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COVID-19 SAFETY PROTOCOLS

Updated: October 5, 2020

Overview

With the outbreak of coronavirus (COVID-19), the health and safety of Global Family Travels' travelers, community partners, colleagues and guides are of paramount importance to us. This document contains operational protocols to mitigate and manage the risks associated with COVID-19.

If you are traveling on a tour with us, we recommend you refer to the specifics of COVID-19 protocols under “tasks” on the booking page of the tour. Please don't hesitate to contact us if you have any questions about these protocols or your tour.

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Introduction

Global Family Travels is committed to community-based travel, to help make a positive impact on the lives of people and natural habitats where we visit. In arranging travel services, both global and local, our number one priority is the health and safety of our guests, staff and community partners.

As we evaluate our operations and navigate the risks of COVID-19 in the destinations we work in, we will continue to develop tourism experiences in partnership with community partners in a safe, responsible and sustainable way. This operational safety protocol document provides the details of how Global Family Travels staff mitigates and manages the risks associated with COVID-19.

Background

On March 11, the World Health Organization (WHO) declared the COVID-19 outbreak a pandemic. The new strain (COVID-19) comes from the same family of viruses that causes severe acute respiratory syndrome (SARS) and Middle East respiratory syndrome coronavirus (MERS-CoV). The virus is transmitted between humans, but it is unclear how easily or during what phase of illness transmission occurs.

On March 19, the U.S. State Department implemented a global Level 4 Health Advisory advising US citizens not to travel because of the outbreak of Coronavirus (COVID-19), Global Family Travels has postponed all of group departures for the remainder of 2020 and we will closely monitor and evaluate destinations that are slowly opening to determine whether to assist travelers on an individual or small group or family-basis

About COVID-19

COVID-19 is an infectious disease caused by a newly discovered *Novel coronavirus*. It is possible for a person to catch COVID-19 and develop no illness or symptoms. For others, it can cause a range of symptoms including respiratory infections that range from mild to extremely serious. It can be fatal.

Signs and Symptoms of Novel Coronavirus (COVID-19)

The majority of cases related to this coronavirus outbreak have reported fever, cough and respiratory difficulties (distress, rapid breathing and shortness of breath). General symptoms

related to coronavirus infection can also include, but are not limited to:

- Runny nose
- Headache
- Cough
- Sore throat
- Fever
- Loss of smell and/or taste
- Diarrhea
- Aches and pains
- General feeling of being unwell

Our Approach to Risk Management

To ensure the safest experience possible for all of our guests and staff, Global Family Travels COVID-19 safety protocols are based on the World Travel & Tourism Council's (WTTC) recommendations and also take into account Centers for Disease Control and Prevention (CDC), World Health Organization (WHO).

We have adopted health and safety guidelines shared by the Adventure Travel & Trade Association (ATTA) and Cleveland Clinic, the Washington State Government and Washington Outdoors Business Alliance by Recreation Northwest. We remain in contact with our ground operators, air providers, and our security team to compile expert advice in order to make operational decisions with safety as the number one priority in mind.

To embrace a safe travel experience, the goal of our approach is to ensure that protocols are in place across all relevant functions with a focus on health, hygiene, and minimal physical contact guidance.

As we evaluate our operations and navigate the risks of COVID-19 in the destinations we work in, our team continues to closely monitor the global and U.S situation as it evolves. These health and safety regulations will continue to be revised as new information about the virus becomes available.

COVID-19 Operational Requirements

Global Family Travels is committed to the following **COVID-19 Operational Requirements**, as outlined by ATTA and the Cleveland Clinic:

- ✓ Global Family Travels (GFT) is aware of and complies with relevant current government and official authorities' guidance and statutory requirements for operating travel and tourism activities during COVID-19.
- ✓ GFT is committed to ATTA's Guiding Principles and **COVID-19 Risk Management Strategic Goals** of the COVID-19 Health and Safety Guidelines for travel.

