



Protocol for the prevention and
management of COVID-19 cases

Tourist accommodations

September 2020



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1. Introduction

Considering the new scenario provided by this global sanitary emergency and its economic and social impact, the **Tourism Board of the City of Buenos Aires** has prepared, together with the private sector, through the **Chamber of Tourism of the City of Buenos Aires** (CAT BAIREs), the **Association of Tourism Hotels of the Argentine Republic** (AHTRA) and the **Association of Hotels, Restaurants, Coffee Shops and Cafés** (AHRCC) and with the collaboration of professionals of the sector, Leonel Villella, Silvina Miguenz from Ejido Asesores and Verónica Franco, the **PROTOCOL FOR THE PREVENTION AND MANAGEMENT OF COVID-19 CASES IN TOURIST ACCOMMODATIONS**.

The guidelines contained herein follow the recommendations established by the National **Ministry of Health** and the **Ministry of Tourism and Sports**, with whom we worked collaboratively to develop specific measures and actions to address the current situation and help the recovery of tourism activity, safeguarding the health and welfare of people.

This protocol is dependent on its implementation once the tourist activity can be developed in the City of Buenos Aires.

To verify the regulations in force in that jurisdiction, you can access <https://www.buenosaires.gob.ar/coronavirus>.

The herein protocol is dynamic and will be updated periodically, taking into account the changes that occur, based on the evolution of the health emergency in the national territory.

The implementation of these processes focused on improved disinfection and deep cleaning practices, in all areas of service, guarantees a safe and comfortable experience for the guests. Clear communication with clients about these safety protocols and their adoption is necessary to contain the impact of the epidemic, rebuild trust and at the same time, facilitate the gradual restoration of economic activities.

The guidelines set forth herein are aligned with the commitments assumed by the City of Buenos Aires for the fulfilment of the Sustainable Development Goals and the 2030 Agenda.

2. Goals and scope

2.1 Goals

This document pursues the following goals:

- > Provide the mandatory measures and general recommendations to ensure the health of people.
- > Control and prevent the spread of the virus.
- > Guarantee the continuity of the tourist activity and reconstruct the confidence with the travellers.
- > Provide an action plan in the event of suspicious and confirmed cases in accordance with the rules issued by jurisdictional and national bodies.

2.2 Scope

The herein protocol is intended for all tourist accommodations and accommodation services in the City of Buenos Aires.

Therefore, the document is applicable to the personnel, whether own or hired, affected to the activities of the tourist accommodations, and includes the authorities of the same, as well as the guests, clients and other attendees.

3. Health safety actions for associates and owners

3.1. Deactivated personnel and risk groups

On the list of staff carrying out the activities, those whose presence in the home is indispensable for the care of the child or adolescent and the following people included in risk groups are exempt from the duty of assistance in the workplace, in accordance with the provisions of the National Executive Branch through Resolution N°207-APN-MTYS/20, and its amendments, whose validity was extended by Resolution No. 296-APN-MTYS/2020 of the Ministry of Labor, Employment and Social Security, detailed in its section 1:

- a)** Persons over sixty (60) years of age, unless they are considered "essential staff for the proper functioning of the establishment".
- b)** Pregnant persons
- c)** People with chronic respiratory disease: chronic obstructive pulmonary disease [COPD], congenital emphysema, bronchopulmonary dysplasia, bronchiectasis, cystic fibrosis, and moderate or severe asthma.
- d)** People with heart disease: heart failure, coronary heart disease, valve disease and congenital heart disease.
- e)** People with immunodeficiencies and states of immunosuppression.
- f)** People with diabetes.
- g)** People with chronic kidney failure on dialysis or with expectations of entering dialysis in the next six months.
- h)** People with advanced liver disease.

Bear in mind: Respect for the privacy and confidentiality of workers' medical information must be ensured, with special attention to information related to pathologies that configure risk factors for severe forms of COVID-19.

<https://www.argentina.gob.ar/salud/coronavirus/poblacion/mayores>

3.2. Regarding the organization of the activity in general.

Maintain at all times a minimum interpersonal distance of at least 1.5 meters as the ideal distance and 1.5 meters as the acceptable one, in compliance with the guidelines for physical distancing, established by the National Ministry of Health. To this end, the following measures are suggested:

- a)** Adapt the different fundamental tasks of the establishment on the basis of rotating work shifts, scheduling of breaks, among others, in such a way as to guarantee the simultaneous coexistence of people in the same physical space, respecting the minimum interpersonal distance required.
- b)** Control the use of personal protective equipment (PPE) covering the nose, mouth and chin. Cover mouth and nose with elbow or tissue when coughing or sneezing and throw it in a covered basket.
- c)** It is recommended that appointments be made electronically (by phone/ e-mail) and make a phone call prior to the visit to ensure that the client, provider or visitors do not have respiratory symptoms and/or fever at the time of the visit.
- d)** Maintain at all times the minimum interpersonal distance required in common spaces (meeting rooms, offices, dining room, kitchen, changing rooms, working positions, etc.)

