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LA QUINTA SARAPIQUI LODGE'S OPERATION PROTOCOL IN PREVENTIVE AND MITIGATION ACTIONS FOR COVID-19

The objective of this document is to dictate the operating guidelines for both guests, staff and other collaborators so that we can provide lodging and its associated services to our clients; taking into account all the protocols that have been established on a national level in order to avoid the contagion chains. This protocol will be applied effective the reopening.

1. Definitions and Abbreviations

- 1.1. ***Coronavirus (CoV)***: They are a wide family of viruses that can cause various conditions, from the common cold to more serious diseases, such as the coronavirus that causes Middle East respiratory syndrome (MERS-CoV) and the one that causes severe acute respiratory syndrome (SARS- Co-V). The new coronavirus is a virus that has not been previously identified in humans.
- 1.2. ***Types***: It is important to note that there are four other globally endemic human coronaviruses different from the new coronavirus called SARS-CoV-2 that produces the disease called COVID-19
- 1.3. ***COVID-19***: It is the most recently discovered infectious disease caused by the coronavirus, it is transmitted by contact with another that is infected by the virus. The disease can spread from person to person through droplets from the nose or mouth that are thrown out when an infected person speaks, coughs, or sneezes. Also if these drops fall on the objects and surfaces that surround the person, so that other people can touch these objects or surfaces and then touch their eyes, nose or mouth. These viruses are inactivated after a few minutes of contact with common disinfectants such as the freshly prepared dilution of chlorine (chlorine concentration 1g / L, prepared with dilution 1; 50 of a chlorine concentration 40-50 gr / L). Concentrations of 62-71% ethanol or 0.5% hydrogen peroxide in one minute are also effective. In case of using other disinfectants, the effectiveness of these should be ensured. They should always be used according to what is indicated in the Safety Data Sheets.

2. Abbreviations

- Ministerio de Salud (MS) - Health Ministry
- Coronavirus 2019 (COVID-19)
- Personal Protective Equipment (PPE)



- Caja Costarricense del Seguro Social (CCSS)
- La Quinta de Sarapiquí Lodge (LQSL)

3. *Hygiene and Disinfection*

1. LQSL guarantees access to the supply of drinking water, antibacterial soap, alcohol gel, disposable towels for the correct washing and drying of hands, in common spaces, as well as their replacement and cleaning.
2. LQSL intensifies cleaning and hygiene measures, in public areas, where there is a person in charge of surveillance of high-contact surfaces such as: tables, chairs, railings, doors, telephones, counters, among others, as well as You must ensure that the rest of the areas are also served.
3. LQSL records the periodicity of check-ups, cleaning and disinfection in areas in blogs available for review.
4. LQSL guarantees the use of authorized commercial cleaning and disinfection products, which will also be detailed in the corresponding blog.
5. Cleaning carts are cleaned and disinfected at the start of the day and after cleaning each room.
6. LQSL guarantees the record of cleaning and disinfection of the cleaning trolleys in the log that the waitresses carry.
7. LQSL has placed sneezing and coughing protocols, hand washing, other ways to greet, not touch their faces and populations at risk, in visible places for both guests and collaborators, in Spanish and English as a universal language for tourists.

3.1. Common or Contact Areas

- 3.1.1. LQSL guarantees the common or contact areas, the availability of spaces with drinking water, soap, alcohol gel, disposable towels and others for the correct washing and drying of hands.
- 3.1.2. LQSL guarantees that the personnel have the PPE or implements if necessary.
- 3.1.3. LQSL guarantees that pens will not be shared
- 3.1.4. LQSL encourages electronic payment, preferably contactless
- 3.1.5. The counters will be constantly and permanently cleaned and disinfected according to the traffic of people.
- 3.1.6. If at the moment of attention to the public, there is a considerable number of people, we will ensure the established social distance of 1.8 meters, for this, we have demarcated the area.
- 3.1.7. At the time of handing over the keys, they are delivered clean and disinfected. Upon departure, they are again cleaned and disinfected by the reception staff.
- 3.1.8. If the guest requires the luggage transport service, it will be in security conditions. The collaborator has PPE and must disinfect the boot before and after the transfer.