- ✓ COVID-19 associated risks are mapped and analyzed considering the variables applicable to the tour, e.g. venue, population, activity, product design, level of supervision, logistics, etc, as listed in the COVID-19 Risk Target Areas (we are using ATTA's COVID-19 Risk Assessment tool to assess and communicate associated destination risks and strategies.)
- ✓ GFT has defined our tolerable level of risk, develop and implement risk mitigation procedures that address each of the variables considered in the risk analysis.
- ✓ Guests are well informed of the tour's COVID-19 exposure and risk control strategies to accept shared responsibility and exercise appropriate consent.
- ✓ GFT's **Booking Terms & Conditions** encompass and allow for the updated practices (e.g., refund and cancellation policies, unused services policy), **Liability Release/Waiver** encompass coronavirus related risks, and **Insurance** for COVID-19 associated coverage is defined.
- ✓ GFT has defined procedures to handle guests, guides and staff who **show COVID-19 symptoms** during the tour or at work
- ✓ GFT's emergency action plan is revised and encompasses considerations for emergency response when some distancing methods may not be realistic, and for local or regional EMS response capacity
- ✓ GFT has implemented staff training to the additional COVID-19 protocols.
- ✓ GFT's operations are monitored to ensure the risk mapping, communication and mitigation procedures are working as planned; and improved as necessary

We have organized our COVID-19 safety protocols into the framework of the WTTC's four pillars:

- 1. Operational and Staff Preparedness**
- 2. Delivering a Safe Experience**
- 3. Rebuilding Trust & Confidence**
- 4. Implementing Enabling Policies**

1. Operational and Staff Preparedness:

Our operational check list includes:

- Any applicable reopening license if required by local government, or a pledge to follow local health and safety rules in the destinations we work in.
- A COVID-19 risk assessment of each local or global tour, and a corresponding prevention plan including an action/checklist for infection prevention and a special cleaning and disinfection plan. This is in partnership with all of our suppliers and partner agencies.
- Implemented protocols and guidelines for staff health, including health checks for staff if

required by local legislation.

- Communicate a stay-home policy for anyone displaying any COVID-19 symptoms as per World Health Organization (WHO) guidelines.
- Reflected physical distance in office layout and limiting the number of staff in common back-of-house areas where possible if required by local legislation
- Implemented physical distancing protocols on tours, if required by local legislation
- Personal protection equipment (PPE) available to staff, such as masks, as long as required by health entities of the destination.
- Integrated technologies to enable automation such as contactless payment where possible at dining facilities and lodging. If contactless payment is not possible, we will recommend use of gloves and hand sanitation.
- Confirmed with suppliers and partners, including restaurants, hotels, parks, transport partners and venues, that they follow likeminded health and hygiene protocols and guidelines to protect guests as required by local legislation.
- Introduced a COVID-19 contingency plan should new cases emerge in collaboration with suppliers and partners.
- Identified and adopted appropriate cleanliness and disinfection best practices validated by expert bodies, health authorities and governmental institutions
- We have and will continue to explore different options for COVID-19 operations, such as advanced tickets, timed entries, and smaller groups.
- GFT has trained our staff to prepare and execute on operational plans by:
 - Creating and implementing staff protocols and guidelines, including tour guide, coach/drivers and local specialists, and operations such as Q&A.
 - Provided staff or partners with the tools and information necessary regarding infection control, physical contact, sharing of food and utensils, appropriate attire, and enhanced hygiene measures, the use of masks and gloves as recommended by local health authorities or as required by the tour operators procedures when these go beyond local requirements
 - Requested that key stakeholders such as partner venues, hotels and transport partners have trained their staff on the basis of likeminded protocols to enable consistent approach across sector
- All training is informed by the latest advice from public health authorities and/or WHO
- Regular monitoring of well-being of team members by leadership, encouraging them to follow governmental and WHO guidelines
- Refer clients to WTTC protocols for Hospitality, Aviation and Airports for detailed guidelines relating to these industries.

