



GOBIERNO DE LA
REPÚBLICA DE HONDURAS



SECRETARÍA DE TRABAJO Y
SEGURIDAD SOCIAL

Biosafety Protocols Due to the Pandemic of COVID-19 for Large Hotels of Honduras

Secretary of Labor and Social Security

-Leave space for emblems-

Biosafety Protocols Due to the Pandemic of COVID-19 for Large Hotels of Honduras. Version 2.

Tegucigalpa, M.D.C. The 7th of August, 2020.

Secretary of Labor and Social Security

INDEX

- 1. Introduction.....**
- 2. Background.....**
- 3. General and Specific Objectives.....**
- 4. Specific Measures for Large Hotels of Honduras.....**
- 5. Formation of the Risk Management Committee.....**
- 6. Measures and Actions to Prevent COVID-19 in Hotels....**
- 7. Area management.....**
- 8. Protocol to Follow When Finding A Suspicious Case.....**
- 9. References.....**
- 10. Definitions.....**
- 11. Annexes.....**

1. Introduction

In the framework of COVID-19, the following protocol is proposed for Big Hotels, with the direct support from the Honduran Tourism Institute (IHT in Spanish), with the aim of contributing to the development of new standard and procedures that aim to reduce, minimize or eliminate biological risk factors that may affect the people's and environment's health and life; those who are part of the works centers that provide hotel and food service.

2. Background

Coronaviruses are a large family of viruses that can cause disease both in animals and humans. In humans, there are seven (7) known coronavirus pathogens, which generally cause respiratory infections that can range from common cold to more serious illnesses. The two coronavirus best known for their health consequences, that have also caused epidemics, are the Severe Acute Respiratory Syndrome (SARS) in 2002 with around 8,096 reported deaths and 10% fatality and, the Middle East Respiratory Syndrome (MERS) in in 2012, with around 2,494 reported deaths and a 35% fatality rate. In December 2019, China reported multiple cases of pneumonia outliers of unknown origin in Wuhan City, Hubei Province; identifying the pathology as a new type of human coronavirus. This virus has expanded at high speed throughout the world, being officially declared as a pandemic by the World Health Organization (WHO) on March 11, 2020.

COVID -19 is an infectious disease that can spread from person to person. They usually cause common colds and can also cause infections and severe respiratory problems.

Data on confirmed COVID-19 cases, deaths, and case fatality rate are constantly being modified.

After the country's economy was paralyzed, meaning that 98% of the total number of Hotels were closed, implying a negative impact on the finances of their owners, the need for an elaboration of a special biosafety Protocol was proposed for this sector, taking into consideration its particular characteristics.

3. General and Specific Objectives

General objective:

Establish guidelines for the implementation of actions towards health promotion, prevention of COVID-19 disease by responding to admission and spread of this.

Specific objectives:

- Provide biosecurity criteria to mitigate risks of contagion or spread of COVID19 virus.
- Adopt biosecurity standards and measures to stop the spread of this pandemic in the country.
- Define specific and appropriate measures to protect the health of guests, clients, suppliers, staff and visitors within the hotel facilities.
- Establish the guidelines for constant training on the new measures being implemented.
- Activate the prevention, implementation and control systems in compliance with the biosecurity strategies in workplaces, common areas, among others in the face of the COVID-19 pandemic or another type of threat in biosecurity areas.

4. Specific Measures for Big Hotels

Opening Procedure

Preparing the Facilities

Prior to opening the establishment, it will be necessary to carry out an exhaustive fumigation inside and outside the facilities then a deep cleaning and disinfection. Also following the usual hygiene guidelines, there will be an increase in the frequency of cleaning and revisions. It is proven that microorganisms remain alive in surfaces so this process is important to take care of ourselves and others.

Ensure, as much as possible, that the different areas of the hotel are being frequently ventilated.

Equipment Review

It is recommended that before opening up, to do an operational drill to check that all the equipment is functioning properly; such as power plant, utility plant, pumping systems and hot water, air conditioners (cleaning the filters), fire alarms, gas tanks in kitchens; as well as their

minor equipment such as computers, printers, billing systems etc. When opening again, everything should be running smoothly.

Redevelopment of Areas. Installation of Biosafety Equipment

To be able to return to work in an orderly, gradual manner and be able to guarantee our clients with safe conditioned environments, some measures will be taken to prevent and control the risk of COVID-19 infection by readjusting some areas of our facilities for better operation.

- Determine the entrance points and place footbaths there for shoe disinfection.
- To respect the safety distance, mark the position where the clients should be, before different processes; at a minimum of 1.5 meters of distance.
- Install partitions on the reception desk, to create a barrier contact between client and staff.
- Change the capacity of elevator users (by a determined number of people);
- Provide and install hydroalcoholic gel dispensers at entrances, elevators, and in general different areas of the facilities, as well as dispensers of interleaved paper to avoid contact.
- Acquire equipment for measuring the temperature of people, which must be under a documented calibration and verification program and implemented.
- Determine main points and put in place a communication system to inform workers and customers of the service conditions and measures of established biosecurity.
- Define new operating models for breakfast service.
- Carry out medical examinations and quick tests to the personnel who begin incorporating their work, as well as to know their clinical history of the last 20 day
- Each worker must have an occupational medical history with their respective clinical and biological tests available to the competent authority.
- Create improved guidelines for sanitizing the gym, possibly closing it for cleaning several times a day and limiting the number of guests allowed at one time.
- Have an exclusive and delimited area or zone for transferring people suspected of carrying the virus.

Responsibilities of the workplace, workers and guests

The following table describes the responsibilities of the parties involved in a hotel, according to article 95 in its numbers 7 and 8 and article 97 numbers 4, 7,9, and 10 of the current labor code.

Work Center	Workers	Guests
<p>The owners, managers, administrative managers and/or human resource managers from each hotel must be aware of the content of this protocol, understanding that it is a mandatory character for them to complete.</p> <p>Prior to the start of the activities, the importance of it should be socialized to the staff, likewise, to the guests, clients and suppliers (these as they go approaching our facilities).</p> <p>It should be specified in the socialization that everyone must compulsorily adhere to the provisions of this protocol and establish the responsibilities of each one to meet its compliance.</p> <p>Provide the equipment and materials needed for cleaning and disinfection of the facilities.</p> <p>Provide the personal protection equipment that is required for workers such as masks, gloves, masks or glasses, gowns, aprons etc.</p> <p>Facilitate antibacterial gel in various places for guests to disinfect their hands and enable spaces for hand washing with sufficient water, soap and disposable towels.</p>	<p>Clean and disinfect assigned areas following the instructions of use.</p> <p>ALWAYS use, in the proper way, the personal protection equipment required for each task being performed</p> <p>Wash and disinfect your hands frequently following the appropriate procedure.</p> <p>Take your temperature and disinfect your footwear and clothing before entering the establishment and internal areas that require it.</p> <p>Actively participate in the biosecurity training.</p> <p>Meet the biosecurity standards and fill out the control boxes promptly.</p> <p>Know the biosecurity policies and help orient guests.</p> <p>Become familiar with contact information and emergency numbers.</p> <p>Know and follow the emergency protocol in case of identifying a suspected Covid-19 case.</p> <p>Do not show up to work if you have COVID-19 symptoms. Inform and isolate yourself immediately in case</p>	<p>Wear a personal mask when in common areas or when you interact with other people in the hotel.</p> <p>Wash and disinfect your hands frequently.</p> <p>Take your temperature and disinfect your footwear and clothing before entering the establishment and internal areas that require it.</p> <p>Provide the information required by the hotel or health personnel in case it is necessary.</p> <p>Know and follow the biosecurity policies established by the hotel.</p> <p>Report and seek immediate help in the hotel if you present any COVID-19 symptoms.</p> <p>If you present any symptoms, make sure to stay isolated in the indicated area by the hotel while you wait for attention from the health personnel or be transferred to a medical assistance center.</p>

