

Guidelines for tourist accommodation establishments in the Region of Valencia in the event of detection of customers with symptoms compatible with COVID-19, confirmation of cases and measures to take with regard to their contacts.

These guidelines have been issued in order to ensure the health and safety of tourists and residents, and to make the Region of Valencia a safe place by using preventive measures and responses to cases of COVID-19. It establishes the healthcare procedures for a tourist during detection and confirmation of the disease, along with monitoring in the event of isolation and quarantine of their contacts.

This guide follows the specific guidelines outlined in the instructions of the Ministry of Health in the documents drawn up by the Spanish Institute of Quality in Tourism (ICTE) at the request of the Ministry of Industry, Trade and Tourism, with the participation of business and trade union organisations for:

- a) Hotels and Tourist Apartments
- b) Spas
- c) Camp Sites
- d) Rural Accommodation
- e) Guesthouses/Hostels
- f) Housing for use by tourists

Royal Decree-Law 21/2020, of 9 June, on urgent measures of prevention, containment and coordination to deal with the health crisis caused by COVID-19, establishes in article 12 of same: *“Hotels and tourist accommodation. The competent authorities should ensure that the owners of hotels and similar facilities, tourist accommodation, university halls of residence and similar facilities, and other types of short-stay accommodation, camp sites, caravan parks and other similar establishments comply with the regulations concerning maximum capacity, disinfection, prevention and installations established therein. In particular, it shall be guaranteed that the appropriate organisational measures are taken in commonly used areas of said establishments to prevent crowding and ensure that customers and staff maintain a minimum safe interpersonal distance of 1.5 metres. When said safe distances cannot be maintained, adequate hygiene measures shall be observed to prevent any risk of contagion”*.

The AGREEMENT of 19 June, by the Regional Government of Valencia, on preventive measures to deal with COVID-19 also establishes in point 4 of same, on specific safety plans, protocols and guidelines, that: *the measures provided for in this agreement may be complemented by specific safety plans, organisational protocols and **guidelines adapted to each sector of activity**, which shall be approved by the competent authorities.*

In view of the foregoing, the following is hereby stipulated:

First.- Protocol for measures at each type of accommodation.

Tourist accommodation should have a set of guidelines in the event that an employee or customer shows symptoms compatible with COVID-19, complying in all cases with the directives of the Occupational Health and Safety Service and health services respectively, guaranteeing the protection of data.

Second.- Creation of a crisis management committee in tourist accommodation.

All tourist accommodation should have a crisis management committee organised and managed by the management company in the case of residences for tourists, and by the person recorded as the owner in the Tourism Registry of the Region of Valencia (hereinafter, the Registry). The necessary measures to be taken should include the application of regulatory measures currently in force as well as these guidelines, and shall be mandatory.

The establishment shall keep a detailed record of all people (customers and employees) who present symptoms. Said record shall contain information to enable cases to be traced and monitored: This information may be required by public health professionals.

Third.- Direct communication.

The Regional Ministry of Universal Healthcare and Public Health, via the relevant Public Health Centre of each Health Department, shall establish a means of contact with each tourist accommodation establishment and with the tourist residence management companies or, where appropriate, with the owners of tourist residences registered as such in the Registry. The establishments shall appoint a contact person with whom direct communication shall be maintained.

Fourth.- Procedure in the event of a customer with symptoms compatible with COVID-19.

4.1. - For all intents and purposes, a suspected case is considered to be any person with a clinical condition of sudden acute respiratory distress of any degree of severity that is experienced along with, amongst other symptoms, fever, cough or shortness of breath. Other symptoms such as pain when swallowing, loss of sense of smell and/or taste, muscle pains, diarrhoea, chest pain or headache may also be regarded as symptoms that may indicate a possible case of infection by SARS-CoV-2, according to clinical judgement.

4.2. - If someone starts to show symptoms compatible with the disease, or declares that they have them, they shall be asked to isolate themselves in the room or accommodation unit to await instructions from the

healthcare services and they shall be informed that they should immediately call said services using the telephone number provided for this purpose by the Regional Ministry of Universal Healthcare and Public Health (900 300 555 or 112). They shall be given the telephone number and the opportunity to make a call from their room or residence if it has a telephone line, at no additional cost.

The establishment shall provide the customer with symptoms with a non-contact thermometer if they so request, once they have been informed that the Regional Ministry may ask for their temperature.

If the customer has his/her own insurance policy that covers healthcare at a private health centre, the diagnostic process should be carried out by said centre.

4.3. - If the customer contacts the Regional Ministry of Universal Healthcare and Public Health, the medical personnel shall assess the severity of the patient's clinical situation and shall organise the manner in which the PCR test is carried out as per the established procedures.

4.4. - In any case, a customer with symptoms shall be monitored as a suspected case of COVID-19 and their contacts shall be identified.