3.3. Transport to and from work

For those people who usually use public transport to get to their workplaces, it is advisable to:

3. Health safety actions for associates and owners

- a) As far as possible, avoid the use of public transport, especially for short journeys.
- b) Avoid peak hours.
- c) Use of homemade face masks or mouth cover at all times. For more information on how to use them, consult the recommendations of the Ministry of Health, available at the following link: [Use of homemade face mask](#)
- d) Remember the importance of good hand hygiene before, during and after the trips to be made.
- e) Travel with a personal hygiene kit (alcohol gel, disposable tissues).
- f) Keep to the recommended minimum distances, avoiding crowding at the access points to the transport to be used.
- g) Cover nose and mouth when coughing or sneezing with a tissue or the bend of your elbow.
- h) As far as possible, use individual means of transport and keep them ventilated to ensure hygiene and disinfection of the interior

3.4. Staff prevention.

It is essential to reinforce personal hygiene measures in all areas of work and against any exposure scenario. The following are general recommendations taken from parameters and protocols of international organisations such as the World Health Organisation (WHO), and from national authorities competent in the matter such as the Ministry of Health, the Superintendence of Occupational Risks, among others.

- a) Implement control measures for personnel, by means of temperature detection (such as non-contact thermometers) and/or questionnaires.
- b) People with a temperature greater than or equal to 37.5°C or suspicious symptoms should not be allowed to access.

3. Health safety actions for associates and owners

c) All people who carry out tasks in the establishments shall wash their hands frequently and compulsorily:

- > When arriving at the workplace.
- > Before and after handling garbage or waste.
- > Before and after eating, handling food and/or breastfeeding.
- > After touching public surfaces: counters, handrails, doorknobs, railings,
- > After handling money, keys, animals, etc.
- > After going to the bathroom or changing diapers.
- > After coughing, sneezing or wiping the nose.

d) Maintain the recommended minimum distance from any person.

e) Avoid touching eyes, nose, and mouth.

f) Wear eye protection when there is a risk of contamination to the eyes from splashes or drops.

g) Do not share personal items (glasses, cutlery, mate, etc.).

h) It is suggested not to use cell phones in the work area. If it is used out of necessity, a new hygiene of hands and the device should be automatically carried out with a 70% alcohol solution.

3.5. Employees' safety

3.5.1. Distancing

a) Communicate physical distancing guidelines, train staff and monitor compliance.

b) Maintain at all times the minimum interpersonal distance required, ensuring that the occupation density does not exceed 1 person per 1.5 square meters at any time.

3. Health safety actions for associates and owners

c) These measures must be considered inside and outside the establishment, in all common areas such as reception, dining room, breakfast room, living rooms, corridors, lobbies, transportation, parking lots, and in any other sector where a large number of people may converge simultaneously.

3.5.2. Training.

a) Employees must be informed and trained in the recognition of symptoms of the disease (in accordance with the provisions of Decree 260/2020, Section 15) and of COVID-19 prevention measures in accordance with the official information provided by the Ministry of Health and the City of Buenos Aires.

b) Plan training activities during working hours, ensuring that all staff receive training, and preferably have digital information material on training content so that it is permanently available to the staff.

c) Training sessions can be provided by the same organization or by an external one. They should preferably be carried out remotely, or if they are on-site, the minimum interpersonal distance required should be maintained at all times.

