



ICT-P-002

Protocol for

Recreational Aerial Activities

TOURISM SECTOR

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CONTENTS

FOREWORD	2
OBJECTIVE AND FIELD OF APPLICATION	2
HYGIENE AND DISINFECTION	2
LOGISTICS IN THE WORKPLACE	6
ACTION IN CONFIRMED CASES OF COLLABORATORS AND CLIENTS	8
COMMUNICATION	10

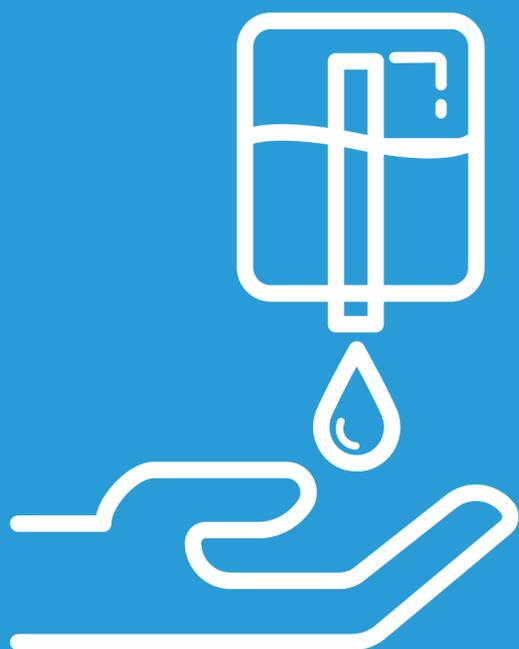


FOREWORD

As part of the declaration of a national state of emergency throughout the territory of the Republic of Costa Rica, made official by Executive Decree 42227-MP-S, as a result of COVID-19, and, given the characteristics of the pandemic and the various forms of infection of the virus, preventive health measures have been defined by the Ministry of Health, as the governing body in the context of this response phase and in the event of contagion in a workplace.

OBJECTIVE AND FIELD OF APPLICATION

The objective of this document is to establish the requirements that allow the reactivation of the tourism sector under the COVID-19 alert, This protocol provides this subsector with guidelines so that they may gradually provide clients with their services, while avoiding chains of contagion.



HYGIENE AND DISINFECTION

OVERVIEW

Among the aerial recreational activities highlighted in this protocol you will find skydiving, paragliding, hot air balloon flight, ultralight flight, among other air adventure activities.

Furthermore, since the operation of most of these activities is carried out with a reservation, hygiene and disinfection measures are broken down in this regard.

CLEANING, HYGIENE AND DISINFECTION MEASURES

- A.** **Identify all operational areas within the establishment.** For example: parking, customer service or reception areas, waiting rooms, equipment storage sites, among others, which will have to have a cleaning and disinfection plan according to the influx of tourists.
- B.** **Keep parking areas and spaces clean** and free of debris. Display signs regarding the security measures implemented and provide space for the use of gel alcohol for disinfection prior to the corresponding hand washing.
- C.** Do not touch your face during the cleaning and disinfection process, regardless of whether or not gloves are being used.
- D.** Designate a space to wash hands and disinfect shoes before entering the customer service area and coming into contact with the company personnel.
- E.** **Verify maintenance and cleanliness of disinfections supplies** and equipment (soap dispensers, gel alcohol, paper towels and electrical equipment for the same purpose) as well as their replacement and cleaning.
- F.** Make sure that appropriate cleaning equipment is available for use in the reception or customer service area.
- G.** Clean and disinfect customer service area, as well as support surfaces and items, taking into account the influx of people.
- H.** According to the capacity of visitors, carry out disinfection in the customer service area, as well as implements or support surfaces.
- I.** The person doing the cleaning **should not touch their face during this cleaning** and disinfecting process, regardless of whether or not gloves are being used.
- J.** A washing and disinfection area must be available for the storage of the equipment used with its corresponding labeling for identification.
- K.** Maintain documentation indicating the periodicity of cleaning and disinfection of areas, as appropriate.
- L.** If the water supply used for personal hygiene and cleaning is interrupted, immediately suspend activities until water is available again to comply with the cleaning and disinfection protocols of the different areas within the establishment.
- M.** Once you finish your tasks, you must **dispose of the gloves safely and implement the hand washing protocol.**
- N.** **Reusable equipment must be disinfected** with, at least, a 70° alcohol-based solution and disinfectant or any other cleaning product that demonstrates its effectiveness against the virus.

