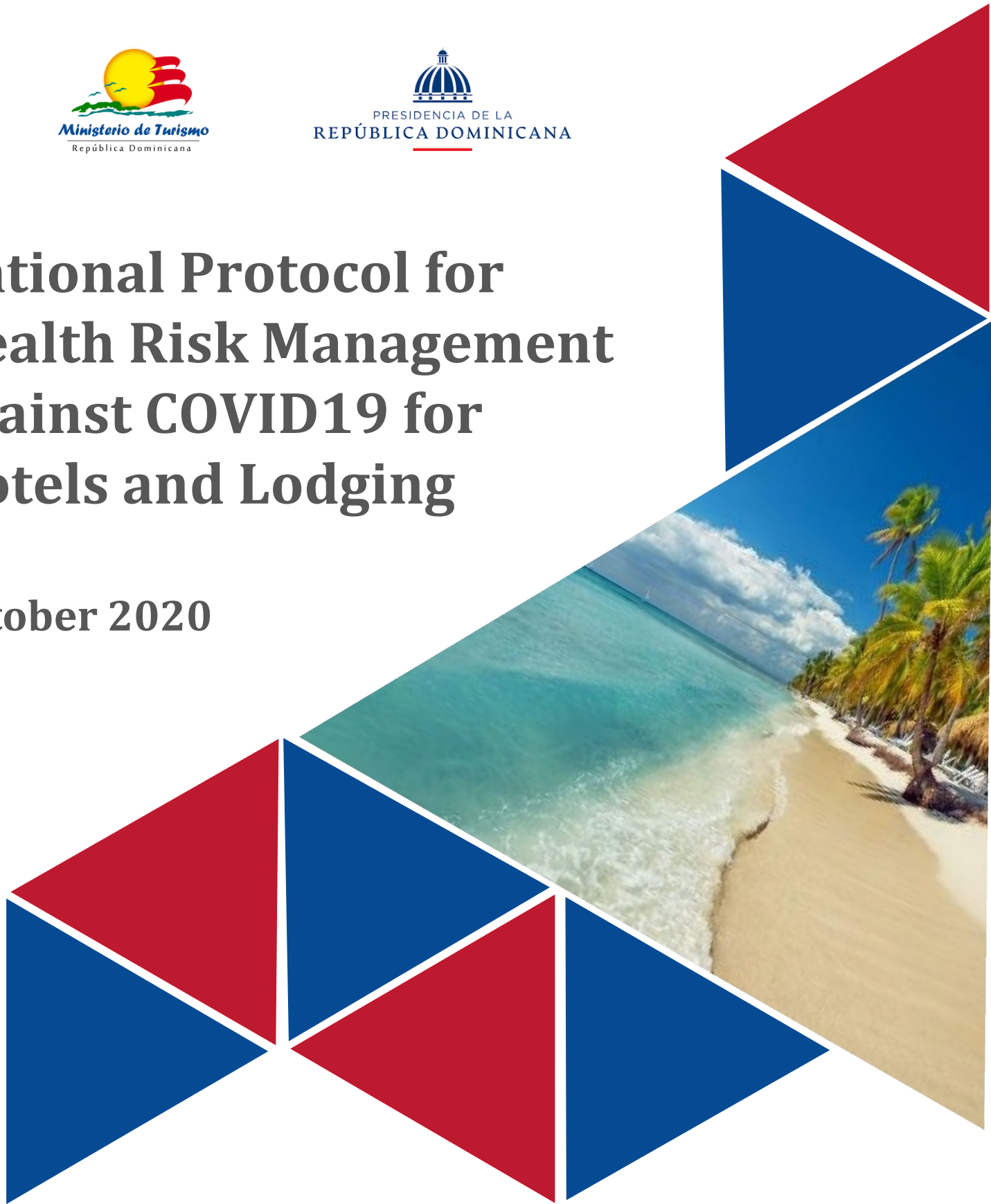


National Protocol for Health Risk Management against COVID19 for Hotels and Lodging

October 2020



Certified by:





Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”
RNC-401-03681-9

National Protocol for Health Risk Management COVID-19

Executive Summary

This document aims to present the action protocol to mitigate the impact of the coronavirus pandemic SARS-CoV-2 (hereinafter COVID-19) and similar contagious viruses in the tourism sector. It contains the guidelines for best practices in order to achieve safe interactions in the activities implemented by tourism service providers to prevent and minimize the spread of COVID-19, protecting workers, national visitors and foreign tourists in the Dominican Republic.

This protocol has been the result of coordinated work with the private sector since the beginning of the pandemic, the very one has been adapted and will continue to be adjusted as new information or guidelines emerges, so it cannot be a closed document due to the exceptional characteristics of the pandemic situation. Governments, companies in the sector or employers and workers and their respective organizations have a fundamental role to play in consolidating the progress made in reducing infection rates, ensuring a safe return to work and healthy contact with international tourists and national visitors, as well as with the population in general.

The measures held in this document are within the framework of the guidelines of the World Health Organization (WHO), the Pan American Health Organization (PAHO), the World Travel and Tourism Council (WTTC), the United States Center for Disease Control and Prevention (CDC), the World Tourism Organization (UNWTO) and other Health and Tourism Organizations of International Governments. However, all the measures of this protocol are subject to state regulations that may be published by the competent authorities and be complementary to other specific guides for tourism subsectors.

The protocol has considered the anticipation and mitigation of risks to life and health. In order to the reactivation of economies be sustainable, people should feel safe in their workplaces and in their recreational activities, which is why these actions are aimed at strengthening trust in each of the links in the chain value of the sector, minimizing the risks related to the new coronavirus.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

Given the multitude of companies with very similar characteristics, this protocol is developed in a single document, which unifies content and criteria.

Many of the measures will be common and will have to be implemented equally in the different tourism service providers.

The tourist activities or services not included in this document will comply with the guidelines established by the Ministry of Tourism and the Ministry of Public Health and Social Assistance (hereinafter the Ministry of Public Health).

The entry into operation of the different areas / services / opening-closing hours, will be carried out according to the calendar published by the government and in accordance with any changes that may occur in the future.

Likewise, this protocol is subject to the regulations or protocols regarding occupational risk management established by the competent authorities.

The Dominican Republic Ministry of Tourism (hereinafter MITUR) is established as a supervisory institution for the implementation of the measures developed in this protocol.

All tourist service must be prepared for supervision visits to verify these measures, without prior notice, by MITUR from 8:00 a.m. to 8:00 p.m.

This document comprises four main lines of action:

- 1. Self-protection:** actions aimed at promoting and monitoring risk self-management that each employee and client must put into practice individually.
- 2. Risk Management:** actions that tourism service providers must implement to mitigate the risk of contagion throughout the value chain.
- 3. Identification and Traceability of contagion:** actions by which tourism service providers can manage people with symptoms of COVID-19 and people diagnosed with COVID-19.
- 4. Life protection:** It includes the provisions relating to the isolation and quarantine structure, as well as the medical health services that clients and collaborators can access, with which we protect their health and preserve their physical integrity.



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Certifies the National Protocol for Health Risk Management for
Covid-19 for:

Ministry of Tourism Dominican Republic

for the management of general preventive measures to be
applied against COVID-19 in the tourism sector and in the
following subsectors:

- Hotels and Lodging
- Guidelines for tourist operations of travel agencies, incoming / outgoing tour operators
- Horseback-riding, tourist excursions, zip line, water and / or recreational theme park and paint ball
- Maritime transport and water sports, including Snorkeling, Surf School, Sailing, Kayaking and Bananas
- Parasailing
- Diving School
- Catering
- Cruises

Certificate Number: ES115600-1

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This certificate is subject to the general and particular terms and conditions of the certification services

Signature:





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RNC-401-03681-9

A. General measures

Scope of application: the following general measures will be applicable to all tourism service providers regardless of their size and organization. In addition to the application of these measures, for each subsector are set specific guidelines and recommendations to be applied in each of them.

General measures

Self-protection	1. Use of personal protective equipment.
	2. Hand washing and personal hygiene.
	3. Physical distancing.
	4. Staff transportation.
	5. Isolation and preventive home quarantine.
Risk Management	6. Creation and implementation of health security protocol.
	7. Monitoring unit for compliance with the health protocol (compliance officer).
	8. Medical units for permanent attention.
	9. Laboral risk management due to pandemic. Actions to be taken by the employers with respect to their employees. Specific coordination measures with suppliers / supply to prevent contagion.
Contagion identification and traceability	10. COVID-19 training and information and ongoing communications on norms and protocols.
	11. Alert levels.
	12. Recommendations to travelers.
	13. Constant health monitoring of collaborators and clients.
	14. Maintain an updated record of clients and their related parties.



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“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

Life protection	15. Mechanism for timely information to competent authorities.
	16. Adequate structures for quarantine and isolation.
	17. Access to enough health services for life care.

1. Self-protection

The employer must guarantee at least the following self-protection measures at the personal level of each employee and collaborator. These measures are intended to be an instrument that stimulates awareness and facilitates understanding, and a call to responsibility and common sense of all people in general.

Personal Protective Equipment (PPE)

- Mandatory wearing surgical masks or non-cotton fiber fabrics masks (non-woven fabrics) before, during and after working hours. The masks to be worn must guarantee the recommendations from the Ministry of Public Health and other International Health Organizations and preferably use non-reusable hygienic masks with a certificate of conformity according to current legislation. Wearing respirator masks should be avoided as they only protect the wearer by filtering inhaled air, but do not filter exhaled air. The masks will be changed following the conditions indicated by the manufacturer or indications from the organization.
- Workers cannot share any personal protective equipment (PPE) such as gloves, masks, boots, glasses or others. The employer will ensure that each worker has their PPE.
- Eyes protection is recommended as far as possible in those jobs with greater contact with customers.

