

HEALTH PROTOCOL & BEST PRACTICES

The Objective of this plan is to contribute on our competitiveness, security of our products, services and processes; the protection of our people, travelers and the environment. We do consider in our whole process the integration of people with disabilities. We want to improve the control of our business risks, thereby contributing to the achievement of excellence in our operation and the well-being of society. This means we do have a firm commitment with risk management, leading the systematic implementation of measures aimed at minimizing it.

Due to this objective we created this prevention plan which includes an action/checklist for infection prevention and a special cleaning and disinfection plan. The whole risk management plan is part of all our processes, therefore, the different processes are coordinated with each other.

According to the guidelines established by the Costa Rican Ministry of Health and the I.C.T. (Instituto Costarricense de Turismo – Costa Rica Tourism Board), the following are the measures our company has implemented to protect our passengers and staff.

- IL VIAGGIO TRAVEL has implemented protocols to deliver a safe experience for our staff and guests through enhanced cleanliness and hygiene best practices.
- IL VIAGGIO TRAVEL has trained all our staff to prepare, answer questions, resolve challenges, share protocols and execute operational plans which include protocols, guidelines, tools and all the necessary information for infection control, physical contact, sharing of food and utensils, appropriate attire, and enhanced hygiene measures, the use of masks and gloves as recommended by local health authorities

- **Certified Guides will give adequate information to our travelers**

The tourist guide must assume a firm commitment to our risk management plan, executing the systematic implementation of the contingency measures defined for the prevention and reduction of hygienic-sanitary risks. Some details that should be given by our guides to all travelers:

- Guide and drivers have to use masks.
- We requests our passengers to bring their personal equipment.
- Our guides must remember the preventive measures implemented and urge that they be complied with for the sake and safety of all.





- Passengers should not travel if presenting any COVID-19-related symptoms. If they do have symptoms we have establish a verbal and written communication channels with our office and travelers, in the event that any have any symptoms related to a respiratory disease or have been close to a suspicious contact, to coordinate with the instances of corresponding health and contact line 1322.
- In our tours we reflect physical distance by limiting the number of travelers, and we do offer very good ventilation and open air
- Our guides will inform all our guests in regards to the hygiene protocols that they should follow. For example:
 - * they should wear masks during all transfers and tours.
 - * They will also inform passengers that before removing masks, passengers and staff must wash or sanitize their hands and place masks in a sealed bag. Before placing masks back on, hands should be washed or sanitized again. Masks should be removed before using restrooms or for meals. Hand washing protocol will be reinforced before and after meals, or any of the activities included in the itinerary.
 - * avoid greeting with physical contact, including shaking hands, both to other staff and customers.
 - * the safety distance should be respected (1.8 to 2m distance)
 - * Thoroughly wash your hands after sneezing, blowing your nose, or coughing or touching surfaces potentially contaminated

• **We have implemented in our office:**

- We have implemented protocols and guidelines for staff health, including health checks for our staff.
- In our office we reflect physical distance by limiting the number of staff, distance between desks, each person has their own desk (no sharing) and we do offer very good ventilation and open air.
- Our staff uses protection equipment (PPE) and will have wellness and temperature checks before every shift.
- For the disinfection of electronic equipment we use clorox wipes to disinfect daily.
- We have alcohol gel in our offices available for all






- **Our daily operation, programs, transfers and tours follow the following guidelines:**

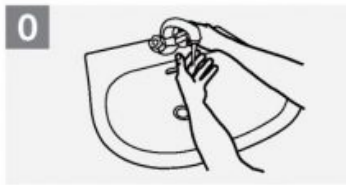
- All of our itineraries are operated on social bubble, small, private groups. Maximum capacity of passengers will be determined according to the Costa Rican Ministry of Health.
- We provide clear and consistent information prior to our guests trip, during the journey and after the visit.
- All of the suppliers/partners included on our packages like restaurants, hotels, parks, transport partners and venues follow likeminded health and hygiene protocols and guidelines to protect guests and staff as required. As well we have requested in writing their protocols.
- We have implemented appropriate cleanliness and disinfection best practices:
 - * Our vans have 70% alcohol for the shoes
 - * Our transportation units and all equipment during tours and transfers will be sanitized thoroughly before and after each tour, and between services.
 - * Your luggage will also be sanitized to get in the van
 - * Each vehicle will carry a waste basket with a plastic bag for disposable masks, gloves, tissues, etc. Bags are properly handled and disposed by our staff at the end of the tour.
 - * Our vehicles will be equipped with a hygiene kit, including gel hand sanitizer (Alcohol 70%) and additional masks.
 - * Each vehicle will have clear signage of the cough & sneeze protocol, washing hands protocols and social distancing to follow.
 - * The A/C in the vehicle will be set as flow and not circulating. When possible and weather permitting, open windows will be preferable. A/C vents will be sanitized daily.



