



GOVERNMENT OF PUERTO RICO

Puerto Rico Tourism Company

Puerto Rico Tourism Company Health and Safety Destination-Wide Program

Puerto Rico is committed to become the new gold standard in destination health and safety. Recognizing the new norm in safe distancing, cleaning, disinfection and hygiene, and the competitive advantage that this represents as a travel destination, the Puerto Rico Tourism Company designed a program to secure the highest measures for safety across all the different sectors of the industry.

The health, safety and well-being of our workforce, visitors and those we serve is the top priority. Recommended safe distancing measures will be a common practice for months to come. In addition to social distancing, more needs to be done to reduce the risk of transmission of COVID-19.

In order to promote these goals, and in accordance with recommendations guidelines established by the [Center for Disease Control](#) (CDC), [World Health Organization](#), the [OSHA 3990](#) report, and the [Puerto Rico Department of Health](#) to prevent the spread of COVID-19, a two layered system was designed for the Island's tourism industry:

- A. A Tourism Health and Safety Operational Guide – A practical guide with mandatory measures that must be implemented by all tourism businesses to safeguard the health of employees, visitors and patrons.
- B. The Health and Safety Seal – An opt-in certification for all Puerto Rico Tourism Company endorsed businesses that successfully meet or exceed the set mandatory standards.

The new measures and the certification program are vital for the reopening of the travel and tourism sector in Puerto Rico. And the collective engagement on its implementation, from the businesses and customers, will be key to adopt proper personal habits and social responsibility.



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Applicability

Starting on May 4th, 2020 and for the upcoming 18-months or until legal authorities declare the COVID-19 pandemic is over (which ever occurs first), all existing and new businesses in the Tourism and Hospitality Sector must comply with these Health and Safety measures. These guidelines will be updated as scientific research advances and new measures are published.

The applicable businesses in the travel and tourism sector that must follow through the implementation of these guidelines are: Bed and Breakfasts (B&B), Alternative Lodgings, Short-Term Rentals, Hostels, Glamping Facilities, Guest Houses, Tourism Villas, Condo-Hotels, Hotels, *Paradores* and *Posadas* of Puerto Rico, Casinos, Tourism Industry Operators, Certified Tour Guides, Travel Agencies, Travel Excursion Wholesalers, as well as restaurants, bars and nightclubs within lodging properties.

All of the businesses listed above must comply with the General Guidelines applicable to all Travel and Tourism Industry Businesses before restarting their operations. Compliance to additional sector-specific measures will be required from lodging, restaurant, bar, tourism transportation, tour operators, travel agencies, tour guides and attractions.



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General Guidelines Applicable for all Travel and Tourism Businesses

1. **Acknowledgement and Self-Certification Form.** All travel and tourism businesses must acknowledge and certify that the business will maintain a clean and hygienic environment for the health and safety of employees and customers. Owners, general managers or directors of operations must sign the electronic acknowledgement and self-certification form [HERE](#) prior to re-opening their businesses or by June 1, 2020. Any business that does not comply with this requirement may be subject to penalties and sanctions.

It is important that all businesses to make sure all employees are properly trained regarding the new enhanced hygiene practices and to keep a record of said trainings. The record must include date, topics, discussed and signed attendance sheet of every session and be available upon request.

2. **Hand Sanitizing Stations.** All businesses must have hand sanitizer dispensers readily available for all customers. These must be strategically situated in common public areas including the entrance to the business, front desk, concierge stands, lobbies, elevator lobbies, and outside each bathroom location throughout the facilities. The stations must be visible for all, and the use of it must be complimentary.
 - Must use alcohol-based (at least 60% alcohol) hand sanitizing solutions.
 - There must be 1 unit every 3 attendants in every customer facing counters including reception desks, concierge desks, service desk, front desk, concierge desk, food counters and bars.
 - When possible, it is recommended to provide contactless stations.
3. **Hand Washing.** All employees must be instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.
4. **Health and Safety Signage.** All businesses must install and clearly display health and hygiene reminder posters throughout the business. Signs must be displayed and fully visible in the entrance area, service desk, bathroom areas and elevators. The messaging should emphasize the proper way for hand washing, requirement to wear face masks and the cautionary measures to avoid spread of germs and viruses.
5. **New Enhanced Cleaning and Disinfecting Protocols.** All businesses must follow the mandatory sanitation process listed below.
 - A. **Cleaning Products.** Use Environmental Protection Agency (EPA)-approved disinfectants with claims to be effective against viruses, bacteria and other airborne and bloodborne pathogens. The list of approved products can be found [HERE](#). Following the established



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guideline, cleaning and sanitizing products must be easily differentiated by color or visible labels.

- An appropriate inventory of all cleaning and sanitizing products must be kept in stock. Make sure to arrange an appropriate delivery schedule with suppliers to avoid any supply interruption.

B. Front Desk and Customer Service Areas. Clean and properly disinfect surfaces regularly and increase the frequency for its sanitation. The general minimum frequency is every 60 minutes during operating hours and before and after every employee shift change (unless specified in the sections below).

- Touchscreen computers must be disinfected after each use.

C. Bathroom Care:

- All facilities must be supplied with hand soap and single-use paper napkins or towels to dry hands. Do not use air dryers.
- Dispensers for soap, paper towels and toilet paper should also be fully stocked.
- Thoroughly clean and disinfect door handles, sink faucets and toilet handles, towel dispenser handle, soap dispenser push plates, baby changing station and trash receptacle touch points regularly.
- Employees should monitor restrooms frequently to ensure they do not require attention.
- Ensure that the health and safety poster promoting handwashing and disinfection is clearly visible.

D. Floor Care: All indoor areas such as entrance lobbies, corridors and staircases, escalators, elevators, security guard booths, meeting rooms, food service areas, cafeteria should be mopped with a proper disinfectant as listed above.

E. Elevators: All buttons, floor, handrails & other areas of the elevators that can be touched must be sanitized regularly, at a recommended frequency of least once every 60 minutes.

- Facilities that do not have an elevator must establish a strict cleaning and disinfecting protocol for stairs and handrails.

F. Waste: Waste must be handled with gloves/tongs, bagged properly, and bins must be emptied regularly.

- In the case of disposing Personal Protective Equipment (PPE), follow the safety disposal protocol established by the [CDC](#) and the [WHO](#).

G. Air Conditioner Maintenance: An enhanced the air conditioning maintenance schedule must be put into operation. Although COVID-19 is not transmitted by air, on-going



monitoring of filters and their proper replacement should be scheduled to secure correct indoor air quality.

6. **Safe Physical Distancing and Protective Equipment.** Employees and customers must follow the safe distancing protocols and the guidelines for the use of Personal Protective Equipment (PPE).

Safe and Physical Distancing

- A. Ensure that safe and social distance is maintained in all public areas. The minimum distance required is 6 feet (all around).
- B. Areas where lines are formed must be clearly marked with floor decals or markers clearly indicating the appropriate physical distancing space. This includes and is not limited to entrance areas, reception, elevator lobbies, restaurant, valet parking station, vending machines and parking payment machines to list a few.

Personal Protective Equipment (PPE)

- A. Employees and customers must always wear a mask. This is required while in public areas.
 - Face masks while worn should protect the mouth and nose area.
 - Both, single-use masks or cloth masks, are acceptable.
- B. Employees are required to wear protective gloves while working. This is applicable to any associate handling items for patrons such as handing of plates, cutlery, food, drinks, papers, pens. Luggage and door attendants are also required to wear gloves. Gloves must be changed regularly and used gloves must be discarded appropriately.
- C. Employers are responsible for providing the appropriate protective equipment for their workforce.
- D. The use of physical barriers such as glass or acrylic “sneeze guards” is highly recommended for counter areas such as front desks or service stands. However, the implementation of these is not mandatory.

7. Staff Management Protocols:

- A. All businesses must implement the new **wellness check point** to make sure workers are healthy and feel well when starting their shift. Before an employee clocks in to start their shift, the following steps must be taken:
 - Temperature check with a no-contact infrared thermometer
 - Check all employees for any respiratory symptoms such as cough, runny nose or shortness of breath of employees.
 - The following questions must be asked and answered appropriately in order to allow them to work:
 - Are you showing symptoms associated with COVID-19?
 - Have you been diagnosed with COVID-19?
 - Have you had close contact in the past 14 days with someone who has been diagnosed with COVID-19?