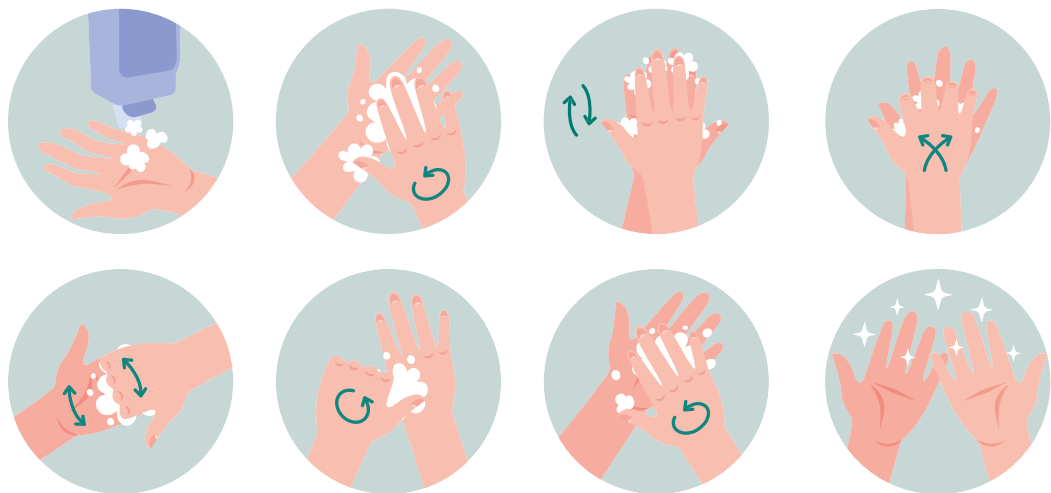
3.5.3. Hygiene.

a) Hand-washing with soap and water is the primary measure for the prevention and control of the infection. The recommended time for hand washing is 20 seconds, following the steps shown in the illustration:



3. Health safety actions for associates and owners

b) If soap and water are not available, hand hygiene with alcohol-based solutions (e.g. alcohol gel) should be carried out as shown in the following illustration:



c) Establish mandatory processes for hand washing during the working day, controlling their effective compliance.

d) All personnel who have contact with guests must use face masks or mouth covers. Consider the use of transparent masks for the care of hearing impaired people.

e) Except for specific tasks (cleaning and direct contact with secretions) the use of gloves is not recommended due to the risk of persistence of viral particles on the latex or nitrile. The use of gloves for handling documentation is not recommended, but rather frequent hand washing. It is worth clarifying that the use of gloves does not replace hand washing.

e) If uniforms are used, they should be washed more frequently and if stipulated, preferably within the working environment, at a temperature higher than 60°C (in the case of garments that undergo traditional washing at high temperatures). Likewise, a place (changing room) should be set aside for personnel to leave their street clothes, avoiding contact with elements for work use.

3.6. Hygiene and disinfection of the environment and workers

3.6.1. General considerations

- a)** Clean and disinfect the public service areas at least three times a day, and according to the hours of entry/exit/activities carried out.
- b)** In breakfast and dining rooms clean and disinfect door handles, push plates and rails, desks, tables, chairs, seats, cutlery, utensils and glassware.
- c)** Ventilate the common spaces on a daily and recurring basis and restrict the use of those spaces that cannot comply with this measure.
- d)** Ventilate the breakfast and dining rooms during and after the service has ended.
- e)** Clean and disinfect external areas.
- f)** Install soap, disinfectant gel and disposable paper dispensers - among others - in toilets and common spaces.
- g)** Carry out regular checks to ensure that there is sufficient stock of all the inputs necessary for carrying out cleaning and disinfection.

3.6.2. Rooms and linen

- a)** It is suggested to protect the mattresses with mattress covers or sommier covers and the pillows with protective covers. Otherwise, wash as a standard wash procedure or dry clean.
- b)** All paper items (note pads, sheets, brochures, among others) must be removed from the rooms. In the case of information that must be shown (evacuation plan, price list, others) it must be laminated, framed or presented in digital format (QR, e-mail, etc).

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- c)** Waste containers fitted with non-hand operated lids and double inner bags are recommended.
- d)** Ventilate the rooms as long as possible and during cleaning and disinfection. Once the check-out is done, leave the room vacant for the time necessary to ensure proper ventilation, deep cleaning and disinfection.
- e)** If the room has an extra blanket and/or pillow, they must be packed in closed bags.
- f)** Sort dirty laundry outside the rooms.
- g)** Do not shake laundry.
- h)** It is recommended that bed linen and personal hygiene items that can withstand high temperature washing be mechanically washed in full washing cycles with water at 60-90°C.
- i)** Use properly sanitized rubber gloves or disposable ones made of latex or nitrile, preferably biodegradable, for handling bedding and personal hygiene items.
- j)** During the cleaning routines avoid possible risks of cross contamination between different rooms due to the use of the same materials without their previous disinfection.
- k)** Disinfect contact surfaces such as doorknobs, switches, telephones, TV or air conditioning controls, tables, among others, with alcohol 70% or bleach 10%.
- l)** Use one-step cleaners and quaternary ammonium foam for electronic equipment.
- m)** Provide cleaning carts with gel or disinfectant solution for hands, tissues, disposable gloves and garbage bags.
- n)** Do not bring cleaning carts into the room.