<p>Create the conditions for taking temperature and disinfection of people in entrances and exits to the facilities and required internal areas.</p> <p>Train the collaborators in the biosecurity protocols. Once the protocol is socialized, you must train the staff on the different areas, such as on changes in procedures for cleaning products, cleaning and disinfecting as well as in the use of the technology, in case it be adopted, for different areas.</p> <p>There must also be considered constant and permanent training about the cleaning and hygiene service protocols and its changes in relation to the virus.</p> <p>Monitor that the standards of biosecurity are being completed and carry a record of the controls.</p> <p>Inform the guests about the biosecurity policies in the hotel.</p> <p>Have the contact information and telephone numbers of the health centers, ambulance services and emergency numbers.</p> <p>Create and socialize the</p>	<p>of presenting symptoms at work.</p> <p>Care in the job center</p> <p>Frequently wash and disinfect your hands.</p> <p>Comply with all obligations that currently exist in the workplace, such as to clean yourself off before entering the food and drinks area.</p> <p>Wear the assigned PPE according to the work you do.</p> <p>Limit your mobility within of your center work area in the facility, and only go to places strictly necessary.</p> <p>Respect the recommendations of social distancing.</p> <p>If you decide to leave the facilities during break and rest hours, then you must comply with hygiene and disinfection protocols upon re-entry to the workplace.</p> <p>Comply with all the health and safety measurements that currently exist in the workplace.</p>	
--	---	--

<p>emergency protocol in case of a detection of a Covid-19 suspect.</p> <p>Enable and condition a special area for guests and workers if they need to be isolated for treatment or transfer to a Health Center.</p>		
---	--	--

Designate rooms for people with suspected and confirmed cases of COVID-19.

- The chosen room will have the best conditions of comfort and security.
- Must have telephone access, internet and TV in the room.
- Provide natural ventilation to the outside. The recirculation air systems will be disconnected within the housing unit, whether central systems or individual (finolis).
- Have soap, gel, disinfectant wipes and disposable cups;
- Have cleaning supplies for the bathroom and other surfaces.
- To facilitate cleaning and disinfecting tasks, remove all furniture and expendable decorations.
- Reduce textile, including carpets.
- Have a single bin with a lid and non-manual operation with double bag, minimizing the risk of manipulation and transmission;
- Provide those means that the client may require in relation to their illness: body thermometer, medicines etc.
- Likewise, the hotel will implement any other recommendation from the health authorities/specialists, according to each case.

5. Formation of the Risk Management Committee

Objective

Lead the process of prevention and control measures for the COVID-19 virus in our work centers.

This committee should be made up of a minimum of 2 to 8 people, depending on the size of the workplace. The operation term of the Committee will be by the duration of the COVID-19 pandemic indicated by the World Organization of

Health and confirmed by the Ministry of Health.

Committee functions.

- a.** It will establish the objectives to be pursued.
- b.** Carry out the Risk matrix of the workplace.
- c.** Assign responsibilities to each member of the committee.
- d.** You will have a session at least once a week. The Committee will remain active all the time, so they will meet to discuss the measures to be followed and the progress in the application of the protocol as many times as necessary, keeping a control of health of the workplace staff.
- e.** Prepare a preventive and promotional campaign against COVID-19, keeping communication and information relevant; Coordinating disclosure, understanding and compliance with this protocol and related news.
- f.** It will design the necessary protection measures, included in a contingency plan and will then communicate with them.
- g.** Implement the contingency plan, supervising its compliance, assessing its effectiveness and modifying it if necessary.
- h.** It will ensure that all necessary processes are established, implemented and sustained.
- i.** Establish a mechanism to detect symptomatic and asymptomatic personnel in a timely manner.
- j.** It will ensure that workplace staff participate in the training about the use of the protocol and the contingency plan and will contact the competent authorities in cases additional training is required.
- k.** It will have a directory with a list of telephone numbers for urgent calls in case of a possible COVID-19 case in the workplace. (See annex 6).
- l.** It will keep an updated log of all the health data of the workplace staff, constantly watching over it to verify if anyone presents any COVID-19 symptoms. (See annex 7)
- m.** Minimize gatherings of people to avoid exposure, creating awareness of this to the staff so that each person avoids exposure in public spaces and complies with the biosafety and hygiene measures at home and in frequently visited public spaces and transportation areas.
- n.** It will develop a timely logistics that guarantees the use of individual protective equipment for timely and adequate use.
- o.** It will ensure the supply and availability of personal hygiene material and cleaning supplies to provide the required security, keeping the proper control.
- p.** Prepare and supervise a permanent cleaning and hygiene schedule for the establishment, verifying that the cleaning staff do their work in all common areas and worker transit, as

well as in the rest of the areas, using cleaning and disinfection products with the recommended dose in this protocol. (See annex 8 and 9).

- q. It will establish the procedure to follow if there is a positive case of COVID-19.
- r. Maintain information confidentiality that results from the cases of people affected by COVID-19.

The committee functions established above may be carried out by all the members of the committee as a whole, or they could divide the functions between them or delegate to another staff, as long as they are supervised by the members of the committee.

Committee Exclusion: The committee will not be able to prescribe or recommend medications in case of a suspected contagion with COVID-19. The only ones authorized to certify periods of observations of isolation and quarantine are the authorities of the Ministry of Health.

6. Measures and Actions to Prevent COVID-19 in Hotels

General cleaning guidelines

One of the main measures to prevent contagion is to frequently clean and disinfect the surfaces to our surroundings. It is proven that microorganisms can survive numbers of hours in different types of surfaces so this process is important to take care of ourselves and others.

We will clean the room following the established standard in the hotel, with a high degree of commitment, monitoring the disinfection of the facility under the current circumstances. Keep in mind that the cleaning process must be carried out in the following order:

- Start by cleaning the least dirty areas progressing to the dirtiest ones.
- Performed cleaning movements in one direction only, to avoid dirtying again the areas that have already been cleaned.
- Surfaces should be cleaned with a cloth with the recommended solutions, example: alcohol not less than 70%, diluted chlorine 1: 100. (See annex 10).
- Frequently clean depending on the occupancy of the hotel and the contact areas, (surfaces, keys, sinks, taps, handles, elevators, reception desk, doors, room keys / cards, telephones, protection barriers, control of air conditioners, stair handles, dryer, gym machines, railings, room service letter, hangers or hooks , etc.); by using disinfectant cleaning products with authorized virucidal activity, ensuring their effectiveness by attending to the security data sheets of each product.

- Frequently clean depending on the occupancy of the hotel and the contact zones,, the equipment assigned to areas such as telephones, computer, printer, credit card machines, office accessories, wipe down with a solution of water with alcohol as this does not oxidize the materials.

6.1 Hotel Personnel

Mobilization of workers

Use of workplace transportation

- Take temperature, and report it in the control sheet
- Clean and disinfect the unit before and after each worker trip
- Use of mask at all times
- Only 50% of the capacity in the unit will be occupied, or passenger per seat
- At the bus waiting point, physical distance will be executed
- Hand gel will be provided before boarding the bus
- Keep the interior of the vehicle ventilated, do not use the air conditioning
- Keep alcohol spray and wipes for cleaning the unit at all times
- Maintain information on the Biosafety measures

Entering and leaving the workplace

It is essential to apply measures when entering or leaving work, for this you must auto discipline yourself and even more if the workplace does not have support staff, control, supervision or health care. The preventions is as follows:

- If your health condition does not allow you to go to work, report to work and ask for work assignments, if you can work from home.
- Leave your personal belongings in the locker and do not wear jewelry.
- Avoid crowding and keep your physical distance at the entrance and exit of the organization.
- Disinfect your hands at the entrance and exit from the hotel.
- Collaborate with the general supervisory filter measures prior to admission to the center work (taking temperature, brief questioning).
- Put on your PPE according to your work area (at least a mask)
- Use shoe washing or foot bath.
- Disinfect your personal belongings, work surfaces and tools before starting your shift

6.2 Uniforms

- The use of the uniform inside the hotel is an obligation, which must stay on the premises of the facility to avoid contagion.
- Staff should enter with their appropriate personal clothing and change to their uniforms in the facilities, their clothes must remain very well protected preferably in a bag in your locker and then reverse the procedure upon departure.
- The uniform must be washed and disinfected according to the frequency stipulated at the workplace.

