

ICT-P-4.1

# Specific protocol for

Tourism Industry Meetings, Conferences and Conventions Activity. Subsector exclusive event venues for micro and medium events.

**TOURISM SECTOR**

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Any new document should indicate that it is the "first edition" and according to their updates this number increases consecutively

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*essential*  
**COSTA  
RICA**



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# FOREWORD

This prevention protocol is designed to provide the events and meetings sector with a series of recommended measures to help minimize exposure to the COVID-19 virus in the Congress and Convention sector, whose activity is to develop events such as conferences, conventions, fairs, incentive programs and any other related to meeting tourism (MICE) throughout the national territory.

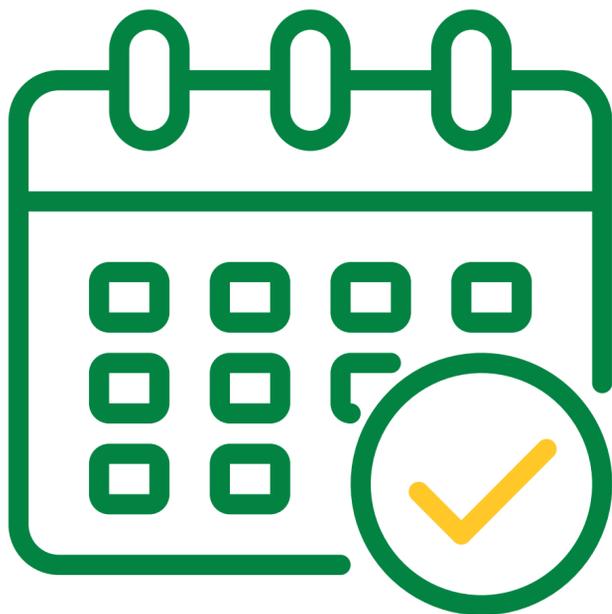
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## OBJECTIVE AND FIELD OF APPLICATION

The application of this document is aimed at industry events such as congresses, conventions, trade shows, incentive programs and other related business tourism (MICE) throughout the national territory, as part of preventive and mitigation actions dictated by the Ministry of Health to address the pandemic COVID-19.

The scope of this protocol will be for all activities related or correlated to that sector and that have operating permit for special events, such as the following:

- Fairgrounds
- Convention Centers
- Hotels with meeting spaces
- Non-traditional venues with meeting spaces
- Auditoriums
- Other spaces equipped for holding events
- Suppliers (audiovisual, transportation, florists)
- Community halls



# HYGIENE AND DISINFECTION

## OVERVIEW

**THIS VERSION 003 OF THE VENUE PROTOCOLS APPLIES ONLY TO:  
MICRO EVENTS AND MEDIUM EVENTS.**

### TYPE OF EVENT AND NUMBER OF ATTENDEES:



#### TYPE OF MEETINGS:

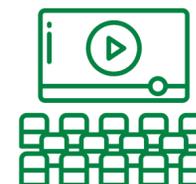
corporate, educational and commercial for up to 150 attendees\*.

**(Category: Medium events).**



#### TYPE MEETINGS:

social for up to 30 attendees\*.**(Category: Micro Events)**



\*Note:

1. The total number between attendees and staff within the same event room may not exceed 50% of the capacity established for that room.
2. Number of people respecting the physical distancing established in this protocol and by the Ministry of Health.

## SIMULTANEITY

For venues with more than one event room, a maximum of up to three simultaneous meetings are allowed only as long as they comply with the following:



Differentiated access for each meeting.



The venue must ensure together with the organizer that the attendees of each meeting will not be sharing common areas at the same time.



All venues must provide clients, during negotiation or at the latest at the time of signing the contract, with the protocols for venues, organizers and suppliers in order to ensure proper compliance. This must be logged.

## TRACEABILITY FOR EACH MEETING:

In the event of a direct or subcontracted contributor to the site turns out positive with COVID-19 after an event in which they had direct contact, the venue must send the following to the Ministry of Health:



The name and identification number of the person.



The names of the event (s) in which the contributor participated over the last 15 days.



Information pertaining to the organizer (s) of said events.



In addition, the provider must notify the venue and the organizer that there was a person who tested positive for COVID-19 at their event, maintaining the confidentiality of the case.