3. Health safety actions for associates and owners

- o)** Place the lost or found objects in a plastic bag, disinfect and keep in a second hermetically sealed bag until their final return to the guest.
- p)** All accommodation staff who are required to enter the room where a COVID positive guest has been accommodated shall wear the protective equipment designated by the occupational hazard services and wash or disinfect their hands when they leave the room and, if possible, maintain the minimum required distance from the guest.
- q)** In the case of accommodation that includes within its services rooms shared by different family units/groups, the arrangement of the beds must be done respecting the minimum safety distance. It is also recommended, if possible, to implement physical measures to facilitate isolation between bunk beds.
- r)** For those accommodations that contemplate bathrooms and showers for common use, a shift system must be implemented as well as a distance of at least 1.5 m between people.

3.7. Personal protective equipment (PPE)

The PPE will be selected according to the activity and task to be developed by the worker. Nevertheless, the equipment must include a washable cloth face-mask (mouth cover) for all workers.

According to Resolution of the Ministry of Health No. RESFC-2020-15-GCABA-MJGGC, face shields are understood to be any element, not a mask, and of any material that keeps the area of the nose, mouth and chin protected and covered without leaving any space between the protector and the face, and which considerably reduces the spread of germs and viruses. For more information, consult the recommendations of the Ministry of Health, available at the following link: [Use of homemade face mask](#)

Workers whose activity involves care or contact with other people must use face shields on a mandatory basis.

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PPE will be provided by the employer. In this regard, it should be noted that:

- a) They are for personal use, so they should not be shared.
- b) The cleaning staff's gloves shall be cleansed and disinfected in the case of using rubber gloves; or discarded in the case of using latex or nitrile ones.
- c) The worker must be specifically trained in the use, condition, conservation, removal and discarding of PPE.

3.8. Common spaces

3.8.1. Furniture

- a) Arrange the furniture in the various common areas of the accommodation, respecting the recommended distances.
- b) If the required interpersonal distance between workstations cannot be maintained, consider installing physical measures (partitions, glass panels, among others) which can be cleaned and disinfected easily.
- c) In breakfast and dining rooms and/or multi-purpose rooms, the arrangement of tables and chairs must guarantee the valid safety distance between people.
- d) In lifts, individual use should be suggested or no more than 30% of the cabin surface should be occupied, unless used by the same family group. These indications must be legible and located in a visible place.
- e) Offer alcohol gel in all common spaces and guarantee the supply of water and soap in toilets, ensuring their replacement.

3.8.2. Traffic

- a) Generate, as far as possible, only one direction of traffic, providing an

entrance area and another exit area, and to the different sectors of the accommodation, avoiding the crossing between people and reducing the proximity between them.

b) Incorporate signage to better organize the movement of people in general and for them to recognize the different spaces in which they are located.

c) Clearly mark or block access to restricted areas.

d) Suggest to guests that they should avoid unnecessary movement in public areas.

e) It is prohibited to allow entry to the swimming pool, spa and gymnasium, unless otherwise directed by the City Government's health authority. This could vary according to the phase of the pandemic. For updated information on the measures that the City Government is taking against COVID-19, please check the following link: [COVID-19 Measures of the Government of Buenos Aires.](#)

3.9. Food and beverages

3.9.1. Breakfast

a) It should be organized in shifts so as to respect the established interpersonal distance.

b) Extend the schedule for a better order in the times and tasks of the service and kitchen staff.

c) It is suggested to offer the breakfast in the room through the room service or take away modality. In the latter, guests could pick up their breakfast ready on a tray, coordinated with the accommodation staff and/or have coffee machines or electric kettles in the rooms.

d) Promote the selection of the menu in advance so that it is available at the time of attending the breakfast.

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- e) In case breakfast is not included in the rate and has to be invoiced, suggest to the guests to charge it to the room or cards, to avoid manipulating money.
- f) Avoid the placement of tablecloths. Use placemats and remove them after each use for cleaning and disinfection. In case of having to use tablecloths, cover them with a plastic/ nylon protector to facilitate their cleaning or change them after each customer's use.
- g) Although it is recommended to prioritize the use of single-use napkins, cloth napkins may be used, provided that they are removed after each use for cleaning and disinfection. Implement adequate washing and disinfection of the dishes with a 70% alcoholic solution.
- h) Offer guests a solution of 70% alcohol solution and/or alcohol gel before entering the breakfast room.
- i) Guests should arrive at the breakfast room with a social mask and remove it only to eat.