6.3 About the Facilities

Each hotel must carry out, as far as possible, a cleaning procedure and keep related records as a guarantee of compliance. and establish a cleaning frequency that fits the reality of your operation. (See annex 11).

- Bathroom and toilet surfaces should be cleaned and disinfected more thoroughly and according to its use, and record the daily record of cleaning and disinfection. (See annex 12).
- Furniture cleaning must be carried out according to the established frequency and type of textile, the same with the walls and floors.
- Cloths used for cleaning and disinfection should be washed with plenty of soap and water to ensure cleanliness, they must be clean and disinfected each time they are used. Color sequences can be used to identify areas, for example green for reception, yellow for housekeeping, blue for restaurants. Disposable material can also be used.

6.4 Protection Measurements

Distance Between Workers

- If a worker exhibits symptoms, they should inform their boss, DO NOT go to their workplace and seek a medical evaluation.
- Promote Teleworking as much as possible.
- Make special schedules for the entry, exit and breaks of the workers.
- Modify working hours to maintain the minimum amount of workers in the hotel.
- Make use of technologies to facilitate communication and interaction between co-workers and avoid physical contact between them.

- Create separate work islands
- Create internal routes for the movement of workers.
- Set clear rules that everyone knows; make use of indicators and labels to indicate entries, exits, prohibitions, capacity, etc.
- Provide lockers or spaces to keep personal belongings and workers clothing separate.
- Establish coexistence policies for workers.
- Do not greet with hugs, kisses or hands between co-workers or clients.
- Do not touch each other.
- Objects, clothing or personal items should not be shared.

Maximum capacity of people

- Indicate the maximum capacity of people allowed in each area where there can exist a gathering of people.
- For example: Lobby, Reception, rooms, elevators, offices, waiting rooms, classrooms, work spaces, workers' dining room, laundry, etc.
- Have visiting policies in the rooms and common spaces and communicate it to the guest since their arrival.

Indicators of distancing and Processes

- Use indicators, marks or separators to order and direct customers and workers in each area.
- Create a customer service process to manage the people when they are in queues, waiting rooms or areas, customer service cubicles, etc.
- Create internal circulation routes for customers, restricted areas and schedules allowed for use and circulation.

Efficiency and Technology

Use technology to eliminate or smoothen the customer service processes. Promote the automation of services in all processes that allow it, such as: payments, reservations, check-in and check-out, place orders, purchases, request services, etc.

Preparation of a cleaning and disinfection plan

The hotel must have a Cleaning and Disinfection Plan to maintain all areas and surfaces that are in direct contact with guests and collaborators clean. To determine how often cleaning and disinfection will be performed in each area, some aspects should be considered using the Guide to Questions below:

1. [What type of areas is it?](#)

- a. **Exterior** (Patios, parks, etc.): Maintain normal cleaning practices.
 - Coronaviruses are naturally killed in open and more ventilated areas.
 - They are eliminated faster in warm temperatures and in sunlight.
 - b. **Interior**: Go to question # 2
2. Has it been occupied in the last 7 days?
- a. **Has not been occupied in the last 7 days**: do routine cleaning
 - b. **If it has been occupied**: Go to question # 3
3. Is it a Frequently Used Surface or Object that is frequently touched ?
- a. **No**: Establish a cleaning and disinfection scheduled routine to keep surfaces clean
 - b. **Yes**: go to question # 4
4. What material is the surface or object made of?
- a. Hard and non-porous: Glass, metal, plastic, granite, etc.
 - I. Wash with soap and water before disinfecting
 - II. Then do the disinfection process to eliminate the virus
 - b. Porous: carpets, rugs, textiles, etc.
 - I. Deep cleaning in a washing machine or with soap and water, when possible
 - II. Remove all objects made of porous materials or textiles that are not necessary or replace them with other hard and smooth materials, especially in frequently used areas.
5. How Often Should You Disinfect Hard, Non-Porous Surfaces?
- **High Contact or Frequently Use Surfaces**: at least 3 times a day
 - **Low Contact Surfaces**: at least once a day

Cleaning and disinfecting high-used surfaces and environments

1. Examples of High Used Environments:
Reception, Lobby, Elevators, Corridors, Public Restrooms, etc.
2. Examples of Frequently Used Surfaces:
Reception Tables, Light Switches, Sink Faucets, Toilets,
Keys, Chairs and tables, Boards in elevators, pencils, etc.

The cleaning and disinfecting cycle of high-used spaces

The cleaning cycle begins with washing and disinfecting your hands, continues with dry cleaning, then wet again to disinfect and the cycle is closed with washing your hands again.

Steps for cleaning and disinfecting high-used spaces

Handwashing	General Cleaning	Disinfect Surfaces	Disinfect Environments
<p>Wash your hands with water and soap and disinfect frequently.</p> <p>The cleaning cycle starts and finishes with you washing and disinfecting your hands.</p>	<p>Remove dirty sweep, mop, clean, remove Garbage.</p> <p>Wash floors, walls and surfaces with soap and water.</p>	<p>Use clean cloth with disinfectant.</p> <p>Do deep cleaning first. Then keep disinfected with a damp cloth and disinfectant.</p> <p>Minimum 3 times per day.</p> <p>Disinfect with more frequency those of more high usage like keyboard, phones, pencils, tables, etc</p>	<p>After cleaning an area, disinfect the environment using Spray or Nebulizer.</p> <p>Start from inside towards outwards, advance from left to right, from top to bottom. Let the disinfectant product act for a minimum of 10 min.</p>

7. Management Area

Hotel Entrance Areas (lobby)

- Decontaminate your shoes using decontamination mats or footbaths.
- Clean the wheels and suitcases of guests and visitors.
- Take the temperature of everyone who enters the facilities.
- Disinfect all objects that enter the hotel (suitcases, children's trolleys, bikes, golf bags, etc.)
- The client must be given a brochure with the preventive measures that will be carried out in the establishment to prevent COVID-19.
- Customer service areas will be readjusted in such a way as to respect the interpersonal distance of two meters. For this, these distances will be marked on the floor. Other

effective measures in this regard are self check-in technologies or similar to streamline these processes.

- Make use of the gel.
- The hotel reserves the right of admission of any person who does not want to comply with the biosafety protocol processes established by the workplace.

Reception

- Give the guest the Biosecurity information that the hotel is applying.
- Facilitate the entry of guests either expeditiously or by making use of technology (check in and check out online or through applications from the web or telephone).
- Apply physical distancing, safety marking on the ground in case of having multiple people in the area.
- If there are cards or keys, they must be deposited in a container with disinfectant at the end of the stay or after each use if they are deposited in reception. Payment by card or other electronic means should be encouraged, preferably non-contact and if there is one, carry out the cleaning process and disinfection process. This same protocol applies to pencils and other objects that are used by guests.
- Use of PPE for reception. Masks are mandatory.
- Follow the protocol on frequently cleaning the surfaces of the reception and should be part of the procedure on each shift.
- Have the numbers of health centers, hospitals and emergency lines.

Rooms

- All non-essential items should be removed from rooms, such as coffee machines, magazines, brochures or laundry bags; the amenities should be reduced to essential. Include a hydroalcoholic gel dispenser and disinfectant wipes. The guest may determine the decision of the daily cleaning of his/her room for the duration of their stay at the establishment.
- We will emphasize the established protocols of cleaning and disinfecting the rooms before the arrival and after the departure of the guests, paying special attention to articles of frequent contact.
- Special attention will be paid to: Cleaning of walls, floors, ceilings, mirrors and windows, furniture according to their textiles and cleaning procedure, equipment, and decorative and functional elements. Cleaning of any surface or equipment with a high level of use / contact.
- Bedding should not be tossed in the room but picked up and put in a separate bag for towels and so on.