**The protocol for the disinfection of areas in the customer contact sectors must be applied every 30 or 45 minutes maximum, depending on the influx of visitors.**

## STAFF ENTRY:

During the event at the venue, the following must be installed at the staff access entrances:

- **Disinfection stations (1 for every 80 employees) for the entry of any person who will work partially or totally in the development of the event. It will be a requirement to go through them before entering.**
- **Carry out entrance control to the building by means of an infrared thermometer.**
- **Signage: each access must be marked with the protocol for hand washing, coughing and sneezing, other forms of greeting and physical distance of 1.8 m issued by the Ministry of Health.**
- **It must be verified that each collaborator enters with the personal protection equipment assigned according to the position.**
- **A shoe disinfection mat should be used at the entrance and exit of each kitchen area.**

Restrooms must be equipped with toilet paper, potable water, antibacterial soap for hand washing, alcohol gel with a composition of at least 60 ° to 70 ° of alcohol or ethanol and paper towels for drying hands.

A disinfection process should be carried out in the salons and common areas between each event.

Shoe disinfection mats must be installed before entering the building, at each point of access.

The site administration will be responsible for ensuring that the relevant employees have a daily food handling card. In addition, they must keep a copy of each of these cards in their offices.

All employees must change their uniform at the time of entering their shift and work area.

Information measures for employees on the guidelines issued by the Ministry of Health and individual and collective protection measures to be taken at the workplace and at home for the prevention of infection.

Virtual training should be carried out for all employees to publicize the guidelines issued by the Ministry of Health. This must be tracked on a log and documented by the venue administration.

Measures based on the guidelines issued by the Ministry of Health, as well as individual and collective protection measures should be communicated to employees, suppliers and customers (coughing and sneezing protocols, hand washing, among others).

The official graphic materials provided by the Ministry of Health should be used in Spanish along with an adequate adaptation in at least one foreign language (English). They should be located in areas visible to both attendees and collaborators.

# CLEANING AND DISINFECTION PROCEDURE

Activities to be performed for cleaning and disinfection of the workplace:



A

## Activities for hand washing

- Signage with the protocols of coughing, sneezing, hand washing and other ways of greeting for the knowledge of collaborators, event participants, organizers and suppliers.

- **Disinfection station:** these stations will be located at strategic points of the spaces. For proper operation, you will need to have the following products: hospital grade gel alcohol with sensor, disposable towels, alcohol sprayer and hospital grade liquid. These stations must be checked every 30 min for correct replenishment.

- Hand washing with soap and water must be ensured and, if not possible, have the hydroalcoholic solution to ensure hand disinfection.

- Thoroughly wash your hands after sneezing, blowing your nose, coughing or touching potentially contaminated surfaces (money, documents, counter, etc.).



B

## Activities for rinsing and drying

- Disposable hand drying towels shall be available and will be available in all areas intended for hand washing.

- Venue administration guarantees that the soap used for hand washing is antibacterial.

- A waste can or container will be available for the disposal of paper towels, it must have a lid and ease of opening with a foot pedal.



C

## Activities for disinfection with effective anti-virus products

- Companies referred to in this protocol shall use EPA approved products. For additional information about a product, they must be included on the EPA registration number, which is on the product label, not the brand. In addition, it must have the health register issued by the Ministry of Health.

- The instructions for use provided for the use of each product must be followed.

- Those responsible for carrying out these activities must change their PPE at least twice during their work shift.

# CLEANING AND DISINFECTION PLAN AND SCHEDULE FOR THE DIFFERENT AREAS OF THE FACILITIES AND THEIR DISSEMINATION.

**Area disinfection protocol:** the venue must create a schedule for the periodicity of cleaning surfaces that are frequently touched (handrails, buttons, door knobs, parking cards, food trays, armrests, seats, among others), which must be done frequently with a 70% alcohol solution or commercial disinfectants. A record of this must be kept and said records must be visible.



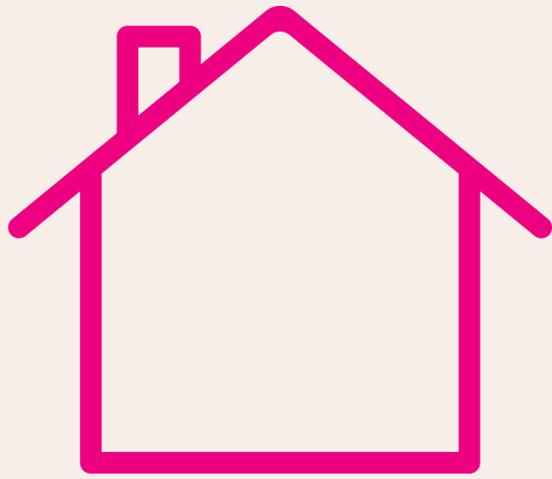
## BATHROOMS:

- Outside each bathroom the maximum capacity must be indicated, the venue must enable every other sanitary module, for example, in a bathroom with 5 modules its maximum capacity will be 3 modules.
- Bathroom and toilet surfaces must be cleaned with disposable material and disinfected every 30 minutes during an event with a household disinfectant containing chlorine at a 5:100 dilution (5 parts of chlorine and 100 parts of water), prepared the same day they are going to be used (10ml of 5% chlorine for each liter of water).
- The person in charge of the cleaning must be protected with PPE while carrying out cleaning and hygiene.
- After cleaning, the employee must carry out hand hygiene as stipulated in the protocols of coughing, sneezing, hand washing and other ways of greeting.
- Compliance with the cleaning protocols must be recorded and the periodicity of this register must be visible within each bathroom.

## CHARGED PARKING:

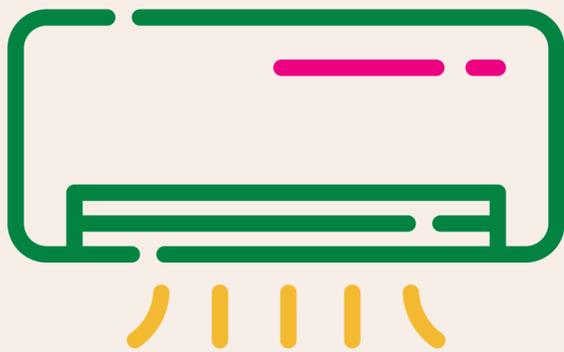
- Disinfection of the machine every 30 minutes according to the area disinfection protocol detailed in this document.
- Parking cards must be made of a disposable material.
- Equip payment points with gel alcohol dispenser stations ranging from 60 ° to 70 ° with sensor (contactless).
- Valet parking: the driver must be equipped with gloves, cover the seat, and provide the customer with a disposable disinfectant towel.
- Equip face-to-face payment points with contactless dataphone.





## BACK OF THE HOUSE:

- Installation of disinfection stations (1 for 80 employees).
- Demarcation of workspaces and rows to ensure a distance of 1.80 meters.
- Signage for handwashing, coughing and sneezing and other ways of greeting protocols.
- Display signage promoting physical distancing.



## AIR CONDITIONERS

The venue must comply with the provisions of the general guidelines for the restart of general ventilation systems, air conditioners and their related water pipes in buildings of general occupation - control of Legionella in buildings or reused spaces - Covid-19.

The guidelines can be downloaded at the following link:

[https://www.ministeriodesalud.go.cr/sobre\\_ministerio/prensa/docs/ls\\_si\\_014\\_aire\\_acondicionado\\_jacuzzi\\_29052020.pdf](https://www.ministeriodesalud.go.cr/sobre_ministerio/prensa/docs/ls_si_014_aire_acondicionado_jacuzzi_29052020.pdf)

## ELEVATORS

- Demarcation of the floor, in order to ensure distancing
- Installation of gel alcohol dispenser stations with sensor (non-contact).
- Signage for hand washing, coughing and sneezing and other forms of greeting protocols.
- Cleaning and disinfection every 30 min.
- Demarcation of spaces for lines (waiting to use the elevator) to guarantee the distance of 1.80 meters.

## FOOD & BEVERAGE SERVICE

- Common use utensils such as napkin holders, sugar bowls, salt or pepper shakers will not be used on the tables.
- Service and kitchen personnel must use the corresponding PPE such as masks and gloves.
- All the guidelines established in this document for staff entry and back of the house must be followed.
- The venue must ensure that, during any type of food and beverage service, it is designed in such a way that customers do not come into contact with other customers' kitchenware, cutlery or utensils.
- Buffet and coffee break service:
- Each buffet line must have a disinfection station at the beginning.
- Each buffet line can serve a maximum of 100 people.
- People should be served in shifts previously coordinated with the event organizer.
- During the wait between each shift of diners, food must remain covered with food protectors.
- The distance of 1.8 meters per person must be marked during the service line of the buffet. In addition, the distance must be marked at the beginning of each buffet.
- Each buffet must have an “anti-sneeze” guard installed.
- The dishes must be placed downwards or delivered by a waiter to each diner.
- Self-service is eliminated, only venue staff may serve food.
- The cutlery must be individually grouped at each table with its respective napkin or, failing that, it could be in the buffet, but must be delivered individually by a waiter.
- The venue must assign a person responsible for regularly (every 30 minutes) disinfecting the buffet line.



## COFFEE BREAK OR SNACKS:

Each coffee break line must have a disinfection station at the beginning.