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- Have you been told by a health care provider or public health official they should self-quarantine due to potential COVID-19 exposure, or are they suspected of having COVID-19?
 - Employees with a temperature below 100.3° F (per the [CDC](#) guidelines) and answered “no” to all questions, will be allowed to start their shift.
 - Employees with a temperature 100.4° F or above (per the [CDC](#) guidelines) or answered “yes” to any of the above questions, must be sent home by their manager and cannot return to work until they have received authorization from a medical professional.
 - If an employee refuses to have his/her temperature checked or to answer any of the check point questions, he/she must be sent home and will not be able to enter work or serve customers.
8. **Health and Safety Officer:** Businesses with a payroll of 5 employees or over, must appoint Health and Safety Officer. A second employee must be designated to take over the duties in case the primary Health and Safety Officer is on time off. This role does not have to be a new hire. It can be a responsibility given to an existing role or employee.
- A. The Health and Safety Officer will be responsible to:
- Ensure the practice of the established guidelines and lead the implementation processes. He or she must take appropriate corrective and preventive actions when needed and strive to constantly improve the effectiveness of the safety and health measures.
 - Conduct a detailed training workshop for all employees to review established guidelines and secure commitment to its implementation.
 - Reinforce personal hygiene (hand hygiene and cough and sneezing etiquette) throughout your operation.
 - Instruct about occupational health.
 - Clearly communicate each employee’s role, responsibilities and how they can contribute to the effectiveness of the implementation of these measures.
 - Inform staff of the implications and potential consequences of not following the guidelines.
 - Make sure that each employee has the appropriate protective equipment supplied by the employer, and that it is used as indicated.
 - Provide hygiene materials such as tissues and hand sanitizer stations for the back of the house.
 - Discourage workers from using phones or personal screens during shifts unless it is an urgent matter.
 - Identify a protocol to protect those that are at high risk or vulnerable. Prompt identification and isolation of potentially infectious individuals is a critical step protecting workers, customers, visitors, and others at a worksite ([OSHA](#)).
 - Ensure that everyone in the staff is aware of the signs and symptoms of COVID-19, and what to do if a staff member or customer become symptomatic.



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- Have proper disposable PPE equipment in stock in case a potential suspected case is identified.
 - Establish an emergency communications plans, including a forum for answering workers' concerns ([OSHA](#)).
 - Know where to find local information on COVID-19 and local trends of COVID-19 cases.
 - Make sure the health and safety signage promoting hygiene and hand washing are displayed in the employee break areas.
9. **Emergency Plans and Protocols.** Businesses are required to review, update, and develop emergency plans for their organization, with special consideration on handling situations with increased risk of severe illness.
- A. Businesses are required to review the receiving protocols and secure proper hygiene when supplies are being delivered. Vendors must be advised on how you each business will accept goods and what type of protective gear the delivery staff needs to be wearing when making a delivery.
 - B. Owner, Managers and Health and Safety Officers should encourage staff members to stay home and notify administrators when feeling ill. Upon returning to work, is important to closely monitor employee's health.
 - C. In the case of having confirmed COVID-19 customers or employees, the owner or Health and Safety Officer should immediately call the Department of Health's Office of Epidemiology at (787) 692-6303.
10. **Payment processing.** The use contactless payment methods are highly encouraged. It is recommended to avoid using devices where customers need to touch a screen, button or hand over a credit card.
- A. In case a business cannot use contactless payment processing system, must provide customer a tissue or swab to avoid direct contact with the unit. The attending employee must disinfect the unit after each use, even when customer uses a swab.
 - B. When handling a credit card, sanitizing swabs are encouraged to be provided and used to disinfect the card.
11. A copy of this guide must be printed and be readily available for customers and employees to use as reference.



Additional Measures Applicable to Lodging

Additional measures applicable to Bed and Breakfasts (B&B), Hostels, Glamping Facilities, Guest Houses, Tourism Villas, Condo-Hotels, Hotels, Alternative Lodgings, and *Paradores* and *Posadas* of Puerto Rico.

1. Guest Experience

- A. Mandatory wellness check point for all guests and customers. Temperature must be checked to all guests and customers upon entry to the lodging property using a no-contact infrared thermometer.
- Arriving and In-house guests running a temperature of more than 100.4° F (per the [CDC](#) guidelines) should be offered assistance. It is recommended to take the guest(s) displaying elevated temperature to a private and isolated area for a secondary temperature check and additional screening of symptoms. After conducting the secondary screening and confirming that is a suspected case, the lodging staff should direct guest to the closest hospital or medical facility for examination and to be cleared from illness.
 - If guest refuses to seek medical care, they will be denied entry to the property and must receive a copy of the property's policy and Guest Safety Guide (See point #6 below).
 - Regular customers (not guests) running a temperature of more than 100.4° F (per the [CDC](#) guidelines) will not be allowed entry. In a polite and discreet manner, customers displaying elevated temperatures must be encouraged to receive medical attention.
- B. **Travel Declaration and Contact Tracing.** Each guest must declare if experiencing 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. Guests must state if they are required to complete a self-quarantine or isolation during their stay based on medical recommendations, state, or federal imposed guidelines. The form can be found [HERE](#).

The management of each lodging property is responsible for safeguarding these forms and organizing the sheets in chronological order. Only the Department of Health and its authorized and duly identified personnel should have access to these sheets and information on them.

- C. **Luggage.** All guest luggage must be disinfected upon entry. Ready to use disinfecting wipes must be readily available for guests or employees for the luggage disinfection upon entry.
- D. **Personal Protection Equipment (PPE).** Guests must always wear masks in public areas. If guest does not have a mask, lodging property staff is responsible to provide guests with



one. A mask can be offered either on a complimentary basis and or sold at cost. Profit for the sale of personal protective equipment (PPE) for guests is not acceptable.

- E. **Footwear.** Guests must always wear some type of footwear when using facilities located within the public areas. No barefoot guests are allowed within the public areas of the property.
- F. **Customer Service Areas.**
- Front desk, luggage service and concierge stations must have a hand sanitizing station in the countertop or area.
 - Safe social distancing must also be observed by following the appropriate floor safe distancing marks as indicated in the general measures of this guide.
 - Counter surface must be wiped and disinfected after every customer session.
 - Keeping disposable wipes available for guests to use for sanitizing their phone or credit cards is encouraged.
- G. **Guest safety guide.** At the time of check-in, guests must receive a booklet, flyer or brochure detailing the safety and hygiene measures taken at the property. This information collateral can be a brochure, flyer, pamphlet, or electronic file. The information shared with guests must include:
- The steps being taken by the property to safeguard everyone's health and safety.
 - What is expected from guests for their own safety and the requirements per the local authorities.
 - The protocol for handling a suspected COVID-19 case.
 - The new operational norms for restaurants, room service, housekeeping, laundry procedures and for the use of common areas.
- H. **Room Amenities**
- Mini-bar service and in-room sale of items until further notice. The refrigerator does not have to be removed from the room, but it must be properly cleaned and disinfected.
 - If complimentary water bottles are offered, they must not be placed in the guestrooms. Guests must request them to the staff.
 - Guest must be advised that usual bathroom amenities will be available only by request.
 - Discontinue the delivery of newspapers. It is encouraged to have e-papers made available through email, SMS or an app.

3. Common and/or Public Areas

- Management must rearrange the floor plan to secure a minimum of 6 feet between seating areas and tables and avoid congregation of patrons.
- Self-service water, coffee or snacks stations are prohibited.



4. Guest Elevators

- Establish safe social distancing in the elevators. Only one guest or same-room at the same time. party at the time are allowed to use the cab per trip.
- Ensure that the safety instructions and elevators rules are clearly visible in the elevator lobby and inside each elevator unit. It is encouraged to apologize for the delay and inconvenience caused to the guests due to the new safety norms.
- Signs must be placed next to the hand sanitizing station located at the elevator lobbies.
- Ready to use disinfecting wipes should be provided in elevator lobbies and their use should be encourage when pressing elevator buttons.

5. Room Service Elevators

- Property should secure contactless delivery of ordered items
- Room service staff is not allowed to enter the room.
*For other food management measures, see Bar and Restaurant section.

6. Pool, Jacuzzis, Hot Tubs and Beach Area

- Chairs and tables must be reconfigured to guarantee the minimum 6-feet safe distance requirement between individual gusts or parties.
- Each chair and table must be disinfected before and after each use. Staff must be trained to secure this practice.
- Self-service towels management is not allowed. Towels must be handed by an employee wearing the appropriate protective gear. Guests cannot get their own towel or touch other towels.
- The recommended protocol for properties without pool and beach attendants is to leave the towels inside the guestrooms as part of the housekeeping service.
- Social distancing must be safeguarded by all guests while inside the pool, jacuzzi, hot tubs or beach.
- Provide ready to use disinfectant wipes stations in strategic locations around the pool lounge and beach chairs area to facilitate the disinfection of surfaces.