- A systematic procedure must be defined to avoid cross contamination, putting on clean clothes only after they are clean and before disinfecting the room.
- The cleaning trolley should not be brought into the room.
- Cleaning of mattresses can be done: Cleaning with a disinfectant solution and cloth, vacuuming the mattress and then applying steam.
- It is necessary to use mattress and pillow protectors to avoid contamination through body fluids.
- Dirty clothes must be placed in red bags before being deposited in the cleaning carts.
- Avoid providing minibar service in the room if the establishment cannot guarantee cleanliness between guests.
- The bathroom wastebasket should preferably have a lid, double bag and non-manual actuation.
- Blankets and pillows in closets must be protected.
- If there is a hair dryer in the room, it should be cleaned (including the filter) at the customer's exit.
- Clothes hangers, if offered, must be disinfected at the customer's departure.
- Offer guests masks and individual disinfectant gel as part of the amenities at your disposal in the rooms avoiding the use of common dispensers.
- The use of a hair net, different types of gloves and masks is mandatory for the housekeeping staff.
- It is recommended to change gloves when cleaning each room.
- Carpet cleaning will continue as usual with the vacuum system, but do it more frequently.
- Room disinfection by means of UV rays, radiant catalytic ionization, ozone production or vapor deactivation equipment are also effective methods.
- We suggest a seal (label) that guarantees the cleaning and disinfection of the room.
- We suggest occupancy between guests with an interval of 24 hours.

Disinfection of toilets

The procedure for cleaning and disinfecting objects and surfaces of the toilets is carried out according to the usual way of cleaning and disinfecting, and according to the type of material, ensuring that the frequency of cleaning and disinfecting is related with the use at established times, after cleaning and disinfecting programmed they must be without humidity.

- For cleaning and disinfecting and depending on the surface they can be used among others:
 - ❖ Cloths with soap and water.
 - ❖ Cloths with disinfectants (chlorine).

- ❖ Cloths with some virucidal.
 - ❖ Disposable material can also be used.
- General cleaning will always be done wet, from the cleanest areas to the dirtiest areas, from the inside out.
 - The material used that is disposable, will be introduced in a container of waste with lid and pedal opening, labeled with the precise warnings.
 - Equipment to be disinfected: Toilets, wastebaskets, paper dispensers toilet, urinals, faucets or faucets, faucets, hand dryers and dispensers, paper towels and soap dispensers among others.
 - Individual toilet cleaning brush for each room.
 - For surfaces of sinks, floors, walls, doors, mirrors, baby changers, individual toilet doors and other surfaces can be cleaned with the recommended solutions. (See annex 15).
 - Cleaning staff must have all the PPE that is indicated to perform this work: mask, gloves, hats, aprons or other equipment as specified.
 - Cleaning trolleys must be cleaned and disinfected after each shift change in which have been used.

Laundry Area

- For guests.
Garments that require laundry service should leave the room in a bag and properly labeled as established by the hotel laundry procedure. Continue with the procedure established washing in a rigorous way avoiding the mixing of garments between guests.
- For the Staff
 - The hotel must determine, based on the type of uniform, the type of cleaning to be applied and its washing frequency.
 - Since the uniform should only be used during working hours, it is recommended that the establishment take charge of the laundry of the working staff together with their own clothes, having to ensure the cleaning of it at a temperature > 60°C.
 - In those cases in which the uniforms cannot be washed at said temperature, proper disinfection should be carried out.

White Line

- The white line must be washed and disinfected.

- It must be related to temperature because the virus can live up to 6 hours in textiles and it is faster to remove at high temperatures.
- The dirty clothes must be scheduled to be removed from the room in a bag or a different system from the clean line.
- Place a label on the towels that say they have been disinfected as describe with the toilets.
- Dirty clothes that are brought from the rooms should not be aired.
- Its handling implies the use of PPE.
- he policies of not changing it daily should be analyzed.

Table Linen

- If possible, tablecloths, paths or individual tablecloths should be used in tables since a table without them accumulates 37 times more bacteria.
- The tablecloths must be washed constantly with soap and water, or by machine at 60–90 ° C with commercial detergent, tumble dry and ironed using a hot setting or steam iron.
- Dirty table linen must not be shaken and it must be prevented from coming into direct contact with the skin.
- Use PPE to clean all surfaces and the area around the washing machine after each use. Wash your hands well with soap and water after manipulate the tablecloths.

Restaurant area (refer to the protocol for restaurants and cafes)

To perform the Room Service service, you must do the following:

- Tray must carry the food and the food must be covered.
- Transport material should be sanitized after each shift (trolleys, thermos, boxes ...)
- Deliver food at the door of the room.
- Avoid entering the room and if you cannot avoid it, you should use protection.
- Use Biodegradable plates, glasses etc.
- If dishes are used, they must be washed in a dishwasher or sanitized after each use with hot water.

Hall areas for Events (refer to the protocol for events)

Public Areas

- The frequency of cleaning and disinfection in common areas should be increased at the hotel, it is recommended at least once during each hour, focusing on frequently used public surfaces, elevators and their buttons, key rings doors, public toilets etc.

- The floors and cleaning area staff must use appropriate personal protective equipment depending on the level of risk considered in each situation. At a minimum, personnel should wear a mask and gloves.
- For furniture with soft surfaces such as sofas, use other procedures for cleaning, such as steam cleaning or vacuuming.
- The collection of waste baskets from common areas must be carried out in security, so that the bags are closed / sealed and transferred to the waste collection point.
- Use specific clothes, scourers, sponges and bags, for example, color-coded / identified to prevent cross contamination.
- Gloves and masks should be disposed of based on their useful life and the conditions in which they are used.
- Buckets with covers will be enabled for their deposit and subsequent management.
- Public areas staff will not agree to provide room service while the customer remains inside their room, except for a justified cause. In case that the services described here are subcontracted, the work center principal will supervise that the staff has the personal protective equipment necessary and acts under the established procedures. Cleaning of floors, depending on the type of floor, can be done for a first time with a mixture of soapy solutions and finished with a disinfection with a solution of or a similar disinfectant.
- Common used bathrooms will be cleaned periodically according to their use and will have paper dispensers or air dryers, hydro-alcoholic gel and soap; guaranteeing its replacement.

Gyms

In the gym area, the following biosecurity measures should be followed:

- The use of the gym area must be divided into two schedules (morning and afternoon), the maximum time allowed inside the facilities must be fifty (50) minutes per person.
- The reservation schedule for the use of the gym must be made; the reservation must contain; user name, hours of use, assignment of spaces, implements to be used by the user, name of the collaborators responsible for cleaning and disinfection of machinery (before and after use).
- There must be a cleaning and disinfection plan, which must be in place linked to scheduling reservations for use of the gym, in order not to cause inconvenience between collaborators and guests at the moment of its cleaning and activities and thus guarantee security between both parties.
- To clean and disinfect the machines, the towels must be defined by colors according to area of use; thus avoiding cross contamination.
- All users and collaborators must wear their personal protection equipment, towels assigned during your stay at the establishment.

- The distance must be ensured, taking into account the maximum capacity occupancy in the facilities and the previously assigned schedule, in such a way to ensure the space between users.
- The areas within the facilities should be marked in which they guarantee physical distancing between people, it is recommended to outline with yellow tapes spaces of use respecting the recommendations established by SINAGER which corresponds to 2 meters per person.
- Hand gel should be available in the different areas of the gym (entrance, areas of use).
- Each person (collaborators and guests) who enters the gym must be subject to temperature taken, those who have a temperature greater than 38 degrees Celsius, the relevant protocol will be carried out to people with COVID-19 symptoms implemented in the hotel.
- Sharing implements such as: kettlebells, mats, bars, discs, dumbbells, suspension straps and so on. The manager must keep a control to avoid use without first having disinfected it, therefore when end use should be collected and carry out the relevant cleaning and disinfection.
- The capacity of the changing rooms should be reduced to 50% and delineate the separation with indicators of 2 meters of distance.
- The use of water fountains should be suspended temporarily, therefore, each user to load their bottle with water.
- The deposits for solid waste and towels must have a pedal opening and be equipped with plastic bags.
- As far as possible, gym use rooms will be naturally ventilated several times a day.
- Failure to guarantee the cleaning and disinfection of gym equipment such as weights, fitness balls, dumbbells, etc., then they must be removed.
- If the safety distance cannot be guaranteed in this type of installation, the recommends closing the installation temporarily and offering other alternatives to clients (for example: custom tables of exercises to perform in zones exterior).
- The user must not remain in the gym facilities once completed your training schedule established in the reservation.