4.5. - Customers with symptoms and companions should stay under preventive quarantine in the tourist accommodation at least until the result of the PCR is known, and the rules of home confinement established in the protocols shall be put into effect (do not leave the room, ensure that hygiene measures are taken and surgical masks are worn in the presence of other people. The accommodation unit or room of the suspected positive case should be a different one from the contact people, and shall preferably have a bathroom for use exclusively by the suspected case. If the establishment cannot provide these facilities, the necessary hygiene and safety measures shall be taken to prevent contagion, such as adding separate beds, cleaning of the bathroom after each use, cleaning of surfaces and commonly used items.

If the customer is in a campsite, especially in an accommodation unit that does not have a bathroom for use and by one person and distance from other occupants of the establishment cannot be maintained, the patient should be transferred to another accommodation unit in the campsite that has adequate facilities for quarantine and restrictions on the use of common areas, unless an individual washing and shower area for use by just one person that can be adequately disinfected after each use is established alongside the rules for maintaining safe distances and wearing masks in the accommodation unit. The person should wear a mask every time they go said bathroom or shower. The campsite staff should take protective measures for cleaning said common areas.

The customer shall be provided with the necessary resources to deal with the disease (thermometer for body temperature, prescribed medication) along with an information leaflet describing the measures that the customer should comply with during the situation. It shall be in

customer's language whenever possible. Efforts shall be made to report the outcome of the PCR within the 24 hours following the time when the sample was taken.

Tourist accommodation establishments, tourist residence management companies and owners of residences for tourists and customers themselves may take out insurance policies to cover the expenses incurred from the stay of asymptomatic customers or those with mild symptoms in private medical centres or in other establishments to house tourists who have to undergo domestic quarantine where they can spend the necessary period to comply with the quarantine. In the first case, the customer should be informed of said situation prior to contracting. Transfers to such centres or establishments should be carried out in accordance with the procedures established by the Regional Ministry of Universal Healthcare and Public Health, or when applicable, by the National Ministry of Health.

4.6. - If a customer requires medical attention (by telephone or face-to-face), they shall contact the medical professional responsible for monitoring their case or call 112 or 900 300 555 if they do not have their own insurance to cover this medical care or if they request same.

4.7. - For the duration of the quarantine, the person registered as responsible for the establishment should report the situation to all the departments involved in the hotel, tourist accommodation, or management company, especially those that need to access the room (cleaning, maintenance restaurant/room service), so that they can apply the specific protocols and to protect employees.

4.8. To ensure health data confidentiality, all the employees should maintain due confidentiality and discretion regarding information about the state of health of guests and employees.

Fifth.- Negative PCR result.

5.1. - If COVID-19 is ruled out, the customer shall be informed of the result of the diagnostic test and that he/she no longer needs to continue with the quarantine measures. The customer and contacts may then continue with normal life in the tourist establishment.

5.2. - The health authorities or private centre where the test took place should also inform the person appointed by the establishment of the situation. To this end, a fluid and direct communication link from the Health Department shall be established.

Sixth.- Positive PCR result.

6.2 - In cases where tourist establishments have been opened to house patients who need to undergo domestic quarantine, the transfer shall be agreed and organised by the Regional Ministry of Universal Healthcare and Public Health in accordance with its procedures, unless the customer has an insurance policy that covers such an eventuality.

When the transfer takes place prior to the end of the contract, the sole obligation shall be to notify the customer of this possibility and the financial conditions of same during the reservation or registration at the establishment.

6.2- The quarantine shall be maintained until three days after the fever and clinical conditions have abated, with a minimum period of 10 days from when the symptoms commenced. In asymptomatic cases, quarantine shall be maintained for 10 days from the date of diagnosis.

6.3. - During the period of quarantine, any habitual medical attention required by the attention shall continue to be provided if the patient so requires.

6.4. - PCR tests shall be carried out on those people in close contact or cohabiting with the patient at the time the case is confirmed and the study of contacts by Public Health shall be completed. Quarantine of contacts shall last for 14 days from the time they are identified, the effective isolation of the case or from the epidemiological discharge of the case if they are located in the same room/accommodation unit. Efforts shall be made to comply with the provisions of point 6.9, and isolation can be reduced, when possible, to 10 days.

6.5. - If the transfer to the tourist accommodation for patients who have to undergo domestic confinement does not take place, the management of tourist establishments with common areas shall establish specific zones, where possible complete floors or an isolated area on each one, to re-house customers with a confirmed positive diagnosis, along with a separate room for companions until the end of the quarantine period.

In situations where customers and their companions do not have an insurance policy to cover the additional costs incurred by these measures, the customer should be informed at the time of signing the registration at the tourist establishment that if such a situation arises, it shall comply with the provisions of these guidelines and shall pass on the additional costs to the customer's bill, and where applicable, to that of the companions who also had to be re-housed.