2. Delivering a Safe Experience

Global Family Travels works to deliver a safe experience for our staff and guests through enhanced cleanliness and hygiene best practices on all of our trips and local outings. This includes the following procedures:

- **Risk Assessments and Prevention Plan**
- **Hygiene and Sanitation Standards**
- **Physical Distancing Protocols**
- **Minimize Transmissions Barriers**
- **Health Screenings**
- **Communications of Safety precautions**

Risk Assessments and Prevention Plan

A COVID-19 risk assessment of each local or global tour, and a corresponding prevention plan including an action/checklist for infection prevention and a special cleaning and disinfection plan, working with all of our suppliers. (see Appendix 1 example) This assessment includes an evaluation of each of the following 7 factors:

1. Destination:

- Travel restrictions and any tourism restrictions for visitors
- Assessment of the overall COVID-19 situation and viability of operating a trip to the destination.
- Safety precautions for the types of travel at the destination (air, airport transport, etc.)
- Is there a test, trace and track policies put in place from the destination and what new things you may need to follow
- Risk assessment for guests and employees must be made prior to going to a destination
- What is the Impact of operating the trip to the local community at the destination?

2. Customer:

- Recognize that some participants may be high-risk for COVID and have pre-existing health conditions
- Minimize groups and have them be from the same social group, ex. Immediate Family
- Fill out GFT's COVID-19 Screening questionnaire (sample in Appendix 1) and waiver before travel/tour
- Recommended that all participants have travel insurance

- Customer is made aware of GFT's COVID' precautions prior to the trip.

3. Transportation:

- All vehicles used for the transport of guests will need to be thoroughly cleaned and sanitized before and after passengers embark.
- Touchpoints or contact surface areas should be reduced and non-necessary items removed such as curtains, magazines, etc.
- We recommend that a vehicle operates at 50% capacity to ensure enough space for social distancing.
- We have also implemented measures to protect the driver and plan for if they show symptoms.
- Health checks, hand sanitizing and the wearing of face coverings are also implemented to further reduce risk.
- Our suppliers or contract operators will need to follow official or local government guidance

4. Hospitality

- Consider using a low risk accommodation options, such as small lodging or private booking. This is not always practical, or guests prefer to stay in a larger hotel.
- Suppliers and operators will need to follow official or local government policy or protocols in how to operate an accommodation service as safe as possible.
- Our contract suppliers of accommodation meet these health and safety standards which would include rigorous cleaning and sanitizing procedures, wearing of PPE, health checks, and measures to ensure social distancing is maintained.

5. Activity/Experience:

- Global Family Travel will take into consideration the type of activity, to determine what risks are and see if it is deemed a safe place to do it
- Can activity specific equipment be sanitized before using?
- Evaluate the activity to make sure participants can practice proper social distancing practices and continuing wearing face masks
- All high touch areas must be consistently cleaned thoroughly after each guest interacts with it.

6. Medical Considerations/Incident Management:

- Health screenings are in place to monitor guests and staff
- A Contingency Plan is in place for participants if someone was to be showing symptoms. This includes assessing the definitive medical care with Critical Care Unit/Intensive Care Unit at the destination.
- There are additional risks associated with the transmission of disease into local or vulnerable communities where healthcare and services are limited.

7. Company / Supplier Considerations

- What is the staff's day to day distancing habits and potential exposure preceding the trip?
- Does the company have an existing safety management / crisis management in place?

Hygiene and Sanitation Standards

Protection against COVID-19 as well as other transmissible diseases requires enhanced protocols in hygiene and sanitation, including:

Handwashing is one of the most important safety measures to prevent the spread of disease. GFT will actively reinforce its importance by:

- Implementing a handwashing policy and training that dictates when, how often and for how long all staff, must wash their hands on-trip.
- Promote the importance of hand hygiene to customers through signage and online customer material (see appendix 2).
- Contract suppliers that have hand hygiene protocols in place

Respiratory Hygiene: Practicing good respiratory hygiene prevents the spread of disease by reducing the number of droplets in the air when you sneeze or cough. GFT will:

- Actively reinforce its importance to customers through signage and online customer material (see appendix 4).
- Educate staff and suppliers on the importance of respiratory hygiene via training.
- Contract suppliers who have respiratory hygiene protocols in place.

