

SUGGESTED PROTOCOL FOR THE PREVENTION OF VIRUS COVID-19

TOUR OPERATOR

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.).

GERENCIA

- Identify the sources of possible contamination (front desk, transportation, seats, 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.).
- Make the decision to call medical authorities and notify the lodging involved.
- Identify, analyze and modify those interaction processes where direct contact between employee and customer can be reduced.
- Establish greater control over the interaction of tourists with people outside the tour.

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.

OFFICE

- Place bilingual signs for preventive councils (offices, vehicles, boats).
- 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.).
- Record on log, people with symptoms and report to management.

Clean with con alcohol:

- The front desk after each interaction with guests.
- 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.

DRIVERS:

- Place bilingual signs of preventive advice.
- Clean the handles, seats, headrests, the steering wheel and the button panel of the dashboard with alcohol, before, during the tour and after each journey with tourists.
- Clean the fuel tank cap with alcohol every time it is touched.
- Have masks, disposable tissues and alcohol (70%) in the vehicle.
- Report people with symptoms to the office / management.
- Know the protocol in depth, in case of detection of suspects.

GUIDES

- Have masks, disposable tissues and alcohol (70%) in your first aid kit.
- Constantly clean vision equipment (binoculars, telescopes, helmets, etc.) at each change of tourist.
- Give bilingual prevention talk, at least twice: before the tour and before eating.
- In case of serving food and/or drinks, evaluate wearing gloves and a mask.
- Report people with symptoms to the office / management.
- Know the protocol in depth, in case of detection of suspects.

BOATS

- Identify a place to temporarily isolate, in case of detection of suspects.
- Have masks, disposable tissues and alcohol (70%) in your first aid kit.
- Place bilingual signs of preventive advice.
- Clean the handles, railings, seats, etc. with alcohol. Before and at least once during the tour.
- Disinfect masks and diving tubes and scuba fins before each tour.

NAUTICAL GUIDES

- Have masks, disposable tissues and alcohol (70%) in your first aid kit.
- Give bilingual prevention talk, at least twice: before the tour and before eating.
- In case of serving food and / or drinks, wear gloves.
- 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, the seat, railing etc.
- If possible, cordon off the area (boats). Inventory and disinfect as much as possible used by the tourist, using a mask and gloves.
- If there were more guests near the suspect the 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.
- Packaged food.
- NAUTICAL TOUR OPERATORS: keep the masks and diving tubes and scuba fins, in a bucket / drum (eg 50 liter drum) with antibacterial solution.