

Guidelines and sanitary protocol due to health alert by Coronavirus (COVID-19)

JULY 18, 2020

Palo Verde Boat Tours

Created by: Marisela Mendoza Cascante



This guide was created with the aim of preserving the life and health of all people actively participating in our business and those who visit us. The above, from the commitment of our company, Palo Verde Boat Tours, with the compliance of what was dictated by the Ministry of Health and the recommendations given by other government institutions agencies such as the Costa Rican Tourism Institute (ICT), the National Chamber of Tourism of Costa Rica (CANATUR) and the Ministry of Environment and Energy (MINAЕ) together with the National System of Conservation Areas (SINAC).

The guide is made up of six sections that include the established protocols for all productive activity, ranging from customer service to internal duties and obligations of the company, starting with the administration and ending with the commitment of the collaborators.

Table of contents

1. General Guidelines	4
1.1. Reference Documents.....	4
2. Management responsibilities.....	5
2.1. General.....	5
2.2. Instalaciones.....	5
2.4. Collaborators	6
2.5. Visitors	7
2.6. Equipment, utensil and surface cleaning protocol.....	7
3. Responsibilities of staff and collaborators	8
3.1. Kitchen staff	8
3.2. Salon staff.....	9
3.3. Captains and boats	10
4. Responsibilities of tour operators.....	11
5. Responsibilities of visitors	12
5.1. Use of restaurant and facilities	12
5.2. Use of the park and boats	13
6. Annexes.....	14
6.1. Guide for proper hand washing	14
6.2. Correct way to cough and sneeze.....	16
6.3. Social distancing and social bubbles.....	17

1. General Guidelines

It is established that this document was created in a personalized way and is for single use of the company Palo Verde Boat Tours, therefore, it should not be replicated by no other company without the consent of both parties. In addition, a proper investigation and verification of information with the competent authorities is recommended.

1.1. Reference Documents

General guidelines for food services to the public due to the health alert by Coronavirus (COVID-19).

https://www.ministeriodesalud.go.cr/sobre_ministerio/prensa/docs/LS_CS_008_restaurantes.pdf

Protocol for water transport activities, tours and recreational trips within marinas, berths and tourist piers due to the health alert by Coronavirus (COVID-19). Maritime tourism sector.

<https://www.ict.go.cr/es/documentos-institucionales/material-de-apoyo-coronavirus/ict-protocols-private-sector/1722-protocol-ict-p-009-transport-aquatic-tour-and-recreational-trips/file.html>

Protocol for aquatic recreational activities

<https://www.ict.go.cr/es/documentos-institucionales/material-de-apoyo-coronavirus/ict-protocols-private-sector/1747-protocol-presentation-for-the-aquatic-recreational-activities/file.html>

Protocol for Travel Agencies and Tour Operators. Tourism sector.

<https://www.ict.go.cr/es/documentos-institucionales/material-de-apoyo-coronavirus/ict-protocols-private-sector/1697-protocol-ict-p-006-agencies-oftravel-and-tour-operators-tourism-sector/file.html>

General Protocol for use of the Protected Wild Areas of the National System of Conservation Areas with permission for operation established to date. Environment Sector.

<http://www.sinac.go.cr/ES/noticias/Documents/Versi%C3%B3n%20002%20Protocolo%20General%20ASP%20SINAC%2029.05.20.pdf>

CIPANCI Wildlife Refuge Internal guidelines in case of Coronavirus (COVID-19) emergency. National System of Conservation Areas of Costa Rica.

2. Management responsibilities

2.1. General

- a) The administration must assign a person responsible for ensuring compliance with the provisions given by the Ministry of Health in the face of the pandemic situation.
- b) All information that is transmitted to both collaborators and customers must be the one coming from the Ministry of Health.
- c) If possible, the company should cancel staff meetings until further notice and adjust to the measure of 50% of the capacity of the room where they are going to be held.
- d) Suspend social, recreational and sports activities.
- e) Strengthen and verify compliance with the requirements of the Regulations for Public Food Services (No. 37308-S).
- f) Establish a daily control of the health status of workers and document it.
- g) Inform tourists about the services that will continue to be provided by the operational personnel. Those people who will continue to carry out their normal tasks must apply social distancing protocols.
- h) Serving providers through channels that avoid contact, such as: by appointment, email or video call.

