizer or soap and water.

WASTE MANAGEMENT

Waste generated during COVID-19 cleaning and disinfection must be classified and discarded according to the guidelines of the Ministry of Health, General Regulation for the Classification and Management of Hazardous Waste.

The procedure for handling and eliminating waste during the time that the outbreak is active is based on guidelines from the Ministry of Health, which recommends always using closures for them and in case of being medical material, indicate it in the outside of the waste bag.



The company must have a container with its respective lid, for waste disposal.

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

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 in charge of this task must carry out hand washing according to the protocol established by the Ministry of Health.

The establishment should inform employees how and when the waste and protective equipment will be disposed of, it is urged that they are always the same persons to handle the waste for each working shift.

The PPE container must be separated from the rest of the normal spa waste and must be duly labeled.

LOGISTICS IN THE WORKPLACE

SERVICE OR OPERATIONAL CONTINUITY PLAN

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

It is recommended that the following sections be included as a minimum basis for the elaboration of the service continuity or operational 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 should assess the implementation of flexible schedules for the development of its operation.

The times set for Spa services must respect an adequate cleaning and disinfection time between each treatment in addition to customer traffic in the center to avoid crowds in the common areas and reception.

Work schedules must include the time for the employee to wash his hands at least once every 60 minutes, for at least 20 seconds, or as deemed necessary. The above when applied, depending on the activity to be performed. Except for jobs that include the guide of groups exceeding the indicated duration, for this case, the collaborator concerned will be advised that at the end of the time they must carry out the hand washing.

SOCIAL DISTANCING IN THE WORKPLACE

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

The application of telework should be assessed as a measure to promote physical distancing between people, in positions considered tele-workable that are not critical in the administrative and operational part of the organization (e.g. appointments, accounting area etc.)

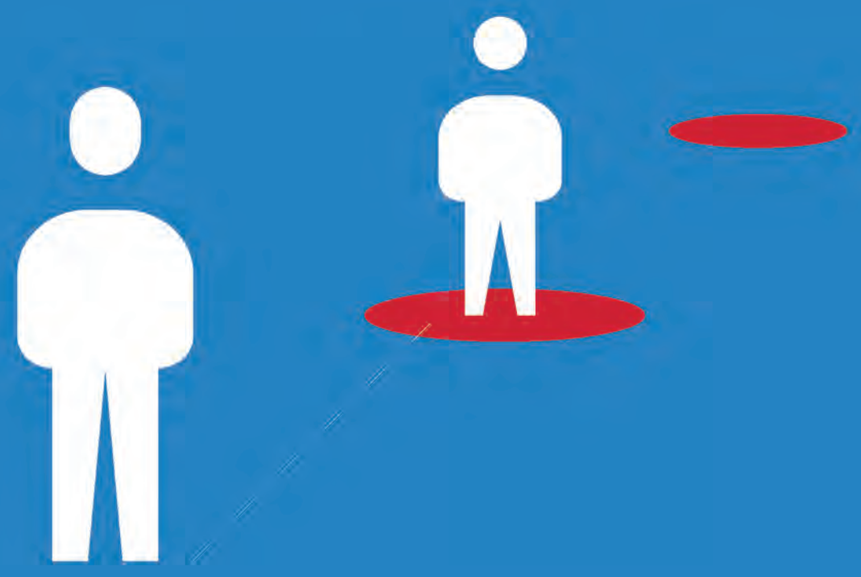
The company must encourage the practice of holding work meetings through virtual platforms, even when the staff is on the premises.

In the case of face-to-face meetings, if the organization of face-to-face meetings is required, the minimum distance of 1.80 meters must be ensured, in a well-ventilated or outdoor area.

Where possible, separate all furniture to comply with physical distancing guidelines.

The company shall establish a policy prohibiting work travel (where appropriate) considered “non-essential”, pending the reduction of the level of health alert in the country.

When the company requires employees to perform functions jointly, it must establish that work meetings do not exceed 15 minutes.



SPA STAFF POLICIES



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

Be careful to comply with the recommendation not to touch your face, especially when you have not washed your hands constantly.

All employees should have their temperature taken at least 2 times during their work shift (preferably once before starting their work and the others depending on the operation of the establishment). Assess symptoms before starting work, ideally temperature checks should be done before the employee enters the facility.

Do not use jewelry such as: rings, necklaces, bracelets, and large earrings (small earrings only) that serve as surfaces where contaminants can be housed.

Avoid as much as possible the use of cell phones and other non-essential personal or electronic items during their working day, and if used, disinfect them with each use.

