A NEW COEXISTENCE

Guidelines to live in community and cope with COVID-19
A new coexistence
Guidelines to live in community and cope with COVID-19

Convention centers, meetings and events
INDEX

1. INTRODUCTION 4

2. OPERATIONAL PREPARATION FOR RISK MANAGEMENT 5
   2.1. Managerial measures for risk management 5
   2.2. COVID-19 Contingency Plan 6
   2.3. Necessary material resources 6

3. PREVENTION MEASURES FOR ALL THE TOURISM SECTOR 7
   3.1. General measures 7
   3.2. Safety measures for the staff 9
   3.3. Informative measures 10

4. SPECIFIC PREVENTION MEASURES FOR HOTELS, MOTELS AND HOSTALS 11
   4.1 Kitchen (catering service) 11
   4.2. Coordination and logistics 14
   4.3 Musical groups, orchestras and DJ’s 15
   4.4. Venue 16
   4.5. Other 17

5. MAINTENANCE MEASURES 18

6. BIBLIOGRAPHY 19

7. ANNEX 21
INTRODUCTION

The Ministry of Tourism in collaboration with the Health Department of the Government of the State of Michoacán, has developed “Good Safety and Hygiene Practices Manuals” for the tourism sector of the State, as an effective response to the pandemic of the coronavirus SARS-CoV-2, with the aim of supporting companies in their efforts to identify and analyze possible risks and minimize transmission.

The Good Safety and Hygiene Practice Manuals compile a series of health safety and risk prevention measures adapted to the reality of each subsector of tourism activity, which serves as a reference for the decision-making for the tourism service supplier.

All business reactivation will be carried out in accordance with the current regulations issued by the federal, state and municipal authorities.
2.1. Management measures for risk management

Risk management is the process of identifying, analyzing, and evaluating potential threats so that the company generates and executes actions to minimize them.

For this process, it is recommended to use the "COVID-19 Return to Work Checklist" published by the Federal Government of México, a document that establishes the diagnosis of the conditions, equipment, resources and necessary materials to be considered to ensure the safe return of workers to their activities.

The "COVID-19 Return to Work Checklist" can be find in this link: https://www.gob.mx/stps/prensa/guia-de-ac-cion-para-los-cen-tros-de-trabajo-ante-el-covid-19-238630,
2.2. COVID-19 Contingency Plan

The Contingency Plan is an action model of the companies with the objective to anticipate any risk situation, implementing the necessary measures to ensure the continuity of activities.

This Plan must include at least:

- Preventive measures to be implemented, contained in this Good Practices document.
- Response protocols before a possible customer or staff with COVID-19, in accordance with Annex 1.
- The appointment, by the company, of a person responsible for the monitoring and supervision of recommendations and guidelines issued by health authorities in relation to special measures for COVID-19.

2.3. Necessary material resources

It is important that the company has the necessary material resources to minimize contagion among the staff, such as face masks, face shields, gloves, 70% alcohol-based hand disinfection solutions, cleaning and floor disinfection materials, surfaces and food, water, hand soap, etc.

A hypochlorite solution, described in Annex 2, or any other certified solution, or any other certified solution may be used for cleaning and disinfection of areas, surfaces and contact and commonly used objects or any other certified to remove SARS-COV-2.
PREVENTION MEASURES FOR ALL ESTABLISHMENTS IN THE TOURISM SECTOR

3.1. General measures

Any company in the tourism sector is recommended to implement the following measures:

A. Safe distance

- Adapt the physical distribution of all the elements of the establishment, respecting the 1.5 meters of safe distance between each person.

- Control the maximum capacity of each area of the establishment.

- Organize the circulation of the staff and customers avoiding crowds.

- Implement physical distancing in staff meetings.

- Avoid physical contact while greeting.
B. Health supervision filter

- Install a temperature control, for the staff at the beginning and end of each shift. Preferably, a non-contact body thermometer can be infrared, digital or plastic strips.

- Do not allow employees with light fever (37.3 degrees or more) to work and direct them toward appropriate medical care.

- Take the customers’ temperature if possible.

C. Hygiene measures

- Supervise the correct hand washing of the staff, suppliers and customers with soap and water, as indicated in Annex 3, or failing that, the use of a disinfectant solution.

- Seek the use of face mask/face shields and proper hand wash hygiene.

- Enable a specific trash can to dispose the personal protective equipment (face masks, gloves, etc.) once they have been used.