2.2. Instalaciones

- a) Limit the use of spaces to 50% of the capacity, considering the restaurant, office, dock and boat area.
- b) Guarantee the labeling in visible spaces of the hand washing protocols, sneezing and coughing, other ways of greeting, not touching your face and population at risk ([See annexes](#)).
- c) Equipping sanitary services with dispensers with toilet paper, antibacterial soap, alcohol gel with a composition of at least 70° and paper towels for hand drying, trash can with lid (reciprocating or operated by pedal). Maintain constant cleaning, disinfection and sanitation with a visible log.

- d) Place dispensers with alcohol gel in the access area to the food and in the office area for use by staff and customers when entering and exiting. Dispensers must be identified and labeled to remind customers to apply alcohol gel to their hands when entering and leaving of the restaurant.
- e) Frequently check that the dispensers are kept in good condition, running and stocked
- f) Cleaning and hygiene measures should be intensified, especially in frequently touched surfaces such as: handles, office furniture, tables, arms and backs of chairs and other furniture of the food service, among others.
- g) Establish cleaning and disinfection schedules according to the movements of the personnel and visitors attending. At a minimum, all objects (furniture, utensils, equipment, etc.) with which a person has made contact before being used by another person.

2.3. Boats

- a) Equip boats with cleaning products for its own disinfection, such as alcohol, gel alcohol and washing soaps. In addition to gloves and emergency masks.
- b) Train captains on the disinfection protocol for vessels.
- c) Distribute and demarcate the seats in a zigzag way to facilitate customer transit.

2.4. Collaborators

- a) Guarantee employees protection supplies such as: drinking water, disinfectant soap, alcohol gel, disinfectants, disposable towels, etc.
- b) Visits that are not essential for the continuity of the operation are suspended. When possible, coordinate work through telephone calls. Furthermore, these visits must comply with the provisions from the organization, regarding the hygiene measures established in the company.
- c) Communicate to collaborators that, if they present symptoms (fever, cough, respiratory distress, nasal congestion) they should call 1322 to receive orientation. If the person receives the orientation and is suspected of infection, the affected employee should call the EBAIS that corresponds to their area of attraction and depending on the risk, they are sent to rest for 24 hours. Also, they should communicate your situation to their immediate superior.
- d) The company will provide the collaboration that is within its reach to facilitate the work and research carried out by the Ministry of Health.

- e) Carry clean work clothes daily, and use the implements of personal protection given by the administration for the development of their functions. Also bring a change of clothes at the end of the work shift.

2.5. Visitors

- a) Make reservations only with prior appointments to use the services within the facilities through the platforms established for this purpose, in order to avoid crowds and lines at the entrance.
- b) The entrance point or points to the facilities must have measures of control and registration, either through vehicular or pedestrian entry, so compliance with the reduction of people in common areas and commercial activities.
- c) Provide communication on the sanitary control measures established by the Ministry of Health to the users of the facilities, and at the control post to the docks area.
- d) In the case of commercial vessels, the person responsible for implementing the corresponding measures will be the tour operator or tour organizer. The activities operator will have the information sheets of the users of the boats together with the hours of use of the marine facilities, berths and tourist docks. ([See Annexes](#))
- e) The administration, operator and concessionaire, must have at all times the navigation plan of the vessels, prior to the embarkation of people and departure of the vessels, where information is defined on the people who will board and the route the boat.

2.6. Equipment, utensil and surface cleaning protocol

- Authorized chemical products for surface disinfection.
- 70% ethyl alcohol (ethanol)
- 0.5% Sodium Hypochlorite: disinfection of non-metallic surfaces.
- Quaternary ammonium (fifth generation)
- Peracetic acid

The disposable products, equipment or utensils used in the cleaning process and disinfection could be: washing and extracting machines, washing machines with automatic injection, mop, sponges, brushes, buckets, juicers, ladders, extensions, cloths and waste containers. Equipment and utensils should be used exclusively by area and preferably disposable. If they are not, they must be sanitized in disinfectant

solution. Disposable residual elements should be disposed of in a container with a pedal, bag and lid. The bathroom cleaning equipment (sponges, brushes, among others) must be identified. Every equipment and material used in cleaning and disinfection must be washed and disinfected at the end of the process.

