

GENERAL GUIDELINES FOR TOURIST ACCOMMODATION IN THE REGION OF VALENCIA ON HOW TO RESPOND TO THE DETECTION OF CLIENTS WITH SYMPTOMS COMPATIBLE WITH COVID19, CONFIRMED CASES AND ACTIONS TO TAKE WITH REGARD TO CONTACTS.

The end of the state of alarm declared under Royal Decree 926/2020, of 25 October, at 0:00 of 9 May 2021, does not mean that the health crisis caused by the pandemic has ended. This continues and the end has not been declared at national or international level, neither by the relevant organizations or authorities, so it is necessary to maintain a series of public health measures that are essential to protect the population's health.

In this context, it is important not to reverse the gains made, so the principle of caution must apply with the maintenance of temporary and exceptional non-pharmacological measures to contain the spread of the virus and reduce, as far as possible, the risk of new epidemics.

To this effect, this document provides guidelines for dealing with tourists when COVID-19 is detected and confirmed, and to monitor the isolation and quarantine of their contacts, as part of measures to prevent and respond to cases of COVID-19 and to guarantee health and security for tourists and residents, to make the Region of Valencia a safe tourist destination.

The guidelines form part of the specific indications from the Ministry of Health contained in the guides prepared by the Spanish Institute for Tourism Quality (ICTE) proposed by the Ministry of Industry, Trade and Tourism, with the relevant participation of business associations and unions for a) Hotels and Tourist Apartments

- b) Spas
- c) Camp sites
- d) Rural accommodation
- e) Youth hostels / Hostels
- f) Tourists in private accommodation

Article 12 of Law 2/2021, of urgent measures to prevent, contain and coordinate in responding to the health crisis caused by COVID-19 (BOE 76, 30/03/2021), establishes for *Hotels and tourist accommodation*:

The relevant bodies must ensure compliance from the owners of hotels and similar forms of accommodation, tourist accommodation, university halls of residence and similar, and other short-term accommodation, camp sites, caravan lots and other similar premises, with the rules on capacity, disinfections, prevention and preparation that they specify.

They must take special care to ensure that the common areas of these establishments adopt the appropriate organizational measures to prevent crowding and ensure that clients and employees maintain a safe personal distance of at least 1.5 metres.

When this safe distance cannot be maintained, appropriate hygiene measures must be used to prevent the risk of contagion.

Also, the AGREEMENT of 19 July, of the Council, on preventive measures against COVID-19 (DOGV8841 20/06/2020) states in point four, on specific safety plans, protocols and guides, that

the measures foreseen in this agreement may be supplemented by specific safety plans, organizational protocols and guides adapted to each business sector, which must be approved by the relevant body.

The current provisions of the Department of Universal and Public Health in matters of public health in the Region of Valencia must also be taken into account, in relation with the health crisis caused by Covid-19 for hotels, tourist hostels, rural guest houses and other forms of accommodation with regard to common areas, capacity, social distancing measures, hygiene, prevention and ventilation.

For all the above reasons, the following rules shall apply:

First.- Specific guidelines for each tourist accommodation.

All tourist accommodation must have a specific protocol to respond to a case in which an employee or client shows symptoms that are compatible with COVID-19, following in all cases the instructions of the Service for the Prevention of Workplace Risks and the health authorities, respectively, to guarantee data protection.

Second.- Creation of a COVID-19 Committee in tourist accommodations.

All tourist accommodation must have a COVID-19 Committee which, in the case of tourist apartments, will correspond to the administrating company, and in the case of individual homes for tourist use, to the person named in the Tourism Register of the Region of Valencia (hereinafter, the Register) as the owner. The actions to be taken include all current legal measures, as well as these guidelines, which are mandatory.

The establishment shall keep a detailed record of all people (clients and employees) who show symptoms compatible with Covid-19 or say they are, which will contain all basic tracing information to monitor the case, and which may be requested by the employees of the public health service.

Third.- Direct communication

Through the Public Health Centre corresponding to each Health Region, the Department of Universal and Public Health will have a means of contact with each tourist accommodation and company running tourist apartments or, where relevant, with the owners of homes for tourist use named as such in the Register. The establishments shall appoint a contact person who they will be able to maintain direct communications with.

Fourth.- Procedure with clients with COVID-19 compatible symptoms

4.1.- To all effects, any person with an acute respiratory infection of any severity that develops quickly and includes, among others, fever, coughing or difficulties in breathing shall be considered a suspicious case. Other symptoms, such as painful swallowing, loss of taste or smell, muscle pain, diarrhoea, thoracic pain or headaches, among others, may also be considered symptoms of suspected SARS-CoV-2 infection, according to medical opinion.