- 3.1.9. LQSL employees are not authorized to manipulate customer vehicles in the parking lot. They will indicate the guest where to park only.
- 3.1.10. As long as guests do not request it, the premise in LQSL is that we must not have contact or manipulation of the belongings of guests, visitors, suppliers, or others.

3.2. Guest Rooms

- 3.2.1. LQSL ensures the conditions of cleanliness and hygiene of the rooms
- 3.2.2. LQSL informs about the cleaning and hygiene standards used in its different areas
- 3.2.3. In our rooms, the cleaning staff compulsorily uses PPE (gloves, masks and uniforms) in the cleaning and disinfection process, with special emphasis on the surfaces with the highest contact, such as: remote control and control panel of the A/C unit, light switches, lamps, door handles, closets and drawers. In the bathroom sector, the sink, shower, hookahs, toilet, doors, among others, are deepened.
- 3.2.4. LQSL leaves to the guest's will whether or not to carry out daily cleaning of his room during his stay, consulting on arrival if he wishes this service.
- 3.2.5. LQSL provides employees with the information and action measures that must be adopted in the workplace and at home to prevent contagion.
- 3.2.6. LQSL provides the time and the means for proper hand hygiene upon entering the workplace and during the working day.
- 3.2.7. Collaborators are obliged upon arrival at the workplace, and throughout the working day, to frequently disinfect objects of use, as well as elements of the workplace.
- 3.2.8. Work equipment or devices are not shared. Those that are shared must be disinfected between use, to reduce the risk of contagion.
- 3.2.9. Employees will wear clean work clothes daily.
- 3.2.10. LQSL provides all of our staff with PPE and guarantees its use according to the guidelines of the MS.
- 3.2.11. Suppliers will be served with prior arrival notice so that they do not coincide with other people and a log will be kept with the suppliers' personal information with name, ID, company, date and time.
- 3.2.12. The RRHH office has the indications of the MS about the possibility of a confirmed case or a suspicious case.
- 3.2.13. LQSL carries out informative and educational actions with company collaborators, suppliers and customers, aimed at incorporating healthy practices.

3.3. Collaborators

- 3.3.1. Assigns a person responsible for related communication regarding individual and collective protection.



- 3.3.2. We have compiled the information from the MS, and we have disseminated the information at strategic points such as: bathrooms, dining room, information board and all transit areas for both guests and collaborators.

3.4. Suppliers

- 3.4.1. Suppliers must comply with the cleaning and disinfection measures determined by LQSL during their delivery of products to the site.
- 3.4.2. A protected space is established for the attention of providers.
- 3.4.3. LQSL keeps a record of the suppliers indicating the date, time and data of the person attended, if required by the MS, so that in an eventual epidemiological study, the information is provided.
- 3.4.4. On-site supplier management should always be short-lived so that they remain on-site for as short a time as possible.
- 3.4.5. Suppliers must abide by the sanitary guidelines defined by LQSL.
- 3.4.6. Employees must frequently clean and disinfect the receiving area of products and merchandise.

3.5. Guests

- 3.5.1. Guests are informed upon arrival and a priori when booking through our website, our terms of service and prevention measures.
- 3.5.2. This protocol is in English and Spanish on our website.
- 3.5.3. Upon arrival of the guest, as a welcome protocol, information is offered to the guest on the procedures and regulations that are being carried out and that, if during his stay he presents symptoms related to COVID 19, he must communicate it immediately so that it is guarantee prompt and timely treatment according to MS guidelines.
- 3.5.4. A hand washing station has been installed at the reception, which also has an information board on coughing, sneezing, hand washing and other forms of greeting protocols, as well as reporting to collaborators in case of presenting symptoms.
- 3.5.5. These instructions are also located in other public areas namely, restrooms, staff dining room, guest dining room, hallways, and blackboards.
- 3.5.6. We ensure that the personnel fulfill the assigned responsibilities, among them, informing their immediate superior if they present symptoms of the flu or cold prior to entering their work, so that the corresponding decisions are made according to the guidelines of the MS.