3.9.2. Dining room

- a) Extend the hours of the dining room and provide food service by reservation, for better compliance with physical distancing.
- b) It is suggested, if possible, to limit the time of the service of each client, to be able to fulfil the service to all guests.
- c) Do not place utensils, (plates, glasses, etc.) on the tables before the arrival of the guests.
- d) The establishment staff should conduct the service, avoiding self-service food.
- e) Ensure that all utensils used between diners are disinfected.
- f) It is suggested to offer dishes a la carte, in individual portions.

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- g)** Present the menu in digital or laminated format to facilitate its disinfection.
- h)** Offer closed drinks in bottles or cans.
- i)** Avoid the placement of tablecloths. Use placemats that can be removed for cleaning and disinfection after each use. If tablecloths have to be used, cover them with a plastic/ nylon protector to facilitate cleaning or change them after each customer's use.
- j)** Suggest to the guests to charge the bill to the room to avoid manipulating money or cards.
- k)** Ensure that staff not involved in food preparation do not enter the kitchen or food stores.
- l)** It is suggested to remove the products from the refrigerator in the rooms and to replace the service with a laminated menu or a QR code menu, which presents the products available at the reception, restaurant or breakfast room.
- m)** In the case of those accommodations that contemplate the use of a shared kitchen in their services, the same cannot be used unless the health authority of the City Government indicates otherwise. This could vary according to the phase of the pandemic. It is recommended that a space be provided for individual consumption or a dining room that must comply with the physical distancing provision established by the Ministry of Health of the Government of the Autonomous City of Buenos Aires (GCABA).

3.9.3. Kitchen area

- a)** Organise staff into working groups or teams to facilitate reduced interaction between people.
- b)** Maintain the minimum required interpersonal distance, ensuring that the occupancy density does not exceed 1 person per 1.5 square meters at any time.
- c)** Comply with current food handling provisions in the elaboration, service and

3. Health safety actions for associates and owners

storage of products, reinforcing their raw materials and processed products traceability system, ensuring their tracking and tracing.

d) Clean and disinfect surfaces and equipment to be used, at the beginning of the tasks.

e) Clean and disinfect several times a day the facilities and spaces used for food preparation/storage, such as countertops, cupboards, pantries, warehouses, refrigerator, appliances.

f) Cook the food above 70°C and ensure the cold chain, keep it at a safe temperature and humidity, check expiration dates and avoid cross contamination.

g) Wash the dishes with detergent and hot water. Then disinfect with solution containing 70% alcohol. Prepare a solution of water and bleach for the disinfection of fruits and vegetables (immerse the vegetables or fruits for a few minutes in cold water and then rinse very well with drinking water).

h) In case of coughing or sneezing, do so by covering mouth with the fold of elbow to avoid spreading fluids. Wash and/or disinfect hands.

i) Comply with the hand washing specifications according to the guidelines disseminated by the Ministry of Health and City Government, when entering the kitchen, handling garbage, coughing, receiving goods, cleaning the surfaces and utensils that are in contact with the food, returning from the bathroom, after working with different products, touching elements that are not part of the preparation or performing other tasks.

j) Sanitize hands with soap and water, alcohol gel or 70% alcohol.

For more information on food handling, see the following link: [**Ministry of Health: Recommendations for hygienic handling of food**](#)

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3.10. Maintenance

- a)** Carry out and record maintenance work on facilities and equipment.
- b)** Review the operation and hygiene of soap, disinfectant gel and disposable paper towel dispensers - among others - daily, repair or replace the equipment that presents failures.
- c)** Check the air conditioning system and especially the cleaning of filters.
- d)** Maintain the air conditioning at an ambient temperature between 23 - 26°C, ensuring sufficient air renewal.
- e)** If maintenance work is required in rooms hosting guests who have contracted COVID-19, extreme care must be taken to protect the health of both the personnel involved and the guests. Keep a record of these actions.

3.11. Waste treatment and disposal

- a)** Provide bags/baskets/containers for accumulation of PPE waste and disposable work clothes, if used.
- b)** Identify and signpost waste disposal sites.
- c)** Maintain the cleaning and disinfection of waste containers.
- d)** Wear gloves (preferably disposable) and respiratory protection (surgical mask) at all times when removing waste.
- e)** Manage and dispose of PPE waste and workers' disposable work clothes, if used, on a daily basis.