Masks: GFT follows the advice of the World Health Organization (WHO) that masks should only be used as part of a comprehensive prevention strategy and that the use of a mask alone is not sufficient to prevent the spread of COVID-19. Physical distancing, hand hygiene and respiratory hygiene is also part of the strategy.

Medical/Surgical Masks: On our trips, regardless of destination, the following people must wear medical/surgical masks:

- Anyone who develops symptoms of COVID-19 regardless of whether or not they have been tested yet.
- People caring for people with suspected or confirmed COVID-19 cases (outside of hospitals/clinics).
- In addition, in areas with high community transmission and/or places that are difficult to maintain physical distancing, we recommend the following at-risk people also wear them.
- People over 60 and People with underlying health conditions are highly recommended to wear masks

GFT will:

- Provide medical/surgical masks as part of the First Aid Kits carried by trip leaders.
- Educate staff and customers on the correct method to wear, handle and dispose of a mask. (see Appendix 3)
- Require all customers, guides and staff to comply with any local regulations or requirements that require the use of a mask in public or in certain places.

Fabric Masks: GFT follows the advice of the World Health Organization (WHO) that it is not necessary for the public to wear fabric masks generally.

However, in certain circumstances, in places where community transmission of COVID-19 is high and/or physical distancing is not possible (e.g. on public transport, in shops or in other confined environments) then a fabric mask can be a useful barrier to prevent the spread of virus.

Fabric masks be purchased commercially or handmade and are generally not standardized like medical masks. Fabric masks should:

- Cover the nose, mouth, and chin
- Be secured with elastic loops or ties
- Include multiple layers
- Be washable and reusable.

Sanitation

- Vehicles will be cleaned at the end of each trip and high-touch areas will be sanitized frequently
- Hand sanitizers, wet wipes (or bleach spray, and paper towels) available for our clients in vehicles and when using the bathrooms
- Provide cloth face-coverings for guides and available to guest (need to add this into the cost of tour or charge fee)
- Provide hand washing station/hand sanitization for guides and clients on tour
- There must be a process in place for customers to escalate any concerns regarding hygiene or sanitation. Staff must be trained and able to answer questions regarding safety protocols in place.

Physical Distancing Protocols

Physical distancing is important in the preventing the spread of COVID-19 as it can be transmitted via droplets sprayed when coughing, sneezing, singing, yelling etc.

- Distancing: consider alternatives to provide spacing, such as ample guest seating and spaced tables, offering private or outdoors eating locations, and scheduled meal times.
- GFT will require all suppliers to detail their physical distancing protocols
- Household groups are favored to promote distancing. Avoid members of separately booked groups or groups from more than one household unit sharing bedrooms.
- Follow local regulation and advice on the need for physical distancing.
- Consider whether it is appropriate to offer single tents for solo travelers as customers will be much closer together than in a traditional room. Consider whether staggering meal times may reduce the number of people sharing a dining tent.

Minimize Transmissions Barriers

We will prevent surface contact where needed, for example:

- Identify high-use areas and touchpoints.
- Clean high-use areas and touchpoints often with a rigorous enhanced sanitation regimen.
- Prevent contact in high-use areas when possible.
- Each person should have their individual equipment if equipment is required for the experience.

Health Screening & Tracking

Health screenings for COVID-19 are in place to monitor guests and staff.

Pre-Departure Documents and Protocols:

- **Brand Material:** Customers are informed as part of Pre-Departure Trip Documents, and on our booking platform, and website other similar trip notes if their trip is likely to include any of the following:
 - Testing for COVID-19 before being able to pass through immigration and/or board planes.
 - Negative test results to be uploaded for visa purposes. Thermal temperature checks in airports, train or bus stations, major hotels or attractions
- **Customers:** Pre-departure, all customers are required to fill out an online questionnaire (“self- declaration/assessment” form) to identify any high-risk customers before travel.
- **Staff/guides:** Leaders to complete self- declaration form as part of leader trip report based on the above questions.