Pools

In this area it will be important to identify those surfaces that are in greater contact with people, for example: stairs, pool edge, showers, doors, furniture, etc. These surfaces must be cleaned and disinfected.

Measures of biosecurity in the pool area

- Take guests' temperature , before using the pool, in case the temperature is higher than 38 degrees Celsius, you will be prompted to be removed from the area and it will be made known to the risk management committee.
- The reservation schedule for the use of the pool must be made; its reservation must contain; user name, hours of use, assignment of spaces, implements to be used by the user and based on this a capacity will be made to determine the number of people allowed in this area.
- Maintain social distancing (2 meters) in the pool.
- All staff and clients will reinforce their hygiene by washing their hands often with soap and water and / or use of alcohol-based gel. There must exist systems for hand disinfection at the entrance to the area.
- Have garbage cans (with pedal opening lid) to deposit the disposable material and other waste.
- Place signs or posters with prevention messages, these will remind the pool users who maintain good hygiene practices, such as showering before entering the pool, keep your distance, also indicate that before any symptoms should leave the pool, disinfection procedures of the pool swimming pool, etc.
- Monitoring the water quality of the pool, measuring the following parameters: PH; which should be between 6.0-8.0, free chlorine; 5.0 mg / l. (According to WHO) and keep a log of these parameters, at least in three days, in the morning, noon and late.
- Have a daily record for the cleaning and disinfection performed.
- Establish a security perimeter in the pool area (3 meters), so that personal items such as towels, cream jars, footwear, backpacks, etc.
- While the pool is used, it is forbidden to shake hands, kiss between workers or guests.
- For the moment the slides (children and adults) will be disabled, you have to label out of use and marked with protective safety tape.
- The use of floats is not authorized inside the pool, it is only they will authorize children under 4 years of age and always accompanied by their parents.

Flow of people (pool area)

The measures detailed below will be applied to circulation control of people and avoid physical contact: toilets, changing rooms and showers

-The hotel users and collaborators have the responsibility to prevent the spread of the disease putting the appropriate means to avoid contagion and be infected. Therefore, all users and collaborators must follow the social distance measures and the rest of the measures recommended.

- User access to the pool will be done having take into account the capacity and reservation of use, always respecting the possibility that within it ensure a minimum preventive distance of at least 2 meters, this same measure will apply in areas such as showers, bathrooms, dressing rooms, hallways, etc. For this they must be placed indicators or signs of distancing.
- Once the established capacity is complete, the user will not be able to access the installation until other users exit. It will be the lifeguarded or have a personnel designated to it by the Hotel Risk Management, the person responsible for supervising the number of bathers in the pool and restrict access to the same.
- If the installation allows it, use an entrance door and another outlet to avoid contact between people.
- The tables must be 3 meters away from one another. The tables may only be approached when they are family groups that have already shared physical space previously, in this case they must let the worker who is inside the pool area.

Cleaning and Disinfection

In order to effect cleaning and disinfection in these areas, the following steps will be taken:

- Cleaning personnel must use their personal protection equipment (PPE) and after each cleaning and disinfection, must dispose of their gloves in a secure manner, proceeding then to wash their hands.
- The equipment or elements of the dry zone (sofas, chairs, tables, etc.) must be washable and easy to disinfect. It will be mandatory to use towel, robe, bathrobe, in order to avoid contact between the clients and the equipment.
- The cleaning and disinfection of the waiting areas, and transit areas for bathers must be constant, with a person remaining in place to perform said activity at least every two hours, taking special care in those places most frequented.
- The cleaning and disinfection of the furniture or surfaces most touched by the users (door knobs, faucets, toilet handles, etc.) will be performed after every use with towels or cloths with disinfectant solution.
- Name and mark the materials use in cleaning and disinfection, maintaining a strict handling of them, since when they are used, they must be disinfected and stored in their respective space, far from the clients.
- Sweep and clean the damp zones of bathrooms, shower stalls, changing rooms and transit areas of bathers.
- Prepare and apply detergent to wash the furniture, showers, railings, and transit zones of the bathers.
- Clean and thoroughly rinse with abundant water the products applied in the bath.
- Prepare and apply the disinfecting solution according to the authorized antivirus products and according to the manufacturers' specifications.
- Clean and rinse the disinfecting solution applied in the disinfection of surfaces.

- Visual inspection by the person responsible, to make the due evaluation, control and follow-through, confirming the previous actions were performed.
- For the labors of cleaning and disinfection, cloths and materials of single use will be used, or they will proceed with the adequate cleaning and disinfection of the same.

Assisted Buffet

As a first option, a la carte service or already identified dishes should be attempted. If, due to the size of the establishment, it is not possible to adhere to this, an assisted buffet must be considered, in which social distancing and hygiene protocols are respected.

The Assisted Buffet consists of the following process: “The product will be shown in a perfectly controlled manner and the client will choose which dishes to take, and the waiter will be who will serve it. In this manner passing from a concept of self-service to an assisted buffet,” as it is called by the principal Hotels that have implemented this service around the world.

The new service attempts to reduce the personal contact with clients, through physical protection barriers through which the food is shown to clients, but will be served by the workers. The location of the foods, the rests and the exhibition of the foods may be modified or restricted to spaces reserved for a meeting or an event.

Offering disposable flatware and containers or digital menus is required. At the same time, the articles of self-service that cannot be disinfected after use by guests, such as spoons, fruit and dessert bowls, are replaced with alternatives, such as pre-packaged or attended by the workers.

Alternatives for Food Service

Assisted Buffet

- The use of protective screens to cover food
- All foods and drinks will be served by the personnel of the buffet
- The clients will not be able to touch the food, with the exception of “individually plated” presentations and covered single servings which will be accessible to clients.

Table Service

- The buffet system is maintained, but the client is served at their table.
- The hotel buffet offers the client their traditional concept, but instead of the client getting up and ordering their food, servers will be taking note of the plates the client would like to try.

Individual Plates

- Single servings were already present at many buffets, especially in the area of desserts, salads, and other cold foods.
- Given the new situation due to the world-wide COVID-19 pandemic, from now on we will see the use of covered single servings and the incorporation of hot foods added to this presentation.

Spa

Among the activities and services that a hotel may offer we find the Spa, for which we present the following guidelines to minimize the contagion of clients and collaborators in this offered service.

Reception Area of Spa

The Reception Area will follow these guidelines:

- A distribution plan of schedules and shifts to be able to maintain distancing and capacity of personnel.
- As far as possible, reservations for clients will be made on line or over the phone 24 hours ahead of time in order to utilize the capacity of the installations.
- The programming of the reservation will be done so there is 20 to 25 minutes between each client to avoid crowding in the waiting room.
- If the reservation is done in person in the lobby, a barrier will be placed between the client and the receptionist, which must be easy to clean and disinfect.
- To preserve social distancing, marks must be placed on the floor to indicate the minimum distancing of two meters, again according to the size of the spa.
- If there is furniture in the reception area, due distancing must be maintained as well.
- At the entryway of each area, there must be disinfecting solution (gel), or disinfecting towelettes, for users and workers.
- The client may not enter the spa area with third parties who do not have an appointment set up already.
- The policies and protocols for biosecurity that are in place within the spa must be displayed prominently in the reception area so that they may be known by the users and workers.
- Hand sanitizers must be available in each work zone.
- The amount of time clients spend in the spa using the facilities, including the changing rooms must be limited to avoid crowding.
- In the reception area, after each client is attended, all surface areas must be cleaned: desk (reception table), keyboards, credit card machines, mouse, pens, etc.