CLEANING AND DISINFECTION PROCEDURES

A

A) PROCEDURE FOR WASHING YOUR HANDS

- Wet your hands and forearms with water.
- Apply enough soap to cover both hands completely.
- Rub the palms of your hands together.
- Rub the palm of the right hand against the back of the left hand by intertwining your fingers and vice versa.
- Rub the palms of hands together, with your fingers intertwined.
- Wash your hands thoroughly after sneezing, blowing your nose, coughing, or touching potentially contaminated surfaces (money, documents, counter, etc.).
- Frequency of hand washing includes before touching your face, preparing and eating food, after using the restroom, after touching handrails and door handles, before and after a break, after interacting with a client, and after touching objects that have been manipulated by clients, before and after operating a tour, to name a few



B

B) PROCEDURES FOR HAND RINSING AND DRYING

- Rinse hands and forearms with water
- Dry your hands and forearms with a disposable towel
- Use the towel to turn the faucet off.
- Place the used towel in the corresponding garbage can.
- Disinfect with gel alcohol.

C

C) PROCEDURES FOR DISINFECTION WITH EFFECTIVE ANTI-VIRUS PRODUCTS

- Employees and visitors must intensify the use of gel alcohol when interacting with each other.

THE COMPANY MUST CREATE A CLEANING PLAN AND SCHEDULE FOR THE FACILITIES, INCREASING HYGIENE AND DISINFECTION MEASURES, USING PRODUCTS ENDORSED BY THE MINISTRY OF HEALTH.

A

Designate a person responsible for the supervision of high-contact surfaces in public areas, such as handrails, doors, telephones, countertops, and others.

B

The company must define cleaning and disinfection schedules based to its operation.

C

The employee outreach plan shall be communicated through audiovisual equipment, talks, e-mail, signage, or other means deemed appropriate by the organization.

The administration of the tourist company must determine the persons responsible for cleaning, disinfection, and waste management, as well as guaranteeing personal protective equipment (gloves, mask, and glasses). It must also ensure that these employees, as well as all other employees associated with these tasks, are provided with the training that must be given to personnel who carry out these tasks. Maintain a log of this activities such as a daily control log.

CLEANING AND DISINFECTING PRODUCTS

Cleaning and disinfection products shall be those duly authorized

IDENTIFICATION OF CRITICAL POINTS FOR DISINFECTION

- A** Light switches, handles, handrails, locks, sanitary facilities, remotes, sinks, water faucets, telephones, cups, desk surfaces, drawer handles, horizontal surfaces, among others
- B** Aerial equipment or apparatus must be disinfected at the end of each activity and before the start of the next tour (radios, helmets, back protectors, suits, cars, backpacks, seats, glasses, baskets, other equipment and accessories). These activities must be recorded through logs for proper control and monitoring.
- C** Spaces provided for the provision or preparation of equipment must be disinfected before the customer's arrival, as well as at the end of the activity.
- D** Public rest rooms must be cleaned and disinfected at least every two hours. Especially after clients use said space. Disinfection should be taken into account for the restrooms located both at the point of departure and at the points of arrival or end of the activity.
- E** If food services are available, the provisions set forth in the protocol for gastronomic companies must be implemented.



MANNER AND PRODUCTS IMPLEMENTED TO CLEAN PRODUCTS USED IN THE ATTENTION OF THE PUBLIC AND AERIAL EQUIPMENT.