4.2.- If a client is detected with the onset of symptoms compatible with the disease or if a client declares this, he or she must be asked to remain in their room or accommodation unit until they receive instructions from the health services and they must be told to contact the Department of Universal and Public Health hotline immediately (900 300 555 or 112). They must be given

the telephone number and the means to call from their room or accommodation, if there is a separate line, free of charge.

If the client has insurance that covers medical care from a private health centre, they must use this to make the diagnosis procedure.

4.3.- If the client contacts the Department of Universal and Public Health, the medical personnel will assess the severity of the patient's condition and prepare the application of the AIDT in accordance with the established procedure.

4.4.- In all cases, the client with symptoms shall be treated as a suspected COVID-19 patient and their contacts identified.

4.5.- The client with symptoms and their companions must remain in preventive isolation in tourist accommodation at least until the result of the AIDT is known, applying the rules for domestic confinement established in the protocol (not to leave their room, full hygienic measures and use of a medical face mask in the presence of other people). The room or accommodation for the suspected positive case must be separate from that of the contacts and should preferably have its own bathroom. If the accommodation facilities cannot provide this, then all hygiene and safety measures required to prevent contagion must be used, such as separate beds, permanent cleaning of the bathroom after every use, cleaning of surfaces and shared utensils.

If the client is on a camp site or unit of accommodation that does not have its own bathroom, and the distance from other users cannot be guaranteed, the patient must be moved to another unit on the same camp site that has suitable conditions for isolation and restricted use of common areas, unless there is a separate part of the toilet and shower area that can be disinfected after each use or closed for the exclusive use of this person, along with the maintenance of a safe distance and the use of face masks in the accommodation unit. The person must wear a face mask when going to and from the toilet and shower facilities. The camp workers must take all protective measures when cleaning these common areas.

The client must be provided with whatever they need in relation with the disease (thermometer, prescription) and an informative document with the measures they must comply with in this situation. Where possible, this should be provided in the client's own language.

Tourist accommodation establishments, companies that run tourist apartments or the owners of homes used by tourists, and the clients themselves, may take insurance policies to cover the costs associated with the admittance of mild or asymptomatic clients in private health clinics or other establishments which can house tourists who have to be confined and must pass the indicated quarantine period there. In the first case, the client must be informed of this condition before booking. Turisme Comunitat Valenciana, councils and provincial tourism associations, along with business organizations for tourist accommodation may also arrange alternative accommodation for tourists who must be confined, after notifying the Department of Universal and Public Health. In all cases, transfers to these centres or establishments must be made in accordance with the procedures approved by the Department of Universal and Public Health and, where relevant, the Ministry of Health.

4.6.- Should the client require medical attention (by telephone or in person), they must contact the person responsible for monitoring their case or 112 or 900 300 555 if they do not have their own insurance that covers this care, or if they request it.

4. 7.- While they are confined, the person who is responsible for the establishment must inform all relevant departments of the hotel, tourist accommodation or management company of the situation, especially when the room must be opened (for cleaning, maintenance and catering / room service), to ensure that the specific guidelines are observed and the employees are fully protected.

4.8. To guarantee the confidentiality of the health data, all employees must maintain full confidentiality and care with regard to information about the condition of the guests accommodated or employees.

Fifth.- If the AIDT is negative.

5. 1.- Once COVID-19 can be ruled out, the client shall be informed of the result of the diagnosis and that the measures of confinement no longer apply, so they and their contacts can resume their normal routine in the tourist accommodation.

5. 2.- The person designated by the tourist establishment must also be informed of this situation by the health authorities or the private clinic where the test was made. A fluid direct channel of communication must be set up by the Health Department.

Sixth.- If the AIDT is positive.

6. 1.- In cases where tourist facilities have been opened to house tourists who have to remain in isolation, their transfer must be agreed and organized by the Department of Universal and Public Health in accordance with procedures, unless the patient has an insurance policy that covers it.

When the transfer takes place before the end of the contract, it will only be necessary for the client if they have previously informed the establishment of this possibility and the cost when making the booking.

6.2- The confinement will be maintained for three days after the end of the fever and other symptoms and at least 10 days after the onset of the symptoms. In asymptomatic cases confinement will be maintained until 10 days have passed since the diagnosis.

6.3.- Normal medical treatment will be provided during the confinement period should the patient require it.