Hand washing and personal hygiene

- Promote and supervise personal hygiene of employees, clients and visitors at workplace.
- Establish as obligatory hand washing when entering work, setting hand washing stations at the main entrance with liquid soap and, if this is not possible, provide an alcohol-based solution at least 70% (hereinafter hydroalcoholic solution).
- Provide disposable tissues and/or hand dryers.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Ensure the availability and constant replacement of soap, water and hydroalcoholic solution in all toilets. A record of its replacement must be filled.
- Have a hydroalcoholic solution in each department.
- Place hand sanitizers in multiple common places to promote hand hygiene.
- Encourage using automatic systems to operate sink taps, soap dispensers, hand dryers, and flush toilets, so as to avoid manipulation.

Physical distancing

- Ensure the mandatory safety distance of at least 1.5 meters in all areas and among personnel and recommend 2 meters distance whenever is possible.
- Only in the case of means of transport, if the 1.5 meters distance cannot be guaranteed, the separation of a seat between passenger and passenger or 1-meter distance will be guaranteed, as well as the mandatory wearing of a protective mask.

Personnel transportation

- As far as possible avoid public transportation.
- Personnel transport vehicles should be disinfected both on the way out and on the way back with 0.2% sodium hypochlorite whenever possible.
- The transport of personnel may not exceed 50% of the vehicle's capacity, all employees sitting next to the window, except in the case of cohabitants part of the same family nucleus. Seats that can and cannot be occupied must be clearly marked.
- Personnel's transportation should be with open glass to promote air circulation.
- Wearing masks is compulsory in both private and public transport for all people except in the case of cohabitants part of the same family nucleus. If these cohabitants travel with people other than the family nucleus, all occupants of the vehicle / transport must wear the mask.
- Raise awareness on the importance of not having conversations in the transport, in the same way placing signs that warn the staff about limiting conversations and not talking without wearing the mask.

Isolation and preventive home quarantine



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Actively promote that employees with symptoms associated with the virus stay home. It is recommended to take the temperature of all personnel at home, before the start of working day. In case of fever or showing symptoms compatible with COVID-19, do not go to the workplace.
- Employees with symptoms associated with the virus should notify their supervisor about their condition as soon as possible. They should also notify if they have been in close contact in recent days with someone who has been diagnosed with the virus.
- Employees should not return to work until the criteria for interrupting home isolation are met negative PCR test and /or Public Health guidelines.
- Employees who are negative for COVID 19 but who have a relative in the house where they live, with symptoms or diagnosed with COVID-19, must notify their immediate supervisor and remain at home teleworking. Also, employees must send their supervisor evidence of the positivity of the virus of the person in his family nucleus.

2. Risk management

2.1 Creation and implementation of health security protocol.

The entire sector must assume the commitment to reduce the possible risks of contagion by COVID-19 in the development of its business activity.

- All tourism service providers must incorporate into their operations the guidelines of this protocol in relation to:
 - Detect and monitor possible symptoms.
 - Ventilation, air conditioning and air quality.
- Environmental cleaning and disinfection.
- Capacity limitation and control.
- Waste management.

In addition, each tourism service provider will have to establish and implement all action measures in case of the suspicion or activation of a possible case of COVID-19 in their facilities and/or services, following the indications established in this protocol as well as those determined by the Public Health Authority. These measures must include at least:

- Isolation of the possible case.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Action, evacuation and isolation measures.
- Cleaning measures.
- Identification of close contacts.
- And monitoring and control measures.

Monitor possible symptoms

- Temperature review with digital infrared thermometers before each employee or client enters your workplace.
- If there are personnel in charge of taking the temperature of the rest when entering/leaving the facilities, they must wear gloves, a mask, and at the end go washing their hands and arms correctly.

Ventilation, air conditioning and air quality

- It is recommended to keep the air conditioning at an ambient temperature between 23-26°C, ensuring enough air renewal.
- Increase the percentage of outside air that circulates in the system.
- Periodically check and clean the filters and grilles of the ventilation equipment, whenever possible.
- Increase the ventilation rate to improve indoor air renewal.
- Ventilate all rooms, whenever possible, three to four times a day for ten minutes.
- As far as possible, air recirculation should be avoided and, above all, there should be no mixing of air from different rooms in the building.
- Using heat recovery units that involve mixtures of extracted interior air with introduced exterior air should also be avoided since with these devices polluting particles could re-enter the building/place.
- It is convenient to prevent accumulation of stagnant water under the cooling systems, implementing if possible, a continuous drainage system.
- Extraction systems for toilets (sinks) and common spaces must operate continuously to ensure air renewal.
- It is recommended to install high-efficiency air purifiers in closed or air-conditioned spaces. Its installation will be complementary to the recommendations on ventilation and cleaning of air conditioning equipment determined in this protocol.
- Disabling finger watches, markers and fingerprint accesses in offices and processing lines to avoid cross contamination.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”
RNC-401-03681-9

- Relative air humidity in occupied spaces should be kept below 70%.

Cleaning and environmental disinfection

- Reinforce sanitary measures for high contact surfaces.
- Establish a cleaning and disinfection protocol for surfaces and common areas as well as for work equipment and utensils. In cases where food hygiene is applied, the HACCP documentation must be updated in reference to preventive measures against COVID-19 regarding the cleaning and disinfection plan for critical surfaces in kitchens and the PPE used.
- Routinely clean and disinfect (at least every two hours) all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, switches, doorknobs, keypads, etc.
- Eliminate the use of equipment by more than one worker, for example sharing telephones, desks, computers or other tools or providing disposable wipes and/or authorized disinfectant products in each department so that employees can clean commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks, and other work tools and equipment) before each use.
- For disinfection, use products that meet EPA criteria for use against the external SARS-Cov-2 icon and are appropriate for the surface on which they are used. The dosage, mode of use and safety periods, where appropriate, must be considered for the use of the very ones.
- Carry out a reinforced cleaning and disinfection after having confirmed the persons suspected/confirmed with the virus have been in the facility, according to the cleaning and disinfection plan established in these cases.
- Promote generalized disinfection and cleaning, prior to starting work.
- Reusable cutlery, glasses, plates and other utensils will be washed in the dishwasher. The correct operation of the washing train must be ensured, particularly the washing and rinsing temperatures and the correct dispensing of detergents.
- Wash bedding, towels, personal uniforms, etc. with usual soaps/detergents at 60- 90°C or with suitable textile disinfectants at a lower temperature, and let it dry completely. These clothes should be placed in a zip-lock bag until ready for laundering. Avoid shaking clothes before washing them.
- If there is a work uniform, street clothes must be kept in a plastic bag (or suit holder) so that there is no contact between both clothes. It is recommended that the establishment clean work uniforms along with the lingerie.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Cleaning and disinfection in cases of suspected and/or confirmed cases of COVID-19 must be included in specific protocols for these cases.
- Cleaning and disinfection must be accomplished by properly trained personnel and with the necessary protective equipment. Using of disposable paper will be encouraged.

Limitation and control of capacity

In order to avoid crowding of personnel in spaces, the following should be done:

- Reduce capacity and publish the maximum allowed capacity in all areas
- Avoid face-to-face meetings
- Consider using video conferencing or teleconferencing when possible for work- related meetings and encounters.
- Consider canceling, adjusting, or postponing large meetings or work-related gatherings that can only occur in person. When video conferencing or teleconferencing is not possible, hold meetings in open and well-ventilated spaces.
- Avoid employees' agglomeration
- Consider using video conferencing or teleconferencing when possible for work- related meetings and encounters.
- Consider canceling, adjusting, or postponing large meetings or work-related gatherings that can only occur in person. When video conferencing or teleconferencing is not possible, hold meetings in open and well-ventilated spaces.
- Increase lunch and rest hours to reduce the number of people in common places. Reduce hours of presence in the dining room or kitchen, giving the remaining time for personal enjoyment in the workplace.
- Promote lunch in outdoor areas.
- Allow staff to eat at their desks and intersperse lunch hours to avoid overcrowding in dining rooms, making the employee responsible for cleaning their work area after lunch.
- Establish access controls and safety distances while waiting.

Waste management



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Have garbage cans with bags and preferably with covers and pedal opening in as many places as possible. These bags must be deposited in the specified containers for their management in accordance with current regulations on the matter.
- In the event that it is waste that comes from a suspected and/or infected patient with COVID-19, it must be placed in a previously identified bag (another color, label.) and separated from the rest until the moment of its elimination in the specific container dictated by current legislation for this type of waste.
- The containers of cleaning and disinfection products will be dropped in the authorized containers and/or areas for proper management in accordance with current regulations.

2.2 Monitoring unit for compliance with the protocol

The tourist service provider must assume a firm commitment to risk management, leading the systematic implementation of measures aimed at minimizing it. Risk management must be part of all the processes of the establishment and/or service, so it is essential that the different processes must be coordinated with each other. That is why a Health Protocol Compliance Officer (OCPS) must be appointed, who is responsible for the implementation and observance of the prevention protocols against contagion in their workplace, both individually and at the organizational level. This person must report to senior management and must be the point of contact with the Ministry of Labor, Ministry of Public Health and Ministry of Tourism together with the UMAP.

2.3 Medical Units for Permanent Care (UMAP)

These units will oversee the continuous monitoring of collaborators and clients from the moment symptoms appear until they return to a normal state of health within the facilities/services provided.