3. Responsibilities of staff and collaborators

- a) When entering and leaving the workplace, the protocol of greeting and washing or disinfecting hands with alcohol gel.
- b) All workers / collaborators must follow cough and sneezing protocols, hand washing and other greeting ways that are included in the annex to this document.
- c) Between each collaborator, efforts must be made to maintain a minimum distance of 1.8 meters to decrease the risk of infection.
- d) The frequency of hand washing will be: before touching your face, before preparing and eating food, after going to the bathroom, after coughing and sneezing, after visiting public areas, after touching keys, money or personal items, after touching handrails and door handles, before and after a resting period, after interacting with a customer, after touching objects that have been manipulated by customers (utensils, cups, glasses, menus) or performing any activity that may have contaminated the hands.
- e) Avoid touching the eyes, nose and mouth, since the virus can subsist in surfaces from a few hours to several days.
- f) Always change the mask if it gets wet and do not reuse the disposable ones.

3.1. Kitchen staff

- a) If you have mild respiratory symptoms, you must notify promptly the administration, since you cannot enter the company's facilities.
- b) Ensure proper hand washing before handling food and after serving it.
- c) Guarantee the cleanliness of the aprons and that they are correctly washed and disinfected before entering the kitchen.
- d) Respect as much as possible the 1.8 meters recommended distance between staff, providers and visitors.
- e) Increase the frequency of surface cleaning and disinfection.

- f) When a supplier is received, they must enter the facilities with their mask on and wash hands immediately. If this does not happen, they will not be allowed to entry.
- g) Do not place the cell phone or other communication device on surfaces, especially work tables or direct food contact. At the same time these should not be used within the food preparation area.
- h) Jewelry such as bracelets, rings, earrings, necklaces and others should not be used.

3.2. Salon staff

- a) If you have mild respiratory symptoms, you must notify promptly the administration, since you cannot enter the company's facilities.
- b) Ensure proper hand washing before handling food and after serving it.
- c) Always use a mask during the work shift and ensure the correct cleaning and disinfection of it before each work shift.
- d) If the collaborator has to handle money (banknotes-coins):
 - They should not touch their face after handling money.
 - Ask the customer to put the money on the counter or other surface (analyze use of plastic money trays), not receive it directly on the hands.
 - Disinfect the counter or surface used for handling money.
- e) Frequent cleaning and disinfection of other articles that the customers use as coins, fantasies, tokens, plastic cards, pens. Similarly disinfect items in the souvenir area.
- f) Cleaning and disinfection of plates, glasses, cups, cutlery, tablecloths, napkins, cloth.
- g) Utensils that were not used, but could have been in contact with customers should be washed and disinfected.
- h) The disinfection of the containers of condiments, sauces and dressings that are kept on the tables: after each use.
- i) Discard food in individual single-use packaging (sugar, cream, salt, pepper, jellies, sweeteners, sauces, etc.) that were not used by the customer. It is recommended to deliver these products at the request of the client.
- j) Tables should be distributed in such a way that from the back of a chair to the back of another there is a preferable distance of at least 1.8 meters.

- k) Cell phones or other communication devices should not be on surfaces, especially on work or direct food contact tables. Also these should not be used within the food preparation area.
- l) Jewelry such as bracelets, rings, earrings, necklaces and others should not be used.

3.3. Captains and boats

- a) Use Personal Protective Equipment (PPE), in case you cannot maintain the social distancing recommended by the health authorities.
- b) The PPE must have a fixed and stable fit, so that it does not require constant manipulation.
- c) In the case of using a mask for visitor management personnel, they must take into account the following:
 - Place it so that there is a fit to the nose and mouth, so that it does not allow the transmission of fluids.
 - Wash your hands before and after putting on or taking off the mask.
 - They should not be placed on the head or removed to another position.
 - Hospital surgical masks (type N95) should not be used, they are reserved for health personnel.
 - Face shields should be stored or transported in sealed bags to prevent contamination.
- d) The captain of the vessel must ensure the allocation of zigzag seats for visitors and ensure compliance with the established distances.
- e) The captain of the boat must encourage that people carry the smallest quantity of personal items and ensure disinfection of the luggage of the tourists, visitors and crew, as well as the equipment or implements to be used before getting them into the boats, using a sprayer with an alcohol based solution of at least 70%, disinfectant or any other cleaning product that demonstrates its effectiveness against the virus.
- f) Encourage the placement and maintenance of informative posters on sanitary measures such as hand washing, sneezing and coughing protocols, do not touch the face and other forms of greeting, in visible places aboard the boats.
- g) Each captain must provide the safety and health measures speech before starting the tour.

