

# SUGGESTED PROTOCOL FOR THE PREVENTION OF VIRUS COVID-19

## RESTAURANT

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.

### **DINING AREAS**

- 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.).
- Invite guests diners to follow the prevention protocol (e.g. wash hands).

### **Clean with alcohol:**

- The bar, chairs, tables after each change of guests.
- The bathroom constantly.
- POS.
- Pens used to sign vouchers, etc.
- The handles of the stored suitcases.
- The door handles.
- Keypad for the telephone exchange and auxiliary telephones.
- Your hands after touching guests' cards, mobile devices etc.
- Deliver the bills in trays and disinfect them after each change of guest.

### **KITCHEN**

- Place bilingual signs of preventive advice.
- Deeply clean the kitchen twice a day with alcohol.
- Have masks, disposable tissues, alcohol (70%) and antibacterial soap.
- Report people with symptoms to the office / management.
- Know the protocol in depth, in case of detection of suspects.

### **IN CASE OF DETECTION**

- Activate protocol.
- Put on a mask and gloves.
- Provide a mask to the suspicious person.
- Take him/her to the isolation zone.
- Notify reception / management.
- Call 911.
- Disinfect the place where it was at the time of detection, chairs, tables, etc.
- If possible, seal off the area. Inventory and disinfect as much as possible used by the guest, using a mask and gloves.
- If there were more tourists near the suspect patient, **DO NOT MOVE THEM TO ANOTHER AREA**, and notify the medical authorities.

**TO EVALUATE**

- (Auto) Employee temperature control, twice per shift.
- The staff attends with masks and gloves.
- Distance the tables further.
- Distance tables with 6 or more people.