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

If you are experiencing cold symptoms, respiratory problems or COVID, do not report to work and notify your manager.

Perform deep cleanings when starting and finishing the tasks of each day.

Establish people, for each shift, responsible for ensuring compliance with all cleaning, hygiene and disinfection measures, including COVID 19

Study in detail the general guidelines and this protocol.

Have a log to control the cleaning processes either by zone or total of the spa. If the company already has one, it must update with the new guidelines against COVID-19.

Use only MS-approved cleaning supplies. Remember that cleaning cannot be only with 70 degree alcohol.

Permanent and continuous washing of hands before, during and after entering the Spa, complying with the established protocol of at least 20 seconds in accordance with the general guidelines established by the MS. Provide the labeling on this protocol at each wash point.

Visibly post sneezing, hand washing protocols, among others; around the entire Spa area.

It is recommended that the company regularly monitor the temperature or possible symptoms of employees, it could be implemented through the occupational health program of your employer.

Ensure that contact tracing is carried out both with collaborators as well as with users who came into contact with the employee infected with COVID-19, thereby establishing a mechanism that allows associating collaborators with clients served ■

POLICIES FOR THE RECEPTION AREA



Where possible and in accordance with your hotel/spa center policy, reservation stations must be 2 meters apart or their equivalent in feet: 6 feet.

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

Designate a face-to-face reception desk, which has employee and customer protection barriers, with visual markings that help signal and maintain the distance suggested by MS.

Document all cleaning plans and strategies so that they can be accessed easily and periodically using cleanup schedules and inventories using checklists with managers, date and all information that the company considers.

Establish the way to regulate crowds or capacity, 2x2 is recommended for each person. The capacity has been established as stipulated by the MS.

Be attentive to users/customers and collaborators to make recommendations about COVID protocols (constantly remember not to touch your face, avoid hand greetings).

The use of digital forms should be encouraged for the replacement of medical sheets, the release of liability and any other documentation necessary for the use of the facilities or to receive any service from the Spa.

Advance or contactless payment protocols should be encouraged, otherwise it is recommended to have a cash handling protocol to protect both the contributor and the customer.

Every Client who enters the Spa must have their temperature taken upon entry as the first step in the client-collaborator interaction.

The use of advertising documentation or any other printed collateral material should be avoided as much as possible and try to use digital documentation using QR signage or any other access link thereto (e.g. treatment menus, promotions, among others.).

All work tools such as: pens, staplers or headphones, telephone; and desks included; keyboard, mouse, laptops, and stationery must be for each employee's own use. If they are shared, they must be disinfected at the beginning, after use and at the end of the work shift.

All employees should guide customers on the procedure of entering the Spa, complying with hand washing according to Minister of Health protocols and disinfection of footwear by means of disinfection mats before entering the Spa.

Guests are advised to prohibit access to the Spa Centre without appointment.

Personal visits to employees to the spa center or not strictly necessary should be prohibited.

Ensure compliance at all times of capacity, prevent customers from assisting with third parties.

Manage work schedules to maintain the service with the capacity allowed.

Be vigilant for possible cases of visitors/employees with symptoms of influenza, respiratory diseases which will not be able to use the SPA center. (Infrared thermometers at the entrance or reception)

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

Through the system previously established by the Spa Center, mechanisms will be in place to ensure that the client does not have respiratory symptoms, flu or possible symptoms of COVID-19 (a verification mechanism can be incorporated from the medical form/confirmation letter if the appointment is made with 15 days.in advance and then follow up 8 days before and the day before the appointment)

Hand sanitizers must be available at each workstation.

Hands must be sanitized before contacting guests/employees, including confirmation letters/information and before preparing mail to post.

If you share a workstation, a disinfection checklist for before and after shifts is recommended. The reservation supervisor must ensure that these records are completed daily.

Post the necessary signage at the spa reception, detailing the increased disinfection policies, in case clients wish to review them.

Each employee must use his or her own pen during the shift and undertakes only to use his or her pen. If necessary, marker with tape labeled with the employee's name. Customers' pens are disinfected after each use.

Make sure that each employee maintains their own workspace and does not use the other's workspace. If inevitable, disinfect the area before and after use.

Practice social distancing by demarcating the Spa reception. Depending on the design and size of the spa, set up spa check-in in one area and check-out of the spa in another area.

Make sure that all workstations maintain physical distancing patterns.

Consider limiting the amount of time customers can use locker room facilities to avoid overcrowding.

