



HEALTH PROTOCOL

**Measures to reduce sanitary-hygiene risks
against Covid-19**



Dear partners,

It is very important for Hotel Cuna del Angel to preserve its collaborator's and customer's health in these times when the COVID 19 pandemic has taken so many lives around the world, therefore we have dedicated our time to elaborate a Health Protocol to avoid possible contagions, once we reactivate our operations.

The following are a series of measures that each department in the hotel will be enforcing for all our safety.

General Features:

Cleaning, hygiene and disinfection measures.

- *The Hotel will guarantee access to a supply of drinking water, antibacterial soap, alcohol in gel, disposable tissues, as well as any other supply authorized for hand drying in common areas, its replacement and sanitation.*
- *The Hotel will intensify cleaning and hygiene measures, in common areas, where there must be a designated person assigned by the Administration, responsible for vigilance of high contact areas like handrails, doors, telephones, counters, among others; as well as, making sure that the rest of the areas are also taken care of.*
- *The Hotel will Guarantee the utilization of cleaning and disinfection commercial products authorized for this purpose.*
- *The Hotel will keep daily registers of cleaning and disinfection.*
- *Signs will be placed in visible areas: cough and sneeze protocols, hand washing, alternative forms of greeting, not touching your face and at-risk populations, in the most common languages of attention to tourists. (See Annexes)*
- *The Hotel will keep a logbook upon entry into its facilities, where it will register all the suppliers and visitors.*
- *All necessary information established relative to the measures for preventing and containing the emergency of COVID 19, will be provided to personnel, suppliers and customers.*

COMMON AREAS OR AREAS OF CONTACT

- *In the Common Areas there will be alcohol in gel for hygiene and disinfection.*
- *Personnel will have face masks according to the workplace.*
- *Customers will receive their own pen. In case they need to lend it, it must be disinfected after its use.*
- *Electronic payment will be the main source of payment.*
- *Common areas will be cleaned and disinfected constantly, considering the transit of people.*
- *When there is a considerable number of people in the areas of customer service, a minimum distance of 1.8 metros of social distancing must be assured.*
- *When cards or keys are handed in, these will be cleaned and disinfected by personnel at the Front Desk. At Check Out, these must be again cleaned and disinfected by the personnel at the Front Desk.*
- *It is recommended to avoid contact and manipulation of the belongings of guests, visitors, suppliers, among others.*

Specific Health Measures for Common Areas of Personnel and Guests

EMPLOYEE DINNING ROOM

- ✓ Placement of Sign about Hand Washing
- ✓ Placement of Antibacterial Gel Dispensers and Hand Washing stations before eating
- ✓ Scheduling for meals by shift (4 people maximum)
- ✓ Cleaning and disinfection of tables and chairs after each scheduled meal shift

RESTROOMS FOR CUSTOMERS AND PERSONNEL

- ✓ Placement of Signs about Hand Washing
- ✓ Placement of Antibacterial Soap and Antibacterial Gel
- ✓ Constant cleaning and disinfection

Hallways

- ✓ Placement of antibacterial gel dispensers at the door in every hallway
- ✓ Constant disinfection of doors, knobs in the hallways

LOBBY

- ✓ Constant cleaning and disinfection of chairs and tables

POOL

- ✓ Constant cleaning and disinfection of chairs and tables

GUEST ROOMS

- The Hotel will ensure the cleanliness and hygiene of its guest rooms.
- In the rooms, housekeeping must use a face mask and gloves in the process of cleaning and disinfection especially focusing on surfaces of major contact like remote control, telephone, doorknobs, closets, drawers, A/C controllers, light switches, lamps, coffee makers. In the bathroom the toilet, sink, doors, showerhead, among others, should be considered.
- The guest will decide if the daily cleaning of his or her room will be performed during his or her stay.

PERSONNEL

- Time and means for the correct hand hygiene will be facilitated upon entry to the workplace and during the work schedule. Work schedules will include time for the worker to wash his or her hands at least once every 60 minutes, for approximately 40 seconds, minimum or as considered necessary.
- Social distancing among workers will be kept in the workplace.
- There will be frequent disinfection of the commonly used objects, as well as the elements of the workplace, during the work shift.
- Work Equipment and other workers devices will not be shared.
- Clean uniform must be worn daily.
- Provide and guarantee the use of face masks for personnel according to guidelines of the Ministry of Health.

- *The Hotel will offer training to its personnel on the official information of the Ministry of Health.*
- *Ensure that the personnel fulfills the responsibilities assigned, informing their immediate superior, if they were to present any sign or symptoms of the flu or a cold before their return to work, as to take corresponding decisions according to the guidelines of the Ministry of Health.*
- *Any meeting of the personnel must meet with the required social distancing determined by the Ministry of Health of 1.8 meters.*
- *If the meeting is longer than 60 minutes, a pause must be performed, in order for the personnel to wash their hands for a minimum of 40 seconds.*
- *The place where the meeting is to take place must be disinfected and sanitized before and after the meeting.*

Specific Guidelines for Personnel

1. Front Desk and Reservations

- ✓ *Inform the customer about the measures implemented*
- ✓ *Use alcohol gel and Kleenex at the Front Desk*
- ✓ *Give each customer their own pen for completing forms and for permanent use*
- ✓ *Disinfection of the area of Front Desk after each Check in and Check Out*
- ✓ *Having the welcome beverage at the Front Desk in order to avoid agglomerations in the lobby*
- ✓ *Urge the guest to use the telephone when requesting basic information as well as special requirements that do not merit being physically present at the Front Desk*
- ✓ *Bellboy will use gloves and face mask as well as constantly wash hands*
- ✓ *Placement of signs that will allow for social distancing at 2 meters between each person in the Front Desk area*
- ✓ *Updated informative bulletin board*
- ✓ *Placement of smart or no contact credit card machine*