How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

 Duration of the entire procedure: 40-60 seconds



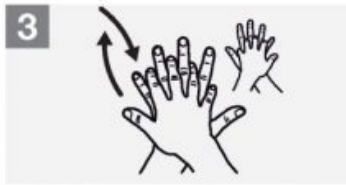
Wet hands with water;



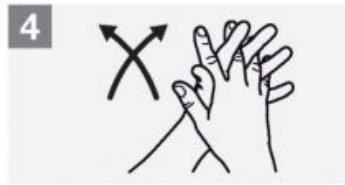
Apply enough soap to cover all hand surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



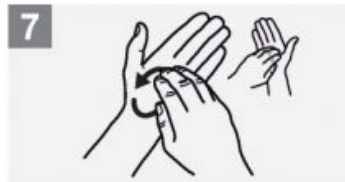
Palm to palm with fingers interlaced;



Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



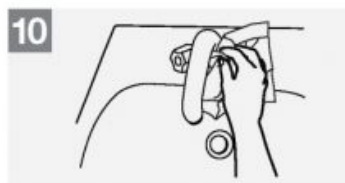
Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



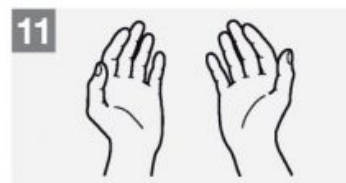
Rinse hands with water;



Dry hands thoroughly with a single use towel;



Use towel to turn off faucet;



Your hands are now safe.



World Health
Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES
Clean Your Hands

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HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

who.int/epi-win

Do's →

-  Clean your hands before touching the mask
-  Inspect the mask for damage or if dirty
-  Adjust the mask to your face without leaving gaps on the sides
-  Cover your mouth, nose, and chin
-  Avoid touching the mask
-  Clean your hands before removing the mask
-  Remove the mask by the straps behind the ears or head
-  Pull the mask away from your face
-  Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it
-  Remove the mask by the straps when taking it out of the bag
-  Wash the mask in soap or detergent, preferably with hot water, at least once a day
-  Clean your hands after removing the mask

Don'ts →

-  Do not use a mask that looks damaged
-  Do not wear a loose mask
-  Do not wear the mask under the nose
-  Do not remove the mask where there are people within 1 metre
-  Do not use a mask that is difficult to breathe through
-  Do not wear a dirty or wet mask
-  Do not share your mask with others

A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 1 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.

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ANNEX #3

When the hand hygiene indication occurs before a contact requiring glove use, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water.

I. How to don gloves:



1. Take out a glove from its original box



2. Touch only a restricted surface of the glove corresponding to the wrist (at the top edge of the cuff)



3. Don the first glove



4. Take the second glove with the bare hand and touch only a restricted surface of glove corresponding to the wrist



5. To avoid touching the skin of the forearm with the gloved hand, turn the external surface of the glove to be donned on the folded fingers of the gloved hand, thus permitting to glove the second hand



6. Once gloved, hands should not touch anything else that is not defined by indications and conditions for glove use

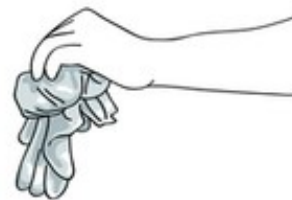
II. How to remove gloves:



1. Pinch one glove at the wrist level to remove it, without touching the skin of the forearm, and peel away from the hand, thus allowing the glove to turn inside out



2. Hold the removed glove in the gloved hand and slide the fingers of the ungloved hand inside between the glove and the wrist. Remove the second glove by rolling it down the hand and fold into the first glove

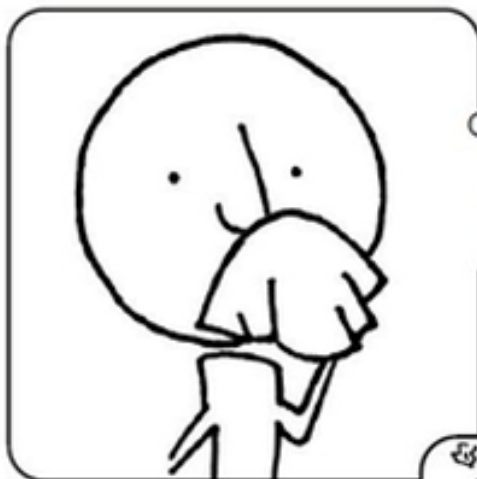


3. Discard the removed gloves

4. Then, perform hand hygiene by rubbing with an alcohol-based handrub or by washing

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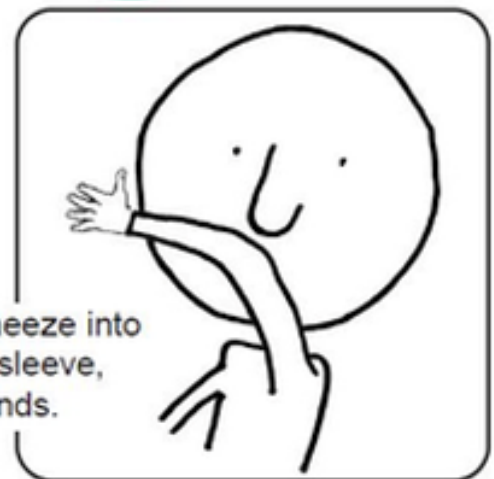
Cover your Cough



Cover your mouth
and nose with a
tissue when you
cough or sneeze

or

cough or sneeze into
your upper sleeve,
not your hands.



Put your used tissue in
the waste basket.



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Wash Your Hands After...

1



**Playing with
pets**

2



**Using the
bathroom**

3



**Sneezing, blowing
your nose &
coughing**

4

AND Before...



**Touching a cut or
open sore**

5



Playing outside

6

AND Before...



Eating

Developed by University of Nebraska–Lincoln Extension in Lancaster County and Lincoln-Lancaster County Health Department

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