3.6. Cleaning and disinfection procedure

- 3.6.1. Upon the arrival of the collaborator at the facilities, they must go to the washing station before entering the facilities. Once you approach your work station, you must carry out the cleaning and disinfection of it before starting your day.



- 3.6.2. The hand washing procedure is as follows:
- Wet your hands and forearm with water
 - Put the antibacterial soap on the palms of your hands.
 - Clean and disinfect the palms of your hands
 - Rub the back of the hand
 - Clean and disinfect between fingers
 - Clean and disinfect the back of the fingers
 - Clean and disinfect thumbs and fingertips
 - Wash your hands thoroughly after sneezing, blowing your nose, coughing, or touching potentially contaminated surfaces (money, documents, counter, etc.)
 - The frequency of hand washing will be before touching your face, before preparing and eating food, after going to the bathroom, after touching handrails and door handles, before and after a break, after interacting with a client, after touching targets that have been manipulated by clients, among others.
- 3.6.3. The procedure for rinsing and drying hands:
- Rinse hands and forearms with water
 - Dry your hands and forearm using a paper towel or any other authorized hand drying implement and then dispose of it in a garbage can.
 - Use hand sanitizer
- 3.6.4. The procedure for disinfection with effective virus products
- Always treat any body fluid as if it were infectious
 - If you work with reusable equipment, clean and disinfect them after use.
 - Ensure the cleaning and disinfection of the articles that enter.
- 3.6.5. A cleaning and disinfection plan and schedule is established for the different areas of the facilities, which is published in the different work areas and the collaborators' central whiteboard. All cleaning and disinfection will be recorded in the respective logbook.
- 3.6.6. LQSL ensures the thorough cleaning of our facilities, intensifying cleaning and hygiene measures, we treat surfaces with authorized commercial products that comply with the stipulations of the MS.
- 3.6.7. In public areas we have a designated collaborator who is in charge of supervising high contact surfaces such as: railings, doors, telephones, counters, among others; as well as ensuring that the rest of the areas are also served.
- 3.6.8. We have defined a schedule for cleaning and disinfecting the different areas, according to the operation and the traffic of people.
- 3.6.9. The disclosure plan for cleaning, maintenance personnel and collaborators in general is carried out through on-site training, whiteboards and records, among others.
- 3.6.10. Management is in charge of directing the cleaning, disinfection, waste management, and use of PPE program. Management is in charge of verifying the use of logging logs.



- 3.6.11. Staff members at LQSL are responsible for cleaning and hygiene in their jobs. The collaborators of the departments that require some type of accreditation such as Pool Management and Food Handling, are up-to-date with their permits and accreditations as established by the MS.
- 3.6.12. LQSL is responsible for having the corresponding procedures where control of the assigned tasks is maintained.
- 3.6.13. LQSL has assigned a collaborator as responsible for the work of waste management. We have trained personnel with the procedures and risks involved in such work, as well as ensuring the proper use of PPE.
- 3.6.14. Records are kept by means of logbooks.

3.7. Cleaning and Disinfection Products

- 3.7.1. Disinfectants, implements and commercial cleaners recommended by the health authorities, brooms, floor cleaners, gloves, masks, among others.
- 3.7.2. When necessary, a 1: 100 chlorine solution (one part chlorine per 99 water) is also used.
- 3.7.3. For surfaces contaminated with fluids, a chlorine solution with a concentration of 15:100 is prepared.
- 3.7.4. For sanitary and flooring, a chlorine concentration of 5:100 is used; all this according to the recommendation of the MS.
- 3.7.5. The disposable residual elements are eliminated in a container that has a pedal, the bag must be closed. These are: gloves, scarves, masks and other single-use items.
- 3.7.6. The hygiene items that are reused are washed with hot water and soap
- 3.7.7. For greater security, we will leave them in a sanitizing and disinfecting solution, recommended by the MS.