7. Spa, Gym and Fitness Centers

- **Spas** can operate Monday to Saturday from 9:00 AM to 5:00 PM. Individual services, one (1) client at a time and by appointment only services are allowed. All group service areas must remain closed and the crowding of people in common or waiting areas should be avoided.
 - In the case of therapists, they must use masks, face shields and gloves at all times when attending clients.
- **Gyms and Fitness Centers** must remain closed until further notice. A sign must be posted informing guests.

8. Business Centers

- Facilities must secure the safe spacing minimum of 6 feet between work desks.



- Number of guests must be limited to the maximum allowed as per social distancing criteria.
- Each workstation and its equipment (keyboards, mouse, monitor) must be disinfected once a guest has finished his/her work.

9. Back of the House and Operational Areas

A. Front Office

- Prior to their arrival all guests must be informed about current measures being enforced by the local Health and Safety authorities as well as the specific actions taken by the property to secure everyone's wellbeing. It is highly recommended to use e-mail to achieve this goal.
- If Guest is traveling from any of the countries or regions included on the restricted list of the either [CDC](#) or the [U.S. Department of State](#), make sure you obtain detailed information about the Guest upfront before arrival or at time of making the reservation.
- Separate check-in and check-out areas should be designated in case the front desk area is expected to get over-crowded.
- Whenever possible, use online features to complete pre-arrival registration, check out, billing matters and payment processing to reduce contact and time at the front desk.
- Lodgings should advise guests to inform about their check-out plans so that bills can be ready at the expected check out time.
- Incremental costs associated with the implementation of the health and safety standards cannot be included or attributed as part of the resort fees. These new measures are not an amenity. It is a new operational standard.

B. Housekeeping

- All housekeeping staff must wear a facemask, single-use gloves and closed shoes while working in guestrooms.
- Staff must follow the [CDC high level infection control procedures to collect, wash and dispose laundry](#).
- Staff must clean and disinfect all room's hard surfaces including door handles, desk, table, chairs and lamps, dresser drawer handle, light switches and thermostats, drapery pull handles, fridges, menu and room collaterals (folders, brochures), telephone and keypad, remote control, alarm clock, television, peephole, Trash bin, Iron handle, hangers, and luggage rack, faucet and toilet handles.
- In order to minimize entrance into guestrooms and possible contact with guests, bed linens must be changed only by request. All beds must be stripped after each guest stay, even if a bed is not used.
- Bathroom towels and toiletries must be replaced after each customer's stay. Unused towels and toiletries cannot be reused.
- Turn down services must be discontinued in order to minimize entrance into guestrooms and possible contact with guests.



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- A Cleaning and Disinfection Certification Card must be placed on the bed top after finishing the cleaning service, and before leaving the room.
 - The card must state that the room was properly cleaned and sanitized.
 - Must be signed with the date and time of the service.
- Ice machines buttons and surfaces on them must be regularly and thoroughly disinfected.
- An enhanced room cleaning and disinfection protocols must be designed and implemented for situations in which there are confirmed or suspected guests with COVID-19.
 - This protocol must be activated for confirmed guests staying or that have stayed in the property within 72 hours of becoming aware.

C. Service Elevators

- Minimum safe distance must be maintained and the number of employees using the elevator at one time must adjusted as appropriate. Elevator floor must have safe distancing markings with directions, so that employees do not face each other and maintain distancing.
- Safety instructions must be placed and be easily visible inside the elevators.
- Elevator floor and buttons must be sanitized regularly.
- In case a suspected case is reported, there must be a designated elevator to manage these.
- Install hand sanitizer dispensers inside the elevators.

D. General Management

- The Health and Safety Officer, alongside management, must establish and constantly review the process to report any issues that may arise in the hotel, including handling a suspected case or possible issues with compliance of the new standards.
- All vendors and service providers should be advised on how the property will accept goods, and the use of proper protective gear when servicing the business.
- Uniforms should be exchanged daily and must be washed and sanitized properly.
- Larger properties (50+ rooms) should plan to stagger shifts and breaks in order to avoid overcrowding during the Wellness Check Point for employees, the cafeteria, lockers and rest areas.



Additional Measures Applicable to Restaurants and Bars located In lodging facilities

Dining Room and Guest Experience

1. Guests must be encouraged to wash or sanitize their hands before seating.
2. **Safe and Social Distancing.** The dining room floor plan must be rearranged to guarantee least the 6-foot minimum safe distance between guests.
 - As of May 26, 2020, table seating is allowed so long as the seating capacity remains at or below 25% of the total facility's capacity as per the PR Building Code 2018.
 - When appropriate and practical, especially in booth seating setups, physical barriers such as acrylic shields are acceptable.
 - Related diners (i.e. family members, couples) can be seated together at one table. No maximum per table is established at the time of publishing of this guide (May 2020). It will be revised as the CDC and the Puerto Rico Department of Health establish the proper guideline for maximum per table.
 - Waiting area and host stand should incorporate the 6 feet social distancing minimum standard. Decals on the floor should be placed to mark where consumers should stand while waiting for service.
 - Use of communal tables are restricted unless proper 6ft safe distancing is applied between guests.
3. **Protective Equipment.** Waitstaff, runners, host, bartenders and customer facing cashiers should wear protective face masks during shifts. Gloves are required to those employees serving or handing items to customers.
4. **Cleaning and Disinfecting.** All table and surfaces must be thoroughly sanitized after each service. This includes dining tables, bar surface top, chairs and stools.
 - Please refer to the mandatory general guidelines on this document.
5. **Menus, Cocktail Lists and Wine Lists.** The use of reusable menus is prohibited. Restaurants should provide single-use paper menus or menu boards far from customers reach. All menus must be discarded after each customer use.
6. **Table setting.** All table presets must be eliminated. Cutlery, glasses, napkins and any table setting such as candles and flowers must be brought to the table by the wait staff after customer is seated.
7. **Condiments.** Condiments are not allowed on the table. Must be brought upon request and must be sanitized after each use. These includes salt and pepper shakers, spices, ketchup, mayonnaise, mustard, hot sauces, sugar jars and packets and others.



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8. **Buffet style serving**, salad bars and self-serving service food options are not allowed. Only 'a la carte' serving is permitted.
 - The only exception to this rule is when both of the following criteria are met:
 - A worker serves the food directly to the customers unused plate, and an appropriate barrier such as an acrylic or glass shield is used to separate food from customers reach.
9. **Self-service drinks stations** are allowed only when customers do not use common utensils or dispensers. Drink cups must be unused. Customers can only touch the cup and not the machine, a button, jar handle, carafe, or any self-serving unit. Lemons, limes and unwrapped straws must be removed from stations.
10. Restaurants must refrain from having mints, matches, toothpicks and any amenity for customers to take with them once they finish their meal. They may be provided to guests upon request.

Bars

1. Guests may sit at the bar only when the 6-foot minimum safe distance can be guaranteed between guests, seats at the bar, bar items and bartender.
2. Items such as napkins, straws, glasses, condiments and ice must not be placed within reach of guests.
3. Surfaces must be sanitized after each guest (bar top, chairs and railings for example).

Reception and Waiting Areas

Guests should not be allowed to meet and gather in waiting areas. Restaurant and bar management should establish a process to ensure guests are separated while waiting for a table or service.

- Whenever possible, it is recommended to encourage reservations to avoid crowding.

Kitchen and Back of the House

1. All restaurant management and kitchen staff must revise the [Managing Operations in a Foodservice Establishment](#) established by the [FDA](#).
 - a. Follow the 4 key steps to food safety established by the FDA: [Clean, Separate, Cook, and Chill](#).
 - b. Employees must sanitize equipment and surfaces that have come in contact with food and kitchen instruments and must do so after each task (FDA).
 - c. Cutting boards, blenders, grills and countertops should also be washed and disinfected after each use.
 - d. All supplies need to be fully sanitized before entering the kitchen, storage and refrigerators.



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2. Check that dish washing machines are operating at the required wash and rinse temperatures and ensure that the restaurant is using the appropriate detergents and sanitizers.
3. All kitchen and back of the house staff should wear face masks, single use gloves and hair nets. These must be provided by the employer.
4. The number of employees working on a shift must be kept to the minimum required; staff can be organized into teams to reduce interactions between teams.
5. Workstations should be placed in such a way that the staff is not facing each other and can maintain appropriate safe distance when possible.
6. Access to the kitchen, storage and staff areas by customers and the public must be restricted.
7. Vendors should be advised on how the business will accept goods and what type of protective gear the delivery staff needs to be wearing when making a delivery.