After each interaction with the guest/customer, clean all surfaces, including phones, desk, pens, keyboards, credit card machines, mouse, etc. spray /wipes

POLICY IN DRESSING ROOMS, LOCKERS AND BATHROOMS



Consider limiting the amount of time customers can use locker room facilities to avoid overcrowding.

Traveling from changing rooms takes place after the customer has put on a gown and slippers (or appropriate clothing to carry out the treatment) to prevent the guest from walking with his shoes around the wet areas.

Lockers must be assigned to each guest taking into account physical distancing guidelines. Blocking some to prevent guests from changing assigned lockers or touching the content within the lockers. If this is not an option, the vanity areas should only contain the essentials that must be used every day (razors, Q-tips, disposable combs, cotton curls, etc.). Alternatively, all services can be removed with a notice stating that they are available on request at the Spa Reception or Spa Assistant.

Remove the mouthwash and toothbrushes from the vanity area.

Access to bathroom amenities, applicators, combs, personal cleaning products must be limited and delivered upon request by customers.

All areas must contain a sanitation station for hands and hygienic wipes.

Lockers should be disinfected after each use by attendees, dirty laundry and items from linen baskets or trash cans

All door handles and doors must be regularly disinfected. It is recommended once every 30 minutes.

Cleaning of the headdress area is recommended, at least once every hour.

It is recommended to analyze the use of steam rooms, saunas, inhalation rooms, ice rooms, hot tubs and indoor pools should not be available for customers to use. If these facilities are not available, consider adjusting treatment prices to reflect the lack of facilities.

If wet areas are available for use, consider physical distancing measures, such as limiting the number of customers who can use the steam room, sauna, hot tubs at once. This information should be displayed and provided to guests during their spa tour and members must be notified in their monthly newsletter. As they are regularly free use areas (without the presence of a therapist) it is necessary to ensure control over the capacity of the same as maintenance (let fresh air circulate between customer uses, among other hygiene and cleaning measures determined by the establishment).

Ice rooms, ice sources, inhalation rooms should not be available due to temperate/cold temperature and humidity.

Sterilize all areas overnight using ozone machines or appropriate chemicals.

Consider limiting thermal use to one guest per booked appointment shift, with time between sessions to clean relaxation rooms.

Access to toilet paper and paper towels preferably will be with automatic mechanisms, liquid soap and alcohol must also be provided permanently in all areas of access for customers and collaborators, it is recommended to carry out the cleaning of the dispensers of this material, constantly. Always be attentive to the arrangement of materials in the containers.

Before entering the locker or dressing room (both users and collaborators), your feet should be cleaned in disinfectant footsteps or wet carpets with disinfectant products (or change shoes for ones that will be used only in the Spa)

The use of PPE (gloves, mask and special glasses) for all those in charge of carrying out constant and deep cleaning is mandatory when performing these tasks, in addition to explaining the proper use of PPE previously mentioned.

The use of signage to inform that the specific area is being disinfected to inform customers and encourage respect for the space and allow the function of staff in bathrooms and dressing rooms by staff of different sex

Place the necessary signage in the bathrooms and dressing rooms, where the increased disinfection policies are detailed, in case customers wish to review them.

For sinks, paper towels are recommended instead of hand or face cloths. If hand towels are used, one must be provided to each customer.



POLICY IN COMMON AREAS AND RELAXATION ROOMS

All furniture surfaces, remote controls, TV headphones should be cleaned and disinfected after each customer.

It is recommended that the decor be discreet, avoiding the use of blankets, sheets or pillows and cushions that increase contact surfaces with the client and that should be cleaned after use.

The center should determine the places that are difficult to clean and disinfect, which cannot ensure their disinfection, in order not to use them during the pandemic (e.g. porous, very hidden places etc.).

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

The establishment must have sufficient bins with covers, preferably with automatic, push-pull or pedal closures. The management of waste from the dumpsters must be hermetic.

Drinking water dispensers must, preferably, be automatic with continuous water flow (not jugs) and with cones or disposable cups delivered upon request by the customer. Avoid self-service amenities if you are in areas with little supervision.

Where possible, separate all furniture to comply with physical distancing guidelines.

F&B offers must be individually wrapped and single use. Offer options of fruit with peels such as bananas, oranges, grenadines. Remove the apples, pears, etc. All amenities will be delivered upon request.

Place the necessary signage in the common areas, where the increased disinfection policies are detailed, in case customers wish to review them.

Avoid using air conditioners and dehumidifiers due to their process of re-circulation of air and particles, if this is impossible, intensified deep cleaning should be carried out, letting air flow before each client to the room / space where these devices exist.

