



Protocol COVID-19

Flamingo Vallarta Hotel & Marina, together with the Bondex Company, have been working on the implementation of protocols that will serve to give continuity to the operation of the hotel during and after COVID-19, going into the detail of the work of each hotel department to offer the maximum security guarantees for guests and employees during its operation.

The collaboration has resulted in this set of protocols that offer concrete and applicable solutions for the hotel and its different areas.

An essential part of these protocols will be the training of employees to ensure that everyone knows the information to know how to act in each of the tasks they face in their job. The monitoring of employees, verifying that they only go to the job in optimal health conditions, will also be an essential part of the success of this plan, as is the fact that no employee belonging to a risk group faces delicate tasks, such as cleaning of elements or areas with suspected cases of COVID-19.

NORMATIVE

The company must comply with various Mexican Official Standards that will apply at the hotel depending on the number of workers.

These standards will be periodically verified by the Secretary of Labor, both State and Federal, so we must implement them as soon as possible to avoid possible inconvenience and sanctions.

Some of the rules that they will verify in the establishment are:

NOM -001-STPS-2008

This standard refers to the safety conditions of buildings, premises, facilities and areas in work centers for proper operation.

NOM-017-STPS-2018

Standard that establishes the minimum requirements for the employer to select, acquire and provide their workers with personal protective equipment.

NOM-019-STPS-2011

This norm establishes the requirements for the constitution, integration, organization and operation of the safety and hygiene commissions in the workplace.

NOM-030-STPS-2009

Norm that establishes the functions and activities that preventive occupational health and safety services must perform to prevent accidents and occupational diseases.



HOTEL PRECAUTIONS

We will have special emphasis on disinfection of spaces such as lobby, hallways and common areas through the following measures:

- Lobby: cleaning and disinfection every two hours, using a nebulizer with virucidal solution.
- Corridors: every two hours, using a nebulizer with virucidal solution.
- Elevators: disinfect keypads every hour.
- Door handles (only for public areas , not rooms), railings and the like: cleaning and disinfection every hour
- Common or public telephones: cleaning and disinfection every two hours
- Pool chairs: every two hours using a nebulizer with virucidal solution (if the bed is not occupied).
- Restrooms for guests and collaborators: every 2 hours, ensuring that they have enough soap and paper towels.
- At each exit cleaning, the mattresses must be disinfected based on steam and / or virucidal

There will be a containment room or isolation area for assistants or employees with possible symptoms of COVID-19. The visitor with the symptom and their group should be transferred to the containment area for further evaluation of the individual's condition.

General

- It is mandatory to maintain a distance of 1.5 meters between person and person.
- Avoid putting your hands to your face and touching your eyes, nose and mouth.
- When coughing or sneezing, people should cover their nose and mouth using disposable tissues and immediately throw them in the trash can and wash their hands or apply the respiratory label or rule that consists of (covering the mouth and nose with the flexed elbow).
- The floor will be marked with vinyls to indicate the distance that must be between person and person in the places where it is customary to queue.
- Office staff will clean their workspaces within them at the beginning and at the end of work using bactericides, as well as surfaces, equipment or objects that are frequently manipulated such as door plates, handles, switches, handrails, telephones, computer equipment , desks, chair arms, etc. Each department is responsible for the sanitation of offices during the shift.



Reception

- Gel or disinfectant solution will be available at the Reception.
- The front desk must be cleaned and disinfected frequently, avoiding excessive elements that can be handled by guests.
- Limiting hotel occupancy to a maximum of between 25% and 30% (unless there are more restrictive local regulations).
- The temperature control of the guests upon arrival, upon request of authorization to this; In case of high temperature, the suspicious case protocol will be activated.
- The gradual establishment of the web check-in to avoid to the maximum the manipulation of documents in a physical way.
- Disinfect the handles and / or handles of the luggage, the luggage trolley, door handles of the storage space of the same. If it is necessary for each guest to carry their luggage and in case of assistance in handling and transferring it, put on disposable gloves and once the process of handling and moving the luggage has been discarded, dispose of the gloves.
- The installation of acrylic partitions in the Reception and / or the use of plastic masks.
- Respect for safety distance or use of Personal Protective Equipment (PPE) between employees, avoiding hugs, kisses or shaking hands of guests with other employees.
- After exchanging objects between guest-workers (payment cards, tickets, pens, etc.) a hand disinfection will be carried out. It is recommended that each collaborator have their own work materials to avoid exchanging them among themselves.
- The check-out time continues at 11.00, while the check-in time is delayed at 16.00 in order to comply with the new room cleaning measures.
- The Aide-de-camp will offer and supply disinfectant gel to all arrivals after getting off a vehicle, bus, taxi or private car.
- Disinfecting shoe mats will be placed in guest access.



Restaurant

- Security measures are established that must be followed by both employees and guests.
- Service personnel will maintain adequate hygiene with frequent hand washing and disinfection (at least every 30 minutes or less if necessary), avoiding at all times hugs, kisses or shaking hands with guests or other employees.
- Shifts are organized for breakfast, lunch and dinner through the reservation system, the restaurant capacity is reduced to 50% of its current capacity to respect the healthy distance and disinfection of hands as well as footwear will be mandatory at the entrance and exit of the restaurant. The maximum capacity inside the restaurant should not exceed 50 people simultaneously inside the restaurant.
- The tables will be arranged in such a way that the distances between the back of the chair to the chair from one table to another is greater than 1.5 meters, maintaining a maximum density of 4 people per table at all times.
- The service to the guests will be à la carte and with show cooking (minute).
- Digital menus (QR code) will be used to consult the menu on the diner's mobile phone. The QR code will be printed and laminated to scan it; the laminated QR code will be disinfected every two hours. The physical menus will be removed, if necessary they will be used, proceeding to disinfect them between client and client.
- All crockery, cutlery and glassware scrubbed and disinfected to more than 80 ° C of temperature in the dishwasher included which has not been used and that might have been in contact with the hands of the customers.
- The salt and pepper shakers will be disinfected after each service with disinfecting wipes for the exclusive use of surfaces in direct contact with food.
- Disposable paper tablecloths and napkins will be placed on the tables when diners arrive as well as the cutlery wrapped in the disposable napkin. Common utensils such as napkins, cups, plates, saucers and the like should not be kept on the table; these should be delivered in individual portions to diners.
- An even stricter temperature monitoring routine is imposed, with more frequent replacement of tongs, scoops and serving spoons, as well as hygiene measures and distance from employees.
- The assignments of the tables will be made keeping safety distances and avoiding the crossing areas, among other measures.
- Cleaning and disinfection in kitchens should be carried out every two hours using the nebulizer with virucidal solution.
- Service personnel must wear the PPE (personal protective equipment) assigned to them at all times during the working day, which consists of plastic masks, face masks and gloves. The mask must be disinfected every two hours to be reused again; The mask covers and gloves will be discarded at the end of the working day, requesting a supervisor to supply a mask and gloves at the beginning of the work.



Pool and Maintenance

- The pool will have capacity limitations.
- The loungers will be separated one meter from each other.
- The need for a card to change wet towels at the end of the use of the pool is eliminated.
- The frequency of cleaning and disinfection tasks in swimming pool areas is reinforced and water disinfection products suitable for the current situation will be used; Individual protection measures are also taken care of with the use of flexible plastic masks and gloves by staff.
- The maintenance staff also has among its functions to ensure the correct operation of the air conditioning equipment, while the working tools will be disinfected after each use.
- Operators rooms compulsorily utilized plastic masks the access to the rooms and wash their hands or make use gel Antibacterial before entering a room and getting out of it.

Vehicle transport people

- The vehicle must be sanitized and disinfected before boarding the passengers. The vehicle must also be sanitized between transfers and even if they are the same users.
- The driver is the only person authorized to open and close doors. The unit will have an occupancy of 50% of its regular capacity.
- The unit must have antibacterial gel, an infrared digital thermometer and covers additional mouths.
- The unit must have an information sheet containing basic health information (simple and specific information).
- The Security department will measure the temperature of the driver before starting his work for the day.
- The driver will measure the temperature of the passengers before entering the unit. Wear gloves at all times, cover mouth and mask and keep a healthy distance with passengers.
- The driver will constantly disinfect his hands and maintain impeccable personal hygiene.



Public areas

- Special emphasis will be given to disinfecting spaces such as lobby, corridors and common areas through the following measures:
- Lobby: cleaning and disinfection every two hours, using a nebulizer with virucidal solution .
- Corridors: every two hours, using a nebulizer with virucidal solution .
- Elevators: disinfect keypads every hour.
- Door handles (only for public areas, not rooms), railings and the like: cleaning and disinfection every hour
- Common or public telephones: cleaning and disinfection every two hours .
- Gym : before opening and every time a guest leaves the gym
- Pool chairs: every two hours using a nebulizer with virucidal solution (if the bed is not occupied).
- Restrooms for guests and collaborators: every 2 hours, ensuring that they have enough soap and paper towels.
- Cards for towels: apply disinfectant solution each time they receive it from the guest and when they return it to the guest.
- Hospitality room: cleaning and disinfection using the nebulizer with virucidal solution every two hours.
- Restaurant: Cleaning and disinfection using the nebulizer with virucidal solution every two hours (if there are no diners).

Housekeeper

- In the rooms, all non-essential items such as coffee machines, magazines, brochures, laundry bags, a pen, a messenger and a room service menu or pizzas are removed; amenities are reduced to essentials.
- The staff will maintain the protocol to avoid cross contamination in the cleaning of rooms. This includes the use of three cloths of different colors, which are renewed for each room, which serve to clean the terrace, room and bathroom in a different way, in this order.
- The use of proven virucidal products is introduced and the mandatory use of PPE (Personal Protective Equipment) by all personnel is added, consisting of a plastic mask, disposable gloves and face masks. In addition, the daily reinforcement of disinfection of habitual handling elements such as television controls, air conditioning, telephone, handles, doors or curtains, etc .; while the nebulization of the virucidal product is added to all surfaces in exit rooms, which will maintain the safety time recommended by the product manufacturer between cleaning and assigning it to the new host.
- The change of all targets is guaranteed at each exit, including decorative clothing, footboard, duvet, footrest, mattress protectors etc.



- At each exit cleaning, the mattresses must be disinfected based on steam and / or virucidal
- Is nebulizaran with virucidal all rooms at each exit and close the door by placing a gummed paper seal or a lock room " sanitized "
- A "disinfection team" is also created in the hotel, which will be specialized in cleaning rooms occupied by confirmed or suspected cases of coronavirus. In the event that possible patients cannot be transferred to a hospital center, a specific area of the hotel is reserved with strict measures of allocation and occupation of the rooms, as well as cleaning.

Merchandise reception

- Washing and disinfection of hands to unpack or unpack merchandise.
- The supplies must be disinfected immediately in their outer packaging or in the case of fresh vegetables and fruits, wash and disinfect in accordance with NOM-251-SSA1-2009, this is done prior to storage.
- Avoid close contact and maintain a healthy distance (1.5 to 2.25 meters) with suppliers.
- Cover your mouth and nose with disposable tissues when you cough or sneeze, and wash your hands immediately. Avoid touching your eyes, nose and mouth.

Security

- Disinfecting gel will be applied to collaborators and visitors prior to entering the hotel, as well as being responsible for taking the temperature with an infrared thermometer, it must restrict access for people with a temperature above 37° C or with catarrhal symptoms (runny nose, nasal or conjunctival congestion, cough dry or productive, tearing) and ensure that they use mouth covers and request that they isolate themselves and contact the health authorities.
- It will ensure the correct use of disinfectant shoe mats at the access of collaborators and visitors.

You can also see our protocol video at:

<https://www.youtube.com/watch?v=8JLjfY4QWTM&feature=youtu.be>

Plan Jalisco para la
**Reactivación
Económica**

Catálogo de protocolos de seguridad sanitaria ante COVID-19

Sector turístico

Área Metropolitana de Puerto Vallarta y
Bahía de Banderas