3.8. Identification of critical points for disinfection

- 3.8.1. The following surfaces are thoroughly cleaned: light switches, handles, handrails, locks, restrooms, remotes, sinks, water faucets, desk surfaces, drawer handles, horizontal surfaces, hair dryer, light controls, and air conditioning , among others.
- 3.8.2. Each material has specific cleaning requirements, which is verified in the product's manuals or packaging boxes, as well as on the manufacturer's website.
- 3.8.3. Electronic devices are cleaned as follows:
 - Turn off the device
 - Disconnect power sources, devices, and external cables.
 - Use only a soft, lint-free cloth
 - Keep liquids away from the product, unless otherwise indicated for specific products.
 - Do not let moisture enter through any opening



- Do not use sprays, bleaches or abrasive substances
 - Do not spray any cleaner directly on the device
 - Do not use products that contain acetone, as this can damage the equipment
 - Finally, wash your hands frequently with soap and water following the corresponding protocols.
- 3.8.4. This procedure applies to the cleaning of all objects used in public attention such as: showcases, windows, electric bells, microphones, payment terminals, pens, among others.
- 3.8.5. The frequency of cleaning and hygiene in these spaces is intensified, with greater rigor, on the support surfaces.
- 3.8.6. An alcohol-based solution of at least 70% is used, as well as commercial products recommended by the authorities.
- 3.8.7. Gel alcohol dispensers are maintained in public areas

3.9. Personal Protective Equipment (PPE)

- 3.9.1. The reception area has been reconditioned by placing windows to respect distances and eliminate contact between collaborators and visitors. Employees who are providing services such as porters, dining room or room cleaning use EPP.
- 3.9.2. LQSL is committed to providing PPE to collaborators or visitors who request it.

3.10. Waste Management

Hazardous wastes are those that due to their chemical reactivity or their biological nature can cause damage to health and the environment. In the event of a circumstance in which we must handle this type of waste, our protocol will be:

- 3.10.1. LQSL will adopt all the necessary measures in the prevention, reduction and separation activities at the source, collection, storage, transportation, use and final disposal of hazardous waste and residues.
- 3.10.2. LQSL will ensure that the packaging, packaging and labeling of hazardous waste is carried out in accordance with the regulations that are issued by the MS, and indicates the risk classification, environmental and sanitary precautions, as well as handling and storage.
- 3.10.3. The accumulation of waste must be carried out in accordance with article 6 of the Regulation for the management of hazardous waste.
- 3.10.4. LQSL's full responsibility will be until the hazardous waste is valued or disposed of definitively, with a company endorsed by the MS.
- 3.10.5. These residues will be collected for disposal in a red, leak-proof bag, of moderate thickness, to avoid punctures and must be cleaned immediately so that accidents and contamination from other people do not occur.



- 3.10.6. The bag should be labeled with the biohazard symbol.
- 3.10.7. Infectious contagious wastes would not mix with normal establishment wastes
- 3.10.8. The frequency of cleaning and disinfection are recorded in the log.
- 3.10.9. The disposable residual elements are eliminated in a container that has a pedal, the bag must be closed. These elements can be: gloves, scarves, masks or any other element that is used to minimize the spread of COVID-19.
- 3.10.10. Trash bins are pedal-operated or reciprocating with a waste bag; which is sealed before being removed.
- 3.10.11. The person in charge uses PPE
- 3.10.12. Trash containers are removed twice a day within the workplace facilities at the end of each shift.
- 3.10.13. Gloves are used to remove the waste, the bags must be closed before removing them and they are not pressed to make more space in the bag.
- 3.10.14. After the bags are discarded, hands will be washed.
- 3.10.15. Cleaning is recorded in a logbook.