6.4.- An AIDT will be applied to all close contacts in the same group when the case has been confirmed and Public Health will make a study of all these contacts. The quarantine of all contacts will last for 14 days from diagnosis, with effective isolation from the patient or from the registration of the case if they are sharing the same room / accommodation unit. The actions described in point 6.9 will apply where possible, shortening the isolation, in this case, to 10 days.

6.5.- If there is no transfer to the tourist accommodation for tourist patients who have to isolate, the management of tourism accommodation facilities with common areas must establish specific areas, if possible whole floors or a separate part of one of them, to rehouse the client who has received a positive diagnosis, and a separate room for their companions until the expiry of the quarantine period.

If the client and their companions do not have insurance that covers the additional cost of these measures, they must be informed when booking in the tourist accommodation that should this situation arise, the establishment will comply with these guidelines and pass on any extra cost

above what has been booked to the client and, where relevant, their companions who must also be rehoused.

6.6.- If the client has to extend their stay for medical reasons, the additional costs shall be charged to them if their insurance does not cover it.

6.7.- If the staff of the Department of Universal and Public Health consider that the COVID-19 patient client is healthy enough to travel, with no further pathology to prevent this, they will authorize their transport to their home in private transport, avoiding close contact with other passengers. If the vehicle is occupied by more than one traveller, the COVID-19 patient must be the only person in their row of seats. All other people in the vehicle must wear face masks. The option to transfer them home with other means must also be considered, to protect the safety of the other passengers.

Transfers must be made in accordance with the procedures approved by the Department of Universal and Public Health and, where relevant, the Ministry of Health. Ultimately, if the patient cannot be transported by other means, medical facilities will be provided to transfer them within the Region of Valencia.

6.8.- The establishment must inform its clients of the legal consequences if people who have been told to isolate break these rules and they must also inform the corresponding public health centre and the municipal authorities of any breach of the measures so that they can take appropriate action.

6.9.- After quarantining for 10 days with no further symptoms, a second AIDT can be administered. If the result is positive, the response is to act as with a confirmed case. If the result is negative, the confinement may be terminated without the need to complete the full 14-day isolation period.

Seventh.- Services, cleaning, maintenance and catering for clients in isolation or quarantine.

7.1.- Preparation of the accommodation unit

The person affected must be provided with the means necessary for their self-isolation in the best conditions of comfort and safety.

They must be provided with telephone, internet and TV in their room, where possible.

They must have natural open-air ventilation.

They must have hand soap, paper hand towels, hand sanitizer and a wastepaper bin with a lid and pedal, bin bags and plastic cups.

They must have bleach, toilet paper and cleaning products for the bath and other surfaces. They must be checked regularly (preferably every day) to ensure that they are supplied with hygiene products (soap, paper towels, hand sanitizer, face masks).

To make cleaning and disinfection easier, all excess furniture and textiles should be removed from the accommodation unit.

7.2.- Cleaning services

The cleaning staff that enter the affected accommodation units, for cleaning or for maintenance, must be provided with the personal protection equipment specified by the establishment's Risk

Prevention service, and in all cases must be protected with disposable gloves and a face mask. A record must be kept of all people who enter or leave the accommodation unit.

The cleaning of the room by the operative must be performed in a frequency agreed beforehand, unless the Department considers that it should be cleaned more often.

- Hand sanitizer must be used at the end of each job and when removing the PPE.
- The disposable PPE must be disposed of hygienically (closed plastic bag) at the end of each job and reusable PPE must be thoroughly disinfected.
- The staff doing this work must be specially trained for this by the workplace risk prevention service. They should be accompanied by a supervisor on their first job.

7.3.- Food and drink service

All clients who remain in accommodation in isolation for risk of contagion must be provided with food/drink when this has been booked in advance or accept the cost of the service provided. It shall be provided on condition that: a) the food, left on a tray on a trolley, remains outside the room until the client is notified to take it inside (the trolley should not enter).

When finished, the tray should be left outside the room.

b) Used cutlery and the tray must be handled with gloves, which are disposed of after use. Cutlery and tray shall be washed in the dishwasher.

Tourist accommodation that does not have a catering service shall provide clients with information about how to order takeaway food or to make orders with supermarkets online. Food delivery services shall be allowed to enter the establishment. The food shall be supplied as mentioned in part a) of this point and the leftovers shall be handled in accordance with point 8.3.

Other clients can order takeaway food or use supermarket online services if they wish, after informing the establishment of the way in which it will be delivered.

7.4.- Rules for the person's companion

If the affected person lives with another person in the same unit (companion), declared to be a "close contact", the following rules shall apply:

- If the accommodation unit does not have separate bedrooms or toilets, the companion should be offered alternative accommodation whenever possible, as close to the other person as possible.
- The companion must also remain isolated. The health authorities shall monitor and follow up the symptoms of these close contacts.
- The content of points 7.1 to 7.3 shall apply.