Staff

1. All employees must always wash their hands with soap and water for 20 seconds before their shifts and preparing food.
2. All employees should be encouraged to avoid touching their eyes, nose, and mouth always.
3. The shifts must be staggered in various 15 minutes slot to ensure there is no overcrowding in the lockers and lunch/dinner areas.



Additional Measures Applicable to Short-Term Rentals

1. **Hand sanitizer.** All units must provide at least one hand sanitizing unit per stay. The sanitizer station should be strategically placed close to the entrance door and visible upon guest entrance.
2. **Ready-to-use disinfecting wipes.** Each unit must have an adequate supply of disinfecting wipes for guests to use for cleaning and disinfecting purposes of the unit during their stay. Innkeeper is responsible for replenishing, as necessary.
3. **Hand soap.** The innkeeper must provide hand soap for guests at each sink with running water. The supply or size of the soap must be adequate for the number of days the guest is staying in the unit. The innkeeper is responsible for replenishing, as necessary. If unit is stocked with bar soap, it should be disposed and replaced upon registration of new guest.
4. **Guest reservation and check-in process.**
 - A. Guests must be notified that the use of facemasks in common areas at the lodging and in public and private places throughout Puerto Rico is mandatory at the moment they make their reservation.
 - B. All guests must fill the [Travel Declaration and Contact Tracing Form](#) for short-term rentals within 2 hours of check in. The form can be downloaded [HERE](#).
 - Each guest must declare if experiencing 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. Guests must state if they are required to complete a self-quarantine or isolation during their stay based on medical recommendations, state or federal imposed guidelines.
 - The [form](#) must be printed and ready for the guest to fill out upon check-in. The registered **Innkeeper ID from PRTC** must be printed on the form.
 - Forms must be sent to the Innkeeper electronically in a safe manner. Once filled, guest can take a picture of it and have it sent to Innkeeper within the specified timeframe.
 - Owners and property managers must keep records of the forms for at least 12 months. The Innkeeper or Manager of each short-term rental is responsible for safeguarding these forms and organizing the sheets in chronological order. Only the Department of Health and its authorized and duly identified personnel should have access to these sheets and information on them.



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- C. **Health and Safety Guide.** Guests must receive a printed copy or an electronic file detailing the safety and hygiene measures taken by the property manager for their security
- This informational collateral should indicate the following:
 - The steps taken by the property to safeguard guest's health and safety, including cleaning and disinfecting procedures.
 - What is expected from guests to protect their own safety and the active requirements per the local authorities.
 - Inform guests that wearing a face mask in public areas is required, to wash their hands often, and always monitor for symptoms.
 - The Innkeeper's name, office telephone number, email, mobile number, emergency contact information and the PRTC registered Innkeeper number.
 - The following statement must be included in each property guide:

"This short-term rental's Innkeeper is registered at the Puerto Rico Tourism Company and follows the Health and Safety measures enacted in May 2020. A copy of the Health and Safety measures can be found at <https://prtc-covid19.com/>.

If you find that this property is not in compliance with the established standards, please reach out to the Puerto Rico Tourism Company (PRTC) via email to: strhealthandsafety@tourism.pr.gov. Include the location, Innkeeper number and description of the concern. The PRTC will get back to you to process your claim and get more information."

- D. **Cleaning and Disinfecting.** Owners, Innkeepers and attendants must comply with all General Mandatory Guidelines detailed in the first part of this guide. This includes, but is not limited to:
- a. Cleaning and maintenance staff must be trained to implement the new health and safety standards detailed on this guide.
 - b. All housekeeping staff must wear a mask and single-use gloves when servicing each unit. Gloves must be disposed after each cleaning shift.
 - c. The [CDC](#) recommended process to collect and wash laundry must be followed. All towels and linen must be replaced and properly washed after each customer's stay. Unused towels and amenities cannot be reused.
 - d. Open outside doors and windows to increase air circulation in the area when servicing the unit.
 - e. Clean and disinfect all personal hard surfaces including door handles, desk, table, chairs and lamps, dresser drawer handle, light switches and thermostats, drapery pull handles, fridge, collaterals (magazines, brochures), telephone and keypad, remote control, alarm clock, television, peephole, trash bin, Iron handle, hangers, and luggage rack, faucet, toilet seat and handles, shower head, stove buttons and surfaces, oven and microwave.



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- f. All cookware, glasses, cutlery, serving utensils, coffee makers must be cleaned after each stay.
- g. After completing the proper cleaning and disinfecting procedure, a tent card or postcard must be placed in the living area certifying that the rental unit was properly sanitized according to standards.
 - Placed strategically and noticeably by renter upon entering the rental unit.
 - The card must be signed and include date and time the service was provided.
- E. **Waiting period between stays** Properties must practice a 48-hour wait period (minimum) between rentals. The 48 hours begin the moment one guest leaves the unit. After the 48 hours are over, the next guest will be allowed to check-in and enter.
 - This is the recommended period to allow organic disinfection of surfaces and a precaution to address the possibility of particles that may remain airborne.
- F. If a combination lock or key storage unit is used, make sure it is disinfected regularly and before each guest checks in.
- G. Establish a protocol to report and handle any suspected or positive cases of COVID-19 in each rental unit, in accordance to state guidelines.

Note: If rental does not have a registered Innkeeper number, visit [HERE](#) for more information about the process and contact information.



Additional Measures Applicable to Casinos

- 1. Entry protocol and wellness check point.** Guests must be greeted, asked to sanitize their hands, encourage to wear a face mask and have their temperature checked to ensure it is under 100.4°F.
 - Security staff will ask guests to briefly lower their masks for age and identification purposes.
 - This wellness check point is separate to the wellness check point located at the entrance to the hotel.
 - Guests confirmed to have a temperature over 100.4°F will not be allowed to the casino area, and in a polite and discreet manner, should be directed to receive medical care.
 - The installation of an acrylic booth is recommended in order to limit contact between guest and security staff.
- 2. Health and Safety Signage.** Casino floor must have the health and hygiene posters in the entrance, throughout the floor and cage area.
 - Signage should be available in both Spanish and English
 - The sign must remind guests to sanitize their stations before contact.
 - Must describe the health and safety protocol established by the casino, and their right to request disinfection of surfaces, seats and equipment at all times.
- 3. Personal Protection Equipment:** All employees and guests must always wear a face mask while in the casino.
 - Mouth and nose must be covered. Eyes must be clear from the covered area.
 - The use of gloves is required for table games where customers touch playing cards, chips, and dices.
- 4. Hand Sanitizing Station.** As stated in the general Health and Safety guidelines, hand sanitizer stations must be readily available for all customers while at the casino. These must be strategically situated in the entrance, floor area, change machines, cashier cage, and throughout the slots machine areas.
 - It is recommended to have a dispenser in every gaming table.
- 5. Ready-to-use sanitizing wipes** must be readily available for guests who want to sanitize their game stations prior to their use.
- 6. Cleaning and Disinfecting:** As indicated in the general Health and Safety guidelines, all equipment and surfaces must be thoroughly clean and disinfected frequently during casino operating hours.
 - Gaming tables, table rails, chairs, handrails and cup holders must be sanitized at least every 60 minutes or when each guest leaves a game.
 - Slots to be sanitized after each player abandons a station or once every 60 minutes for the unused stations.
 - A casino designated employee should ensure to complete a log in each section to track each machine's sanitization schedule.



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- Gaming chips must be cleaned and disinfected regularly.
 - Playing cards and dices must be replaced daily and disinfected properly when not disposed.
 - Employee workstations and work area surfaces must be sanitized regularly. Recommended every 60 minutes and after each change of shift or change of dealer.
 - Guests can always request to have a station sanitize. Casino must follow through and sanitize it immediately.
7. **Safe and Social Distancing.** Casino management should rearrange the casino floor plan to secure the recommended safe distancing between players and play stations.
- The **slot machine** section must be reconfigured. Every other slot machine should be turned off and its chair removed.
 - In the case of line or row configuration, every other slot machine should be turned off and its chair removed.
 - In case the machines are placed in a carrousel-like configuration, a minimum of 6-foot distance must be guaranteed between each player seat.
 - Casino management must make sure that there is safe distance to the sides and back of each player. There must be safe distance to walk while players are seated.
 - **Table Games** must be reconfigured and have chairs removed to guarantee safe distancing.
 - Based on usual configurations, every other chair must be removed from the table allowing a maximum of three to four players (depending on size of table).
 - Casino management must ensure that distancing is also secured to the side and back of players.
 - Cage area must have clearly marked floor decals to secure the 6' separation while guests wait in line.
 - Casino attendants must ensure that guests do not congregate around slots and game tables.
8. **Bar and Food Service** is allowed in the casino. See Restaurant and Bar section of this guide for more details.
9. **Capacity and Crowd Control.** Casino management is required to set a new guest capacity limit based on the gaming positions (chairs) available once the floor plan is reconfigured.
- Internal controls to manage counting and capacity control must be put in place.
 - In the case of exceeding capacity and having players waiting, casinos must establish a system to control the waiting of players while securing safe distancing.