3.12. Cleaning of surfaces that may have come into contact with COVID-confirmed individuals

It should be noted that detergents remove dirt and organic matter by dissolving dust, oils or grease, to then facilitate their removal by rinsing, so it is important to wash with detergent, then rinse with clean water and disinfect with 1% or 10% sodium hypochlorite as appropriate (double bucket/double cloth method), or perform the hygiene using quaternary ammoniums from the fifth generation onwards or potassium monopersulfate (MPS, one-step simultaneous cleaning and disinfection method).

- a)** Fifth generation quaternary ammonium solutions are surface cleaners preferably used because they have low corrosion on inanimate surfaces, broad spectrum for microbial activity and are easy to use.
- b)** The use of detergents is recommended.
- c)** Similarly, it is recommended not to flush or pour water in quantity, because it favours the dispersion of germs within the area. It should be "mopped".
- d)** Cleaning generally requires friction to remove dirt and microorganisms.
- e)** Dirt can protect microorganisms.
- f)** Physical cleaning and friction can reduce the accumulation of microorganisms.
- g)** Cleaning is required prior to any disinfection process.
- h)** Cleaning should be carried out in such a way as to reduce the dispersion of dust or dirt that may contain microorganisms.
- i)** All products for disinfection shall have demonstrated action for the elimination of multi-resistant organisms on surfaces and have the safety data sheet or technical data sheet¹ available for the personnel who require it.

3.13. Cleaning up of places where a person suspected or confirmed COVID-19 person has transited.

In areas where a person with suspected or confirmed COVID-19 infection has transited, dry cleaning methods (brooms, brushes, dusters, brushes, cloths, etc.) should not be used to remove dust as this increases both the dispersion of dust and potentially germ-carrying particles, producing high rates of environmental contamination and risk of contagion.

For further recommendations and additional precautions you can find more information in the following link: [**Protocol for Cleaning Out-of-Hospital Units.**](#)

The accommodation should strategically organize the order of the cleaning of rooms according to healthy guests (without suspicion) and suspicious cases. Suspect case rooms should be distinguished from the rest of the rooms, since their cleaning involves characteristics regulated by the health authority:

- a)** Use one-step hygiene elements, i.e. not involving cleaning, rinsing and disinfection to reduce time in the room.
- b)** In the event that the guest must remain inside the room due to his or her health condition and requires the room's cleaning service, the maid must enter with the entire personal protective equipment (gloves, gown, face mask, cap, goggles, and shoe protector), ask the guest to enter the bathroom and close the door, clean the bedroom, leave the room, ask the guest to get into bed, and finally enter the bathroom; maintaining in all cases the required minimum interpersonal distance.
- c)** Dirty sheets and towels must be treated separately from the rest of the laundry in other rooms. In case of confirmation, the dirty clothes must be placed in a special bag for this type of garments and use a laundry shop that is enabled for the washing of such garments, unless bodies from the City Government say otherwise. Consult the [**Public Registry of Laundries, Laundry Facilities and Hospital Clothing Transporters.**](#)
- d)** Any lost or found items must be placed in a transparent bag, disinfected and stored in a second, hermetically sealed bag until the final return to the guest.

¹ A technical file is a document presenting a certain product, generally provided by the supplier company, which contains specific information such as properties, mode of use, technical information, among others.

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e) If a guest is admitted to hospital and the guest's items remain in the room, the accommodation must follow the procedures for handling the abandoned property. The room should be cleaned following the implementation of these procedures and the belongings should be placed in a sealed bag for future return. In case the guest or family members do not claim it, it should be disposed of as waste in a closed bag. It is recommended to adopt as reference the instructions of the National Ministry of Health available in the following link: [**COVID-19. Recommendations for the management of household waste from quarantined patients.**](#)

4. Health safety actions for the general public.

4.1. Mandatory use of protective elements

Under Joint Signature Resolution No. 15/MJGGC/GCABA/20 and its amendment No. 17/MJGGC/20, protective elements covering nose, mouth and chin are mandatory. Therefore, suppliers, customers, attendees and any other person not related the establishment must also respect this Resolution. This must be considered unless the Ministry of Health of the City of Buenos Aires indicates otherwise.