4. Workplace Logistics

4.1. Service continuity plan

- 4.1.1. Identification of Threats. This protocol ensures that in the workplace we are trained to detect a suspected case of contagion that will activate the provisions of the point.
- 4.1.2. Analysis of Impact in the establishment. Once point 3.1.41 has been complied with, the impact analysis will be carried out in order to apply the appropriate isolation, cleaning and disinfection measures.
- 4.1.3. Crisis management. It will be established according to the Impact Analysis
- 4.1.4. Emergency response according to the protocol issued by the MS
- 4.1.5. Communication in the crisis both internally and externally.
- 4.1.6. Recovery process according to the Impact received

4.2. Work Shifts

- 4.2.1. Working hours are established weekly depending on the occupation of the hotel.
- 4.2.2. LQSL designs work schedules according to the need for the operation in such a way that social distance is achieved at the time of entry, work shifts and departure of staff.
- 4.2.3. LQSL uses staggered shifts so that admission, rest times and departures are ordered and it is possible to identify, if applicable, health alerts for employees.
- 4.2.4. Regular hours with variation of minutes to comply with social distancing are from 6 am to 2 pm, from 1 pm to 9pm, from 2pm to 10pm and from 10pm to 6am.
- 4.2.5. All these hours are established in accordance with the provisions of the Ministry of Labor.



4.2.6. The work schedules include the time for the collaborator to wash their hands on admission, every 60 minutes and on departure for approximately 40 seconds at least, or as deemed necessary.

4.3. Distance in the workplace

- 4.3.1. In our case, we do not have the option of teleworking as it is a face-to-face service company.
- 4.3.2. In common areas for collaborators such as: dining room, changing room area, lockers, among others, there are signs with the hours of use for each shift and job in such a way that the rule of social distancing is always followed and avoiding the crowds.
- 4.3.3. Collaborator meetings are held only when strictly necessary. In these meetings, the distance of 1.8 meters between collaborator and collaborator is respected.
- 4.3.4. Every meeting of collaborators complies with this measure. To avoid meetings, the indications are issued through notifications or memos that are circulated among the collaborators.
- 4.3.5. LQSL strives to ensure that all collaborators are safe at all times, promoting the use of PPE during the working day through internal policy, memo and information board.
- 4.3.6. LQSL ensures the indicated use of PPE and sanctions in case of non-compliance in accordance with the applicable regulations.
- 4.3.7. LQSL reminds the collaborator of the obligation to comply with the protocols established by the MS when traveling to and from the workplace.
- 4.3.8. LQSL reviews the vehicle or movement restrictions in general, that the Ministry of Health and the competent authorities indicate, prior to preparing schedules and transfers for employees.
- 4.3.9. Suppliers and visitors are attended through the window to avoid contact between people
- 4.3.10. LQSL keeps log of the entrance to the facilities registering suppliers and visitors.
- 4.3.11. LQSL has placed posters on the guidelines that the MS has indicated in the visitor and provider registration area, such as: hand washing, social distancing, sneezing, coughing, greeting, among others.
- 4.3.12. LQSL has established marking in work areas that require it due to space, to guarantee the minimum distance of 1.8 meters established by the MS, between collaborators
- 4.3.13. LQSL complies with the obligation to guarantee the distance between collaborators
- 4.3.14. LQSL trains, promotes and supervises the distance between collaborators
- 4.3.15. LQSL has instructed its collaborators so that, in case of taking breaks together, they be taken in open spaces where the required distance is respected.
- 4.3.16. LQSL coordinates with its collaborators the times and rest areas of each shift, so that the recommended social distancing is fulfilled.
- 4.3.17. LQSL does not have staircases, electric strips, or closed corridors in its facilities, so it is not worth creating an instruction manual for this type of area.