Additional Measures Applicable to Transportation Providers

1. **Cleaning and Disinfecting.** The vehicle (car, van or bus) must be disinfected properly after each passenger drop off, and before picking up new riders.
 - When cleaning and disinfecting PPEs (shield, facemask and gloves).
2. **Hand Sanitizing.** Vehicles are required to have hand sanitizer readily available for all passengers. Drivers should encourage passengers to sanitize their hands before boarding the vehicle.
3. **Personal Protective Equipment.** Driver and passengers must always wear a face mask. Driver is required to wear gloves when handling doors, luggage and passenger's personal property.
 - When cleaning and disinfecting PPEs (shield, facemask and gloves).
4. **Safe Distancing.** When possible, the driver section should be segregated with a temporary plastic, acrylic or transparent sheet.
5. **Health and Safety Signage.** A poster or sign in both Spanish and English describing the health and safety measures taken by the transportation company must be developed. It should be placed in the seat back pocket of the driver seat, and easily visible by the riders.

Note: The protocol and measures for group tours, group transportation and cruises shore excursions will be developed once the Federal and Local Government guidelines are received.



Additional Guidelines Applicable to Tour Operators

- 1. Acknowledgement and Self-Certification Form.** All tour operators must acknowledge and certify that the business will maintain a clean and hygienic environment for the health and safety of employees and customers. Owners, general managers or directors of operations must sign the electronic acknowledgement and self-certification form [HERE](#) prior to re-opening their businesses or by June 1, 2020. Any business that does not comply with this requirement may be subject to penalties and sanctions.

It is important that all businesses to make sure all employees are properly trained regarding the new enhanced hygiene practices and to keep a record of said trainings. The record must include date, topics, discussed and signed attendance sheet of every session and be available upon request.

- 2. Use of Disinfectants and Disinfection of Equipment.**

- Every piece of equipment to be used by participant must be disinfected with EPA-approved disinfectants prior to its use. The operator must have the equipment at the ready and easily accessible in case a participant requires the operator to disinfect it in front of them.
- The tour operator must provide sanitizing equipment with an alcohol-based (at least 60% alcohol) hand sanitizing solution.
- Tours must be limited to one or a maximum of two per day with a two-hour interval between tours to allow equipment to be disinfected according to the recommendations of the EPA-approved products.

- 3. Hand Washing.** All employees must be instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

- 12. Safe Physical Distancing and Personal Protective Equipment.** Employees and customers must follow the safe distancing protocols and the guidelines for the use of Personal Protective Equipment (PPE).

Safe and Physical Distancing

- A. Ensure that safe and social distance is maintained in all public areas. The minimum distance required is 6 feet (all around).
- B. Areas where lines are formed must be clearly marked with floor decals or markers clearly indicating the appropriate physical distancing space.



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- C. Capacity Control. Only reservations from groups of up to 10 family members or friends and where safe distancing can be guaranteed must be accepted. Individual reservations must not be accepted. The knowledge that they will not share the tour with strangers makes participants more comfortable and enjoy the tour more

Personal Protective Equipment

- A. The person in charge of the excursion must wear face masks during the entire duration of the experience.
- B. The participants' hair should be covered with protective caps if the excursion requires the use of protective helmets.
- C. Clients must wear a mask at all times. This is a mandatory requirement while in public areas.
 - The mask should be used to protect and cover the face and nose area.
 - The use of disposable or cloth masks is accepted.
- D. Employees are required to wear protective gloves while working. This rule also applies to any associate handling items that a customer will use.
- E. The employer is responsible for providing the appropriate protective equipment for its employees.

4. Staff Management Protocols:

- A. All businesses must implement the new **wellness check point** to make sure workers are healthy and feel well when starting their shift. Before an employee clocks in to start their shift, the following steps must be taken:
 - Temperature check with a no-contact infrared thermometer
 - Check all employees for any respiratory symptoms such as cough, runny nose, or shortness of breath of employees.
 - The following questions must be asked and answered appropriately in order to allow them to work:
 - Are you showing symptoms associated with COVID-19?
 - Have you been diagnosed with COVID-19?
 - Have you had close contact in the past 14 days with someone who has been diagnosed with COVID-19?
 - Have you been told by a health care provider or public health official they should self-quarantine due to potential COVID-19 exposure, or are they suspected of having COVID-19?
 - Employees with a temperature below 100.3° F (per the [CDC](#) guidelines) and answered “no” to all questions, will be allowed to start their shift.
 - Employees with a temperature 100.4° F or above (per the [CDC](#) guidelines) or answered “yes” to any of the above questions, must be sent home by their manager



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and cannot return to work until they have received authorization from a medical professional.

- If an employee refuses to have his/her temperature checked or to answer any of the check point questions, he/she must be sent home and will not be able to enter work or serve customers.

5. Health and Safety Officer: Businesses with a payroll of 5 employees or over, must appoint Health and Safety Officer. A second employee must be designated to take over the duties in case the primary Health and Safety Officer is on time off. This role does not have to be a new hire. It can be a responsibility given to an existing role or employee.

A. The Health and Safety Officer will be responsible to:

- Ensure the practice of the established guidelines and lead the implementation processes. He or she must take appropriate corrective and preventive actions when needed and strive to constantly improve the effectiveness of the safety and health measures.
- Conduct a detailed training workshop for all employees to review established guidelines and secure commitment to its implementation.
- Reinforce personal hygiene (hand hygiene and cough and sneezing etiquette) throughout your operation.
- Instruct about occupational health.
- Clearly communicate each employee's role, responsibilities and how they can contribute to the effectiveness of the implementation of these measures.
- Inform staff of the implications and potential consequences of not following the guidelines.
- Make sure that each employee has the appropriate protective equipment supplied by the employer, and that it is used as indicated.
- Provide hygiene materials such as tissues and hand sanitizer stations for the back of the house.
- Discourage workers from using phones or personal screens during shifts unless it is an urgent matter.
- Identify a protocol to protect those that are at high risk or vulnerable. Prompt identification and isolation of potentially infectious individuals is a critical step protecting workers, customers, visitors, and others at a worksite ([OSHA](#)).
- Ensure that everyone in the staff is aware of the signs and symptoms of COVID-19, and what to do if a staff member or customer become symptomatic.
- Have proper disposable PPE equipment in stock in case a potential suspected case is identified.
- Establish an emergency communications plans, including a forum for answering workers' concerns ([OSHA](#)).
- Know where to find local information on COVID-19 and local trends of COVID-19 cases.
- Make sure the health and safety signage promoting hygiene and hand washing are displayed in the employee break areas.



6. **Emergency Plans and Protocols.** Businesses are required to review, update, and develop emergency plans for their organization, with special consideration on handling situations with increased risk of severe illness.
 - A. Businesses are required to review the receiving protocols and secure proper hygiene when supplies are being delivered. Vendors must be advised on how you each business will accept goods and what type of protective gear the delivery staff needs to be wearing when making a delivery.
 - B. Owner, Managers and Health and Safety Officers should encourage staff members to stay home and notify administrators when feeling ill. Upon returning to work, is important to closely monitor employee's health.
 - C. In the case of having confirmed COVID-19 customers or employees, the owner or Health and Safety Officer should immediately call the Department of Health's Office of Epidemiology at (787) 692-6303.

7. **Payment processing.** The use *contactless payment methods* are highly encouraged. It is recommended to avoid using devices where customers need to touch a screen, button, or hand over a credit card.
 - A. In case a business cannot use contactless payment processing system, must provide customer a tissue or swab to avoid direct contact with the unit. The attending employee must disinfect the unit after each use, even when customer uses a swab.
 - B. When handling a credit card, sanitizing swabs are encouraged to be provided and used to disinfect the card.

8. In case the tour includes meals, these cannot be buffet style. Tour operators cannot allow participants to self-serve their meals and drinks either.

9. A copy of this guide must be printed and be readily available for customers and employees to use as reference.

Note: The protocol and measures for group tours, group transportation and cruises shore excursions will be developed once the Federal and Local Government guidelines are received.