7.5.- Specific recommendations for those responsible for providing care. If people are required to care for active cases, the COVID-19 rules that apply for home help issued by the Ministry of Health shall apply.

Each case shall be assessed separately to check if the people responsible for caring for the patients have risk factors for COVID-19, chronic heart disease, lung, kidney, immunological problems, diabetes or are pregnant

If care is needed, where possible there should be just one person to provide it.

They must wash their hands frequently with soap and water or hand sanitizer after any contact with the patient or their immediate surroundings.

The patient must always wear a medical face mask in the presence of other people.

As additional measures, they shall use disposable gloves if they come into contact with secretions from the patient. After use, they must be disposed of, and their hands washed immediately.

The person shall be informed that they are considered a close contact and subject to active or passive supervision, following the guidelines established. They will also be informed that they must remain confined for a maximum of 14 days.

The health authorities may assess individual cases that require another type of recommendation.

If the contact develops symptoms within 14 days of exposure, they shall be considered as a possible infected case, and self-isolate immediately, informing the person responsible for monitoring their situation.

Eighth.- Additional hygiene and protective measures

8.1.- The surfaces most frequently touched (bedside tables, bedroom furniture, handles, remote controls...), bathroom surfaces and toilet must be cleaned and disinfected with a virucide detergent or diluted bleach (1 part domestic bleach at 5% in 50 parts water) prepared on the same day as it is used, and which should not be used more than 24h after preparation (period of effectiveness).

Cutlery, glasses, dishes and other reusable utensils must be washed in hot water and soap or preferably in the dishwasher.

A distance of 1.5 metres must be maintained between patients. The cleaning trolley must not enter the affected accommodation unit.

The cleaning and disinfection protocols must be made equivalent to those carried out after clients check out.

All cleaning materials used (cloths, mops, brushes,,,) must be disposed of or disinfected after use, and all detergent or disinfectant solutions used must be renewed.

8.2.- Processing bedclothes and towels

Unless stated otherwise in the terms of the contract, the soiled bedclothes and towels shall be placed by the guest in a plastic bag which they close so that the staff can remove it and replace them with clean items (if the establishment has this service). The staff responsible for collecting the clothes will put the bags in a second bag specifically identified for containing contaminated material so that it can be processed by the laundry services with proper PPE (face mask and gloves) when they remove it from the bag.

The items shall be washed in hot water at 60°C at least.

8.3.- Waste management

The waste material (paper towels, gloves, tissues and other contaminated items) shall be placed in the refuse bags (bag 1) by the guest. Gloves must be worn to seal the bag and place it inside another bag (bag 2) along with the gloves and other waste from the accommodation unit, and this left next to the door (but inside the room) on the day and at the time set by the establishment.

The staff responsible for collecting them will use gloves to handle them, disposing of these gloves in a third bag (bag 3) and disposing of it in the waste container.

8.4.- Repairs in the accommodation unit

Maintenance staff must be provided with the personal protection equipment specified by the establishment's Risk Prevention when entering to do repairs in any accommodation unit with a patient, and in all cases must be protected with disposable gloves and a face mask. A record must be kept of all people who enter or leave the accommodation unit.

The worker must not touch their mouth / nose / eyes and keep a distance of 1.5 metres from the patient if they are in the room. The infected guest must wear a face mask while the person who is doing the repairs remains inside the accommodation.

Ninth.- Management of information about the case or outbreak.

9.1.- Communications with clients

The information given to the clients staying in the establishment must be agreed with the health authorities. It is not recommended to give information to large groups, because they may take it personally and react with hostility and a lack of confidence.

It is always advisable, with organized groups of tourists, that the information be channelled through the people responsible or guides of the travel agencies who work with these groups at the destination. In this case, it is the crisis committee who will inform the tour operator or coordinator of the group.

9.2.- Communications with employees

As with the clients, informing the workers in a clear and transparent way about the epidemic will reduce tension and help to overcome the crisis.

Please consider at this point the content of article 18 of the Law to Prevent Workplace Risks, on the rights of workers to be informed about the risk to their health and safety when at work.

Tenth.- Specific points about types of accommodation

If there is a type of accommodation which does not correspond to the list of those mentioned in these guidelines, they shall still apply by analogy.

Eleventh.- Accreditation of the health measures

The Department of Universal and Public Health may require tourist establishments to provide more than the usual necessary information in order to check compliance with this protocol.