- 4.3.18. LQSL establishes that in closed areas such as rooms, there can only be one collaborator at a time.
- 4.3.19. LQSL has overhauled its reception to serve visitors and collaborators through glass windows.
- 4.3.20. LQSL has identified the most important service and high attendance areas such as reception and others, and has installed protective barriers with glass or in cases where this is not possible, collaborators use face shields and PPE.
- 4.3.21. LQSL guarantees that the protection barriers are effective and safe.
- 4.3.22. LQSL provides transportation to some of its collaborators according to the work shift
- 4.3.23. LQSL guarantees the cleaning and disinfection of the vehicle before and after each trip.
- 4.3.24. The collaborators users of this service must carry the EPP during the journey.
- 4.3.25. The collaborators receive pertinent indications and information about the contagion so that they can identify symptoms and make the respective report.
- 4.3.26. LQSL offers permanent training on the subject to its collaborators.
- 4.3.27. The collaborator must report any symptoms from their home to the LQSL management to agree on the next step.

4.4. Hábitos de higiene del colaborador en el lugar de trabajo

- 4.4.1. LQSL promotes the good hygiene habits of its collaborators through permanent labeling or training.
- 4.4.2. LQSL has placed the MS posters in the areas where the collaborators transit. Entering and leaving place, dining room, rest areas, offices, kitchen, laundry, etc.
- 4.4.3. LQSL conducts refreshing sessions once every fifteen days, to promote hand washing, general hygiene, and the protocols of the MS and other government entities.
- 4.4.4. The establishment promotes, through talks, conversations, electronic messages, internal posters, among others, the daily washing of uniforms. It also provides the possibility of washing them on site.

5. **Action in case of confirmed infections in a staff member**

LQSL's duty of protection when providing hosting services is to guarantee the safety of working people at our service, guests and other visitors. This in all aspects related to the work and services we offer, and we must seek procedures that ensure the physical and health safety of all those who are under its direction, that is, under our control capacity.

Any collaborator or client who presents with cold symptoms of COVID-19 and who has been in contact with people who were diagnosed as suspected, probable or confirmed cases, should undergo a medical evaluation at the corresponding medical center.



In the event that there are suspicious cases, LQSL will follow these recommendations:

- Provide the EPP person and coordinate the transfer according to the Health guidelines.
- In case of exposure of other workers or clients, the instructions of the MS will be expected.

If the working person has been diagnosed as a “suspected case” of Coronavirus (COVID-19) by a doctor, they must:

- 5.1. Comply with the instructions of the CCSS or the MS.
- 5.2. In the case of external clients, the corresponding should be coordinated according to the guidelines issued by the MS or CCSS
- 5.3. LQSL will make a list of the case and direct contacts of the collaborating person for documentation and facilitation to the MS.
- 5.4. If a collaborator qualifies as a “probable case” or a “confirmed case”, the instructions provided by the health facility or the protocol defined by the MS for each case must be followed and reported immediately to those in charge of the facility.
- 5.5. LQSL ensures the confidentiality of information and protect the identity of people.
- 5.6. The reinstatement of the affected collaborator will be carried out by means of a medical discharge issued by the CCSS doctor. Likewise, if it exists, the Department of Occupational Health will give it the corresponding surveillance.

6. Communications

- 6.1. LQSL has a written, trustworthy and official channel to share the information related to COVID-19 that is truthful and from the MS. Information board, posters, official lettering in visible places, among others.
- 6.2. The person, providers and clients are provided with the necessary information regarding the prevention and containment measures established for the COVID-19 emergency.
- 6.3. The protocols for sneezing and coughing, hand washing, other ways of greeting, not touching your face and populations at risk are placed in visible spaces, in the English and Spanish languages.
- 6.4. The administration provides information on the services, as well as the provisions on access, use of facilities and schedules, if necessary, as well as the protocols related to COVID-19.
- 6.5. Our General Manager will be the person responsible for maintaining and updating the information officially, or failing this, he will designate the person he deems pertinent for the position and will inform everyone (collaborators and suppliers), who will be in charge of communication incoming from the MS.
- 6.6. This protocol is published on our website.