Example questions on pre-departure document:

- Have you or anyone else in your travelling party, had close contact with or helped care for anyone with suspected or confirmed COVID-19? Or who is currently being monitored for possible exposure to COVID-19?
- In the past 14 days, have you or anyone else in your travelling party, suffered from any of the following symptoms:
 - Coughing
 - Difficulty breathing
 - Sore throat
 - Fatigue
 - Loss of smell or taste
 - A fever (38C/100.4F or higher)

On the Trip, GFT will:

- Ask customers, leaders, crew and staff to monitor their own health
- Display appropriate signage on COVID-19 symptoms
- Educate leaders, crew and staff on how to identify COVID-19 symptoms
- Describe COVID-19 symptoms in group meetings

Removal of customers of Staff and local guides:

If customers or staff show symptoms of COVID-19 and are either unable to or unwilling to be tested, GFT reserves the right to remove them from our trips to prevent any risk to others.

Flexible Booking Conditions Customers will be supported by flexible booking conditions to stay home if unwell or displaying symptoms.

Flexible Work Conditions GFT supports its staff to stay home rather than lead a trip if they are unwell or displaying symptoms

Company & Employee Considerations:

- Limit chances for staff to being exposed to COVID-19 before and after activity

Incident Management

A Plan is in place for participants if someone was to be showing COVID-19 symptoms.

- All suspected/confirmed cases of COVID-19 should be treated as an incident and the appropriate response undertaken as per our existing Incident Management Plan, whether it is a customer or staff person showing symptoms.
- Trip Leaders or staff in suspected/confirmed cases will be removed from the trip until further notice and an alternative found.
- We will be encouraging our suppliers to make us aware of any suspected or confirmed cases of COVID-19

Support during a COVID-19 incident

- Customers and staff on our trips with confirmed or suspected COVID-19 will be assisted to access appropriate medical care as quickly as possible. We will help contact family and friends.
- Customers will be supported with translation services if required at hospitals or medical centers and in contacting insurance companies, travel agents and airlines to make arrangements to return home
- Consider additional risks associated with the transmission of disease into local or vulnerable communities where healthcare and services are limited.
- Integrate COVID management system with current Safety Management System

COVID-19 Crisis Management Training: All GFT operations teams and staff will receive training on crisis management for COVID-19 incidents. This will be mandatory to complete before resuming operations.

First Aid Training and medical kits GFT will update First Aid kits to include masks and will monitor any updates to First Aid due to COVID-19

Communications of Safety precautions

- COVID safety briefing and sharing of protocols in client orientation and safety talk
- General guidelines on our website
- Staff/Guide Training – Training must be provided for all GFT staff, guides and crew who are involved in any part of the product design and trips on all new health and safety guidelines prior to reopening operations.
- Any guides or facilitators contracted by GFT to provide a service or run a trip must receive appropriate training on any new health and safety responsibilities prior to commencement of service.
- Training of suppliers and/or 3rd party operators must be provided when applicable. To support this:
- Location of hospitals and/or screening clinics for COVID-19 are in all key locations. Please note, most countries have designated hospitals/clinics for COVID-19. Availability of COVID-19 tests and how long test results may take. Whether there is any shortage of Personal Protective Equipment (PPE) locally. For example, masks for first aid kits.

3. Rebuilding Trust and Confidence

As we work to enhance trust and confidence through transparency and communication with our clients, we commit to:

- Provide clear, consistent and up-to-date communication to customers on new health & hygiene protocols via the company channels, both digitally and physically.
- Work with suppliers to implement clear signage to inform customers of the enhanced cleaning protocols, avoiding physical contact, and recommendations
- Share guest guidelines ahead of trip and where applicable in person upon commencement of trip, including the advice from health authorities which may include the wearing of face masks or coverings, guidance on hand hygiene and avoiding physical contact. We will have our customers acknowledge these protocols in advance of the tours.
- Inform guests about support available if questions or concerns arise. Our staff is trained and prepared to answer questions, resolve challenges and address situations where guests or staff are not complying
- We have collaboration with medical/travel insurance companies to offer traveler insurance covering COVID-19 who could assist with arrangements should they be

necessary such as emergency repatriation and medical care.