- A** Intensify the frequency of cleaning and personal hygiene in these spaces, with emphasis on support surfaces.
- B** To clean objects, use a 70% alcohol-based, at least, solution along with commercial products recommended by the Ministry of Health for object cleaning.
- C** The use of gel alcohol dispensers in public areas is suggested. Have it available to customers during the activities, at the beginning and at the end of the activity.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

- A** Staff members who due to their functions are in close contact with clients, should wear protective equipment when they cannot maintain physical distance. Except in cases where, due to the type of activity, they have special equipment to carry it out, for example: leather gloves, dark parachuting glasses, among others.
- B** During the preparation and placement of the equipment on the passenger, the pilot and the assistant must wear personal protective equipment.
- C** During the flight: It is mandatory to wear lenses, normal or dark, for both the pilot and the passenger in activities other than hot air balloon flights.
- D** In activities such as balloon flights, where space is shared with other customers, masks must be mandatory.

In the case of skydiving, protective equipment should be used during the flight. Before the jump it will be removed or placed on the neck by the client to avoid the risk of hindering the visibility of the parachutist.

- F** General recommendations regarding personal protective equipment, face masks or shields must be provided.
 - Personal protective equipment must have a snug and stable fit, so that it does not require constant handling.
 - It should be positioned so that it adjusts over to the nose and mouth, so that it does not allow the transmission of fluids.
 - Staff members must wash their hands before and after putting on or taking off their mask.
 - Hospital surgical masks (type N95) should not be used, these are reserved for medical personnel.
 - Face shields should be stored or transported in sealed bags to prevent contamination.
 - During feeding, rest and landing times, in the case of skydiving, the mask must be removed with clean hands and stored in a sealed, clean bag and then put back on later (using proper handwashing protocols before and after).
 - When acquiring PPE, it is recommended that the company validate its quality based on national and international: <https://www.inteco.org/juntos-en-la-prevencion>.



The company agrees to provide personal protective equipment for its personnel for the operation of its activities. As well as communicate, at the time of booking, the protective equipment to be used during the activity chosen.

According to Executive Decree No. 42603-S of September 07, 2020, the company must provide the mandatory mask for all users who require access to its services within its facilities, the foregoing being personal protective equipment.

In addition, transportation services of people, in its different modalities, also require the use of a face mask.

The use of a face shield shall be optional and in addition to the required use of a face mask as personal protective equipment.

WASTE MANAGEMENT

The establishment must carry out waste management in accordance with the guidelines established in the National Strategy for the Separation, Recovery and Valuation of Waste (ENSRVR) 2016-2021, of the Ministry of Health.

The way in which waste derived from cleaning and disinfection tasks such as cleaning utensils and disposable personal protective equipment should be managed.

- A** The waste bag must be closed when it reaches 80% of its capacity, to avoid overflow.
- B** Gloves shall be used to remove the waste; the bags must be closed and should not be pressed to make more room.
- C** Removable residual elements must be discarded. These may be gloves, tissues, masks or any other element used to minimize the spread of COVID-19.
- D** Once bags are discarded, finalize task by implementing hand washing protocols.

The type of garbage container used within the workplace premises should have a foot pedal opening with a bag liner, which must be sealed before its removal.

The company must determine the frequency of cleaning garbage containers within the premises of the workplace.

- A** Cleanliness must be recorded either in a log or any other format and will be defined according to the area and the presence of high traffic of users.



LOGISTICS IN THE WORKPLACE

SERVICE OR OPERATIONAL CONTINUITY PLAN

In order to ensure the continuity and operability of the business, despite disruptions such as this one by COVID 19, it is recommended to develop a service continuity or operational plan, considering in general the following guidelines:

- a. Identify threats that may affect business operability.
- b. Analyze the impact that these may represent in your establishment.
- c. Create crisis management of detected threats.
- d. Generate a response to an eventual emergency.
- e. Create a recovery process.

SHIFTS AND SCHEDULES

In case of maintaining staff on site, the company must define a plan for the distribution of schedules and shifts, according to its operational needs. In this plan, apply security measures for staff.

Adapt shifts in a staggered manner for to ensure that entry, break and departure times are orderly, and it is possible to identify, if applicable, alerts regarding the health of employees.

Keep schedules set for customer service.

The establishment shall define work schedules in accordance with current provisions set forth of the Ministry of Labor.