4.2. Customer experience

4.2.1. Management of bookings

- a)** Inform customers about the preventive measures that the organization takes to preserve their safety and health and the existence of protocols that are being implemented with the corresponding endorsement of the national health authorities and the City of Buenos Aires.
- b)** Transmit the peace of mind that the prevention measures taken are for guests' well-being and to provide them with a safe and quality experience during their stay in the City.
- c)** Inform customers that, in order to comply with physical distancing provisions, when checking in or out they may have to wait in areas designated for that purpose.
- d)** Inform customers that the breakfast buffet is momentarily suspended and the amenities are not available for use, due to preventive provisions of the health authority of the City Government. This could vary according to the phase of the pandemic.

4. Health safety actions for the general public.

- e)** Advise the customer to travel with his/her reusable water bottle so that he/she can recharge it at points where drinking water is available.
- f)** Request and encourage the use of digital means of payment.
- g)** Advance by e-mail or other electronic means the registration form, which could be delivered or sent at the time of entering the establishment.

4.2.2. Check-in and check-out

- a)** Comply with health and safety guidelines, as well as with physical distancing, during the check-in and check-out processes.
- b)** Enable, if possible, the virtual pre-check-in, the day before or before arrival to make the process faster.
- c)** Assign shifts electronically (by phone/e-mail). It is recommended to call beforehand to make sure that the client does not present respiratory symptoms and/or fever at the time of the visit.
- d)** Consult guests at the time of check-in, if they present symptoms compatible with suspected cases of COVID-19, according to the criteria of the National Ministry of Health. For more information on the definition of a suspicious case, see the following link: [**Ministry of Health: Definition of a suspicious case.**](#)
- e)** Incorporate, as far as possible, digital means into the check-in and check-out process such as the use of platforms or applications that facilitate the client's uploading of the required personal information and that allow for the reduction of direct contact.
- f)** Signpost the spaces intended for waiting in line, maintaining at all times the minimum interpersonal distance required, ensuring that the occupancy density does not exceed 1 person per 1.5 square meters at any time. Tapes or demarcation lines can be used to delimit the spaces, taking as a reference the following instructions: [**City Government: Instructions to guarantee distance and safe delivery.**](#)

4. Health safety actions for the general public.

- g)** Inform customers of the measures taken by the establishment and of the precautions to be taken in relation to COVID-19, prioritising the use of digital media.
- h)** Display official prevention information and telephone numbers that the Ministry of Health of the GCABA determined to deal with the coronavirus issue. The Ministry of Health has communication material for its use, available at the following link: [**Ministry of Health: Communication material.**](#)
- i)** Where it is not possible to maintain the established distance, the reception counter shall be equipped with a transparent separation barrier (acrylic, polyurethane, glass, etc.) to isolate the passenger and staff. For more information, consult the recommendations of the Ministry of Health, available at the following link: [**Ministry of Health: Recommendations to prevent the transmission of coronavirus in areas where people are circulating.**](#)
- j)** Provide alcohol gel and paper towels both in the public space and in the space corresponding to the establishment's personnel.
- k)** Have the telephone numbers of health centres, emergencies, doctors and private hospitals available to request assistance or health information, in visible places. Minimize the use and exchange of documents or objects.
- l)** Avoid in a first stage, the bell boy and valet parking service, which involve handling the belongings of the guests. Offer the service only when the passenger is unable to do so himself/herself. Allow each customer to park their own vehicle.
- m)** If cards or keys are used to open rooms, a container with disinfectant should be provided at the reception desk for deposit or storage at the end of the stay or after each use.
- n)** Take into account the access of persons with disabilities, accompanied by a guide or assistance dog (Law 26.858 Right of access, wandering and permanence in public and private places of public access and public transport services of any person with disabilities accompanied by a guide or assistance dog). In such cases, consider the prevention measures recommended by the

Ministry of Health for pets, available at the following link: [**Ministry of Health: Pet Care**](#)

4.2.3. Collection and payment methods

- a)** Offer alternatives of payment with credit cards or digital means and the sending of the invoicing by the communication channel at the option of the client, when possible. If payment is made by credit or debit card, both the cards and the posnet used must be disinfected with a solution of water and alcohol.
- b)** As far as possible, it is recommended to use screens or partitions at the cash registers to ensure vendor/customer protection. If this is not possible, they should wear face masks, mouth covers and respect the minimum interpersonal distance required

4.2.4. Suppliers

- a)** It is suggested, if possible, to define and agree with suppliers a delivery schedule to avoid crowding and a procedure for receiving goods complying with the City's regulations.
- b)** Avoid contact with transporters, maintain the required minimum distance.
- c)** The personnel of the establishment must use face mask or mouth cover and resistant latex gloves for the reception of the goods.
- f)** Before placing the goods in their storage places, they must be disinfected. Disinfect the original containers, then store them in chambers or storage rooms.