- People should be served in shifts previously coordinated with the organizer of the event.
- During the wait between each shift of diners, food should remain covered with food protectors.
- Food should be served packaged (box) verifying that each assistant does not touch each other's utensils.
- The distance of 1.8 meters per person must be marked during the coffee break service line. In addition, the distance must be marked at the beginning of each coffee break.
- The dishes must be placed downwards or delivered by a waiter to each diner.
- Self-service is eliminated, only venue staff may serve food.
- The venue must assign a person responsible for regularly (every 30 minutes) disinfecting the coffee break station.

### Cocktail service:

- If there are food stations, the recommendations of the buffet lines should be followed.
- When you pass the snacks, they must be served individually verifying that diners do not touch the food of other attendees.
- Disinfection stations should be placed that will include napkins.

## BAR AND BEVERAGE SERVICE:

- Each bar must have a disinfection station at the beginning.
- Ice must be served directly from the machine and handled by a single person.
- The ice shovel should be kept in a quaternary ammonium solution, not directly on the ice.
- Napkins, cup holders or any other operating supplement for drinks must be delivered individually and not taken directly by the customer.
- The distance of 1.8 meters per person must be marked during the service line, in addition, at the beginning of each bar you must mark the distance.
- The venue must assign a person responsible for regularly (every 30 minutes) disinfecting the bar.
- Self-service is eliminated, only venue staff may serve drinks.

### Served dishes:

- The menu on the table must be detailed enough so that the explanation by the waitress is as minimal as possible.
- Dishes must come with their respective cover or lid from the kitchen or area allocated for the plating.
- The waiter should maintain a distance of 80 cm at the time of serving the dish or drink.
- The cutlery shall be individually grouped at each table with its respective napkin, salt, pepper or sugar envelope if necessary.
- Disinfection stations must be placed at each access to the lounge where the service will take place.





# PERSONAL PROTECTIVE EQUIPMENT (PPE).

According to Executive Decree No. 42603-S of September 07, 2020, the venue 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, when the transport service of persons is required in its different modalities, the mask must also be made mandatory.

The use of the face mask or face shield shall be optional and additional to the mandatory use of the mask as personal protective equipment.

PPE (masks, shields, visual protection, gloves) or other contaminated items need special handling and proper disposal.

Note: At the time of the acquisition of PPE, it is recommended to validate their quality based on Costa Rica's national and international standards. <https://www.inteco.org/juntos-en-la-prevencion>

The venue must ensure that the supply of the required PPE is guaranteed in accordance with the protocols established by the Ministry of Health.

## WASTE MANAGEMENT

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

Adopt all the necessary measures in the activities of prevention, reduction and separation at the source, collection, storage, transport, use and final disposal of waste or residues.

The frequency of cleaning and disinfection needs to be recorded.

Disposable residual items must be disposed of in a container with a pedal, the bag must be closed. These can be gloves, handkerchiefs, masks or any other element that is used to minimize the spread of COVID-19.

The plastic bag must be closed before being placed in the non-recoverable waste container, when it has reached 80% of its capacity.

The person in charge must use PPE.

To remove the waste, gloves will be used, the bags must be closed and should not be pressed to make more space.

After discarding the bags, the washing protocol is carried out.

Cleaning must be recorded by means of a format or in a log and will be defined according to the area and the presence of high traffic of users, others, it must be visible.



# LOGISTICS IN THE WORKPLACE

## SERVICE OR OPERATIONAL CONTINUITY PLAN

The venue, if it deems it necessary, will have a Business Continuity Plan, with at least the following sections:

- a. Identification of threats.
- b. Impact analysis on the establishment.
- c. Crisis management.
- d. Emergency response.
- e. Communication in the crisis.
- f. Recovery process.

## SHIFTS AND SCHEDULES

The venue must design work schedules according to the needs of its operation, in such a way that physical distancing is achieved at the time of entry, work shifts and departure of personnel.

The venue may use staggered shifts so that entry, break times and departures are ordered and, if applicable, alerts on the health of the employees can be identified.

The venue shall define schedules in accordance with the provisions established by the Ministry of Labor.

Work schedules should include time for the employee to wash their hands at least once every 30 minutes, for a minimum of approximately 40 seconds, or as deemed necessary.

## SOCIAL DISTANCING IN THE WORKPLACE



Schedules/roles will be established for the dining rooms and food areas to avoid the crowding of employees and thus maintain a capacity of 50% in these facilities.

All equipment, items and any type of material, brought by suppliers, organizers or participants to the venues as part of their event, must be admitted by the party determined as official and with their respective disinfection, without exceptions.

Guests are not allowed to enter the property through the rear area of the hotel or venue and must instead do so through the main entrance.