- A UMAP must be established in each tourist service/accommodation, regardless of its size, made up of at least for one medical health personnel and the facilities necessary to aid the personnel that require it. These medical personnel must be qualified and identified, present on site or have access to a basic medical service in less than 30 minutes.
- Basic health care services must be provided for any illness/emergency including those derived from COVID-19.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Act under Public Health protocols and be in permanent contact with a health center, not being called to fulfill the functions of a health center as such.
- Likewise, it must have an installation within the enclosure with all the material and basic equipment necessary to initially aid any health emergency prior to being transferred to a Health Center/Hospital (if necessary).
- Must follow the protocol for reducing the risk of contagion established in that place and supervise that all the recognized prevention rules and protocols are met.
- In case of symptoms in any collaborators and/or clients, the UMAP must be informed and it must evaluate the relevance of the immediate transfer to an adequate and established quarantine/isolation place (in case of international collaborators/clients) or transfer to home (national collaborators/clients). Immediately, inform local Public Health authorities about the incident to coordinate the protocol to be followed with them.
- Notify the Ministry of Public Health concerning the incidents on new infections and their evolution and all the information required by this Ministry so that it can report to the corresponding embassy. This report will contain at least:
 - Information included in the passport and other contact details of affected persons.
 - Information on people traveling with affected personnel.
 - Time of residence in the country.
 - Accommodation address during the stay in the country.
- Follow up tests results carried out on suspicious and/or infected personnel.
- Oversee physical contacts that the person presenting the symptoms had (tracking tasks) in order to follow up according to the Public Health Protocol
- Have a weblog with incidents and details of handling and monitoring them
- Manage travel services and contact insurance for affected personnel (where applicable).
- Require guests to have their hands disinfected prior to entering medical station
- Disinfect medical station after each patient. Each patient should be treated with a mask on and following what is set in the public health protocols for this sector.

2.4 Management of occupational risk due to Pandemic

Actions to be taken by the employer with respect to its employees:



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

This section describes the basic steps that every employer can take to reduce the risk of worker exposure to COVID-19 in their workplace. Namely:

Corporate aspects:

- Develop a preparedness and response plan for infectious disease. Plans must consider and address the levels of risk associated with numerous work sites and job tasks that workers perform at those sites.
- Stay abreast of the Ministry of Public Health guidance and consider how to incorporate those recommendations and resources into specific workplace plans.
- Designate an OCPS and a UMAP in each tourist center /service.
- The employer must have a risk assessment that considers the specific risk of exposure to COVID-19 from all jobs and the place.
- The workers' representatives (if any) or the workers should be consulted on all those measures to be implemented in each center regarding COVID-19 that affect some of the conditions agreed with the employee within the individual employment contract or collective agreements.
- Establish an Emergency Communications Plan.
- The one assigned within each organization must establish a protocol for the identification, monitoring, attention and reaction (technical and organizational measures) of those psychosocial risks caused by COVID-19 among its employees.
- Have effective mechanisms that allow knowing and staying up to date with legislative changes associated with COVID-19 and local trends.
- Establish an action plan adapted to the situation and implement it in accordance with local recommendations and national public health authorities, with the aim of preventing cases, managing cases effectively, and mitigating the impact between staff and clients.

Personal protective equipment and work clothes

- Provide with the corresponding personal protective equipment to all employees based on the risk assessment of their job and their interaction with other people (clients, passengers, collaborators) necessary during their working hours. These deliveries will be registered.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- It is recommended to document all the technical characteristics that all PPE should meet against COVID-19, and in the case of masks, define the specific time of use and change according to the type to be worn.
- Ensure the correct use, removal, and disposal of personal protective equipment by employees.
- The supply and replacement of this personal protective equipment must be guaranteed.

Work Organization:

The following measures are focused on identifying where and how employees can be exposed to COVID-19 within the workplace and all those organizational measures to take to reduce the risk of contagion in this regard.

Time and work shifts

- Employers should explore whether they can establish policies and practices on flexible work hours (for instance, staggered shifts) to increase physical distance between employees.

Telecommuting

- Identify all the units that can telework and maintain the employees of those departments in their homes, providing them with the necessary means and support.

Physical distancing

- Redesign workers' work sites in such a way that face-to-face contact between employees is minimized and that allow them to preserve a physical distance or physical block with other employees, with customers and collaborators. Likewise, customer areas and spaces must be redesigned.
- Encourage to use contactless greeting methods.
- Remove magazines and newspapers in waiting areas or common rooms (such as break rooms, kitchens).
- Business cards must be digitized. It is recommended that they have a QR code to be downloaded opportunely by those who receive it.
- All personnel in contact with the client must always wear a mask and have hydroalcoholic solution for their hands with them to be used. Staff must be monitored and penalized for non-compliance.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- The employee must always practice physical distancing, avoiding hugs, kisses or shaking hands, and not sharing objects with guests or other employees.
- Suggest to workers not to use their phones or personal screens during shifts unless it is an urgent matter.
- Discourage employees from using other workers' phones, desks, offices, or other work tools and equipment, when possible.
- Ensure enough health and safety signs that promote hygiene, hand washing and other preventive measures against the virus, and that are displayed in employee rest areas among other places. The role of each employee, their responsibilities and how they can contribute to the effective implementation of these measures must be clearly communicated. State the implications and possible consequences of not following the guidelines.
- Develop, implement and communicate about flexibility and protection in workplace.
- Protect workers in close contact with a person who is ill or who has prolonged/repeated contact with such people through using additional engineering and administrative controls, safe work practices.

Separation of employees with symptoms-health surveillance

- Develop policies and procedures for early identification and isolation of people who are suspicious and/or sick with COVID-19. This is a critical step in protecting workers, customers, visitors, and others in workplace.
- Notify and encourage employees to self-monitor for detecting virus' symptoms if they suspect possible exposure to it. Inform the company immediately in these cases.
- Settle employees and collaborators daily controls in which each day at the beginning of workday can be made a physical analysis of the employees that includes disinfection, temperature measurement and reports by the personnel to higher controls if they denote any symptom or contact with a person diagnosed with the virus.

Employees with a temperature lower than 38°C or 100.4 ° F and who have not presented symptoms and/or been in contact in the last days with people diagnosed, will be allowed to start their shift.

Employees with a temperature greater than or equal to 38°C or 100.4 °F and/or who report that they have presented any symptoms compatible with the virus or that they have been in



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

contact with a person diagnosed with it in the last days, will not be allowed to start the shift . In such case the employee must be sent home by the manager and cannot return to work until received clearance from a professional physician. If an employee refuses to have their temperature checked or not reporting their health status and/or possible contacts with personnel diagnosed with the virus, they must be sent home and will not be able to enter work or serve customers.

A detailed record of daily health checks must be kept and be available if required by the health authority.

- Employees who start presenting symptoms during the day, should be immediately separated from other employees, customers and visitors, and should be sent home requesting a PCR test as soon as possible by the company.
- If an employee is confirmed positive to COVID-19, employers should inform their co-workers about possible exposure and the possibility of declaring themselves close contact, always maintaining confidentiality. Co-workers must be monitored for symptoms (as fever, cough or shortness of breath) and quarantine if indicated by the Health Authorities and/or the establishment in question's specific protocols.
- It is recommended to carry out quick test to all personnel before joining their position if they remain for a period of at least 15 days without going to work (vacation period, mandatory closure according to authorities, etc.).

In the case of the hotel subsector:

- It is recommended to settle down a labor health cordon in line with what is established by the Ministry of Public Health and Ministry of Tourism, and on a recurring basis (every 15-30 days) quick tests be administered, especially to employees who have more contacts with guests. These tests must be defrayed by the employer.
- Hotels with the highest percentage of long-stay tourist occupancy must negotiate with the employees the entry and exit of working personnel in such a way as to try to minimize contact with outside personnel as much as possible.

Evaluate higher risk employees' reintegration and foster them to stay at home

- Identify a protocol to protect those who are at high risk or vulnerable.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Specific measures such as teleworking must be adopted to minimize the risk of transmission to especially sensitive or vulnerable workers, such as people over 60 years old, pregnant women and people suffering from cardiovascular diseases and high blood pressure, diabetes, chronic lung diseases, cancer and immunosuppression or any other determined by the Public Health Authority for this case.
- People over 60 years old, HIV positive, active tuberculosis, cancer, cancer survivors, immunosuppressed, patients with sickle cell anemia or dialysis patients do not return to work until Public Health Authority and pertinent Authorities determine so.
- Reintegration in the event of diabetics, asthmatics, hypertensive and pregnant women is conditional on their doctor's approval, continuous follow-up by their doctors and consumption of their continuous use treatment medications.
- Flexible policies' application intended for the performance of employee functions.

Implement flexible and favorable sick leave policies and practices

- Ensure that sick leave policies are flexible and consistent with public health guidance and that employees know and understand these policies.
- Maintain flexible policies that allow employees to stay home to care for a sick family member or care for children due to school and daycare closures.
- Review human resource policies to ensure that policies and practices are consistent with public health recommendations and existing workplace laws.
- Promote employee assistance programs, in terms of health (physical and mental), economic and social. Employees may need more social, behavioral and other services, for example to cope with the grief of the death of a loved one.

Assess essential functions and the trust that others and the community have in services or products

- Be prepared to change business practices if necessary, to maintain critical operations (for example, identify alternative suppliers, prioritize existing customers, or temporarily suspend some of operations if necessary).
- Identify alternative supply chains for critical goods and services
- Promote among subcontractors the importance of sick employees staying at home and urge them to develop non-punitive leave policies.
- Promote responsible business policies and strict observance of protocols among suppliers.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Determine how absenteeism will operate and could grow due to the increase of employees with COVID-19, as well as for those who stay at home to care for family members with COVID-19 or to monitor their children.
- Design contingency plans to continue your essential business functions in the event of experiencing higher than usual absenteeism.