Changing rooms and Bathroom areas

Within the zone of changing rooms and bathrooms, the following must be available for clients:

- Sanitizing hand gel before entering the area.
- You must guarantee the permanent availability of potable water, soap, sanitizing hand gel, and disposable towels.
- Maintain distancing when using lockers; for this reason, these must be installed with enough separation.
- Lockers and cubby holes must be disinfected between each use.
- Create shifts for the adequate use of each space with enough time, place signs with IN USE and place marks for distancing in this area.
- Clean the floor constantly.
- Keep doors and windows open to ensure good ventilation.
- As for the cleaning of this area, the cleaning personnel must use their PPE (gloves, masks and eye cover), and said cleaning must be constant and thorough.

Relaxation Rooms (Sauna and Steam)

- Disinfection at the beginning of each day, with no clients within, raise the temperature in the sauna to 100 degrees C and maintain temperature for one hour; this will eliminate all viruses that may have been in the sauna, as well as the steam room.
- During the day, continuous cleaning of the sauna, this as a function of the number of people who use the facility.
- Have a care for the number of people who enter the sauna, placing markers within the same, considering the seating capacity of this area according to the capacity of the facility, guaranteeing a separation of 2 meters between clients; the same with the steam room.
- The cleaning of the steam room will be done in a continuous manner, leaving 30 minutes between clients for cleaning and final disinfection.

Treatment Rooms (Massage and Other Treatments)

In the massage rooms and other treatment rooms, the following biosecurity measures must be taken:

- Before entry into the establishment, all the previous protocols must be followed, hand washing and disinfection of footwear.
- As far as possible, the place where the treatment will be given must be well ventilated, with only one person being treated at a time. Group massages or treatments are to be avoided for now.

- A worker must guide clients to the treatment areas in order to prevent the client from entering other areas not stipulated, avoiding in this way the contamination of other areas of the establishment.
- Before starting work the disinfection of the bed/table, headrest, chairs, etc., must be performed.
- Within the room where the treatment is to be given, the worker must use the PPE gear necessary to perform their activity.
- Before the beginning of the treatment, the therapist (worker) must wash their hands in front of the client to make them feel safe and to make them aware of it being done.
- For now, the use of sheets, blankets, pillows must not be allowed; if possible cover the treatment bed/table with protectors made of disposable paper, changing them between each use.
- If the therapist needs to exit the room, they must follow the process for disinfection once they return to the room.
- Clean and disinfect all products that enter the Spa; avoid them entering in the same packaging in which they were transported.
- Effect a thorough cleaning at the beginning and end of daily activities; in the same manner, utensils/equipment used by each client must be cleaned and disinfected.
- In damp areas, such as showers, saunas, among others, the use of rugs is to be avoided in order to facilitate the tasks of cleaning.

Personnel Areas

In the spaces where employees work “behind the scenes” the frequency of cleaning must also be increased, concentrating on the areas of frequent contact such as doorways, showers, dressing rooms, wash rooms and personnel offices.

- A disinfecting hand gel dispenser must be installed so that each worker has easy access to it for frequent use during their work time.
- Safety measures must be implemented that ensure social distancing while using the area during mealtimes.
- To ensure this, the following steps may be taken:
 - Increase the number of meal shifts, the number of rests, alternating the same, etc., so ensuring the least number of people. This could result in a temporary adjustment in its duration or distribution.
 - Remove the chairs in enough quantity to ensure that those remaining maintain social distancing for safety.
 - Place posters reminding people to wash their hands before and after their rest.
 - Cooking and household utensils may not be shared.
 - Street clothes must be stored in plastic bags so there is no contact between street clothes and work clothes, and the bags stored in their respective locker.

Maintenance Area

- Maintenance personnel must protect themselves with all the personal protections measures that the result of the risk evaluation of the position or activity determines. (See annex 16)
- Once the service or repair is finished, the personnel will discard the PPE according to what has been defined and will then wash their hands. If the client is in the room because his/her presence was required, they must be urged to wear a mask while the maintenance personnel remains in their room, and if possible, ensure safe social distancing whenever safe social distancing cannot be assured.
- Avoid all physical contact.

Suppliers

Suppliers and Delivery of Products

- Suppliers must enter the property exclusively through the zone determined by the hotel for receiving its suppliers during the hours they deem convenient and at no time through the reception area of the hotel, and in the cases where it is not possible to have an exclusive receiving area, supplies must be delivered during times that do not interfere with clients.
- Communicate with the supplier through any formal manner (email, poster) the time schedule when supplies must be received, this to avoid it coinciding with the reception of clients.
- Both the suppliers and the personnel receiving the products must use the personal protection equipment.
- Suppliers must respect the physical distancing rules while picking up or delivering merchandise. As well, they must scrupulously care for their own personal hygiene and that of their protection equipment.
- Take into account that all containers used for transportation must be cleaned and disinfected frequently and that it is necessary to protect the food from contamination and separate them from other merchandise that may cause contamination.
- Suppliers, before proceeding to their delivery, must wash their hands with an alcohol based disinfectant before delivering the merchandise to the personnel of the work center.
- For the receiving of the merchandise, it is recommended that a robe or clothing exclusive for this task be used. Once the merchandise has been received, this clothing must be completely sterilized, including gloves and/or mask.
- After receiving or handling packages/orders, the zone must be disinfected and the personnel must wash their hands with disinfecting soap and water.

- It is important to notify the suppliers that they must not physically enter the other areas of the site.

Bodegas or storage areas for food

- Every time that you enter the bodega to drop off or retrieve any product, the employee must be wearing their protection equipment.
- It is mandatory that the areas and equipment be kept clean and neat at all times.
- The wrapping of received merchandise must be discarded.
- Have diluted disinfectant available to clean receptacles, bags, boxes and cans.
- Fruits and vegetables must be submerged for 5 minutes in a disinfecting solution (water and Clorox), they must be scrubbed well, and then must be left to air dry for later storage.
- A thorough cleaning must be performed on those containers that were exposed to the exterior during the process of provisioning.
- The articles that cannot be disinfected, such as sodas and others, will be changed from the container provided by the supplier to one owned by the establishment in the receiving zone and perform cleaning and disinfection of the wrapping of the products with a damp bath of a dilution of water and Clorox.
- Periodically, a cleaning for disinfection will be performed on the chambers, refrigerators, f freezers, and all the cold storage areas.
- A separate, exclusive space, cabinet or other piece of furniture will be used to store the cleaning products, this space will be closed at all times.

Biosecurity in Elevators

The following measures must be taken:

- Increase and reinforce the deep cleaning and disinfection program, paying special attention to the objects that are manipulated frequently, such as handles, buttons, railings, interrupters, etc.
- The elements that have more contact with people and which must be cleaned and disinfected more frequently are: floors, mirrors, walls, buttons and doors.
- Place distancing marks on the floor of the elevator to denote where people must stand.
- The call buttons and button pads must be cleaned and disinfected as frequently as needed with a cloth dampened with alcohol 70%. The buttons must not be sprayed with disinfectant, and make sure it is applied to the cloth first.
- At the entrance to the elevator, utilize a sanitizing mat for disinfection of the soles of shoes; this should be changed every 24 hours, when it has evaporated or when the solution is visibly dirty.

- It is important to avoid crowding of people in the use of elevators, use at 50% capacity to maintain social distancing between users.
- Upon entering and leaving the elevator, you must disinfect your hands, and for this, a hand sanitizer station must be placed at the exits to elevators.

Discotheques, Casinos and Bars

As a security measure, it is not recommended that these spaces be opened during the first phase of opening. The competent authorities of the management of health emergency will indicate in which phase these spaces will be opened.