For more information on disinfection of goods, consult the general recommendations provided by the Ministry of Health in the following link: [**Ministry of Health: Cleaning**](#)

5. Specific actions

5.1. Upon suspicion or confirmation of a COVID-19 case.

In principle, in the event of a suspected or confirmed case, the Hotel must comply with the general guidelines and directives established in the COVID-19 protocols, in particular, the "PROTOCOL FOR THE MANAGEMENT OF SUSPICIOUS AND CONFIRMED CASES OF COVID-19" approved by Resolution 2020-842-GCABA-MSGC and amendments, and other health documents published in the following web access link: [**Government of the City: Protocol against suspicious and confirmed cases and COVID-19.**](#)

People with respiratory symptoms should be visited by the doctor in their own room and shall wait there until doctor's arrival. The services to be carried out in the room will be limited to the maximum and the entry of personnel must always have the express authorization of the person in charge, taking the protection measures established by the occupational risk prevention services to an extreme. If it is not possible to isolate the person in a room, he/she should remain in a space with a door and with good ventilation and private bathroom, at more than 2 metres from other people and if possible with physical separation by means of screens.

When a COVID-19 case is suspected or confirmed among the staff, follow up and ensure that the worker informs the health authority of the City of Buenos Aires of the evolution of his/her symptoms, who will also define who meets the criteria of "close contact". Once the diagnosis has been confirmed by the health authority, the worker will be placed on sick leave.

5.2. In the event of close contact cases

Close contact is defined as:

- > Any person (including health personnel) who has been in contact with a probable or confirmed case for at least 15 minutes during the 48 hours prior to

the onset of symptoms, without physical distancing and/or without personal protective equipment (fever or any symptom).

- > Any person who has remained at a distance < 1.5 meters, (e.g., housemates, visitors) with a probable or confirmed case while the case was showing symptoms and who has not used adequate protective measures.
- > Anyone who has worked with a confirmed case of COVID-19 in close proximity (distance < 1.5 meters).
- > Anyone who has shared the same classroom as a confirmed COVID-19 case (no specific exposure time has been determined).
- > Passengers on a plane located in a two-seat radius around symptomatic cases during the flight and crew who have come into contact with such cases.
- > Passengers of a ship/cruise who shared a ship/cruise trip with confirmed COVID-19 cases.

Taking into account that the current available information indicates that the estimated incubation period is 1-12 days and transmission would be via respiratory gout and contact, it is recommended:

- a)** Home isolation of close contacts for a period of 14 days. The contact case shall have an e-mail and telephone number of the regional manager to keep in touch.
- b)** Activate the system of close contact monitoring of the Ministry of Health of CABA. Health authorities shall monitor signs and symptoms (including fever, coughing, or difficulty breathing) daily for 14 days, for all CABA residents.
- c)** The person shall avoid situations where he/she might come into close contact with other people (face to face at less than 2 metres). He/she shall comply with current regulations, not leaving the house. In case of any problems that can't be solved, he/she will let the close contact follow-up team know. He/she should not have visitors in his/her home.

5. Specific actions

d) Plates, glasses, cutlery, towels, pillows or other items should not be shared with others in the home. After using these items, they should be washed thoroughly.

e) Cover mouth and nose with a tissue when coughing or sneezing, or use the bend of the elbow. Used tissues should be thrown away in a trash can.

6. Recommended actions

6.1 Gender perspective.

Companies undertake, insofar as they are able and economic activity and health prevention measures permit them, to promote that decisions taken within the framework of the exemption from "preventive and obligatory social isolation" favour the exercise of the rights of men and women equally.

They will also avoid reproducing gender stereotypes in their actions, especially with regard to the care needs of workers' households, recognizing their particular needs.

6.2. Accessibility

Companies undertake, insofar as they are able and economic activity and health prevention measures permit them, to reduce communication and physical barriers to care for people with disabilities, people with reduced mobility and the elderly. It is advisable to identify the rooms assigned to people with disabilities, in case they need to be assisted quickly.

6.3. Environmental

Companies undertake, insofar as they are able and economic activity and health prevention measures permits them, to reduce, reuse and recycle in order to minimize the generation of waste from the activities they operate.

Protocol For the prevention and management of COVID-19 cases

Tourist accommodations

September 2020