Specific coordination measures with suppliers and supply to prevent contagion

Each tourism service provider must establish coordinated business activities on COVID-19 with contractors, subcontractors, users or other people present in the workplace oblivious to the company. To do this, the succeeding guidelines and recommendations must be watched:

- Establish and register coordination on COVID-19 matters with all those contracted and/or temporary companies.
- Update all employees about the company's specific COVID-19 protocols and keep a record of sending.
- Request from all collaborators their protocols for action against COVID-19.
- Recommend to these companies subcontract and establish new relationships with those suppliers that also have COVID-19 risk management protocols in place.
- Inform about the importance of sick employees (contract and/or temporary) staying at home and developing non-punitive leave policies.
- The presence of contractors, subcontractors, visits and any other persons not essential for the maintenance of activities should be minimized.
- Keep a record and control on entry/exit of any external company (supplier/collaborator):
 - Make sure that they always wear all the required personal protective equipment, being joined by the company's own staff to ensure that they comply with the proper rules.
 - Take body temperature with infrared thermometer and keep record of it. Those temperatures above the established threshold must be reported and deny entry to the person.
 - Always maintain security clearance.
 - Carry out frequent hand washing and/or disinfection of them during the stay in the facilities.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- The entry of suppliers must be on pre-established dates and times and with monitoring by security personnel in order to avoid the crowding of people in the service and warehouse areas, whenever possible.

Goods received and packaging must be completely disinfected with chlorine, alcohol or other disinfectants approved by international standards according to use.

- The reception of merchandise must be accomplished as quickly as possible and keeping the recommended physical distance. Whenever possible, the entry of suppliers into the facilities should be avoided.
- Designate a specific area for reception of merchandise and avoid the circulation of suppliers within the common areas and customer services
- Sanitize receiving areas after each delivery.
- All products (beverage bottles, food, boxes) used in the establishments must be properly disinfected before entering the establishment.
- Bottling and merchandise in general: fumigate with chlorine solution for disinfection. Let the product applied for at least 5 minutes and rinse with a disposable cloth or paper towel.
- Fresh products (not vacuum packed): discard original packaging and store in a safe container.
- Frozen products in general: remove the original box as soon as possible, store at -18°C immediately.

COVID-19 training and information

- Train all employees in detection and communication of COVID-19 symptoms, what to do if a staff member or client becomes symptomatic, and in preventing the transmission of the virus by training and informing about the measures taken and keeping a record of it.
- The protocols defined and implemented in the organization as well as the definition of “close contact” must be clearly transferred and explained to workers during information and training sessions.
- Inform and train employees to promote safe entry into their homes.
- Implement training programs for employees on the new standards and hygiene and cleaning models that the market will demand after COVID-19.
- It is recommended to instruct on occupational health.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Coordinate these detailed training workshops for all employees to review the established guidelines and ensure commitment to their implementation. MITUR may establish a guide with the basic content of these training sessions. This training should be recycled when estimated, to update in new changes that may arise.
- A certification of these trainings and from the institution that imparts them must be deposited with the Ministry of Tourism, as well as in the collaborator's database in Human Resources, including details of the scope and objective of these workshops.
- It is recommended to carry out COVID-19 drills between employees to verify the effectiveness of the protocols already implemented in the company against suspicious and/or infected personnel.
- Disseminate information on COVID-19 by different physical and electronic means, including transmission routes, forms of prevention, associated symptoms, among others.
- Disseminate material on techniques and importance of frequent hand washing with soap and water for at least 20 seconds or use hand sanitizer with at least 60% alcohol if soap and water are not available.

Ongoing communication on standards and protocols

- Lay signs in the in the place's habitual languages that encourage and describe all personal hygiene measures to help stop the spread, at the entrance to of workplace and in other areas of workplace where they are likely to be found. Within these measures should include at least:
 - Avoid contact with all people (handshakes, etc.).
 - Frequent hand washing with soap and water or alcohol-based solutions.
 - Instructions on how to wash hands correctly and how often.
 - When coughing or sneezing, covering mouth and nose with a disposable tissue or with elbow flexed (if do not have a tissue).
 - Avoid touching eyes, nose or mouth.
 - Practice good respiratory hygiene habits.
 - Maintain physical distance of 1.5 meters.

Alert levels

As part of risk management in this sector, 3 alert levels will be established, which will be determined by the Ministry of Tourism based on coordination with the Ministry of Public



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”
RNC-401-03681-9

Health. Depending on the alert levels, the competent authority will determine which measures should be incorporated. At a higher level of alert, additional measures will be incorporated.

The entry into operation of the different tourist services that are currently restricted or limited will be subject to the opening/closing calendars published by the relevant authorities.

Recommendations to traveler

Any tourist who wishes to travel to the Dominican Republic must be able to have and/or be informed by travel agencies, tour operators, airlines or maritime companies, consulate offices, OPT and any other tourist agent, of all the basic preventive measures against risk of contagion by COVID-19:

- Before starting the trip.
- Upon arrival at ports/airports in the country.
- On basic restrictive rules in public places.
- On the specific COVID-19 regulations in each tourism subsector.
- If you have symptoms, how will the country act (protection of life).

Before starting the trip

- Documentary control: Travelers must fill out a document (public health form) with information in case of contact (name and telephone number), their origin, destination information, possible symptoms and if they have been in contact with people with COVID-19. In it they must indicate their destination address in our country to be able to be located at any times. The form is completed electronically before starting your trip and will be presented upon arrival at the destination. It can also be physically filled out upon arrival at the destination airport/port.

Arrival at national ports/airports

- Documentary control: submit the compulsory completed public health form.
- Temperature control: It will be taken routinely by non-contact thermometers or thermal imaging cameras.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Visual control: Each traveler will have a visual observation about their apparent state of health to try to detect in advance, as in the previous case, a possible case.
- Quick tests will be carried out at random to passengers in a range of 3 to 10 percent of passengers according to the established alert risk level.

If the traveler does not pass any of these controls, he will undergo a medical examination at the airport/port itself, in order to determine if there is a suspicion of risk to public health. This secondary control at the airport/port will include a new temperature taking and an evaluation of his clinical and epidemiological status (rapid TEST), and if confirmed the suspicion that the passenger could suffer from a pathology that could pose a risk to public health, the sanitizing alert protocols set by the Public Health Authority and other relevant Authorities will be activated.

Departures

Temperature control. As in the previous case, if the traveler exceeds the established threshold temperature, the protocol established for these cases will be followed.

These measures will be subject to those published by the Air and Port Authorities and other pertinent authorities, being complementary to each other.

Basic restrictive rules in public places

- It is recommended the traveler states on the public health form if is at risk for COVID-19 or suffer from some other disease and carry it permanently throughout their stay in the country.
- Mandatory masks in all public places.
- The international traveler must have an assistance plan that has coverage for emergencies.

Specific COVID-19 regulations in each tourism subsector

Each tourism service provider must adapt and establish in all its processes within the organization all the measures for the reduction of contagion by COVID-19 published in this protocol, in state regulations as well as other Guides and Recommendations issued by the different relevant authorities.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”
RNC-401-03681-9

3. Protection of life

It includes the provisions related to isolation and quarantine structure, as well as the medical health services that clients and collaborators can access, with which we protect their health and preserve their physical integrity.

If anyone has symptoms derived from COVID-19, it is required:

3.1 Apply the protocol for suspected and/or infected cases by COVID-19 determined by the organization, according to the instructions of the Ministry of Public Health.

3.2 Establish adequate support structures for quarantine and isolation.

- For applicable cases, the service provider must set up an isolation and quarantine area according to the guidelines of this protocol and the Ministry of Public Health of the Dominican Republic, in coordination with other pertinent authorities.
- Move potentially infectious people away from workers, customers, and other visitors. Although most working sites do not have specific isolation rooms, designated areas with lockable doors can serve as isolation rooms until potentially ill people can be removed from working sites or isolated according to specific protocols.
- Restrict the number of personnel entering isolation areas.

3.3 Guarantee access to enough health services for life care.

- Tourism service providers must have the closest health service contacts that can provide adequate support to all persons who require it.
- Permanent contact with the Public Health Authorities of the province or municipality where the affected person is located and with the corresponding MITUR Directorates, are essential in order to coordinate the application of the service provider's care protocols. Continuous communication must also be established with the ports/airports and provision in them of the basic health means for the care of all their personnel on board.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”
RNC-401-03681-9

B. Tourism sector protocol

B.1. Hospitality and Accommodation Subsector

Scope of application: These measures are mandatory for hotels, resorts, hostels, inns, bed & breakfasts, small inns, condo-hotels, guest houses and time-share properties, in order to safeguard the health of guests, employees, visitors and collaborators.

CHECK IN:

- All guests at the time of entry to the hotel or check-in will have a health check, which will consist of:
 -
 - Taking body temperature using a non-contact infrared thermometer, which must be recorded for the purposes of being verified if any of the competent supervisory bodies require it.
 -
- A Declaration of Health and Travel (public health form). Each guest must report any health symptoms of any kind and report if he/she has been in direct contact with someone diagnosed with COVID-19 within the last 14 days. To do this, a public health form must be filled out in electronic format preferably or on paper with the above content upon arrival at the hotel.
-
- The reception staff must be trained to inform customers about the application of the COVID-19 protocol established in the hotel as well as the existence of a UMAP and the protocol to follow for detection and communication of possible suspicious cases and/or infected. Additionally, these personnel must have enough information about the isolation protocol in case the client presents any symptoms or has declared to have symptoms of COVID-19 or expresses having had risky contact.
-
- Digital check-in process will be sought and promoted prior to arrival at the hotel, so that the waiting period is minimal and only one guest proceeds to remove the room key, thus avoiding crowds at the hotel reception.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Install marks on the floor that indicate the physical distance that must be maintained between guests or groups traveling together while waiting to be served.
- Inform guests about the security protocols for preventing the spread of COVID-19 and how to obtain more information if they need it. Emphasize the essential wearing of masks in public/common areas.
- Post signs in common areas with instructions for guests, encouraging communication to any hotel staff in cases where they feel unwell and have a fever or COVID-19 symptoms. Signs must also indicate the existence of a Medical Unit for Permanent Attention (UMAP). Verbally at the time of the guest's entry, these indications should be reinforced and referenced.
- Provide guests with a preferably digital or printed version of the security protocols that are being implemented in the hotel. This information should include, at a minimum, the following:
 - Measures implemented to safeguard employees and guests.
 - A list of answers to frequently asked questions.
 - Contact information for questions or concerns while on the property.
 - Procedures established for possible cases of COVID-19 or exposure to it.
- The reception will have: hydroalcoholic solution, masks, disposable gloves, alcohol wipes or alcohol cotton wipes, disposable tissues and specific garbage cans for the disposal of hazardous waste with a pedal-operated lid.
- In a discreet and friendly manner, the reception staff will indicate to the guest/client the use of hydroalcoholic solution.
- The counter should be cleaned and disinfected frequently, especially after receiving a guest/customer or travel group.
- Reduce to the minimum necessary the elements that the guest/client can manipulate, in any case, these elements will be disinfected frequently and after each contact.
- Disinfect room keys/cards when they are returned by guests after leaving the room.
- Have at the reception a sanitizing kit for guests who request it, which must contain at least hydroalcoholic solution and masks.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- The implementation of these new interaction protocols between guests, staff and collaborators must always be carried out considering service's personalization.
- Elimination of hydration stations in receptions.

Luggage handling

- All guests' luggage must be disinfected on arrival at the hotel, in this sense the hotel must have disinfectant wet wipes so that guests and employees can disinfect the luggage.
- Baggage service must have a hand sanitizing station at the counter or in the area.
- The hotel must install distance markings in the luggage reception waiting area.
- Counter luggage surface should be cleaned and disinfected after each interaction with the guest.
- It is recommended to keep alcohol wipes available for guests to use to disinfect their phones or credit cards upon entering the hotel.
- Carrying suitcases and internal transport vehicles should be disinfected regularly; these must be disinfected by luggage carriers and drivers.

Concierge protocol/information kiosks and tour operators

- Discontinue use of shared brochures and magazines. Use advertising posters and digital media (QR code) to provide information and promote activities and excursions.
- Set up a pedal lid trash can and a recycling bin for brochures and magazines to be disposed of after use and touch by guests.
- Disinfect or wash hands after each interaction with the guest and continuously during the workday.
- Sanitize desk or table continuously during operating hours.
- Sanitize desk or stand area with an employee's shift change, including chair, computer, keyboard, desk, etc.

Common areas protocol



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Provide a hydroalcoholic solution in all common spaces, corridors and elevators, with proper identification and signage.
- Adjust cleaning and disinfection protocols so that they are intensified and carried out frequently, with special emphasis on hard surfaces in contact with hands, such as door handles, furniture, bathrooms, bar stools, floors, telephones, handrail stairs, etc. For this action, household bleach or alcohol-based disinfectants (70% alcohol) can be used, taking protective measures against chemical agents.
- Apply the necessary measures in order to the maximum capacity of all areas of the establishment is met, including realizing the necessary floor redistribution so that in common areas (reception, dining room, restaurants, bar, spa, swimming pool, theater, etc.) physical distance among people is ensured.
- Guarantee adequate ventilation of all spaces.
- All areas of pool, beach, parks must comply with the 2-meter distance between tables, chairs, lounge chairs, Balinese beds and limit their own family groups.
- Entertainment activities in the pool can be carried out if the allowed capacity is respected and always keeping the interpersonal distance within it. The mask should be worn if physical training being carried out allows it.
- Security personnel supported by concierge, beach and pool waiters must ensure that a reduced number of guests are allowed in the pool and ocean areas to avoid crowding. In addition, they must ensure that physical distancing is fulfilled by guests or travel groups in common use areas.
- Public restrooms must have designated staffs to ensure that they are cleaned and disinfected regularly. In addition, they should encourage guests to wash their hands frequently and use antibacterial gel when entering and leaving.
- They should install signs or posters with visual campaigns in public spaces, such as corridors, lobby, bathrooms, elevator lobby, elevators, restaurant area, etc. on health and safety measures about COVID-19 taken in the establishment, as well as the mandate of frequent hand washing, use of antibacterial gel and good respiratory etiquette.
- A maximum gross occupancy limit for hotels will not be established as long as the relevant authorities deem it appropriate. If given the current health situation, it is necessary to establish a limit, the maximum percentage of occupancy allowed will be announced.
- Items will not be shared between clients.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Zones not in use must have clear signs of restricted or closed access in multiple languages to facilitate communication to guests.
- Continuously disinfect furniture and accessories in the common area such as tables, armrests, benches, etc.
- Disinfect all public contact points on a rotating basis throughout operating hours, cleaning each surface at least every two hours. This includes door handles, railings, desks, flat surfaces, elevator buttons, etc.
- Ensure safe disposal of PPE using the World Health Organization (WHO) safe disposal guidelines.
- Have pedal trash cans, whenever possible, in as many areas within the hotel. These wastes must be managed in accordance with the applicable regulations on COVID-19 waste.
- Cleaning and disinfection containers products will be deposited in the recipients set up in the hotels and/or areas for their proper management in accordance with current regulations.

Elevators

- Have posters in elevators and access to them where the conditions of use and maximum capacity allowed are indicated.
- Indicate the number of guests allowed as long as the minimum distance of one meter or group of the same family is guaranteed in it. Limit the number of guests coming from separate parties who can share an elevator.
- Elevators must be disinfected at least every hour. Sanitize all elevator buttons and handrails continuously throughout the day.
- Encourage the use of stairs where possible to avoid waiting lines for the elevator. Ideally, the use of elevators would be discouraged, so that they are only used by people who need them; the same measures should be taken for service elevators.
- Demarcate physical distancing spaces on the floor for guests who may be waiting to use the elevators where lines can be formed.
- Install hydroalcoholic hand solution on each floor outside of elevators to allow guests to disinfect before/after taking the elevator.
- Consider installing a disposable napkin or cotton swab holder for guests to use instead of touching elevator buttons.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

Automated teller machine (atm)

- Place wipes and/or hydro-alcoholic solution in nearby ATMs to allow guests to disinfect before and after using the machine.
- Consider installing a disposable napkin or cotton swab holder for guests to use instead of touching buttons on the machine.
- Sanitize ATM keys throughout the day, every hour.

Use of beaches, pools and Jacuzzis

Chairs and Umbrellas

- Organize umbrellas/chairs/cabanas so that they are at least 2 meters from each other according to physical distancing guidelines and according to maximum occupancy.
- When possible, allocate fixed spaces for chairs and umbrellas to families on vacation period on an ongoing basis.
- Disinfect chairs/umbrellas after each guest use.
- Allow groups of up to 10 people to attend the pool together. If there are more than 10 people in a single group, the group should be divided into subgroups that reach the limit to enable physical distancing.
- Provide hydroalcoholic solution and wipes (when possible) in strategic locations around the pool and beach to allow guests to disinfect their hands.
- Include trash cans with bags and preferably with lid and pedal opening in the largest number of areas in the solarium and access to beaches.

Entrance to the beach

- Guarantee physical distancing and wearing masks in access and transit areas. Post signage indicating the same.
- Place tape or markers at the entrance where guests are expected to line up for entrance processing, if any.

Use of swimming pool

- Enforce physical distancing in the water using pool attendants and lifeguards.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Allow groups of family and friends who came together to congregate in the water.
- Discourage wearing face masks in water.
- Limit reusable water toys (e.g., floating devices, hammocks, games, water trampolines) or ensure that there are disinfection procedures throughout the day. The use of common or shared objects should be limited as much as possible.
- Maintain the quality of the pool water by using test strips and conducting regular pH and chlorine tests (it is recommended to touch upper limits).
- Require all cleaning personnel to wear disposable PPE when conducting pool testing and cleaning activities, as well as disinfecting the pool deck and pool furniture (umbrellas, chairs, tables, etc.).
- Request all guests to shower before entering the pool.
- Instruct guests to sanitize or wash their hands before entering the pool area using hydro-alcoholic hand solution stations installed around the pool deck (s).
- Adjust the capacity for swimming pools and jacuzzis to the physical distance per person or group.
- Allow dance entertainment if there is enough space on the pool deck for physical distancing between the participants and the entertainment leader.

Water slides

- In case of waterslides, ensure that guests do not wear a face mask when going down the waterslide and entering the water.
- Sanitize buttons at frequently touched launch points after each guest use (when possible have a dedicated waterslide attendant).
- Disinfect the railing leading to the waterslide at least once every hour.
- Disinfect reusable waterslide equipment after each guest, such as tubes, boards, mats, etc.

Towels

- Towel cards are suspended, and instead document ID information from the person who rents/uses the towels, phone number, room number, etc.
- Designate a contactless towel return container where guests can deposit towels without employee handling.
- Remove all unreturned or unused towels periodically during the day and at the end of the day, wearing a mask and hand protection.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”
RNC-401-03681-9

Lifeguards

- Lifeguards must wear face shields and wearing masks is not required except in case of interacting with guests with a distance of less than 2 meters.
- Train lifeguards on recommended cardiopulmonary resuscitation (CPR) guidelines.
- Sanitize the lifeguard station/cabin/chair (s) after each shift change.

Watersports

- Place an adhesive tape or markers in the waiting area or points of sale with signage to facilitate the distancing of guests.
- All life-saving aquatic equipment, floats, diving suits, snorkels, kayaks, pedal boats, banana boats, paddles, etc. must be disinfected after each use and such disinfection must be documented through a cleaning record. All equipment must be identified with numbering and referred to in the sanitation register control. As far as possible, it will be tried to make snorkels and diving suits for individual use and disposable.
- Clean counters and points of sale regularly after each customer interaction and throughout the day at each shift change.
- Do not share price sheets or printed material with guests. Post the information on sign boards or on social media. Alternatively, disposable price sheets can be shared but should not be reused. Disinfect the pens used to complete the watersports exemptions after each use.
- Limit the number of passengers per water sports boat, considering the safety distance between people and groups of no more than 10 people per boat.
- Enforce physical distancing among guests and crew (individuals or groups).
- Require guests to disinfect or wash their hands before boarding or participating in a watersport activity.
- Offer guests disposable gloves if necessary.
- Eliminate buffet service on excursion boats. In case of serving food and drink, it will be served in individual packages for each excursionist.
- Eliminate shared water and soft drink stations.
- Sanitize containers after each excursion with an alcohol-based cleaner (70% alcohol or more).



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”
RNC-401-03681-9

Protocol in front of customers

- It must always be guaranteed that the client is informed about the conditions and restrictions that apply to the use of the facilities. It will be guaranteed that before confirming the client's reservation, the hotel informs in writing the special rules that apply in the establishment and the client must confirm the acceptance of them.
- Ensure total protection (mouth, nose and hands), both for the employee and the client, and maintain marked physical distancing. Hydroalcoholic solution should be provided to customers and the public, in as many areas as possible as well with disposable tissues and garbage cans. Wear masks in all common areas of the hotel.

Protocol for customers with suspicious or confirmed symptoms

- Have a certain number of rooms that will always remain free and clean to accommodate clients who have symptoms or must quarantine.
 - These rooms must be located separate from the rest of the hotel's occupied rooms, if possible, on the same floor (ground floor) and/or block and adjacent to each other to facilitate the attention of isolated clients. Its location is recommended near emergency exits or easy evacuation to the outside.
 - Designate a team to care for clients in isolation rooms. These personnel will be specially trained to serve clients in isolation and in the placement, use and removal of the necessary personal protective equipment.
 - Have adequate PPE for the care of suspected or confirmed cases.
 - Supply clients in isolation with surgical masks.
 - Visits to clients in quarantine by medical personnel will be carried out within isolation rooms, unless transfer to a medical center is necessary.
- Identify and establish which areas and infrastructures within the complex are selected to house suspected and/or confirmed persons with COVID-19, as well as close contacts determined by health authorities (in the case of international clients).



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

Directorate, OCPS together with UMAP must manage all these areas. It is recommended that the hotel establish the differentiation of these areas, among others that it considers appropriate for risk management, such as:

- Area of use for tourists: places in the hotel that a healthy tourist can use freely to carry out the activities allowed by the establishment. This should be a very low risk area for infection.
- Tourists quarantine area: rooms, restaurants and swimming pool for those tourists who have been very close to an infected tourist (close contacts). Here it would be in quarantine families and group trips of the ones infected. Minimum services must be guaranteed such as: food and beverages, rest, recreation in swimming pools, internet, television, etc.
- Risk management area: area with staffs trained to assist tourists with symptoms.
- Employee rest area: rooms/areas for employees in contact with suspected and/or confirmed COVID-19 personnel during their working hours.

Inform MITUR about the number of rooms provided for isolation according to this mandate, as well as those areas identified for risk management.

Availability of Material Resources:

- Have enough economic, material and strategic means to develop all the prevention measures recommended by the health authorities in an agile and effective way.
- Have a minimum stock of PPE to be used in the cases described above (in the case of masks, take into account that it is guaranteed based on the maximum occupancy capacity at that time, including workers). Also have enough infrared thermometers to take the temperature of clients and staff members.
- These isolation rooms must be provided with garbage cans with plastic bag and mandatory lid and pedal.
- Inform health authorities and have the maximum collaboration from management or direction.
- Avoid healthy people to have contact with contaminated objects of the patient (do not share toothbrushes, plates, cutlery, drinks, towels, sheets, among others.)



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

Utensils such as plates and cutlery must be disposable and for the patient's only use.

- All waste generated in the patient's room (gloves, masks, handkerchiefs, among others) must be placed in a bag inside the room. This bag must be identified (another color, label) and be separated from the rest until the moment of its disposal in the specific container dictated by current legislation and subsequently eliminate them with the rest of the hotel waste.
- The bedding and towels in these rooms should also be placed in an identified bag and separated from the rest (until the moment of washing them), advising the laundry staff for hygiene handling (do not shake the dirty clothes and avoid direct skin contact). It should be machine washed at temperatures between 60°-90°C with detergent and separated from the rest.

These same previous guidelines should be carried out for those international employees/collaborators who show symptoms and/or confirmed with COVID-19.

Restaurant, bars, kitchen

Technical services and maintenance

- Whenever possible, perform repairs in rooms in the absence of clients.
- Repairs in rooms with clients; to access the rooms the maintenance staff must protect themselves with the protective equipment established by the prevention service, which will be discarded when leaving the room. In addition, hands should be disinfected before and after entering the room.
- The client must wear mask while worker remains in the room.
- It is recommended not sharing work tools. If this is not possible, all work tools must be cleaned and disinfected at the beginning and end of working day.

Gymnasium

Main hall, entrance and machinery.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Limit the use of the gym, reducing the capacity allowed in the premises. The gym's new capacity should be determined to ensure the recommended measures of physical distancing. This new capacity must be signaled.
- Gymnasiums must always be staffed to ensure compliance of physical distancing.
- Routine cleanings should be done in the gym. Machines and weights should be disinfected at least every hour.
- Have antibacterial gel stations with 70% alcohol.
- Disinfectant wet wipes and disinfectant spray should be available for using, so guests can disinfect utensils before and after use.
- Objects will not be shared between several guests and stations or products for hand washing will be provided.
- Eliminate common beverage stations (water, coffee, tea, etc.) as well as self-service food stations.
- Provide towels to guests who request them. Eliminate self-service towel pick-up stations.
- The reception table and the entire area around it must be disinfected continuously. Disinfect the entire workspace with shift changes (including table, chair, keyboard, etc.).
- Rooms should be ventilated/aerated several times a day
- The renewal of recirculated air should be avoided whenever possible and the flow of clean outdoor air should be increased.

Bathrooms and changing rooms

- Install antibacterial gel dispensers at the entrance to the bathrooms.
- Install signs on the floor to guide guests so that they know where to stand when waiting for their turn to use the facilities.
- Use trash cans with pedals, in order that hands should not be used to dispose of waste and garbage.
- Close drinking water fountains, and include signs notifying they are out of service.
- Remove all reusable hand towels and air dryers. Use only disposable hand towels.
- Sanitize bathrooms on a regular basis (at least every two hours).

Group classes



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”
RNC-401-03681-9

- Consider discontinuing group classes.
- Adjust the maximum number of participants per class, based on physical distancing requirements. Visibly signal this new maximum capacity.
- Mark the floors with the positions that participants can adopt to guarantee physical distance.
- Have antibacterial gel dispensers with 70% alcohol and disposable disinfectant tissues in each class. Include a pedal trash can to avoid using hands.
- Require guests to sanitize their yoga mats before and after use.
- Spread class schedules to ensure cleaning time for group classrooms.

Treatment and Sauna

- Require treatment and service providers to wash their hands prior to initiating treatment.
- Determine which treatments are safe to provide for both the client and employee. Temporarily eliminate treatments considered high risk.
- Discontinue spa treatment that includes interaction with guests' faces, nose, and mouth.
- Discontinue the use of saunas temporarily.

Events and entertainment

Entertainments

- Prioritize outdoor activities in which physical distancing can be held as much as possible.
- In the case of carrying out the activity indoors, limit the attendance or capacity of the area, keeping a free seat between the spectators in the case of theaters and other sort of chairs, or facilitating 2 meters distance in case spectators remain standing.
- Whenever it is possible maintain the place natural ventilation by opening doors and windows, or ensuring that ventilation systems work correctly, increasing the rate of renewal of clean air in the air treatment equipment as much as possible and intensifying its cleaning and disinfection.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Secure 2 meters space between spectators and performers on stage or designated area of stage.
- Avoid interaction between the artist and the audience, or, where appropriate, maintaining physical distance.
- Avoid crowds at the entrance of activities, facilitating access through several doors, having signage on the floor in the waiting area, etc.
- Ensure spectators wear masks by the throughout the show.
- Do cleaning and disinfection before and after the show at the spot where it will take place. The same apply to all audiovisual equipment used, such as microphones.
- Have posters reminding to wear masks, keeping physical distance, respiratory and hand hygiene.
- Limit live bands to outdoor locations and two bands per week.
- Generate the week billboard by QR and deliver it to the reception during Check-in. All hotel programs included.
- Limit the number of activities and contests that take place within the restaurant and bar space that may break the rules of physical distancing.
- Have antibacterial gel stations with 70% alcohol.
- The kids club will be opened with the strictest health and safety protocols.