- h) After each tour, the captain must disinfect the boat with alcohol at 70%, 15 or 20 minutes between each tour. In the same way, they should wash their hands before and after each tour.
- i) Have a unique and exclusive shirt to be used during the cleaning of the boats. This can be an easy-to-use apron.
- j) Notify the administration if there is a breach of the health guidelines by one of the visitors. In addition, prior to the arrival of boats at the marinas, berths or docks, the captains of the boats must notify the administration or person in charge of operations on the state of health of passengers aboard the boats, via radio communication or the means available.

4. Responsibilities of tour operators

- a) The operator and / or concessionaire must prepare an affidavit duly read and signed with each of its collaborators, where these are undertake to notify the company if they present the symptoms of COVID-19 according to the protocols stipulated by the Ministry of Health, as well as carrying out the corresponding protocol of calling 1322 for guidance.
- b) The operator and or concessionaire must ensure compliance with the regulations of hygiene and social distancing through trained personnel who carry out permanent tours in the different areas of the project in a random way. These personnel must have sanitation and social distance regulations at their disposal, either electronically or in print.
- c) Indicate the provisions on access and use of the facilities that have been implemented to ensure compliance with the protocols for washing hands, sneezing and coughing, not touching your face and other ways of greeting ([See Annexes](#)).
- d) Notify the person in charge of the tourist activity or his representative in the event that they have symptoms such as cough, sore throat, fever, or trouble breathing.
- e) Notify the person in charge of the tourist activity or his representative, in the event that cleaning supplies intended for the activity tour users are needed, such as alcohol gel, disposable towels for drying hands and antibacterial soap.
- f) They must supply their customers with PPE during the service provided, as well as ensure that clients comply with health protocols ([See Annexes](#)).

- g) Provide information about each of the customers who will enjoy the service, prior to the arrival of the tour. The data to be supplied are:
 - Full name
 - Age
 - Country of origin
 - Health condition
- h) Both tourist guides and drivers must comply with the protocols of health, also both must wear a mask.
- i) During the tour, follow the guidelines established as the use of a mask, not allowing physical contact with the captain and ensure compliance with physical distance.
- j) The driver assigned to transfer the clients must not take the tour.
- k) Take the temperature of the clients before entering the facilities and notify administration if anyone has symptoms. Likewise, the boarding of people with symptoms should be prohibited.