SOCIAL DISTANCING IN THE WORKPLACE (CLIENTS AND EMPLOYEES)

As far as possible and depending on the operational conditions of the activity, it is recommended to establish a mapping of employees who can carry out their activities through teleworking, as well as maintain the practice of virtual meetings, even when in the same facilities. In this case, the company will apply, as set out in Legislative Decree No. 9734, Law on Regulating Teleworking.

In case of holding meetings, when strictly necessary, maintain a minimum distance of 1.8 meters per person, adjusting to the measure of using the hall or room at 50% its capacity. Also, program the duration of the meeting so that is no longer than 60 minutes.

With regard to travel of staff outside or within the country, not linked to the normal operation of the company, the guidelines established by the Ministry of Health must be respected.

With regards to the entry of both visitors and providers on the premises, implement the following, insofar as possible:

- a. Establish service hours for providers according to the requirements of the physical space, so that it does not coincide with the hours of service to the public.
- b. The reception of merchandise or suppliers should preferably be kept in separate spaces from where the tourist activity takes place.
- c. If possible, supplier access should be different from those used by visitors and employees.
- d. Administration should, as far as possible, serve providers through channels that avoid contact, such as appointments, email or video call.

Measures to be used in minimum distance between employees during their work

- a. Maintain at least 1.8 meters of distance between employees in their work areas. Where this is not possible, other measures must be defined to protect employees
 - Separate workstations
 - Position staff in such a way that they are not located opposite each other
 - Increase disinfection and cleaning of surfaces.

OPERATION OF RECREATIONAL AERIAL ACTIVITIES

- a. The establishment must inform the client about the conditions of service and prevention measures established when proceeding with the confirmation of the reservation.
- b. For collection in the service or reception area, contact payment mechanism should be used to maintain the distance between the client and receptionist. Or, minimize direct contact with cash, it is advisable to use electronic transactions
- c. For the payment within in the service or reception area, a contact payment mechanism should be used to maintain the distance between the client and the receptionist. Or, minimize direct contact with cash, the use of electronic transactions is recommended
 - In case of contact with cash, disinfect it with alcohol.
 - You should not touch your face after manipulating money.
- e. In the spaces where the activity starts (flight sites), as well as the introduction talk, the recommended distance between people of 1.8 meters must be respected.
- f. With regard to personal protective equipment to be used during the activities, the provisions of guideline 6.5.1 must be complied with and indicated to the customer when confirming the reservation. At the end of the activity, in the case of the mask, it must be disposed of properly, once the service is over.
- g. Transport units must be clean to carry out customer transfer services (start and end of activity), under the guidelines set out in the tourism ground transport protocol.
- h. Disinfection supplies such as gel alcohol should be provided to customers throughout the activity. As well as at the time of entering the transport units, and at the end of each activity, complying with the disinfection protocols established by the Ministry of Health.

For the use of stairs, frequent cleaning and disinfection will need to be maintained.

You should assess the possibility of implementing cleaning and disinfection measures in transportation for the company staff members, as well as customers, in order to maintain their safety, whenever possible.

The company must establish mechanisms that allow a clear understanding of the symptoms of the disease by the employees (direct and indirect) of the establishment. In addition, how to make the timely report of your condition to the employer, as well as seek medical evaluation.

EMPLOYEE SANITARY HABITS IN THE WORKPLACE

- A. As far as possible based on operating conditions of the company, it is recommended:
- B. Cover your mouth and nose when coughing or sneezing and proceed with hand washing protocol.
- C. Works schedules must include time for employee to wash their hands at least once every 60 minutes, for at least 40 seconds, or as deemed necessary.
- D. Do not share work equipment or other employees' devices. In the event that there is alternation in the use of certain equipment or devices, the company must establish cleaning and disinfection guidelines to reduce the risk of contamination.
- E. Wear clean workwear daily, and use personal protection implements given by the administration for the development of their functions. For example, for individual pilots each pilot will have to operate their own equipment. They are not allowed to exchange them.
- F. Employees who, due to their functions do not warrant the use of a cell phone, this must be kept in safe in their respective locker or handbag for personal use, likewise people who must use the cell phone must disinfect it frequently.