- Promote contact tracing apps if required by local legislation

4. Implementing Enabling Policies

As Global Family Travels work to recover, it is essential that enabling policies are implemented at the governmental and destination level. We call on governments to:

- Work collaboratively with the tourism industry and other governments as new rules for cross-border and U.S. State travel are developed and announce them in advance
- Provide financial relief to the sector through grants and the reduction of taxes, fees, and charges to stimulate demand in recovery
- Create incentives and provide direct support to boost travel and tourism
- Enhance destination promotion to boost demand both domestically and internationally
- Consider visa facilitation and visa-waiver for travelers

Expert Resources

For information on COVID-19 and tips for staying healthy when leaving your home, we recommend the excellent resources provided by the US Centers for Disease Control & Prevention (CDC) and the World Health Organization (WHO):

- [Centers for Disease Control and Prevention \(CDC\)](#)
- [World Health Organization \(WHO\)](#)
- [ATTA COVID-19 Guide for the Adventure Travel Industry](#)

Appendix 1: COVID-19 Screening Checklist for Clients



COVID-19 Screening Checklist for Clients

Name _____ Date _____ Time _____

Purpose: Based on the U.S. Center for Disease Control Guidelines and the World Health Organization (WHO), global tour operators are encouraged to screen all clients and staff for signs of respiratory illness accompanied by fever.

Instructions: All clients participating in a Global Family Travels' (GFT) day tour or global tour must be asked the following questions below. GFT will maintain this record for 14 days from completion of this form and have this form available upon request for the Public Health Department of the destination we are visiting.

By checking this box, I pledge to provide only correct and truthful information when completing this screening.

1. Do you have any of the following respiratory symptoms?
 - New or worsening cough? _____ YES _____ NO
 - New or worsening shortness of breath? _____ YES _____ NO
2. Have you had a (temperature 100.4°F or greater within the last 14 days) _____ YES _____ NO
3. Are you feeling feverish? _____ YES _____ NO
4. Are you having chills? _____ YES _____ NO
5. Have you been in a facility or home with confirmed COVID-19 by lab test within the last 14 days?
_____ YES _____ NO
6. Have you been with persons with confirmed COVID-19 by lab test within the last 14 days?
_____ YES _____ NO

If you answered NO to all questions you will be allowed to participate in our tour. Please refer to our extensive COVID-19 Safety Protocol document and be aware of the following protocols:

- Maintain Social Distancing requirements and stay 6 feet apart from people not part of your family or small group
 - Wear a Mask, per our requirements
- You will immediately wash your hands for at least 20 seconds upon entry into the building
- Not to shake hands with, touch or hug others during your time in the building

I understand that Global Family Travels has taken steps to reduce the spread of the novel coronavirus but cannot guarantee that I or any minor in my custody or care will not become infected with the novel coronavirus. Further, I understand that participating in activities offered by GFT, or using any of its equipment or property may expose or infect me or any minor in my custody or care. By signing the form below, I am acknowledging the potential risk and you further agree and hereby release Global Family Travels and its employees from any and all liability associated with your potential risk to contract NOVEL CORONAVIRUS (COVID-19).

* The person answering YES to any of the above questions is responsible for following-up with their primary care physician if needed.

Client's Full Name: (please print) _____

Client's Signature _____ Date _____

Service Provider's Signature _____

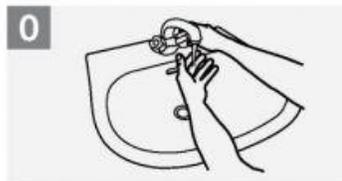
Date _____

Appendix 2: Handwashing signs

How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

 **Duration of the entire procedure: 40-60 seconds**



0 Wet hands with water;



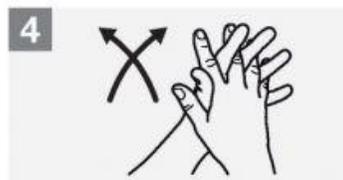
1 Apply enough soap to cover all hand surfaces;