6.6. - If customers have to prolong their stay for health reasons, they shall bear any additional costs not covered by their insurance policy.

6.7. - If the personnel of the Regional Ministry of Universal Healthcare and Public Health consider that the customer's state of health with regard to COVID-19 permits them to travel, and if they have no other disease that

impedes them from travelling, it shall give authorisation for the customer to travel to their home, on private transport and avoiding close contact with other passengers. If the vehicle is occupied by more than one passenger, the person affected by COVID-19 should be the sole occupant of his/her row of seats. All the people occupying the vehicle should wear a face mask. The possibility of transferring the patient to his/her home using other means that guarantee their safety and that of others shall also be considered.

The transfers should be carried out in accordance with the procedures established by the Regional Ministry of Universal Healthcare and Public Health and, where applicable, by the National Ministry of Health.

6.8. - The establishment should inform its customers of the legal consequences of any infringements of the quarantine or confinement and it should notify the relevant Public Health Centre and the municipal authorities of any breaches of the measures so that they may take appropriate action.

6.9. - If the contacts show no symptoms ten days after effective quarantine commences, a second PCR test can be carried out. If the result is positive, it should be treated as a confirmed case. If the result is negative, domestic confinement can end without it being necessary for the person to remain for the full 14 days in isolation.

Seventh.- Services, cleaning, maintenance and meals for customers in isolation or quarantine.

7.1. - Preparation of the accommodation unit.

The affected person should be provided with the necessary resources to permit them to undergo self-isolation in the best possible conditions of comfort and safety:

Wherever possible, access to a telephone, Internet and TV in the room shall be provided.

Natural ventilation to the exterior should be provided.

The person should have access to soap for washing hands, paper hand towels, hand sanitising gel, along with a wastepaper bin with lid and pedal, rubbish bags and plastic cups. Bleach, paper and cleaning materials for the bathroom and other surfaces should be available. Regular checks (preferably every day) should be made to ensure that the affected person has products to guarantee protection and hygiene (soap, paper hand towels, hand sanitising gel, masks). All non-essential furniture and fabrics should be removed from the accommodation to facilitate cleaning and disinfection.

7.2. - Cleaning services.

Staff who enter the affected accommodation unit for cleaning or maintenance should be provided with the personal protective equipment established by the establishment's Health and Safety Service, and should in all cases wear disposable gloves and a mask for protection. There should be a log of everyone that enters or leaves the accommodation unit.

The operator shall clean the room in accordance with the previously agreed frequency (at least once a day).

- The operator should have hand sanitising gel available for use after cleaning and when removing the PPE.
- Disposable PPE shall hygienically dispose of (sealed plastic bag) at the end of the task and reusable PPE shall be adequately disinfected.
- Staff who carry out this work should receive the relevant training by the occupational health and safety service. The presence of a supervisor the first time the operator carries out the task is recommended.

7.3. - Food and drinks service.

Anyone who stays in their rooms under isolation due to a risk of infection shall be provided with the food/drinks service if it was previously contracted, or if they accept the financial conditions for the service. The service shall be carried out in accordance with the following provisos:

- a) The food, placed on a tray on a trolley, should remain outside the room and the customer is asked to take it in (the trolley should not enter the room). After the meal, the tray should be left outside the room.
- b) The dirty crockery, cutlery and tray shall be handled with gloves, which shall be disposed of after use. The dirty crockery, cutlery and tray shall be washed in a dishwasher.

Tourist establishments that do not have a food and drinks service shall provide customers with information about how to order take-away meals or prepare online orders from supermarkets. Take-away food services shall be permitted to enter the establishment. The food shall be delivered as per section a) of this point and the waste shall be managed in accordance with point 8.3.

Customers who so wish may also make use of supermarket online food ordering services, with the proviso

that the establishment where they are housed previously informs them about how deliveries of this kind are made.

7.4. - Regulations for companions.

If the affected person cohabits with another person in the same accommodation unit (companion) and is declared to be in "close contact", the following regulations shall apply:

- If the accommodation unit does not have separate bedrooms or bathrooms, the companion shall be offered an alternative accommodation unit as close as possible to the first one whenever this is possible.
- The companion should remain under self-isolation. The health authorities shall oversee and monitor any symptoms amongst close contacts.
- The provisions in points 7.1 to 7.3 shall apply.

7.5. - Specific recommendations for people responsible for care.

If people responsible for caring for active cases are required, the regulations for management of home care for COVID- 19 of the National Ministry of Health shall be complied with:

The people responsible for caring for patients shall be individually assessed to ensure that they have no risk factors for complications from COVID-19 (chronic heart, lung or kidney disease, suppressed immunity, diabetes, pregnancy, etc.).

If it is necessary to provide care, efforts should be made to ensure that said care is provided by just one person.