- Place step-on trash cans in all areas of the facility, touch less pedal mechanism, with lids and plastic bags.

- Avoid touching your nose, mouth and eyes with your hands.

- Sneeze with your inner elbow and thoroughly wash your hands after sneezing, blowing your nose, coughing or touching potentially contaminated surfaces; if this is not possible, disinfectant gel should be used.

- Create a daily record of the cleanings performed in each area.
D. Disinfection measures

- Place disinfectant carpets at the entrance of the facilities.
- Disinfect surfaces at least daily before starting and at the end of activities.
- Increase the frequency of cleaning and disinfection of the areas with the highest flow of people.
- Continuously disinfect all easy-to-reach elements (e.g. handles, doors, chairs, tables, etc.).
- Ventilate all areas of the facility at least once a day, naturally or mechanically.

3.2. Safety measures for the staff

It is recommended that the following measures be taken to minimize the staff's risk of contagion:

- Plan work shifts by trying to get the same people working together in the different shifts.
- Identify tasks that can be performed from home and enable procedures to be performed from there.
- Assess the presence in the facility of vulnerable workers against COVID-19, as described in Annex 4, and determine the safety measures for them.
- Implement a means of time control that avoids physical contact with the worker or, failing that, have a solution to disinfect.
- Force the use of face masks, at a minimum, and other personal protective equipment depending on the task to be developed, determining the time of use according to its characteristics.
- Disinfect frequently, work station items and objects for personal use (glasses, cell phones, etc.).

- Disinfect electronic equipment with specific products or special disinfectant wipes for this purpose.

- Avoid sharing work tools or devices among the staff.

- Monitor that the staff of possible subcontracted services have the necessary personal protective equipment and hygiene care.

In case of a uniform for the staff, it is recommended to:

- Place the uniform in a closed bag at the end of the working day and wash it preferably at a temperature above 60°C.

- Wear the uniform only during the working day and always wear it clean.

### 3.3. Informative measures

The company must communicate the Contingency Plan to the staff with the preventive measures that are implemented.

For the correct communication of such preventive measures, it is recommended to place:

- Conduct an informative session with the staff.

- Posters with the security measures to be followed by customers preferably in Spanish and English language.

- Posters in the working areas for the staff with the rules to be followed.

- Physical indicators to respect the safety distance (e.g. floor signs).

- Contact details of health centers, hospitals, firefighters and police in the area, in places easily accessible to an emergency.
A new coexistence
Guidelines to live in community and cope with COVID-19

Information about the preventive measures implemented on the website and social media of the business. It is important that you inform your suppliers and customers the preventive measures that directly affect them and that they must apply (e.g. use of face masks, hand washing, safety distance, etc.). Preferably, the customer will be informed before the confirmation of his/her reservation for his/her consent.

Staff should be trained and prepared to answer questions, solve challenges that may arise, and share protocols before and during his/her stay.

Seek to have a third-party supplier that offers insurance that covers COVID-19 disease, to be offered to the customers.

4
SPECIFIC PREVENTION MEASURES FOR THE MEETINGS INDUSTRY, WEDDINGS MARKET AND EVENTS

4.1. Kitchen for catering service.

In the area of food and beverages handling, an official guideline must always be taken into account, Official Mexican Standard NOM-251-SSA1-2009, Hygiene Practices for food, beverages or dietary supplements processing, in the link https://www.dof.gob.mx/normasOficiales/3980/salud/salud.htm.
Sanitize all the area before and after the service.

Establish working guidelines with the staff for a proper space distribution that allows to keep the personal safety measures.

Guarantee a sanitizing process for the tableware, glassware, etc., in dishwasher.

Clean and sanitize all the kitchenware used (clamps, scoops, etc.) Avoid using cloths and use preferably disposable towels.

Indicate traffic flows, with the help of floor signs, showing the working places for each staff.

Guarantee in the kitchen area or near to it, a facility to wash hands, either fixed of portable, so that the kitchen staff can continuously wash and sanitize their hands.

Each working table must have sanitizing gel so that the staff can continuously use it.

It is additionally recommended to implement the following measures:

**Food service**

Avoid buffet service to prevent guests’ crowds and food handling by different people.

Ensure the buffet service is served by staff and follow proper hygiene in case this service is used.