POLICY IN TREATMENT ROOMS (MASSAGE, BEAUTY SALON, ETC.)



It is recommended that any discussion or confirmation of treatment that requires the sharing of sensitive or confidential information, be carried out before entering the treatment room and in a ventilated place respecting the distancing measures, thus the use of the treatment rooms is reserved , with reduced space, for the time strictly necessary.

All collaborators must guide clients on the procedure for entering the treatment room. Complying with hand washing according to Ministry of Health protocols and disinfection of footwear by means of disinfectant rugs or baths before entering the Spa.

Before the Service, disinfection should be done in front of the client of important areas such as the head of massage tables, beauty salon chair, etc.

The use of a mask, gloves and other PPE by the employee must be mandatory as allowed by the company's treatment protocol based on Ministry of Health guidelines.

If the use of instruments and products is necessary, it is recommended to teach the client that it is disinfected or specially prepared for its treatment and has not been in contact with another person. The use of sealed bags or packages of products previously dosed under aseptic measures as allowed by the operation is recommended.

Any excess linens, sheets, blankets and cushions not essential for the treatment of massage beds must be eliminated, to facilitate cleaning between treatments and reduce contact surfaces. If possible, use disposable textiles.

Within the treatment room, every employee must make use of the PPE necessary for the development of their services and thus protect themselves and protect the health of the client.

Before starting treatment, every employee must wash their hands in the presence of the client to demonstrate compliance with the cleaning guidelines. The use of gel alcohol or any other disinfection product may be in addition to the protocol but will not replace hand washing.

Once treatment is started, the collaborator must follow the protocols of asepsis, adequate management of PPE. If it is necessary to leave the treatment room, disinfection of hands and feet must be performed again before resuming service.

In treatments where the proximity of the airways of both the client and the therapist are at a very close distance, the use of masks or PPE by the Client is recommended in order to lower the levels of possible transmission.

Once the service is finished, the collaborator will guide the client to their next destination, if it is necessary to give additional indications, product recommendation or guidelines of the procedure received, they must be given in a ventilated area and respecting the physical distancing guidelines, and thus avoid being in the treatment room for more than the time strictly necessary.

A minimum of 20min between patients must be respected to ensure proper disinfection of the room, the materials used and the sanitation of the therapist. If the treatment requires the use of showers or other wet rooms, the cleaning time should be greater proportionally to the area.

Linens, blankets, towels and other textiles should be stored in dry and safe places in the open air to ensure their asepsis and reduce their contact with people or air that is considered contaminated.

Linens, blankets, towels and other textiles already used and considered dirty must be deposited in containers with a lid, preferably with automatic, push-pull or pedal closure. The management of waste from the dumpsters must be hermetic. Textiles cannot be shaken, they must be collected and reserved in special spaces.

Linens, blankets and other textiles already used must be collected by personnel trained in handling bio-contaminated material, using all PPE as well as the necessary measures and tools during the hours where there are the minimum number of guests and collaborators who can be seen exposed.

The textiles of the spa centers must be washed with a temperature higher than 60 degrees. If hot water is not available in the washing machine, textiles must be tumble dried. If it is done by an external company, this must ensure that during the transport of textiles they are not exposed to avoid external contamination. It is recommended to mention to the client the textile disinfection protocol. The client will not be able to bring their own towels to the spa, they must be provided by the establishment, in order to control external material.

Every therapy room, its utensils and tools must be disinfected before and after each client. In addition, daily, documented deep cleaning is recommended with a designated manager to ensure your control using Checklist tools or cleaning inventories.

POLICY IN RETAIL AREAS OR SOUVENIR SHOPS



It is recommended that all possible inventory be kept in display cabinets or sheltered from the open air in order to maintain its integrity and avoid contamination.

Any inventory that is not protected must comply with a rigorous cleaning and disinfection schedule, either after each customer visit and if not within a certain time imposed by management using tools such as list of requirements or cleaning inventories controlled by those responsible; cleaning time, etc.

The use of advertising documentation or any other printed collateral material should be avoided as much as possible and try to use digital documentation using QR signage or any other access link thereto.

It is recommended that prices and descriptions of the inventory are visible and legible for the customer to avoid their unnecessary manipulation.

Contactless payment protocols should be encouraged, if not, it is recommended to have a cash management protocol to protect both the contributor and the customer.

In retail or souvenirs stores, it is recommended to avoid self-service, and maintain a minimum stock to ensure that cleaning and disinfection processes can be maintained.

It is recommended to remove all samples or testers from Spa stores, including skin care, body products, makeup, jewelry.