ACTION FOR CONFIRMED CASES AMONG EMPLOYEES AND CLIENTS



In the event of an employee with a confirmed case of COVID-19, the company must notify the corresponding Governing Area of the Ministry of Health, so that it may implement the appropriate control and monitoring actions according to the National Guidelines for the Surveillance of the COVID-19 disease.

In the event of a confirmed case or suspicious contact, the company must follow the instructions set forth by the Ministry of Health. They should provide whatever collaboration is within their reach to facilitate the work and research carried out by the Ministry of Health. In addition to this, the company must keep in a log or record the information of employees who consult for symptoms related to respiratory diseases, or with potential risks of contracting the disease: over than 60 years, hypertensive, respiratory conditions, diabetes, or who are being treated for cancer or other diseases that compromises the immune system, and should monitored contact with a suspicious case.



THE MOST COMMON SYMPTOMS THAT A CLIENT MAY PRESENT DUE TO CONTAGION OF COVID-19 ARE:

- Fever
- Fatigue
- Dry cough

SOME PEOPLE ALSO PRESENT THE FOLLOWING SYMPTOMS:

- Pain
- Nasal congestion
- Rhinorrhea (runny mucus)
- Sore throat
- Diarrhea
- Loss of taste
- Loss of smell



In the event that an employee is confirmed with COVID-19, the following must be implemented:

- A.** Close the establishment and carry out a deep cleaning and disinfection procedure in all areas of the facilities or physical infrastructure when the case is confirmed.
- B.** Notify all employees of the case, for appropriate monitoring to be carried out with the health authorities.
- C.** In the event of a temporary shutdown of operations, notify clients of changes in reservations.
- D.** To restart operations, endorsement by the Ministry of Health is required.
- E.** If the confirmed person had physical contact with clients or colleagues, they must be notified immediately.

In the event that a customer who intends to carry out a recreational aerial activity is confirmed as suspected of having COVID-19, the following must be implemented:

- A.** In case of a symptomatic case of COVID-19, staff should coordinate with the CCSS Communications Center (Contact via telephone 2290-0513, 2290-1893, 2103-1500 or 2220-3510 or through System 9-1-1 or 1-1-2-3). The latter shall inform the appropriate medical center for proper preparation and waiting for the patient.
- B.** The company's employee must notify the health authorities, of the places and people with which the suspected COVID-19 customer has come into contact during the itinerary.
- C.** Once the client has been referred for the attention of the symptoms due to COVID-19, the employee must notify the head of the company of the contact had with a suspected case of COVID-19, and must notify the health authorities, so that the measures to be implemented are assessed.
- D.** If the suspected COVID-19 customer had contact with the equipment used to perform the activity, it must be disinfected according to the procedure established by the company for the disinfection of the same.

COMMUNICATION

The establishment must define a reliable and official verbal or written communication channel to share information related to COVID-19 that is truthful and coming from the Ministry of Health. (Information boards, posters, official signage in visible places, digital channels, among others).

Staff members, providers and customers will be provided with the necessary information regarding the prevention and containment measures established for the COVID-19 emergency.

Protocols for sneezing and coughing, hand washing, other forms of greeting, not touching the face and high-risk populations, in the most common languages used by tourists, must be posted in visible spaces. (See annexes).

The administration shall provide information about the services, provisions regarding access, use of facilities and schedules, if necessary, as well as protocols related to COVID-19.

Person in charge of the communication during the emergency responsible for maintaining and updating the information.

The General Manager shall be the person responsible for maintaining and updating the information in an official manner, or failing that, he shall designate the person he deems relevant for the position and shall inform everyone (employees and providers), who will be in charge of communication from the Ministry Health.

The means of publication of the protocol, once approved by the Minister of Tourism, shall be the official website of the Costa Rican Tourism Boards and CANATUR.



APPROVAL, MONITORING AND EVALUATION

APPROVAL

The Minister who must approve this sectoral protocol is Mr. Gustavo Segura Sancho, Minister of Tourism.