Measures Applicable to Travel Agencies

- 1. Acknowledgement and Self-Certification Form.** All tour operators must acknowledge and certify that the business will maintain a clean and hygienic environment for the health and safety of employees and customers. Owners, general managers or directors of operations must sign the electronic acknowledgement and self-certification form [HERE](#) prior to re-opening their businesses or by June 1, 2020. Any business that does not comply with this requirement may be subject to penalties and sanctions.

It is important that all businesses to make sure all employees are properly trained regarding the new enhanced hygiene practices and to keep a record of said trainings. The record must include date, topics, discussed and signed attendance sheet of every session and be available upon request.

- 2. Hours and method of customer service:** Travel agencies are allowed to operate Monday to Saturday, between 9:00 a.m. and 5:00 p.m., and by appointment only.
- 3. Hand Sanitizing Stations.** All businesses must have hand sanitizer stations available for the use of their customers. These stations must be strategically located at the main entrance or counter. The stations must be easy to identify and visible to all those who are using the facilities and their use must be free.
 - A solution based on alcohol at least 60% should be used.
 - If possible, it is recommended that hand sanitizer stations be non-contact (contactless).
- 4. Hand washing.** All employees should be instructed to wash their hands or use hand sanitizer if a sink is not available, for 20 seconds once every 60 minutes. In addition, it will be necessary to instruct hand washing or the use of hand sanitizer after any of the following activities: use sanitary facilities, touch your face, blow your nose, clean, sweep, mop, smoke, eat, drink, return break, and before and after starting your shift.
- 5. Mandatory wellness check point for all customers.** Temperature must be checked to all customers upon entry to the travel agency using a no-contact infrared thermometer.
 - Customers running a temperature of more than 100.4° F (per the [CDC](#) guidelines) will not be allowed entry. In a polite and discreet manner, customers displaying elevated temperatures must be encouraged to receive medical attention.
- 6. Social distancing and Personal Protective Equipment.** All employees and customers must follow established protocols and guidelines for the use of PPE.



Social distancing

- i. Must ensure that social distancing is maintained. The minimum established space is six (6) feet around the round between people.
- ii. Areas where shift lines are used should be demarcated with floor stamps or some type of marker at intervals that ensure people maintain proper physical distance.
- iii. **Capacity control.** Agencies can operate at fifty percent (50%) of the capacity established in the 2018 Building Codes. All travel agencies must remain closed to the public on Sundays, limiting their operations to cleaning and disinfection and handling.

Protective Equipment

- i. Employees and customers must wear a mask at all times. This is a mandatory requirement while in public areas.
 - a. The mask should be used to protect and cover the face and nose area.
 - b. The use of disposable or cloth masks is accepted.
- ii. Employees are required to wear protective gloves while working. This rule also applies to any associate handling items that a customer will use such as stationery or pens.
- iii. The employer is responsible for providing the appropriate protective equipment for its employees.
- iv. The use of physical barriers such as glass or acrylic panels is highly recommended, but not mandatory.

7. Staff Management Protocols:

- A. All businesses must implement the new **wellness check point** to make sure workers are healthy and feel well when starting their shift. Before an employee clocks in to start their shift, the following steps must be taken:
 - Temperature check with a no-contact infrared thermometer
 - Check all employees for any respiratory symptoms such as cough, runny nose, or shortness of breath of employees.
 - The following questions must be asked and answered appropriately in order to allow them to work:
 - Are you showing symptoms associated with COVID-19?
 - Have you been diagnosed with COVID-19?
 - Have you had close contact in the past 14 days with someone who has been diagnosed with COVID-19?



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- Have you been told by a health care provider or public health official they should self-quarantine due to potential COVID-19 exposure, or are they suspected of having COVID-19?
 - Employees with a temperature below 100.3° F (per the [CDC](#) guidelines) and answered “no” to all questions, will be allowed to start their shift.
 - Employees with a temperature 100.4° F or above (per the [CDC](#) guidelines) or answered “yes” to any of the above questions, must be sent home by their manager and cannot return to work until they have received authorization from a medical professional.
 - If an employee refuses to have his/her temperature checked or to answer any of the check point questions, he/she must be sent home and will not be able to enter work or serve customers.
- 8. Health and Safety Officer:** Businesses with a payroll of 5 employees or over, must appoint Health and Safety Officer. A second employee must be designated to take over the duties in case the primary Health and Safety Officer is on time off. This role does not have to be a new hire. It can be a responsibility given to an existing role or employee.
- A. The Health and Safety Officer will be responsible to:
- Ensure the practice of the established guidelines and lead the implementation processes. He or she must take appropriate corrective and preventive actions when needed and strive to constantly improve the effectiveness of the safety and health measures.
 - Conduct a detailed training workshop for all employees to review established guidelines and secure commitment to its implementation.
 - Reinforce personal hygiene (hand hygiene and cough and sneezing etiquette) throughout your operation.
 - Instruct about occupational health.
 - Clearly communicate each employee’s role, responsibilities and how they can contribute to the effectiveness of the implementation of these measures.
 - Inform staff of the implications and potential consequences of not following the guidelines.
 - Make sure that each employee has the appropriate protective equipment supplied by the employer, and that it is used as indicated.
 - Provide hygiene materials such as tissues and hand sanitizer stations for the back of the house.
 - Discourage workers from using phones or personal screens during shifts unless it is an urgent matter.
 - Identify a protocol to protect those that are at high risk or vulnerable. Prompt identification and isolation of potentially infectious individuals is a critical step protecting workers, customers, visitors, and others at a worksite ([OSHA](#)).
 - Ensure that everyone in the staff is aware of the signs and symptoms of COVID-19, and what to do if a staff member or customer become symptomatic.



- Have proper disposable PPE equipment in stock in case a potential suspected case is identified.
 - Establish an emergency communications plans, including a forum for answering workers' concerns ([OSHA](#)).
 - Know where to find local information on COVID-19 and local trends of COVID-19 cases.
 - Make sure the health and safety signage promoting hygiene and hand washing are displayed in the employee break areas.
- 9. Emergency Plans and Protocols.** Businesses are required to review, update, and develop emergency plans for their organization, with special consideration on handling situations with increased risk of severe illness.
- A. Businesses are required to review the receiving protocols and secure proper hygiene when supplies are being delivered. Vendors must be advised on how you each business will accept goods and what type of protective gear the delivery staff needs to be wearing when making a delivery.
 - B. Owner, Managers and Health and Safety Officers should encourage staff members to stay home and notify administrators when feeling ill. Upon returning to work, is important to closely monitor employee's health.
 - C. In the case of having confirmed COVID-19 customers or employees, the owner or Health and Safety Officer should immediately call the Department of Health's Office of Epidemiology at (787) 692-6303.
- 10. Payment processing.** The use contactless payment methods are highly encouraged. It is recommended to avoid using devices where customers need to touch a screen, button, or hand over a credit card.
- A. In case a business cannot use contactless payment processing system, must provide customer a tissue or swab to avoid direct contact with the unit. The attending employee must disinfect the unit after each use, even when customer uses a swab.
 - B. When handling a credit card, sanitizing swabs are encouraged to be provided and used to disinfect the card.
- 11.** A copy of this guide must be printed and be readily available for customers and employees to use as reference.



Measures Applicable to Tour Guides

- 1. Acknowledgement and Self-Certification Form.** All tour guides must acknowledge and certify before June 1 that they will maintain hygiene practices to safeguard the health and safety of their clients. For this, it will be necessary to electronically sign the self-certification form available [HERE](#). Failure to comply with this step could expose you to a sanction.
- 2. Use of Hand Sanitizer.** They must have hand sanitizer with them for their clients' use.
- 3. Hand washing.** Tour guides must wash their hands for 20 seconds repeatedly or use hand sanitizer if a sink is not available. In addition, it will be necessary to instruct hand washing or the use of hand sanitizer after any of the following activities: use the sanitary facilities, touch your face, blow your nose, smoke, eat, drink, return from rest break (break), and before and after starting your shift, tour or excursion.
- 4. Social distancing and Personal Protective Equipment.**

Social distancing: It is necessary to guarantee that the safe social distancing space is maintained. The minimum established space is six (6) feet around the round between people.