Private Events (weddings /parties)

- Determine a security protocol to be validated by the Ministry of Public Health, prior to organizing and developing any private event.
- Record the information given to the clients about the protocols to be implemented in the event process and the responsibility in complying with said protocols by their guests.
- Whenever possible, hold the event outdoors. In case of holding it indoors, maintain proper room ventilation, either natural or forced by air treatment systems that work as much as possible with outside air.
- Determine the space where the event will take place according to the expected influx of attendees, to guarantee physical distancing.
- Accomplish the cleaning and disinfection of areas where events will take place before and after completion, as well as all the furniture and equipment used during the very ones.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Take each guest temperature at the entrance. Those with elevated temperatures or visible symptoms should be documented and moved to a designated quarantine space for examination. The Ministry of Public Health should be contacted immediately.
- Encourage hotel staff who are going to participate in the event to strictly follow the safety and hygiene measures.
- If the service is carried out by a subcontracted company (catering), it must be guaranteed that they have a protocol against the transmission of COVID-19 and inform them about the measures to be applied during the event's duration. Likewise, all companies that are going to participate in the event (assembly and decoration, shows, etc.) will fulfil these measures.
- Ensure attendees wear masks whenever they are not at their table or consuming food or drinks.
- Provide disinfectant gel stations at the event entrance, at all tables occupied by attendees and in all possible places, to encourage hand hygiene.
- Have enough bathrooms to avoid agglomerations, which will be sanitized on a regular basis and will be replaced with soap whenever necessary.
- In case of having a live show, follow the recommendations provided in the entertainment point.
- Place posters with the recommendations for maintaining physical distance, frequent hand hygiene and discouraging greeting through personal contact.
- It is recommended to avoid giving thanks or souvenir gifts in a personal way. These can be arranged in the place that guests will occupy at the tables.

Conferences

The following measures will be established for all conferences held in hotels or tourist accommodation facilities, whether organized by public or private entities external to the hotel or programmed by the hotel itself: promotion of excursions, time-share, etc.

- Determine a security protocol to be validated by the Minister of Public Health, prior to finalizing and developing any private event.
- Determine the space where the event will be held according to the expected attendees' flow, so that physical distancing is guaranteed.
- Maintain proper ventilation of the premises, by opening windows and doors or forcing the air treatment systems to work as much as possible with outside air.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”
RNC-401-03681-9

- Limit the conference attendance to the space where it will take place, taking into consideration that there must be 1.5 meters distance between the attendees.
- Take the temperature of each attendee and participants in the guest conference at the entrance. Those with elevated temperatures or visible symptoms should be documented and moved to a designated quarantine space for examination. The Ministry of Public Health should be contacted immediately.
- Carry out the cleaning and disinfection of the area where the conference will take place before and after its end, as well as all the furniture and equipment used during it.
- Avoid crowds at the conference entrance, facilitating access through several doors, having signage on the floor in the waiting area, etc.
- Have hydroalcoholic solution stations at the venue entrance where the conference is held and in all possible places, to encourage hand hygiene.
- Have posters reminding to wear mask, the maintenance of physical distance, respiratory and hand hygiene.
- Ensure 2 meters space between the attendees and the area that will occupy the interveners in the conference.
- Ensure spectators to wear mask throughout the conference.

Business centers and teen centers/video game room

Consider closing business centers and teen centers until further notice, unless deemed necessary based on customer demand. Address guests to reception for accessing these services. If it is determined that business centers are necessary, follow the steps below:

- Maintain proper ventilation of the premises, by opening windows and doors or forcing the air treatment systems to work as much as possible with outside air.
- Determine the new capacity of the business center and adolescent center based on the physical distancing guidelines. Place signs with the new maximum capacity.
- Keep a record of guests using the business center and teen center.
- Provide disinfectant gel stations at the enclosure entrance and in all possible places, to encourage hand hygiene. Ask guests to put on masks inside.
- Organize the floor plan to allow 2 meters physical distance from tables, chairs, benches, games, etc.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Ensure that an employee always supervises the utilization of the business center and teen center.
- Disinfect items used by guests in the business center and teen center (computers, printers, staplers, pens, games, and game controls) and sanitizing stations, if they are not hands-free after each use.
- Have posters encouraging wearing mask, the maintenance of physical distance, respiratory and hand hygiene.

Shops

Capacity and Distance

- Determine the maximum number of guests in the store and monitor the door to make sure the limit is not exceeded. Place a sign at the entrance indicating the capacity limit.
- Install hydro-alcoholic hand solution dispensers in craft store/market entrance or allow that the person at the entrance who is opening the door to provide with sanitizing gel to incoming guests, making sure all guests sanitize their hands upon entering.
- Enforce wearing masks in stores by guests and deny entry to people who do not comply.
- Place tape or markers at the entrance where guests are expected to line up in case of having exceeded the maximum capacity.

Dressing rooms

- It is recommended not using dressing rooms. In the case of maintaining dressing room service, implement a disinfection plan for clothes being tested, by steaming clothes or keeping the clothes in quarantine during 48 hours before their replacement.
- Reinforce cleanliness in dressing rooms, cleaning and disinfecting the most frequent contact areas after use by customers.
- Post tape or markers at dressing room entrances where guests are expected to line up to enter.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- If the dressing room has several cabins, make use of those in which the safety distance can be respected (if having three cabins, use only those at the ends and close the one in the middle).
- Place an identified container (another color, label) in the dressing room/changing area for guests to deposit clothes that they have tried on but decided not to buy (if applicable).
- Empty the reject clothing container on a regular basis, at least every four hours, depending on store traffic for disinfection or quarantine.

Commodity

- Disinfect the merchandise received and packaging with a suitable disinfectant approved by international standards before storage and/or exposure.
- Display the least number of items according to their characteristics or size (XS, S, M, L, XL in the case of clothing), to reduce merchandise unnecessary contact by guests. Provide a new item according to size or characteristics to the customer if available.
- Have posters encouraging not manipulating the items displayed in the store if they are not going to be purchased.
- Clean items after each contact with a customer using a suitable disinfectant product.
- Ensure that counters for items that cannot be safely disinfected (jewelry, etc.) have hand sanitizer gel and wipes (when possible). Guests and employees must sanitize their hands before touching/handling the item.

Cash Area

- Install a glass/plastic shield around certain areas of the ATM stations, if possible, to create a barrier between guests and cash machine.
- Encourage using digital POS systems (known as verifone) or contactless payment systems where possible to reduce cash transactions. Notify guests of cashless payment preferences before entering so they can plan accordingly. Disinfect the POS machine after each use. In case of cash payment, have a container where to deposit the money during the payment and cash back to be returned to avoid hand-to-hand contact. This container will be disinfected after use.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Have disinfectant gel in the checkout area for the employee's use after carrying out a cash collection operation.
- Enforce physical distancing in the cash register waiting area with distance markers on the floors or using props to guide guests and the distance they must keep from each other.
- Encourage physical distancing of the cash registers by separating the stations 2 meters apart, when possible, when there are several cash register stations.
- Clean stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Spas

Entrance to the spa/reception

- Spa and salon appointments will be limited and scheduled in advance.
- Set a maximum capacity of people to ensure physical distancing. This maximum capacity will be clearly displayed for guests.
- Place a hand disinfection station at the spa entrance. It is also recommended to have disinfectant mats for footwear.
- Encourage payment by credit card or electronic means, to reduce contact.
- Mark on the floor the adequate space between guests during the waiting time.
- Remove from reception area all kinds of brochures, price lists and product samples. Encourage digital media for offers and promotions.
- Include questions in the digital medical record to inquire about potential exposures to COVID-19 and take the temperature of all guests prior to the start of treatment. If the temperature is high, the service must be denied.
- Allow guests to complete health forms digitally from their mobile devices.
- Recommend that guests arrive at least 30 minutes before starting the treatment to take a shower.

Treatment areas

- Wearing mask will be mandatory for all staff, as well as gloves and face shields for those treatments in which there is contact between employee and guest.
- Place posters messaging guests about where is mandatory wearing mask, and encourage physical distancing, respiratory and hand hygiene.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- The installation of glass partitions is recommended for treatments where it is not possible to maintain physical distance (manicure).
- Maintain the enclosure proper ventilation by forcing the air treatment systems to work as much as possible with outside air. It should be noted that ventilation in steam rooms is usually minimal, so special attention will be paid to social distancing and extreme hygiene, cleaning and disinfection of surfaces.
- Guests must have easy access to means for hands hygiene (soap, water and disinfectant solution).
- Have trash cans with lid and pedal for depositing disposable items during the service.
- Eliminate common beverage stations (water, coffee, tea, etc.) as well as self-service food stations.
- Provide towels to guests who request them. Eliminate self-service towel pick-up stations. There will be a container in which guests leave their towel after use.
- Dressing rooms should have tissue dispensers, disinfectant solution, and covered garbage cans. Lockers must be closed until being utilized by the guest and will be cleaned and disinfected afterwards.
- The entire facility must be cleaned and disinfected (reception area, showers, booths, changing rooms, toilets and high-contact surfaces) several times a day, depending on the frequency use of the facilities.
- All utensils used during treatments, amenities, chairs, massage tables, etc. will be disinfected after use.
- A documented cleaning record of the different areas should be established, and it is recommended to place the disinfected utensils in a closed bag and labeled with the disinfection date to give the guest safety.