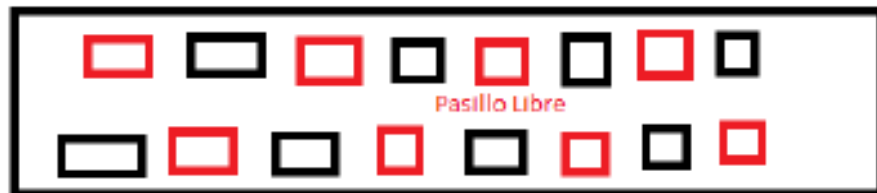
5. Responsibilities of visitors

5.1. Use of restaurant and facilities

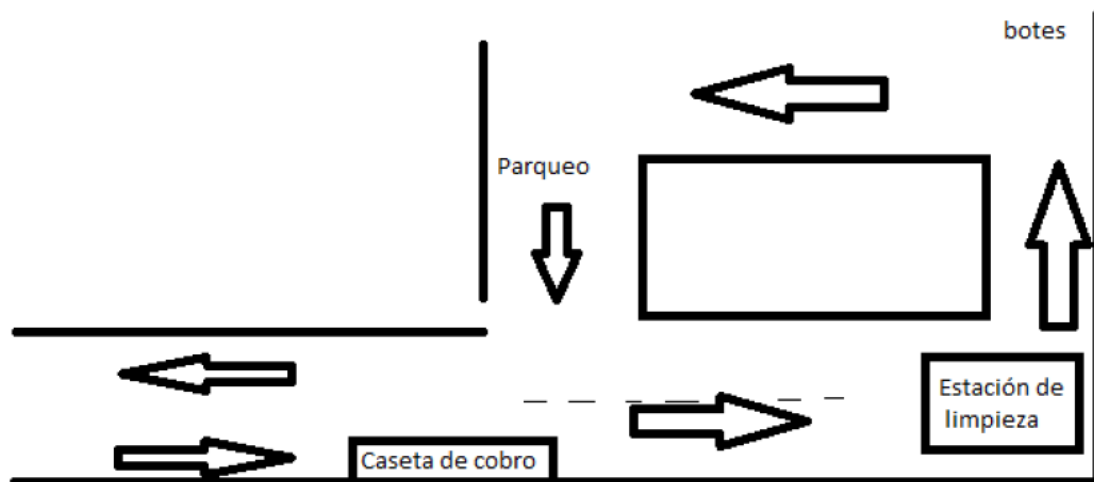
- a) Always use PPE inside the facilities, except during food intake.
- b) Correctly wash hands when entering the facilities. As well as respect sneezing and coughing, other ways of greeting, not touching your face, and population at risk protocols ([See annexes](#)).
- c) Respect the social distance of 1.8 m both with other visitors and with collaborators of the company.
- d) If they have any risk factor, they should indicate it as soon as possible.
- e) Provide the following information to the company:
 - Full name
 - Age
 - Country of origin
 - Health condition
- f) Abide by the guidelines of both the company and the Cipancí Refuge.
- g) They must take all the waste generated during the tour (bottles, papers, among others).
- h) Do not share the PPE.
- i) If they have symptoms, tell the tour operator and the administration.

5.2. Use of the park and boats

- a) Visitors must be positioned in the middle and in a zigzag way as shown in the next figure.



- b) The distribution of the areas within the Cipancí Wildlife Refuge is the following.



6. Annexes

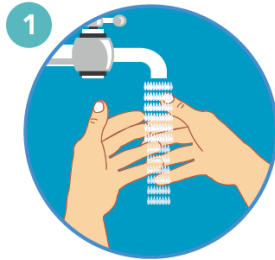
6.1. Guide for proper hand washing

How should you wash your hands?

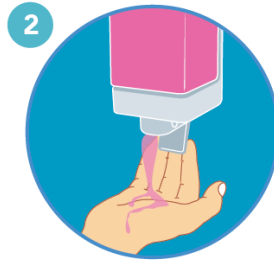


WASHING YOUR HANDS SHOULD TAKE 30 SECONDS

OR THE EQUIVALENT OF SINGING "HAPPY BIRTHDAY" TWICE



Wet your hands with water and shut off the tap



Apply enough soap to cover the surface of your hands.



Rub your hands together with your palms facing.



Rub the back of each hand with the palm of your other hand with fingers interlaced



Rub your palms together with fingers interlaced.



With fingers interlocking, rub the opposite palm with the back of your fingers.



Clasp your thumb in the opposite hand and scrub in a rotational movement.



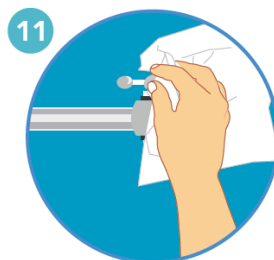
Rub the tips of your fingers on your opposite palm.



Rinse hands with plenty of water.



Dry hands thoroughly, ideally with a disposable paper towel.



Use paper towel to shut off the tap.



Ministerio
de **Salud**
Costa Rica

¿When should you wash your hands?



Ministerio
de **Salud**
Costa Rica



Before touching your face



Before eating or preparing food



After going to the bathroom



Before and after changing diapers



After sneezing or coughing



After visiting or caring for a sick person



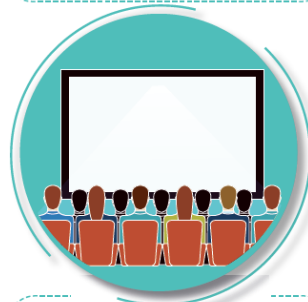
After touching any trash



After using public transport



After touching any animals or pets



After spending time in public spaces



After touching money or keys



After using handrails or door handles, especially in public spaces.

6.2. Correct way to cough and sneeze

The correct way to cough and sneeze



Ministerio
de **Salud**
Costa Rica



Cover your mouth and nose firmly with your upper arm, to trap all germ.



Or, cover your mouth and nose firmly with a disposable tissue.



Throw tissue in the trash.
Do not litter.



Never touch your face without having washed your hands with soap and water.

6.3. Social distancing and social bubbles

