

# Everything Punta Cana COVID-19 Protocol



The Center for Disease Control and Prevention (CDC, El Centro de Control y Prevención de Enfermedades) produced a document titled Guidelines on Preparation in the Workplace for COVID-19. They can help prevent exposure to COVID-19 in the workplace and in non-healthcare settings, as well as offering planning considerations for preventing the spread of COVID-19 in the community.

Based on these generalized measures, our company must implement specific measures and procedures to guarantee the health of employees and the rest of the community. In this sense, ministries related to reopening, sector ministries and business associations worked together to design the relevant protocols for each economic activity so that the gradual reactivation minimizes the risk.

**Scope of application:** These measures are mandatory for our apartments, studios, condos, villas, penthouses and so on. In order to safeguard the health of guests, employees, visitors, and collaborators.

**Supervisory agency:** The Ministry of Tourism of the Dominican Republic is established as supervisory agencies, together with the Ministry of Public Health.

The below suggested rules for hospitality were compiled based on input from leading hospitality companies either directly or from their public announcements around the safe, healthy and responsible reopening of hotels to the public. The rules also take into account World Health Organisation (WHO) and the US' Centers for Disease Control and Prevention (CDC) guidelines. The objective is to ensure that rules are in place across all relevant functions with an increased focus on health, safety and social distancing guidance which travellers will need and expect.

Due to Covid-19 and the changes that the global pandemic demands when it comes to hygiene and safety measures, we are implementing the following cleaning protocols in all of our vacation rental properties:

1. All guests at check-in must undergo a health check, which will consist of:
  - a) Taking body temperature by using a non-contact infrared thermometer. If at check in, the receptionist registers high temperature of some of the guests (37,9 or higher, according to the main protocol of the Dominican Republic), the guide is obliged to deny access to this guest and his or her family. We do it every day.
  - b) Declaration of health and travel. All guests should report if they experience health symptoms of any kind and report if he/she has been in direct contact with someone diagnosed with COVID-19 within the past 14 days. Guests must indicate whether they must

complete a self-quarantine or isolation during their stay based on Public Health rules and policies.

2. Our reception staff is trained to inform clients about the application of this protocol, medical or pharmaceutical services that they may require. As well as the isolation protocol to follow in case it presents high temperatures or if they have declared any suspicious symptoms or risky contact.
3. Every day we measure the temperature of our staff at the beginning of the working day. If the employee has symptoms of the disease or his/her body temperature is measured and it is higher than 37.9 C, we must send him/her home or to the doctor. After the sick worker leaves the workplace, we must definitely air all the rooms in which he/she was. We will have to distribute alcohol wipes for office equipment to employees to wipe all surfaces that the sick employee touched. If the employee confirms the coronavirus, we undertake to remove from the work all the staff who contacted him/her.
4. The digital check-in process is encouraged prior to arrival at the property, so that the waiting period is minimal, thus avoiding crowds on the reception.
5. We inform our guests of security protocols against COVID-19 and how to obtain more information if required. We emphasize the essential use of masks in public/common areas.
6. We can provide guests with a printed or digital version of the security protocols that are being implemented in the property. This information must include the following:
  - Steps taken to safeguard employees and guests.
  - Expectations of guests while on property.
  - Contact information for questions or concerns while on property.
7. At reception we have: disinfecting gel, disinfecting solution or spray with alcohol 70%, masks, disposable gloves, alcohol wipes, cotton wipes with alcohol, disposable tissues.
8. In a discreet and friendly way, the reception staff must inform the guest/client about the use of antibacterial gel.
9. To reduce to the essential minimum the elements that can be handled by the guest/client, in any case the manipulable elements have to be disinfected frequently and after each contact.
10. We provide sanitizing kit with our guests at check-in, containing sanitizing hand gel, and masks.
11. The implementation of these new interaction protocols between guests, staff and collaborators, must be carried out taking into account at all times the personalization of the service.
12. Staff must follow all safety protocols as directed by local authorities.
13. First aid kit is available for each guest/client.

14. Physical distancing rules. We maintain a distance of two meters between staff and guests/clients.
15. Cashless payment is available. To provide guests with maximum safety and comfort, we provide the opportunity to pay for all services using a credit card.
16. All our business partners, tour providers, transport companies, etc. also have their own protocols and comply with the rules specified in them. We paid attention and checked their protocols with ours for compliance.

#### **Protocol for cleaning services in the rooms**

17. Staff must complete a thorough cleaning & disinfecting of the property using high-quality products before guests' arrival.
18. Staff must work only with face masks, gloves and protective suits that have to be discarded at the exit of the property.
19. Staff must disinfect surfaces and high touchpoints such as countertops, remote controls, door handles, light switches, etc., using Lysol / bleach. This have to be done after check-out/before check-in of each guest.
20. We maintain pool water quality using test strips and performing regular pH and chlorine tests.
21. We require all cleaning staff to use disposal PPE when performing pool testing and cleaning activities, as well as sanitizing the pool deck and pool furniture (umbrellas, chairs, tables, etc.)

#### **Protocol for technical services and maintenance in the rooms**

22. Repairs in rooms with clients. To access maintenance personnel must protect themselves with the protective equipment established by the prevention service, which has to be discarded at the exit of the room. In addition, hands should be disinfected before and after entering the room.
23. The client must wear the mask while the worker remains in the room.

#### **Protocol for common areas**

24. Sanitizing gel in all common spaces and corridors, with proper identification and signage.
25. Cleaning and disinfection protocols are intensified and performed frequently, with special emphasis on hard surfaces in contact with the hands, such as door knobs, furniture, sinks, bar stools, floors, phones, etc. For this action, household bleach or alcohol-based disinfectants (70% alcohol) can be used, taking extreme measures to protect against chemical agents.

26. The necessary measures are applied so that the maximum capacity of all the areas of the establishment is met, so that in the common areas (reception, swimming pool, etc.) there are two (2) meters of distance between people.
27. We guarantee adequate ventilation of the spaces with the greatest number of people.
28. We have posters with visual campaigns in public spaces, such as hallways, lobbies, receptions, rooms, etc. on the health and safety measures taken in the establishment, as well as the mandate of frequent hand washing, use of antibacterial gel and respiratory hygiene and cough etiquette.
29. Zones that are not in use have a clear identification of restricted or closed access, and there are information signs in the most common languages of the clients, exposing the conditions and hygiene rules.
30. Continuously disinfect every hour the furniture in the common area continuously such as tables, armrests, benches, etc.
31. Disinfect all public contact points on a rotating basis throughout the hours of operation, cleaning each surface at least every two hours.
32. Flush. This includes door handles, railings, desks, flat surfaces, elevator buttons, etc.