Carers should wash their hands frequently with soap and water or alcohol-based preparations after any contact with the patient or their immediate surroundings.

The patient shall always wear a surgical mask in the presence of other people. Other additional measures include wearing disposable gloves if the carer is likely to enter into contact with the patient's bodily fluids and secretions. The gloves shall be disposed of after use and the hands washed immediately after.

The person shall be informed that he/she shall be regarded as a close contact and active or passive monitoring shall commence in line with established protocols. He/she shall also be informed that he/she shall have to undergo home confinement for up to 14 days.

The health authorities may evaluate individual situations that require some other recommended measure.

If people in contact develop symptoms in the 14 days following exposure, they shall be regarded as suspected cases. They should immediately self-isolate and contact the person responsible for monitoring them.

Eighth.- Additional measures for hygiene and protection.

8.1. - Surfaces that are frequently touched (bedside tables, bedroom furniture, door handles, remote controls, etc.), surfaces in the bathroom and the toilet should be cleaned and disinfected with a viricidal agent or diluted bleach (1 part of domestic bleach at 5% in 50 parts water) prepared on the same day as when it is used. The agent should not be used for more than 24 hours (effective period).

The cutlery, glasses, plates and other reusable utensils shall be washed in hot soap and water or preferably in a dishwasher.

A minimum distance of 1.5 metres shall be maintained from affected people.

The cleaning trolley shall not enter the affected accommodation unit. Further efforts shall be made to apply appropriate cleaning and disinfection protocols that are equivalent to those applied when customers check out.

All material used in cleaning (cloths, mops, brushes, etc.) shall be disposed of or disinfected after use, and all the detergent or disinfectant solutions that may need to be used shall be freshly prepared.

8.2. - Management of bedclothes and towels.

Unless contractual conditions state otherwise, dirty bedclothes and towels (in the event of an establishment with such a service) shall be placed by the guest in the plastic bag made for this purpose, which shall be sealed to enable the staff to remove it and replace it with clean bedclothes and towels. If the person removing the bedclothes and towels is a carer or employee of the establishment, they should wear disposable gloves, gown and face mask, and should avoid shaking or moving the bedclothes and towels.

The establishment staff responsible for collecting the bedclothes and towels shall put them inside a second bag specifically identified as containing contaminated material so that it can be handled by laundry service personnel with adequate PPE (hygienic mask and gloves) when it is removed from the bag.

The clothing shall be washed in a hot water cycle of at least 60°C.

8.3. - Waste management.

Rubbish (paper towels, gloves, tissues and other contaminated objects) shall be disposed of by the guest in rubbish bags (bag 1). To remove them, the gloves used to close the bag shall be used to place the bag in a second one (bag 2) along with the gloves and other waste created in the accommodation unit, which shall be left next to the exit door (inside the room) on a day and time agreed with the establishment.

The staff of the establishment responsible for collecting the rubbish shall handle it with disposable gloves and place it in a third bag (bag 3) and place it in a waste container.

8.4. - Repairs in the accommodation units.

Maintenance personnel who need to enter accommodation units occupied by sick patients to carry out repairs should use the personal protection equipment established by the establishment's occupational health and service, and should in all cases wear disposable gloves and a mask. There should be a log of all the people who enter and leave the accommodation unit.

Furthermore, staff should try not to touch their mouth/nose/eyes, and if the patient is in the room, a distance of 1.5 metres should be maintained. The patient shall wear a surgical mask while the person carrying out the repairs is inside the room.

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

9.1. - Informing customers.

The information transmitted to customers staying at the establishment should be determined by the medical authorities. Giving information to large groups is not recommended as experiences tend to be personalised and this can lead to situations where hostility and mistrust are expressed.

It is always recommendable in organised tour groups for the information to be channelled via the managers or travel agency guides attending the groups at the destination. In this case, the crisis committee shall be the one to inform the tour operator or group coordinator.

9.2. - Informing employees.

In the same way as with customers, the transmission of clear and transparent information about the situation concerning the outbreak will help to reduce tensions and overcome the crisis.

In this regard, the provisions of article 18 of the Health and Safety Act on the right of workers to be informed about risks to their health and safety at work should be taken into consideration.

Tenth.- Specific issues arising from the type of accommodation.

If the specific features of a type of accommodation means that it does fall within the types mentioned in these guidelines, the one closest to the type of accommodation concerned shall apply.

Eleventh.- Accreditation of health measures.

The Regional Ministry of Universal Healthcare and Public Health may ask tourist accommodation establishments for necessary information in addition to that already provided in order to check that these guidelines are complied with.

In Valencia, on the date of the electronic signature
THE REGIONAL SECRETARY'S OFFICE OF PUBLIC HEALTH AND THE PUBLIC
HEALTHCARE SYSTEM

Isaura Navarro Casillas