Avoid candy, dessert, cheese, stations, etc., unless products are individually packaged and properly protected; and belt posts are used, or a staff serves.

Provide the napkin and silverware packaged and sealed individually.

Serve bread individually packaged.
Diner area:

- Guarantee safety distance between the waiter and the staff.
- Avoid the use of menus unless they are individual and disposable (single-use)

Bar area:

- Respect safety distance among the staff and customers.
- Properly protect any products exposed in the bar, avoiding staff’s manipulation of them.
- Avoid using the bar as a waiting area for the staff.
- Permanently have the amount of glassware required to avoid the re-use of glasses and change the glass with each drink the diner asks for.
- Protect garnishes of drinks and only the authorized staff must handle them with clamps.

Tables area:

- Avoid all elements and equipment of common use, or decorative (for example, vinegar, salt shakers, sugar bowls, etc.) and include packages with individual servings.
- Avoid setting tables with the tableware until diners are seated.
- Avoid the use of table linen in tables, the use of tables with hard surface, such as wood or crystal is suggested, so they can be sanitized before, during and after it is used.
- Clean table, bar and chair surfaces, which were in contact with staff, before and after each event.
- Avoid, as far as possible, diners do not exchange tables.
4.2. Coordination and Logistics

Set-up

- Implement a staggered access program for mounting suppliers to guarantee that staff flow does not affect safety distance measures.
- Require to each supplier a safety and hygiene protocol before they provide the service.
- Sanitize all materials and setting equipment afoot the truck before entering the venue and when finishing the set-up.
- Each participating company must keep a record book of entries and exits of the staff that works in the set-up or event to give proper follow-up in case of a contagion.

Dance floor

- Avoid dance floors unless competent sanitary authorities allow them.
- Limit the use of smoke machines.
- Limit the use of closed photo booths, as well as the shared use of accessories to be photographed.

Guests arrival

- Keep the main door of the venue open unless it is automatic or manually opened by a staff.
- Have a sanitizing solution in the area so that the staff and customers can use it.
- Avoid valet parking service.
- Eliminate the waiting area or lobbies.
Keep a digital participants’ record, as well as place allocations.

Avoid host to receive guests in order not to motivate hugs, handshakes, nor crowds.

**Capacity**

- Control the number of people in events, according to what the competent sanitary authority establishes, always respecting minimum safety distances.

- Coordinate entries and exits of participants to avoid waiting lines or crowds.

- Establish hallways of at least 2 meters wide to facilitate the entry and mobility of participants, as well as from service staff. Facilitate traffic flows avoiding interpersonal contact.

- Avoid jamming diners’ tables and prioritize table allocation according to family or working groups.

- In tables with capacity for 12 people (1.80 m or more of diameter) place only groups of maximum 8 people. In tables 2.40 m long allocate 8 people, always taking care of the distance among tables. There must be at least 2 m from seat back to seat back.

### 4.3. Musical groups, orchestras and DJ´s

- Clean and sanitize all musical instruments and equipment before entering the venue and when finishing the event.

- Keep established safety distance.

- Use personal protection equipment, such as face masks or face shields.
4.4. Venue

Regulations of each venue

- Develop an internal regulation for service suppliers including the necessary guidelines so that all service suppliers thoroughly comply with it. In case they do not comply with it, they will not be allowed to access the venue.

- Develop an agreement for the staff with all restrictions and limitations according to the competent authorities’ guidelines, for staff’s information and acceptance.

Sanitizing measures
(Applicable from set-up, during and after the event)

- Place sanitizing footbath mats at the entrance of the venue.

- Ensure proper and regular cleaning of floors.

- Sanitize surfaces before and after activities.

- Increase frequency of cleaning and sanitization of areas with more traffic flow.

- Continuously sanitize all elements of easy reach (such as, handles, doors, chairs, tables, etc.).

- Ventilate at least once a day, naturally or mechanically, all areas of the venue.

- Isolate all cleaning equipment in a determined area to avoid cross-contamination.

- Consider an internal and external cleaning and sanitization plan for any transportation vehicle of the company (cars, vans, motorcycles, etc.).
Service areas and toilets

- Increase cleaning and sanitization of areas with permanent staff in toilets and customer services.
- Place a sanitizing solution at hand.
- Place touchless pedal trash cans equipped with plastic bags where possible.
- Make garbage collection ensuring bags are completely closed and immediately transferred to the waste disposal area.
- Avoid cloth towels in common toilets, substitute them with disposable paper towels or hand dryers.
- Ensure constant replacement of toilet consumables (soap, paper towels, etc.).
- Avoid bars of soap, substitute them by liquid soap.
- Limit the use of shared amenities, such as hairbrushes, cloth towels, etc.
- Facilitate access to running water and sanitary services for service suppliers involved in the event, if possible different from those to be used by guests.

4.5 Other

- Assess the use of digital technologies to integrate a virtual experience as part of the event, when possible.
- Encourage the use of digital invitations for meetings and events, avoiding paper invitations.
- Ensure having an external supplier who offers an insurance covering COVID-19 disease, to offer to customers.
- Establish a medical service unit that guarantees that the company can handle COVID-19 cases or the protocols to ensure fast track contact with local medical centres.
5 MAINTENANCE MEASURES

Venue

- Check the air-conditioning system periodically, including filters and grids cleaning.

- Avoid shaking textiles when removing them, and place them immediately in a bag, closing it to transfer it to the laundry area (table linen).

- Determine the type of cleaning and laundry frequency of table linen, chair upholstery, etc., ensuring it is done at a temperature that exceeds 60°C. Sanitize cleaning trolleys after they are used.

- Ventilate the venue after each event once it has been cleaned and sanitized.
6

BIBLIOGRAPHY


3. Ministry of Health of the Mexican Government (2020). AGREEMENT establishing a strategy for reopening social, educational and economic activities, as well as a traffic light system by regions to assess weekly the epidemiological risk related to the reopening of activities in each federal entity, as well as establishing extraordinary actions.


ANNEX
ANNEX

ANNEX 1. SODIUM HYPOCHLORITE SOLUTION

Sodium hypochlorite solution is an effective disinfectant and should be applied to floors and surfaces after cleaning with soap. Water and cleaning tools are required. It is recommended to prepare the disinfecting solution under the following instructions:

For one liter of disinfecting solution it is necessary:

- Fill a bottle with a liter of clean water.
- Add a tablespoon of commercial bleach.
- Close the bottle and shake.
- Label the bottle indicating that it contains chlorinated water.
- Let it stand 30 minutes before using it.
- Store the container in a dark place and out of the reach of children.
- This solution can be used for a month to clean surfaces.

ANNEX 2. VULNERABLE POPULATION

- Pregnant women.
- Adults over 65 years old.
- People with diabetes, obesity, hypertension, or chronic obstructive pulmonary disease.
- People with HIV.
- People with cancer.
ANNEX 3. HAND WASHING METHOD

1. Put your hands in the pouring water from the faucet.

2. Place a sufficient amount of soap in the palm of your hand to cover the entire surface of the hands.

3. Rub your palms together.

4. Rub the palm of the right hand against the back of the left hand, interlocking the fingers and vice versa.

5. Rub your palms together, fingers intertwined;

6. Rub the back of the fingers of one hand with the palm of the opposite hand, grasping the fingers;

7. Rub the left thumb in a rotational motion, catching it with the palm of the right hand and vice versa.

8. Rub the tips of the fingers of the right hand against the palm of the left hand, making a rotational movement and vice versa.

9. Rinse your hands with water.

10. Dry your hands with a disposable towel.

11. With the disposable towel, lean on to close the faucet.

*Information from the World Health Organization
ANNEX. 4 RESPONSE PROTOCOL TO A POSSIBLE CASE OF COVID-19

For good risk management, a written document that reflects the preventive measures is essential. In this plan, you should consider:

In case of detecting someone with the following symptoms:

a) Two of the following symptoms:
   - Cough
   - Fever
   - Headache

b) Accompanied by at least one of the following symptoms:
   - Sore or burning throat
   - Muscle ache
   - Joint pain
   - Runny nose
   - Red eyes
   - Chest pain
   - Difficulty breathing (severe cases)

The responsible personnel designated by the company must be notified to follow up on possible cases of contagion.

- The person with possible contagion should be isolated from the rest of the people.
- Responsible personnel should call 01 800 123 2890 to communicate the possible contagion.
- The area where the person with possible contagion was should be disinfected, according to the guidelines established in this guide.
- The personnel who had contact with the person with possible contagion must stay at home, until the contagion is confirmed, if positive, they must do so for 15 days.
A NEW COEXISTENCE
Guidelines to live in community and cope with COVID-19