Day Care

- Determine the new capacity of the nursery, keeping the physical distance per person or group of maximum 10 people.
- Take the temperature of each child before receiving them. Those with elevated temperatures and/or visible symptoms should be documented, and in consultation with their parents or guardian, mobilized them to a designated quarantine room on the property to be evaluated. The Ministry of Health must be informed immediately.
- Sanitize hands of each child upon receipt.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Sanitize children's hands frequently throughout the day. Adult employees and guests must always wear face masks.
- Organize cribs and beds with enough space to ensure proper physical distancing.
- Disinfect the playroom and the nursery in general continuously throughout working hours (including toys, furniture, baby seats, cribs, televisions, remote controls, handles, telephones, etc.).

Medical Service

Note: All hotels, regardless of size, must have a UMAP as indicated in this protocol.

Hotels must have and administer quick tests for suspected and/or confirmed COVID-19 cases at no additional cost for the guest.

Protocol for housekeeping

- The housekeeper must wear a mask and disposable gloves for cleaning customer rooms and must discard the gloves when finishing the room cleaning. To clean the rooms of presumptive and/or confirmed clients with COVID-19, the housekeeper will also wear eye protection and a full disposable protective suit.
- The housekeeper should perform a thorough cleaning and disinfection of surfaces in contact with hands, such as door handles, toilet button, taps, handrails, elevator buttons, switches. As well as, in the remote control, switches, door handles, refrigerator, table lamps, tables, telephones, television controls, touch screens, etc.
- Transport clothing to laundry facilities using a closed bag.
- Disinfection of fixed textile elements. Textile elements that have not been changed, such as curtains, cushions, carpets, shower curtain, etc., thermal disinfection will be applied using a steam cleaner.
- To wash towels, sheets and fabrics, marked laundry bags will be used and they will be washed at high temperatures (minimum 70°C).
- Appoint a supervisor to internally certify that rooms are "COVID Free" with a lock on the door after the correspondent process with housekeeper and maintenance, as well as to keep a record of these activities.
- When checking out a guest who has been positive or asymptomatic, do deep cleaning of the room with the staff using full PPE and do not occupy it in the following 3 days;



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”
RNC-401-03681-9

this way, if there is a virus present, it disappears in that time interval, according to professionals' recommendations.

- It is advisable to suspend the minibar service.
- Bedding must be changed daily unless the guest requests otherwise. All beds must be undressed after each guest stay, even if one of the beds is not used.
- Bath towels and toiletries must be replaced after each guest's stay. Unused towels and toiletries cannot be reused.
- Place a cleaning and disinfection certification card on top of the bed after completing the cleaning service, and before leaving the room. The card must indicate that the room was properly cleaned and disinfected. It must be signed with the date and time of the service.
- Rooms must be equipped with liquid soap for hand washing, which must be available throughout the guest's stay. The supply and replacement of liquid soap must be supervised.
- Offer guests the option of a flexible cleaning schedule where cleaning occurs less frequently rather than every day as determined by the property and the guest, as well as the possibility for the guest to clean their own room (in these cases provide all the necessary for it).
- Suspend night service to facilitate minimal contact and room entry.
- Periodically check and clean the air conditioning filters and vents.
- Improved room cleaning and disinfection protocols should be designed and implemented for situations where there are confirmed or suspected guests with COVID-19.
- Use digital applications with all the information that guest requires such as menus, services, cocktail menus, activities, reservations for excursions and restaurants, schedules in such a way that the handling of paper in the room is eliminated.
- Add hydroalcoholic gel and liquid soap to the standard of rooms, which must be in the room at the time of check-in, replenishing it daily and being available by request.
- Delivery of kit with wipes and masks in the room.
- Remove mobile decorations or room amenities to limit guest contact
- Remove pillows, blankets, sheets, etc., extra in the room to limit exposure.
- Include at least 2 contact cards with the contact numbers of the Ministry of Health.
- A card should be placed in the common area and a card in the bedroom. Discard the cards after the guests leave.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”
RNC-401-03681-9

- Reduce as much as possible cleaning carts contact with customers and other personnel. It is recommended to post a "Do not touch" sign on cleaning trolleys and/or the possibility of not leaving it in the corridors when cleaning rooms.
- Determine the cleaning and disinfection protocol for all work utensils, including carts, at the beginning and end of the working day.

Casinos

The opening calendars of these services will be subject to those established by the pertinent authorities.

Once open, hotel establishments that have casinos in their facilities must follow the following guidelines:

General measures

- Have stations with hydroalcoholic solution at the entrance to the casino and in all possible places inside.
- Run a temperature check on guests before entering the casino, as well as encourage them to disinfect their hands.
- Whenever it is possible maintain natural ventilation of the room by opening doors and windows, or ensuring that the ventilation systems work correctly, increasing the rate of renewal of clean air in the air treatment equipment as much as possible and intensifying its cleaning and disinfection.
- Wearing mask inside the casino by employees and guests will be mandatory.
- Signs encouraging wearing mask, the maintenance of physical distance, respiratory and hand hygiene will be placed.

Cleaning and disinfection

- All equipment and surfaces must be thoroughly cleaned and sanitized frequently during casino operating hours.
- Game tables, table rails, chairs, handrails, and cup holders should be sanitized at least every 60 minutes or when each guest leaves a game.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Slot machines will be disinfected after each player leaves a station or once every 60 minutes at unused stations.
- A designated casino employee should ensure that a log is completed in each section to track each machine sanitization schedule.
- Gambling chips should be cleaned and disinfected regularly.
- Cards and dice must be replaced daily and properly sanitized when not discarded.
- Employee workstations and work area surfaces should be disinfected regularly. Recommended every 60 minutes and after every shift change.
- Guests can always request that a station be disinfected. The casino should disinfect it immediately.

Physical and social distancing

- Casino management must reorganize the casino to ensure that the recommended safe physical distance between players and gaming stations is maintained.
- Casino management must ensure that there is a safe distance to the sides and back of each player. There must be a safe distance to walk while the players are seated.
- Board games should be reconfigured, and chairs removed to ensure distance. Or according to the regular configuration, next chair should be removed from the table allowing a maximum of three to four players (depending on the size of the table).
- Casino management must make sure that distancing is also ensuring the sides and backs of players.
- The cashier area should have markings on the floor to guarantee physical distancing while guests wait in line.
- Casino ushers must assure that guests do not congregate around slot machines and gaming tables.
- Internal controls should be implemented to manage counting and capacity control. In case of exceeding capacity and having players waiting, casinos should establish a system to control waiting for players while ensuring physical distancing.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”
RNC-401-03681-9

Q&A

Which entity is the supervisory body for the measures set out in the National Protocol on Health Risk Management?

- The Ministry of Tourism of the Dominican Republic

What are the four lines of action in the protocol?

- Self-protection, risk management, identification and traceability of contagion, and life protection.

For whom are the measures set out in the protocol applicable?

- The measures shall apply to all tourism service providers regardless of size and organization. In addition to the implementation of these measures, specific guidelines and recommendations are established for each subsector.

Who should guarantee the personal protection measures of employees in the tourism sector?

- The employers of each of the collaborators in the sector.

What type of masks should be used as part of personal protective equipment?

- Masks to be used should ensure the recommendations of the Ministry of Public Health and other International Health Agencies and preferably use non-reusable hygiene masks certified in accordance with current legislation.

What concentration of alcohol should be used as part of preventive disinfection methods?

- Alcohol-based solution should be provided at least 70%.

What are the main elements of risk management posed in the protocol?

- Detection and monitoring of possible symptoms; ventilation, air conditioning and air quality; environmental cleaning and disinfection; imitation and control of capacity; and waste management.

What is a Health Protocol Compliance Officer (OCPS) and what role does it serve?

- The OCPS is responsible for the implementation and enforcement of contagion prevention protocols in its workplace, both at the individual and organizational level. This person must report to senior management and should be the point of contact with the Ministry of Labour, Ministry of Public Health and Ministry of Tourism next to the UMAP.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”
RNC-401-03681-9

What are Medical Units for Permanent Care (UMAP)?

- These units will be responsible for the continuous monitoring of employees and customers from the moment symptoms occur until the return to a normal state of health within the facilities/services provided.

What are the conditions for the establishment of the Medical Units for Permanent Care (UMAP)?

- A UMAP shall be constituted in each tourist service/accommodation, regardless of its size, consisting of at least one medical health personnel and the facilities necessary to care for the staff who require it. These medical personnel must be qualified and identified, present on site or have access to basic medical service in less than 30 minutes.

Who should be available and inform tourists wishing to travel to the Dominican Republic about all basic preventive measures at risk of COVID-19 contagion?

- Travel agencies, tour operators, airlines or sea companies, consulate offices, OPT and any other tourist agent.

When and what information should be provided to tourists?

- Information must be provided before com/he/she enters the country's ports and airports upon arrival. They should know about the basic restrictive rules in public places, the specific COVID-19 rules in each tourism subsector and how it will be acted on in the country if it has symptoms.

What is the protocol for protecting life from suspected COVID-19?

- First, to follow the protocol of suspected cases and/or infected by COVID-19 determined by the organization, in accordance with the indications of the Ministry of Public Health. Second, and establish support structures suitable for quarantine and isolation. Third and final, guarantee access to health services sufficient for lifecare.

What kind of support structures should be established for quarantine and isolation?

- In the cases it applies, the service provider shall enable an area of isolation and quarantine in accordance with the guidelines of this protocol and the Ministry of Public Health of the Dominican Republic, in coordination with other relevant authorities.

How is access to health services sufficient for life care guaranteed?



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”
RNC-401-03681-9

- Tourism service providers should have the contacts of the nearest health services that can provide adequate support to all personnel who require it.