The site must comply in all its areas of work with which employees are located within the minimum distance (1.8 meters) recommended by the Ministry of Health.

The venue shall, through internal training, promote and monitor the achievement of physical distancing.

Venues must adapt the plans and tables of capacities for general use by detailing rooms, types of assembly and corridors with the new capacities, keeping 1.8 meters away between people; measures should be updated according to the provisions of the Ministry of Health.

**Recommended For Room Assembly:**

- Auditorium: 1.8 distance between chairs.
- School set-up: mount table tops with a maximum of 2 pax per table.
- U Type: the table top criterion of 2 per table will be used.
- Stage: gel alcohol dispenser protocol on stage, constant disinfection of podium or equipment on stage prior to each assistant.
- Location of people on stage with the required physical distance between each person (1.80 m).

**Recommendations for mounting types:**

In any type of assembly that is carried out on the premises, it must be guaranteed that, between people who are not part of the same social bubble, a physical distance of 1.8 meters is met.

**Recommendations for trade shows in “business meetings” format.**

- This format consists that only one person at a time, by appointment, may visit the fair's stands . These appointments must be previously arranged.
- There can only be a maximum of 2 vendors per stand and they must respect the 1.8 m spacing.
- A cleaning and disinfection protocol must be implemented between each business appointment.
- No physical materials may be provided.
- Sales must be made via a contactless payment chip card.

The venue must coordinate with its employees that, during the break times and areas of each shift, the physical distancing recommended by the Ministry of Health is complied with.

The venue will define the number of people who can walk in corridors, stairs, among other places, at the same time, respecting the physical distance of 1.8 meters and avoiding crowds at all times.

The venue must identify the most important service and high attendance areas during the event, such as halls, corridors, kitchen, among others, in order to install disinfection stations and the use of PPE.

If the enclosure provides transport for employees, the vehicle must be disinfected before and after each trip.

Venue staff and drivers are required to wear PPE during the journey.

Drivers may not extend their hand to help passengers get on and off.

Each venue must have an informative training program for the knowledge of its collaborators about the symptoms of COVID-19. There must be a record of these trainings.

The collaborator must inform the venue of his health condition, by the means established by his employer and they will agree on the steps to be followed.

# EMPLOYEE HYGIENE HABITS IN THE WORKPLACE

Each venue must implement an informative training program for of its employees about coughing, sneezing, hand washing, and other ways of greeting protocols.

## ACTING ON CONFIRMED CASES OF COLLABORATORS

Any collaborator, client, organizer or supplier, who has symptoms of COVID-19 and who has been in contact with persons who were diagnosed as suspected, probable or confirmed cases, must be subjected to a medical assessment through the company's medical service, if the service exists in the premises, or go to the appropriate medical center.

If there are suspected cases, the company should follow the following recommendations:

- Provide the person with PPE and coordinate the transfer in accordance with the guidelines provided by the Ministry of Health.
- In case of exposure by other workers or clients, instructions from the Ministry of Health must be awaited.

If the employee is diagnosed as a “suspected case” of COVID-19 by a doctor, they must:

- Comply with the indications set forth by the CCSS or the Ministry of Health.

In the case of external clients, appropriate coordination should be made in accordance with the guidelines issued by the Ministry of Health or CCSS.

If a collaborator, participant, organizer or provider qualifies as a “probable” or “confirmed” case, the instructions provided by the health facility or the protocol defined by the Ministry of Health for each case should be followed and immediately communicated to the establishment managers.

The venue must ensure the confidentiality of information and protect the identity of individuals.

The reinstatement of the affected collaborator will be carried out by discharge from the CCSS doctor. Likewise, if any, the Department of Occupational Health will provide the appropriate surveillance.

Refer to the Guide to Prevention, Mitigation and Business Continuity by the COVID-19 Pandemic.

## 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 from the Ministry of Health (information boards, posters, official signage in visible places, digital channels, among others).

Signage should be implemented with the protocols of coughing, sneezing, hand washing, and other forms of greeting in the Spanish language, as well as the correct translations in at least two other languages.

The administration of each venue will be responsible for appointing the internal spokesperson that it considers pertinent to carry out the function of maintaining and updating the information, in addition, it must make it known to all (collaborators, organizers, suppliers).

The means of publication of the protocol, once approved by the Minister of Tourism, will be the official website of the Costa Rican Tourism Board and the official website of the Costa Rica Convention Bureau.



## APPROVAL, MONITORING AND EVALUATION

This protocol is ratified and signed in San José, Costa Rica, by Mr. Gustavo Segura Sancho, Minister of Tourism.