Protective Equipment

- Guides and clients must wear a mask at all times. This is a mandatory requirement.
 - The mask should be used to protect and cover the face and nose area.
 - The use of disposable or cloth masks is accepted.
 - In the case of tour businesses, the employer is responsible for providing the appropriate protective equipment for its employees.
- 5. Staff Management Protocols for Tour Businesses:**
- In case of businesses, each entity must implement the new **wellness check point** to make sure workers are healthy and feel well when starting their shift. Before an employee clocks in to start their shift, the following steps must be taken:
 - Temperature check with a no-contact infrared thermometer
 - Check all employees for any respiratory symptoms such as cough, runny nose, or shortness of breath of employees.
 - The following questions must be asked and answered appropriately in order to allow them to work:
 - Are you showing symptoms associated with COVID-19?
 - Have you been diagnosed with COVID-19?
 - Have you had close contact in the past 14 days with someone who has been diagnosed with COVID-19?
 - Have you been told by a health care provider or public health official they should self-quarantine due to potential COVID-19 exposure, or are they suspected of having COVID-19?



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- Employees with a temperature below 100.3° F (per the [CDC](#) guidelines) and answered “no” to all questions, will be allowed to start their shift.
- Employees with a temperature 100.4° F or above (per the [CDC](#) guidelines) or answered “yes” to any of the above questions, must be sent home by their manager and cannot return to work until they have received authorization from a medical professional.
- If an employee refuses to have his/her temperature checked or to answer any of the check point questions, he/she must be sent home and will not be able to enter work or serve customers.

6. Health and Safety Officer: Businesses with a payroll of 5 employees or over, must appoint Health and Safety Officer. A second employee must be designated to take over the duties in case the primary Health and Safety Officer is on time off. This role does not have to be a new hire. It can be a responsibility given to an existing role or employee.

A. The Health and Safety Officer will be responsible to:

- Ensure the practice of the established guidelines and lead the implementation processes. He or she must take appropriate corrective and preventive actions when needed and strive to constantly improve the effectiveness of the safety and health measures.
- Conduct a detailed training workshop for all employees to review established guidelines and secure commitment to its implementation.
- Reinforce personal hygiene (hand hygiene and cough and sneezing etiquette) throughout your operation.
- Instruct about occupational health.
- Clearly communicate each employee’s role, responsibilities and how they can contribute to the effectiveness of the implementation of these measures.
- Inform staff of the implications and potential consequences of not following the guidelines.
- Make sure that each employee has the appropriate protective equipment supplied by the employer, and that it is used as indicated.
- Provide hygiene materials such as tissues and hand sanitizer stations for the back of the house.
- Discourage workers from using phones or personal screens during shifts unless it is an urgent matter.
- Identify a protocol to protect those that are at high risk or vulnerable. Prompt identification and isolation of potentially infectious individuals is a critical step protecting workers, customers, visitors, and others at a worksite ([OSHA](#)).
- Ensure that everyone in the staff is aware of the signs and symptoms of COVID-19, and what to do if a staff member or customer become symptomatic.
- Have proper disposable PPE equipment in stock in case a potential suspected case is identified.



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- Establish an emergency communications plans, including a forum for answering workers' concerns ([OSHA](#)).
 - Know where to find local information on COVID-19 and local trends of COVID-19 cases.
 - Make sure the health and safety signage promoting hygiene and hand washing are displayed in the employee break areas.
- 7. Emergency Plans and Protocols.** Businesses are required to review, update, and develop emergency plans for their organization, with special consideration on handling situations with increased risk of severe illness.
- A. Businesses are required to review the receiving protocols and secure proper hygiene when supplies are being delivered. Vendors must be advised on how you each business will accept goods and what type of protective gear the delivery staff needs to be wearing when making a delivery.
 - B. Owner, Managers and Health and Safety Officers should encourage staff members to stay home and notify administrators when feeling ill. Upon returning to work, is important to closely monitor employee's health.
 - C. In the case of having confirmed COVID-19 customers or employees, the owner or Health and Safety Officer should immediately call the Department of Health's Office of Epidemiology at (787) 692-6303.
- 8. Payment processing.** The use contactless payment methods are highly encouraged. It is recommended to avoid using devices where customers need to touch a screen, button, or hand over a credit card.
- A. In case a business cannot use contactless payment processing system, must provide customer a tissue or swab to avoid direct contact with the unit. The attending employee must disinfect the unit after each use, even when customer uses a swab.
 - B. When handling a credit card, sanitizing swabs are encouraged to be provided and used to disinfect the card.
- 9.** A copy of this guide must be printed and be readily available for customers and employees to use as reference.



Measures Applicable to Tourist Attractions

1. **Acknowledgement and Self-Certification Form.** All tourist attractions must acknowledge and certify that the business will maintain a clean and hygienic environment for the health and safety of employees and customers. Owners, general managers or directors of operations must sign the electronic acknowledgement and self-certification form [HERE](#) prior to re-opening their businesses or by June 1, 2020. Any business that does not comply with this requirement may be subject to penalties and sanctions.

It is important that all businesses to make sure all employees are properly trained regarding the new enhanced hygiene practices and to keep a record of said trainings. The record must include date, topics, discussed and signed attendance sheet of every session and be available upon request.

2. Mandatory **wellness check point** for all customers. Temperature must be checked to all customers upon entry to the attraction using a no-contact infrared thermometer.
 - Customers running a temperature of more than 100.4° F (per the CDC guidelines) will not be allowed entry. In a polite and discreet manner, customers displaying elevated temperatures must be encouraged to receive medical attention.
3. **Hand Sanitizing Stations.** All businesses must have hand sanitizer dispensers readily available for all customers. These must be strategically situated in common public areas including the entrance to the business, service counters, lobbies, elevator lobbies, and outside each bathroom location throughout the facilities. The stations must be visible for all, and the use of it must be complimentary.
 - Must use alcohol-based (at least 60% alcohol) hand sanitizing solutions.
 - When possible, it is recommended to provide contactless stations.
4. **Hand Washing.** All employees must be instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.
5. **Health and Safety Signage.** All businesses must install and clearly display health and hygiene reminder posters throughout the business. Signs must be displayed and fully visible in the entrance area, service desk, bathroom areas and elevators. The messaging should emphasize the proper way for hand washing, requirement to wear face masks and the cautionary measures to avoid spread of germs and viruses.
6. **New Enhanced Cleaning and Disinfecting Protocols.** All attractions must follow the mandatory sanitation process listed below.



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- A. **Cleaning Products.** Use Environmental Protection Agency (EPA)-approved disinfectants with claims to be effective against viruses, bacteria and other airborne and bloodborne pathogens. The list of approved products can be found [HERE](#). Following the established guideline, cleaning and sanitizing products must be easily differentiated by color or visible labels.
- An appropriate inventory of all cleaning and sanitizing products must be kept in stock. Make sure to arrange an appropriate delivery schedule with suppliers to avoid any supply interruption.
- B. **Customer Service Areas.** Clean and properly disinfect surfaces regularly and increase the frequency for its sanitation. The general minimum frequency is every 60 minutes during operating hours and before and after every employee shift change (unless specified in the sections below).
- Touchscreen computers must be disinfected after each use.
- C. **Bathroom Care:**
- All facilities must be supplied with hand soap and single-use paper napkins or towels to dry hands. Do not use air dryers.
 - Dispensers for soap, paper towels and toilet paper should also be fully stocked.
 - Thoroughly clean and disinfect door handles, sink faucets and toilet handles, towel dispenser handle, soap dispenser push plates, baby changing station and trash receptacle touch points regularly.
 - Employees should monitor restrooms frequently to ensure they do not require attention.
 - Ensure that the health and safety poster promoting handwashing and disinfection is clearly visible.
- D. **Floor Care:** All indoor areas such as entrance lobbies, corridors and staircases, escalators, elevators, security guard booths, meeting rooms, food service areas, cafeteria should be mopped with a proper disinfectant as listed above.
- E. **Elevators:** All buttons, floor, handrails & other areas of the elevators that can be touched must be sanitized regularly, at a recommended frequency of least once every 60 minutes.
- Facilities that do not have an elevator must establish a strict cleaning and disinfecting protocol for stairs and handrails.
- F. **Waste:** Waste must be handled with gloves/tongs, bagged properly, and bins must be emptied regularly.
- In the case of disposing Personal Protective Equipment (PPE), follow the safety disposal protocol established by the [CDC](#) and the [WHO](#).



G. **Air Conditioner Maintenance:** An enhanced the air conditioning maintenance schedule must be put into operation. Although COVID-19 is not transmitted by air, on-going monitoring of filters and their proper replacement should be scheduled to secure correct indoor air quality.

7. **Safe Physical Distancing and Protective Equipment.** Employees and customers must follow the safe distancing protocols and the guidelines for the use of Personal Protective Equipment (PPE).