8. PROTOCOL TO FOLLOW UPON DISCOVERING A SUSPICIOUS CASE

Initial identification and Intervention

Possible Scenarios

- In the case of identifying a visitor or possible guest with characteristic symptoms of COVID-19 and after having taken their temperature confirming it is outside the normal range, the person will be transferred to the assigned area for suspicious patients, after which the risk management team will be informed.
- In the case of identifying a person within the installations with characteristic symptoms of COVID-19, their temperature must be taken immediately, and upon confirming it is outside the established normal range, they will be isolated in the previously assigned area. The Committee for Risk Management will be informed, and the guests file will be accessed.
- If a guest staying at the hotel is identified as having COVID-19 symptoms, proceed as in the previous case mentioned above.
- In the case it is a member of the hotel personnel, their temperature will be taken, it will be reported to the Committee for Risk Management, they will be isolated in the assigned area and later transferred to a hospital.
- It is mandatory that all personnel of the hotel that has had direct and permanent contact with the suspected case, must follow all measures mentioned in the biosecurity protocol.
- The room used by the guest up to that moment, must be closed to proceed with sanitation and disinfection following all the guidelines in this protocol item 8.4
- If the guest has companions refer to item 8.9. Norms for Accompanying Person
- The guest is not allowed to leave the room, nor will visitors be allowed in. Contact with other guests must be avoided.

Procedure for Cleaning of Rooms

Occupied

- All personnel who enter the room, including cleaning and maintenance personnel must be wearing the appropriate PPE: mask, liquid-resistant robe, gloves and anti-splatter eyewear.
- The PPE must be donned before entering the room and it is important to remove all personal items they are wearing (watch, rings, bracelets, cell phone and other); have their hair restrained and confirm the correct fit of the PPE.
- The correct removal of equipment is crucial to avoid the possible contamination of personnel.
- To identify all personnel exposed, a registry will be kept in which will be noted: full name, the date and hour of entry and exit of the rooms, tasks performed, incidents or accidents should these occur.
- The cleaning will be performed in the same manner as rooms are normally disinfected, following the protocol for said cleaning, emphasizing the use of the PPE
- The bed linens and towels will be changed every day and will be deposited in the room inside the red bag. It is requested that the laundry not have residuals or objects.
- This laundry must be taken to the laundry facility during different hours from all other laundry and must be treated as this protocol specifies. Remember, this laundry must not be shaken out, as there is imminent danger of contagion.
- The personnel will pick up the trash bag following the protocol for biologic garbage.
- All garbage generated by the PPE must be separated (in red bags) from the normal garbage generated by the hotel.
- If a repair is needed in the room, the maintenance personnel must follow all the security measures previously mentioned.
- A table will be placed directly outside the room for the guest to pick up their food and other items delivered.

Recently Unoccupied Room

- The personnel who enters the room left by the person suspected of or positive for COVID-19 must enter the room wearing the respective PPE to proceed with the disinfection of the room.
- The bed linens, towels, bath curtains and window curtains (if these are cloth) will be removed and taken to the laundry room following the guidelines previously mentioned to be washed and disinfected.

- They will proceed with washing the bathroom following the same procedure established in this protocol using a higher solution of disinfectant, emphasizing each part (walls, floor, toilets, showers, hand sinks and their respective handles).
- The walls and floor of the room will be washed.
- The mattress cover and pillow covers must be washed and disinfected.
- The bed's mattress and pillows must be vacuumed, sprayed with a solution of 5000 ppm of Hypoclorite. It is recommended they be placed in the sun for drying. (See attachment 17)
- The controls of the TV, AC, telephone, night stands, lamps must be disinfected with a solution of 70% alcohol and water.
- This room must remain unused for 48 hours before being used again.

9. REFERENCES

- Agencia Virtual Colibri. (March 16,, 2020) How can hotels be safe from coronavirus. (Spain Edition)
- Basque Culinary Center. (2020) *SPECIAL PROTOCOL COVID-19 FOR PREVENTION AND SAFETY IN RESTAURANT SERVICE*. Europe
- BID. (2020) *Policies to combat the pandemic macroeconomic report for Latin America of the BID*. Buenos Aires, Argentina.
- Canalis, X. (April 2020). Managing the crisis buffets, hygiene, masks ... how to redesign the hotel for the day after.
- Cruz, M. (2020) 3. *Guidelines for the return to normality for businesses Post-COVID-19 (Ministry of Health of Panama)*. Panama City.
- Garzon, A. (2020) Tourism from the day after rebinar.
- Institute for Touristic Quality in Spain (2020). *The ICTE presents biosecurity protocol for Hotels and Touristic Apartments*. Madrid, Spain. Techno Hotel.

ITEL. (2020). Portal for the Cleaning Sector.

Lopez, P. (2020). Manual to combat coronavirus in hotels – Argentina. Buenos Aires, Argentina.

MINCOTUR. (s.f.) Guide for good practices for establishments and workers of the Tourist Sector. Madrid, Spain.

Ministry of Production, Science and Technology. (2020) PROTOCOL FOR COVID-19 ACTUATION. Santa Fe.

Ministry of Health of Chile. (2020). Protocol for identification and follow up for travelers who come from countries with local transmission of COVID-19. Santiago de Chile

Ministry of Health of Colombia. (2020). Guidelines for the management of isolation in Hotel, hostel, or boarding house facing SARS, COVID-19 in Colombia. Medellin, Colombia.

Ministry of Health of Panama. (2020). Protocol to preserve the hygiene and health in the work ambit for the prevention from COVID-19. (Ministry of Labor and Labor Development of the Republic of Panama. Panama City.

OPS. (2020). Measures for the reduction of contagion of coronavirus. Washington, USA.

Rodrigues, P. (2020). Plan of control through urbanistic sectoring to reduce contagion by COVID-19.

Secretary of Health of Spain. (2020). Manual of biosecurity and sterilization. Madrid, Spain.

Secretary of Labor and Social Security. (2020). Biosecurity Protocol for Restaurants. Tegucigalpa, M.D.C.

STSS. (2020). 14. Protocol of identification and follow-up for travelers who come from countries with local transmission of COVID-19. Tegucigalpa, M.D.C.

STSS. (2020). Manual of biosecurity due to COVID-19 pandemic for work centers. Tegucigalpa, M.D.C.

UNAH. (2020). Manual of Prevention of Coronavirus (COVID-19) and Promotion of Health. Tegucigalpa, M.D.C.

10. DEFINITIONS

- **Biosecurity:** Biosecurity is defined as the set of measures of protection, promotion and prevention, aimed at maintaining health and security when facing biologic factors and agents. This is performed through the management, evaluation, and control of the biological factors and risks, related with the nature and conditions of human activities.
- **Biologic Risk:** It is defined as the probability that a not-controlled exposure to biologic agents or its derived products (endotoxins, micotoxins, volatile organic compounds of microbial origin, etc.), some are responsible for infections, allergic, toxic or carcinogenic effects, may produce damage to the health or safety of the people and the work systems.
- **Human Exposure:** It is defined as the percutaneous inoculation or contact with open wounds, abrasions, or mucous membranes with blood or liquids to which universal norms are applied.

- Disinfection: Disinfection is a process aimed at obtaining the elimination of microorganisms, with the exception of spores, altering their structure or metabolism, independent of their physiological state.
- Sterilization: It is the method that us utilized to destroy all forms of microorganisms (including spores) on inanimate objects. It is usually attained through the coagulation or denaturing of the proteins of the cellular structure, damaging its metabolism and functional capability.
- Isolation: It is the process of separating sick people from healthy ones, to prevent the expansion of an illness. For example, the people who are infected with the coronavirus are habitually isolated within hospitals. It differs from quarantine because it applies to people who are already sick.
- Suspected Case: It is those people who evince any symptoms identified for this pathology.
- Confirmed Case: The WHO determines that a confirmed case for COVID-19 is a person who, through laboratory analysis, has been confirmed as infected with COVID-19, independent of the clinical signs and symptoms.
- Epidemiological Fence: It is a method of health vigilance within which are people who have had direct contact with people who are infected with coronavirus.
- Coronavirus: It is a common type of virus which causes respiratory illnesses. There are many varieties of coronavirus.
- COVID-19: As defined by the WHO1, “it is the infectious disease caused by the coronavirus most recently discovered. Both the new virus and the disease were unknown before the outbreak in Wuhan (China) in December 2019. The lexical origin of COVID-19 derives from the “co” alluding to the solar corona shape of the virus, “vi” corresponds to the word virus, and “d” refers to the word disease. Lastly, the number 19 refers to the year in which it was detected in human beings.
- Quarantine: This is a preventive isolation during a determined time with the objective of avoiding the spread of certain diseases. It does not have to be for exactly 40 days.
- Physical Distancing: It refers to maintaining prudent distance of on to two meters with respect to other people to avoid the spread of a disease.
- Personal Protection Equipment: They are a series of articles that are designed to protect people from lesions or diseases that may originate from contact with radiation, chemical substances, physical dangers, electrical, mechanical, among others.
- Biosecurity Equipment: Special equipment that used to create a barrier between a person and microbes. This barrier reduces the probability of touching , being exposed to, and spreading microbes (virus or bacteria).
- Pandemic: A pandemic is declared when a disease is spreading widely and simultaneously in multiple geographic areas around the world. It has nothing to do with the seriousness of the disease. The declaration from the WHO of a new pandemic of coronavirus

was inevitable, in the opinion of many experts. COVID-19 had extended to 114 countries, with 118,000 infections and almost 4,300 deaths as of the declaration of a pandemic.

- Symptomatic: Person who is showing symptoms of a disease. For COVID-19, this would include symptoms like fever, cough, thoracic pain, exhaustion and diarrhea in some cases.
- Virucide: A virucide is any physical or chemical agent that disactivates or destroys viruses. This differs from an antiviral medications, which inhibits the proliferation of the virus.

11. ATTACHMENTS

Attachment No. 1: Types of protective masks

Types of mouth covers: N95, Surgical, FFP1, Activated Charcoal, Cloth, Sponge

	Percentage of Protection
Viruses	
Bacteria	
Dust	
Pollen	

Source: From Biosecurity Protocol for Shopping Malls STSS (2020)

Attachment No. 2: Use of gloves

Source: From manual for biosecurity for restaurants and coffee shops with home delivery (s.f.)

Attachment No. 3: Eye protection

Source: From manual for biosecurity for restaurants and coffee shops with home delivery (s.f.)

Attachment No. 4: Caps, aprons and robes

Source: From University of Navarra (s.f.)

Attachment No. 5: Garbage can for solid waste

Source: From Anonymous (S.F.)

Attachment No. 6: Telephone Directory – Notify emergencies relating to people’s health

Source: Own elaboration from IHT (2020)

Attachment No. 7: Sample of Log – Monitoring health of employees

LOG – VIGILANCE OF STATE OF EMPLOYEES’ HEALTH

Hotel Name _____ Date: _____ Name of
Employee _____
ID # _____
Address _____ Age _____ Sex _____ Phone _____
Job Position _____ Work schedule _____

Time	Date	Observations:
		Physical State:
		Temperature:
		Presents symptoms:
		Means of transportation:
		Other:

		Physical State:
		Temperature:
		Presents symptoms:
		Means of transportation:
		Other:

Source: Own elaboration (2020)

Attachment No. 8: Cleaning and disinfection products

Source: Anonymous (S.F.)

Attachment 9 and 10: Strengths of cleaning and disinfecting products

Recommendations when using DISINFECTANT PRODUCTS

Guidelines

- The use of household disinfectants registered by the EPA is recommended.
- Follow the instructions on the label to guarantee a safe and efficient use of the product.
- Read the reports from the EPA on the use of these disinfectants of external site in a safe and efficient manner.

Many products recommend:

- To maintain the surface damp for a period of time (read the product label)
- Precautions such as using gloves and guaranteeing good ventilation while using the product.
- Use protection for the skin and consider using eye protection in case of dangerous splatters.
- Guarantee adequate ventilation.
- Do not use more than the amount recommended on the label.
- Use room temperature water for the dilution (unless the label states differently)
- Avoid mixing chemical products.
- Label the diluted cleaning solutions.
- Store and use the chemical products away from the reach of children and pets

Never

- Ingest, drink, breathe or inject these products in the body nor apply them directly on skin as they can cause serious harm. Do not clean or bathe your pets with these products nor with any product that is not approved for use on animals.

Diluted solutions of Clorox may be used if they are appropriate for the surface.

- Read the label to see if your whitener with chlorine can be used to disinfect and has a concentration of sodium hypochloride of 5%-6%. Make sure the product has not passed its expiration date. Some whiteners with chlorine, such as those designed for safe use on colored clothing or to whiten, may not be useful for disinfecting.
- The whitener with chlorine that has not expired will be effective against the coronavirus if it is diluted adequately.
- Follow the instructions of the manufacturer to learn the form of application and ventilate the area well. Never mix the whitener with chlorine together with ammonia or any other cleaning products. Leave the solution on the surface for at least 1 minute.
- To make a solution of whitener with chlorine, mix:
 - o 5 Tablespoons (1/3 cup) of whitener with chlorine per gallon of water at room temperature.
 - o 4 teaspoons of whitener with chlorine per quart of water at room temperature.
- Solutions of whitener with chlorine will be effective for disinfection for up to 24 hours.
- You may also use solutions of alcohol of at least 70%.

Source: as of

Attachments 11 and 12: Daily format for control of cleaning_
QUALITY CONTROL, CLEANING OF BATHROOMS

Date: _____

Date Times Urinals Floors Toilets Paper Soap Garbage Mirror Sink Tiles Towels
Odo

Delivered by:

Reviewed by:

Source: From manual SICCS (2017)

Attachment No. 13: Temperature control – entry of personnel

Source: From Naverrete (2020)

Attachment No. 14: Techniques for hand washing

Wash your hands with soap and water

Length of time for this process: 40-60 seconds

0 Wet your hands 1 Deposit enough soap in the palm of your hand to cover all the surfaces
your hands. 2. Run your palms against each other. 3. Rub the palm of your right hand
against the back of your left hand, meshing your fingers. Repeat with left hand. 4. Rub the
palms of your hands together with your fingers intertwined. 5. Rub the backs of your fingers
with the palm of the other hand, with fingers clenched. 6. Wash the thumb of your left hand

with the fist of your right hand. Switch hands and repeat with your right thumb. 7. Scrub the tips of the fingers of your right hand against the palm of your left hand. Repeat with the fingers of your left hand. 8. Rinse your hands with water. 9. Dry your hands with a disposable towel. 10. Use the towel to shut off the faucet. 10. Your hands are now secure. **HAVING CLEAN HANDS PREVENTS THE SPREAD OF DISEASES SUCH AS COVID-19**
Source: From OPS (2020)

Attachment No. 15: Correct way to cover your mouth when you cough
COVID-19

Sickness of coronavirus 2019

COVER YOUR COUGH

Prevent the people around you from getting sick

Cover your mouth and nose with a disposable tissue when coughing or sneezing. Dispose of the tissue in a garbage receptacle and wash your hands with soap and water, or use alcohol-based gel.

If you do not have a disposable tissue, cough or sneeze in the inside bend of your elbow, not in your hands.

If you are sick and there are masks available, use one to protect others.

Source: From OPS (2020)

Attachment No. 16: Equipment for maintenance personnel

Personal Protection Elements (PPE):

- Mask/Respirator FFP2 or N95
- Eye protector
- Gloves
- Apron with sleeves

Source: From anonymous (2020)

Attachment No. 17: Preparation of Hypochloride

Concentrations and Volumes desired to dilute in one liter of water

Commercial Presentation	200ppm	500ppm	1000ppm	5000ppm
Chlorine				
4%	5cc/L	12.5cc/L	25cc/L	125cc/L
6%	3.3cc/L	8cc/L	17cc/L	83cc/L
6.5%	3cc/L	8.3cc/L	15cc/L	77cc/L
7%	2.8cc/L	7cc/L	14cc/L	71cc/L
10%	2cc/L	5cc/L	10cc/L	50cc/L
13%	1.5cc/L	4cc/L	8cc/L	40cc/L

CC = Cubic Centimeters

L = Liters

PPM = Parts per million

Source: From the manual of Hospital cleaning and disinfection (2020)