Visits of a commercial nature by collaborators to the spa center or those that are not by appointment must be prohibited.

Differentiated areas should be available to receive suppliers exclusively or at hours where there are no customers, ensure that suppliers comply with essential cleaning and disinfection protocols before entering the premises: washing hands, disinfecting shoes, preferably entering with masks. And that they are always accompanied by a member of the staff maintaining physical distancing to ensure respect for the hygiene protocols proper to the SPA.

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

Perform deep cleaning at the beginning and end of each day's work.

POLICY IN PARTNER AREAS (BACK OFFICE)



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

All work tools such as: pens, staplers or headphones, telephone; and desks included; keyboard, mouse, laptops, and stationery must be for each employee's own use. If they are shared, they must be disinfected at the beginning, after use and at the end of the work shift.

Document all cleaning plans and strategies so that they can be accessed easily and periodically using cleaning schedules and Inventories, as well as having a log to control cleaning processes either by zone or by area. total spa. If the company already has one, it must update with the new guidelines against COVID-19.

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

The establishment must have sufficient bins with covers, preferably with automatic, push-pull or pedal closures. The management of waste from the dumpsters must be hermetic.

Drinking water dispensers, preferably automatic, with continuous water flow (not jugs) and with consumption of cones or disposable cups delivered upon request by the customer. Avoid self-service amenities if you are in areas with little supervision.

Avoid using air conditioners and dehumidifiers due to their process of re-circulation of air and particles, if this is impossible, intensified deep cleaning should be carried out, letting air flow before each client to the room / space where these devices exist.

Visits of a personal nature to collaborators at the Back of the House or those that are not strictly necessary must be prohibited.

Ensure compliance at all times with capacity, avoid that collaborators congregate in the administrative offices during times of low traffic at the Spa.

Wherever possible, separate all furniture to comply with physical distancing guidelines.

It is recommended to designate an Information, Reservations and Collection Station in a remote way, teleworking type to reduce the exposure of the personnel in front of the clientele. Which are able to clarify any questions to the client, sell the services and coordinate their schedules from the "Back of the House".



ACTING ON CONFIRMED CASES OF COLLABORATORS

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

The contributor must follow the following steps:

- Make sure you wear a mask and go to your room with the indication to contact the Ministry of Health via the 1322 telephone line.
- No medication is 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 faced with a confirmed or suspected external customer's COVID-19 case, the company must coordinate as appropriate according to the guidelines established by the Ministry of Health or the CCSS.

The establishment must ensure the confidentiality of information and protect the identity of individuals.
The reinstatement of the affected employee will be carried out by means of a medical discharge issued by the CCSS doctor. Similarly, if applicable, the Department of Occupational Health will monitor as appropriate.

COMMUNICATION

From the beginning of the consultation / reservation process by the client, ensure that they know the protocols prior to, during and after their visit.

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

As hotels and spas reopen, make sure the Spa website is updated with truthful information, ways to get appointments, reduced hours of operations, or limited facilities available.

The company is encouraged to maintain open communication with employees, customers and suppliers to keep up to date on a reopening plan and actions.

Maintain customer engagement during the closing with positive and encouraging communications through social media channels. Opening statement with a clear and positive message that shows sensitivity towards what the world has endured and the vision for the Spa & Hotel in the future.

Choose carefully what is relevant to communicate when making changes to operations after the lockdown is lifted, which elements of these are relevant to share, to avoid adding fear to the Spa Trip.

Monitor the message to assure customers that health and safety are always at the forefront of the spa industry. Share the standard practices the business follows, or the new and updated sanitation guidelines introduced during this time.

Share Spa industry communication such as industry expert blogs, forums, research, positive news that encourages guests to return to the industry. Highlight the news of Spas that open in different areas of the world The establishment must define a reliable and official verbal or written communication channel to share information related to COVID-19 that is truthful and from the Ministry of Health (information boards, posters, official labeling in visible places, digital channels, among others.).

The necessary information regarding the prevention and containment measures established for the COVID-19 emergency will be provided to staff, suppliers and customers.

The protocols for sneezing and coughing, hand washing, other forms of greeting, not touching the face and risk populations, in the most common languages used for tourists, should 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/Spa Manager shall be the person responsible for maintaining and updating the information in an official manner, or otherwise designate the person he deems relevant to the position and shall inform everyone (collaborators and suppliers), who will be responsible for the communication coming from the Ministry of 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.

Invite customers to contact the Spa in case of symptoms after visiting the center, this in order to keep track of suspected cases



APPROVAL, MONITORING AND EVALUATION

AUTHORIZATION

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