2. House Keeping

- ✓ *Housekeeping personnel will use personal protection equipment (face shield and gloves) and constantly wash hands*
- ✓ *Cleaning of the guest room will be optional during their stay only upon request*
- ✓ *Use of trash bins with a lid and no manual opening*
- ✓ *Deep cleaning and disinfection of the guest rooms after every Check Out*
- ✓ *Strictly forbid the entry of unregistered people to the guest rooms*

3. Food and Beverages (F&B)

- ✓ *Placement of antibacterial gel at the entrance of the restaurant*
- ✓ *Waiters will use gloves and face masks and will wash their hands constantly*
- ✓ *Disinfection of the credit card machine and pens after every use*
- ✓ *Use of smart or contact free credit card machine*
- ✓ *Table linens will be changed after every service and tables and chairs will be disinfected*
- ✓ *Breakfast will be served a la carte*
- ✓ *Meals with prior reservations*

4. Maintenance

- ✓ Personnel will use gloves and face masks
- ✓ Personnel will use antibacterial gel and constantly wash hands after each job in guest rooms
- ✓ Daily washing and disinfection of work tools

5. Procurement

- ✓ Personnel will use gloves, face mask and constantly wash hands after each merchandise reception
- ✓ Use of gloves and face masks as well as hand washing is mandatory for all suppliers

✓ **Management and Human Resources**

- ✓ Personnel must constantly wash hand and use antibacterial gel
- ✓ Supervise compliance with all measures and procedures stipulated in this protocol

SUPPLIERS

The establishment will service the suppliers through channels that avoid contact or personal interaction like scheduled appointment, email or video call. In case personal attention is required the guidelines in this protocol must be followed.

- Suppliers must comply with cleaning and disinfection measures determined by the Hotel.
- Face masks will be used for the attention of suppliers.
- The Hotel will keep a log of the suppliers received that will indicate date, time and information of the person served in case it is requested by the Ministry of Health, so, in the eventuality of an epidemiologic study, it can provide the information.
- Suppliers will be at the Hotel only the time strictly necessary for the purpose of their visit.
- Suppliers must obey the sanitary guidelines established by the hotel.
- The Hotel personnel must clean and disinfect the merchandise or product reception area frequently

CLIENTS

- Customer will be informed about the conditions of service and prevention measures at the time of confirming their reservation.
- To guarantee the health of our guests and personnel the Protocol will be on our website.
- As a welcome protocol, guests must be informed of norms and procedures in place and that, if during their stay they present symptoms related to COVID -19, they must communicate it to the Front Desk immediately to ensure a prompt and timely treatment can be provided according to guidelines of the Ministry of Health.

Cleaning and disinfection products

Cleaning and disinfection products will be used according to recommendations of the Ministry of Health

- *If necessary, a dilution of chlorine 1:100 will be prepared (one-part chlorine for 99 of water).*
- *In the case of surfaces contaminated with fluids a dilution of chlorine 15:100 will be prepared.*
- *For restrooms and floors a concentration of chlorine 5:100 will be prepared.*
- *Alcohol based solution at least at 70% as well as with other commercial products recommended by authorities will be used.*

In case of using reusables, how they will be disinfected after each use must be declared.

- *Residual disposable elements will be discarded in a container with a pedal, the bag must be closed. These can include gloves, tissues, face masks and any other single use element.*
- *To reuse a hygienic device, it must be washed with hot water and soap.*
- *For more safety, the device must be placed in a sanitizing and disinfecting solution, recommended by the Ministry of Health.*

Waste Management.

The Hotel will make sure that the packaging and labeling of hazardous waste is performed according to regulations dictated by the Ministry of Health and indicates the risk classification, environmental and sanitary precautions, as well as management and storage.

ACTIONS OF PERSONNEL IN THE FACE OF CONFIRMED CASES

All personnel or guest, that presents symptoms of COVID-19 and that has been in contact with people who has been diagnosed as suspicious, probable or confirmed cases must be subjected to a medical evaluation by the company doctor, when available, or must attend the corresponding medical center.

In the case of suspicious cases, the following recommendations must be followed:

- ✓ *Provide the person with PPE (protective personal equipment) and coordinate transport according to guidelines of the Ministry of Health.*
- ✓ *In the case of exposure of personnel or customers, instructions of the Ministry of Health will be awaited.*

If the collaborator has been diagnosed as a “suspicious case” of Coronavirus (COVID-19) by a physician, they must:

- ✓ *Comply with the indications of the CCSS (Social Security System) or Ministry of Health.*
- ✓ *In the case of the guests, what corresponds has to be coordinated according to the guidelines dictated by the Ministry of Health or CCSS (Social Security System).*

If a collaborator qualifies as a “probable” or “confirmed” case, the instructions provided by the health establishment or the protocol determined by the Ministry of Health, must be followed for each case, and it must be communicated immediately to those in charge of the hotel.

- ✓ *Confidentiality or privacy of the information will be kept in order to protect the identity of those involved.*
- ✓ *The return of the affected collaborator will happen after his or her medical discharge provided by the CCSS (Social Security System). Likewise, if there is one, the Department of Occupational Health will provide corresponding follow up.*