2 Rub hands palm to palm;



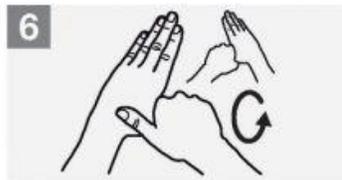
3 Right palm over left dorsum with interlaced fingers and vice versa;



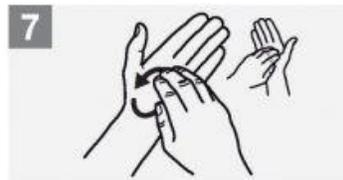
4 Palm to palm with fingers interlaced;



5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



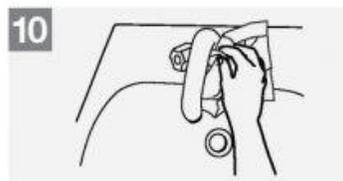
7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



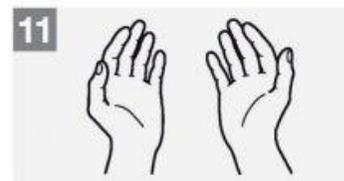
8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.



World Health
Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES

Clean Your Hands

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May 2009

Wash Your Hands After...

1



Playing with
pets

2



Using the
bathroom

3



Sneezing, blowing
your nose &
coughing

4

AND Before...



Touching a cut or
open sore

5



Playing outside

6

AND Before...



Eating

Developed by University of Nebraska–Lincoln Extension in Lancaster County and Lincoln-Lancaster County Health Department

Appendix 3: How to Safely Wear a non-medical Mask

HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

[who.int/epi-win](https://www.who.int/epi-win)

Do's →

- 

Clean your hands before touching the mask
- 

Inspect the mask for damage or if dirty
- 

Adjust the mask to your face without leaving gaps on the sides
- 

Cover your mouth, nose, and chin
- 

Avoid touching the mask
- 

Clean your hands before removing the mask
- 

Remove the mask by the straps behind the ears or head
- 

Pull the mask away from your face
- 

Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it
- 

Remove the mask by the straps when taking it out of the bag
- 

Wash the mask in soap or detergent, preferably with hot water, at least once a day
- 

Clean your hands after removing the mask

Don'ts →

- 

Do not use a mask that looks damaged
- 

Do not wear a loose mask
- 

Do not wear the mask under the nose
- 

Do not remove the mask where there are people within 1 metre
- 

Do not use a mask that is difficult to breathe through
- 

Do not wear a dirty or wet mask
- 

Do not share your mask with others

A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 1 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.



Appendix 4: Sample Costa Rican Supplier

Our daily operation, programs, transfers and tours follow the following guidelines:

- All of our itineraries are operated on based on small, private groups, with social distancing requirements in place
- Maximum capacity of passengers will be determined according to the local Health regulations.
- We provide clear and consistent information prior to our guests' trip, during the journey and after the visit.
- All of the suppliers/partners included on our tours and day trips, such as restaurants, hotels, parks, transport partners and venues follow likeminded health and hygiene protocols and guidelines to protect guests and staff as required. We will request in writing the safety protocols of each of our suppliers
- If Transportation is involved, we have implemented the following cleanliness and disinfection best practices:
 - * Our vans have 70% alcohol for the shoes
 - * Our transportation units and all equipment during tours and transfers will be sanitized thoroughly before and after each tour, and between services.
 - * Clients' luggage will also be sanitized to get in the van
 - * Each vehicle will carry a waste basket with a plastic bag for disposable masks, gloves, tissues, etc. Bags are properly handled and disposed by our staff at the end of the tour.
 - * Our vehicles will be equipped with a hygiene kit, including gel hand sanitizer (Alcohol 70%) and additional masks.
 - * Each vehicle will have clear signage of the cough & sneeze protocol, washing hands protocols and social distancing to follow.
 - * The A/C in the vehicle will be set as flow and not circulating. When possible and weather permitting, open windows will be preferable. A/C vents will be sanitized daily.