Safe and Physical Distancing

- A. Ensure that safe and social distance is maintained in all public areas. The minimum distance required is 6 feet (all around).
- B. Areas where lines are formed must be clearly marked with floor decals or markers clearly indicating the appropriate physical distancing space. This includes and is not limited to entrance areas, reception, and elevator lobbies.

Personal Protective Equipment (PPE)

- E. Employees and customers must always wear a mask. This is required while in public areas.
 - Face masks while worn should protect the mouth and nose area.
 - Both, single-use masks or cloth masks, are acceptable.
- F. Employees are required to wear protective gloves while working. This is applicable to any associate handling items for patrons such as papers, pens. Gloves must be changed regularly and used gloves must be discarded appropriately.
- G. Employers are responsible for providing the appropriate protective equipment for their workforce.
- H. The use of physical barriers such as glass or acrylic “sneeze guards” is highly recommended for counter areas such as front desks or service stands. However, the implementation of these is not mandatory.

8. **Staff Management Protocols:**

- A. All businesses must implement the new **wellness check point** to make sure workers are healthy and feel well when starting their shift. Before an employee clocks in to start their shift, the following steps must be taken:
 - Temperature check with a no-contact infrared thermometer
 - Check all employees for any respiratory symptoms such as cough, runny nose, or shortness of breath of employees.
 - The following questions must be asked and answered appropriately in order to allow them to work:
 - Are you showing symptoms associated with COVID-19?
 - Have you been diagnosed with COVID-19?



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- Have you had close contact in the past 14 days with someone who has been diagnosed with COVID-19?
 - Have you been told by a health care provider or public health official they should self-quarantine due to potential COVID-19 exposure, or are they suspected of having COVID-19?
 - Employees with a temperature below 100.3° F (per the [CDC](#) guidelines) and answered “no” to all questions, will be allowed to start their shift.
 - Employees with a temperature 100.4° F or above (per the [CDC](#) guidelines) or answered “yes” to any of the above questions, must be sent home by their manager and cannot return to work until they have received authorization from a medical professional.
 - If an employee refuses to have his/her temperature checked or to answer any of the check point questions, he/she must be sent home and will not be able to enter work or serve customers.
9. **Health and Safety Officer:** Attractions with a payroll of 5 employees or over, must appoint Health and Safety Officer. A second employee must be designated to take over the duties in case the primary Health and Safety Officer is on time off. This role does not have to be a new hire. It can be a responsibility given to an existing role or employee.
- A. The Health and Safety Officer will be responsible to:
- Ensure the practice of the established guidelines and lead the implementation processes. He or she must take appropriate corrective and preventive actions when needed and strive to constantly improve the effectiveness of the safety and health measures.
 - Conduct a detailed training workshop for all employees to review established guidelines and secure commitment to its implementation.
 - Reinforce personal hygiene (hand hygiene and cough and sneezing etiquette) throughout your operation.
 - Instruct about occupational health.
 - Clearly communicate each employee’s role, responsibilities and how they can contribute to the effectiveness of the implementation of these measures.
 - Inform staff of the implications and potential consequences of not following the guidelines.
 - Make sure that each employee has the appropriate protective equipment supplied by the employer, and that it is used as indicated.
 - Provide hygiene materials such as tissues and hand sanitizer stations for the back of the house.
 - Discourage workers from using phones or personal screens during shifts unless it is an urgent matter.
 - Identify a protocol to protect those that are at high risk or vulnerable. Prompt identification and isolation of potentially infectious individuals is a critical step protecting workers, customers, visitors, and others at a worksite ([OSHA](#)).



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- Ensure that everyone in the staff is aware of the signs and symptoms of COVID-19, and what to do if a staff member or customer become symptomatic.
 - Have proper disposable PPE equipment in stock in case a potential suspected case is identified.
 - Establish an emergency communications plans, including a forum for answering workers' concerns ([OSHA](#)).
 - Know where to find local information on COVID-19 and local trends of COVID-19 cases.
 - Make sure the health and safety signage promoting hygiene and hand washing are displayed in the employee break areas.
10. **Emergency Plans and Protocols.** Businesses are required to review, update, and develop emergency plans for their organization, with special consideration on handling situations with increased risk of severe illness.
- A. Businesses are required to review the receiving protocols and secure proper hygiene when supplies are being delivered. Vendors must be advised on how you each business will accept goods and what type of protective gear the delivery staff needs to be wearing when making a delivery.
 - B. Owner, Managers and Health and Safety Officers should encourage staff members to stay home and notify administrators when feeling ill. Upon returning to work, is important to closely monitor employee's health.
 - C. In the case of having confirmed COVID-19 customers or employees, the owner or Health and Safety Officer should immediately call the Department of Health's Office of Epidemiology at (787) 692-6303.
11. **Payment processing.** The use contactless payment methods are highly encouraged. It is recommended to avoid using devices where customers need to touch a screen, button, or hand over a credit card.
- A. In case a business cannot use contactless payment processing system, must provide customer a tissue or swab to avoid direct contact with the unit. The attending employee must disinfect the unit after each use, even when customer uses a swab.
 - B. When handling a credit card, sanitizing swabs are encouraged to be provided and used to disinfect the card.
12. A copy of this guide must be printed and be readily available for customers and employees to use as reference.



Appendix 1

Travel Declaration and Contact Tracing Form Lodging

The Travel Declaration and Contact Tracing form for Lodging properties is available to download [HERE](#). The management of each lodging property is responsible for safeguarding these forms and organizing the sheets in chronological order. Only the Department of Health and its authorized and duly identified personnel should have access to these sheets and information on them.



Travel Declaration and Contact Tracing Form Lodging

Name of primary guest:

Party Size:

Origin Destination: (City) (State) (Country)

Date and time of arrival to Puerto Rico: 2020 AM/PM

Hotel / Lodging Property:

Temperature recorded upon check-in.

Primary Guest °F

Guest #2 °F

Guest #3 °F

Guest #4 °F

Have you, or anyone in your party have had the following symptoms? Please circle relevant choices:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea
- Other

Have you been in contact with anyone confirmed with COVID-19 in the past 14 days? Yes No

Have you been in contact with anyone suspected to have COVID-19 in the past 14 days? Yes No

Have you been to affected countries / regions that are restricted for travel to the United States in the past 14 days? Yes No

If yes, please indicate the affected countries/regions

Staff Recording Declaration:

Date:

Time: AM/PM



Appendix 2

**Travel Declaration and Contact Tracing Form
Short-term rentals**

The Travel Declaration and Contact Tracing form for short-term rentals is available to download [HERE](#). The Innkeeper or Manager of each short-term rental is responsible for safeguarding these forms and organizing the sheets in chronological order. Only the Department of Health and its authorized and duly identified personnel should have access to these sheets and information on them.



Travel Declaration and Contact Tracing Form Short-term rentals

Name of primary guest:

Party Size:

Origin Destination: (City) (State) (Country)

Date and time of arrival to Puerto Rico: 2020 AM/PM

Property Address:

PRTC Innkeeper ID:

Have you, or anyone in your party have had the following symptoms? Please circle relevant choices:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea
- Other

Have you been in contact with anyone confirmed with COVID-19 in the past 14 days?
 Yes No

Have you been in contact with anyone suspected to have COVID-19 in the past 14 days?
 Yes No

Have you been to affected countries / regions that are restricted for travel to the United States in the past 14 days?
 Yes No

If yes, please indicate the affected countries/regions

Was the rental unit sanitized properly, and proper signage was placed to certify the sanitization process?
 Yes No



Sources and Additional Information

ASORE Restaurant Reopening Guide https://asorepr.com/wp-content/uploads/2020/04/ASORE_Nuestro_Compromiso.pdf

CDC <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
<https://www.nrn.com/operations/national-restaurant-association-releases-coronavirus-reopening-guide-industry>

CDC Use of PPE Guidelines: <https://www.cdc.gov/hai/pdfs/ppe/ppeslides6-29-04.pdf>

FDA Hazard Analysis Critical Control Point (HACCP): <https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements/hazard-analysis-critical-control-point-haccp>

OSHA 3990: <https://www.osha.gov/Publications/OSHA3990.pdf>

National Restaurant Association: <https://www.restaurant.org/Home>

United Nations World Tourism Organization (UNWTO):
http://tourism4sdgs.org/covid19_initiatives/operational-guidelines-for-covid-19-management-in-the-accommodation-sector/

US Department of State: <https://travel.state.gov/content/travel/en/traveladvisories/ea/covid-19-information.html>

US Travel Association: <https://www.ustravel.org/toolkit/emergency-preparedness-and-response-coronavirus-covid-19>

World Health Organization (WHO): <https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf>