

SUGGESTED PROTOCOL FOR THE PREVENTION OF VIRUS COVID-19

HOTEL The first measure of all is planning, not improvising.

These are a series of recommendations by the Chamber of Commerce, Industry and Tourism of Quepos to the tourism sector of our canton. It should be noted that, at no time we want to supplant the guidelines of the Costa Rican Ministry of Health; we only want to provide more specific recommendations for our tourism sector.

NO SHORTAGE ON

- 70% or more alcohol (gel or liquid), antibacterial soap; disinfectant.
- Masks (For suspicious people).
- Thermometer (s).
- Disposable gloves (For A&B staff, cleaning, Bell Boys).
- Place to temporarily isolate.
- Important numbers at hand (Red Cross, trusted taxi, private medical services, Max Terán Valls Hospital, etc.).

MANAGEMENT

- Identify sources of possible contamination (front desk, golf carts, etc.)
- Prepare the protocol in case of detection of symptoms.
- Inform the staff about symptoms and protocol, in case of detection of suspects.
- Make sure that the staff follows the prevention protocols daily.
- Improve the stock of cleaning products and protective equipment to avoid shortages (disinfectants, gloves, masks, etc.).
- Close and isolate empty plants when occupancy begins to drop, to better organize cleaning and disinfection shifts, saving resources.
- Identify, analyze and modify those interaction processes where direct contact between employee and customer can be reduced. For example: porters, bell boys, room-service, reception, etc.
- Establish greater control of the entrance of people outside the hotel.

HUMAN RESOURCES

- Check the health status of the staff on a daily basis.

- At the slightest suspicion of infection, report to management and send the patient to the hospital for controls.
- Check that the staff quarantine period with infection possibilities is fulfilled.

RECEPTION/FRONT DESK

- Place bilingual signs of preventive advice.
- Know the protocol in depth, in case of detection of suspects.
- Have face masks, disposable tissues and alcohol (70%) on hand.
- Important numbers at hand (Red Cross, trusted taxi, private medical services, Max Terán Valls Hospital, etc.).

Clean with alcohol:

- The front desk after each interaction with guests.
- Office telephones and POS.
- Pens used to sign, registers, vouchers, etc.
- The handles of the stored suitcases.
- The door handles.
- Keypad for the telephone exchange and auxiliary telephones.
- Your hands after touching guests' credit cards, mobile devices etc.
- Remote device controls (e.g. air conditioners).
- Increase the cleaning of ventilation systems/ air conditioning filters. (Maintenance department?)

BELL BOYS:

- Disinfect clients' suitcases when they arrive at the hotel.
- Clean the handles and steering wheel with alcohol after each trip with guests.
- Clean your hands with alcohol after touching suitcases.
- Have face masks, disposable tissues and alcohol (70% or more) in the vehicle.
- Know the protocol in depth, in case of detection of suspects.

HOUSEKEEPING / LAUNDRY

- Clean the handles of the rooms with alcohol, at least twice a day.
- Thoroughly clean the toilet and rooms (in-house and check-out), with alcohol or disinfectant, and all source of infection of the COVID-19: handles, knobs, keyboard and handles for safes, telephones, refrigerators, mini bars, television controls and air conditioners, etc.
- Increase the cleaning of ventilation systems/ air conditioning filters. (Maintenance department?)
- If possible, change bedding and towels every day; not being able to change, change only the cloths and the pillowcases.
- Wipe the pillows with a moistened cloth with alcohol every day before covering them.

IN CASE OF DETECTION

- Activate protocol.

- Put on a mask and gloves.
- Provide a mask to the suspicious person.
- Take her/her to the isolation zone.
- Notify reception / management.
- Call 911.
- Disinfect the place where it was at the time of detection, the room, etc.
- If possible, close the room. Inventory and disinfect as much as possible within the room, using a mask and gloves.
- If you have more tourists in the same room, **DO NOT MOVE THEM TO ANOTHER**, and notify the medical authorities.

TO EVALUATE

- Employees eat separately to reduce the risk of contagion between them.
- (Auto) Employee temperature control, twice per shift.
- The staff attends with masks and gloves.
- Food delivery services from outside the hotel are not accepted.
- Room Service: all packed up.