

OPERATIONAL GUIDELINES POST COVID 19 (may2020)

Sources:

Unidad de Calidad y Sostenibilidad Turística (INGUAT)
Departamento de Fomento Turístico (INGUAT)
Dirección de Desarrollo del Producto Turístico (INGUAT)

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I. INTRODUCTION

This document is a guideline during and after the COVID-19 pandemic and aims to publicize good practices to implement.

Consolidates national and international recommendations, as a contribution to the resilience of the country's tourism sector, restoration and business reopening. It presents a model to follow from planning to execution of the service that allows strengthening the prevention and minimization of the risk of contagion of employees and tourists to achieve uniformity and standardization of processes that allow for the formation, training and monitoring of collaborators and clients.

The content is subject to adaptations when required.

II. JUSTIFICATION

The changes that tourist destinations are currently facing due to the COVID-19 crisis, present an opportunity for TTOO to meet new trends and customer demands, improving the traveler experience, complying with health protocols and guaranteeing physical integrity.

The Guatemalan Tourism Institute -INGUAT- as the governing body of tourism based on the recommendations and considerations issued by the Ministry of Health and Social Assistance -MSPAS- establishes prevention and disinfection measures to reduce the probability of the spread of COVID-19 cases in the services of the tourism operators, to which new information, recommendations or instructions will be incorporated according to the spread of the virus and government regulations.

III. OBJECTIVES

General

Implementation of good sanitary practices during and after COVID-19.

Specific

- Unify the implementation of prevention and disinfection standards in the services offered by TTOO.
- Promote within the activities of the TTOO a work policy based on a clean and safe environment.
- Promote continuous training in prevention and disinfection techniques.
- Avoid transmission and spread of the COVID-19 virus by properly applying cleaning and disinfection techniques.
- Have a consultation document for all staff.

IV. GENERAL PREVENTION MEASURES FOR COVID-19

Employees who must not attend the workplace

1. People who have any symptoms (dry cough, fever, tiredness, nasal congestion, headache, conjunctivitis, sore throat, diarrhea, loss of taste or smell) that could be associated with COVID-19 should not go to work and should contact the emergency or consultation numbers: 1517 or 1540 to start the care protocols proposed by the Ministry of Public Health and Social Assistance -MSPAS-. **(See annex 1)**
2. People who have directly or through third parties interacted with someone who has subsequently been diagnosed with COVID-19 or has been quarantined.
3. People who are within the priority attention groups and risk factors; As adults over 60 years old who present diseases such as (diabetes, high blood pressure, HIV, among others) and women in pregnancy, while the current emergency generated by the epidemic lasts and duly notified to the employer, they should not attend work they should be protected with priority; promoting telework.

Prevention

1. When sneezing or coughing, cover the mouth and nose with the forearm, or with disposable tissues and later eliminate them in the corresponding containers or garbage cans.
2. Do not touch your eyes, nose and mouth even when wearing gloves on or taking them off, as they may be contaminated.
3. Be on the lookout for symptoms such as dry cough, fever, tiredness, nasal congestion, headache, conjunctivitis, sore throat, diarrhea, loss of taste or smell that may be associated with COVID-19.
4. Mandatory use of personal protective equipment such as face mask and gloves.
5. Avoid using other workers' equipment and devices
6. Use two pairs of shoes, disposable, one to go to work and another to move to your home.
7. Maintain hygiene rules constantly and permanently, inside and outside the work environment.

Physical distancing

1. Greet without physical contact (shaking hands, hugging, kissing) with anyone.
2. Avoid close contact between collaborators and clients.
3. Maintain an interpersonal distance of 1.5 meters.
4. Avoid activities that involve crowding of people.

Personal hygiene

1. Carry out frequent hand hygiene as follows:
 - a. Wash your hands with enough soap and water for at least 20 seconds, rubbing your hands together and interlacing fingers, rubbing your nails with the palms of your hands, rubbing each palm with the back of the other hand and interlacing your fingers and finish drying your hands with a disposable cloth or towel.
 - b. Disinfect your hands for 20 to 30 seconds with 70% disinfecting alcohol.
(See annex 2)

Hand hygiene is the main measure of virus prevention and control, the correct technique must be performed, always at each of the following moments:

- Before contact with the client
- After contact with the client
- After contact with biological fluids
- Before putting on the protective equipment and after removing it.

2. Disinfect personal objects such as: cell phone, glasses, lenses, etc.
3. Ladies need to keep their hair up, use no jewelry and keep nails short, without polish and avoid acrylic nails, it has been shown that COVID-19 can be housed under long nails or under layers of enamel.
4. Gentlemen should wear short hair, a beard and short nails.
5. The collaborator must be properly bathed every day.
6. Clean uniform
 - Preferably long-sleeved shirts and blouses
 - No tie or scarf
 - The sole of the footwear must be disinfected before entering the workplace

V. SPECIFIC PREVENTION MEASURES

Risk management requirements

1. Place a shoe sole disinfection method for staff, customers, and suppliers with a 0.1% chlorine dilution (20ml per 1 liter of water) before entering the facility.
2. Have a detailed record of the workforce, home address, who lives with and their respective phone numbers.
3. Inform staff weekly about the prevention of COVID-19, general recommendations and places to refer possible cases according to the updates issued by local and national public health authorities.
4. Appoint a person in charge of managing the journal control in a log of personnel and suppliers that enter the workplace taking the temperature by means of an infrared thermometer when entering, half-shift and leaving, to detect someone with a temperature greater than or equal to 38 C should not remain within facilities, and must be referred to a health service. Record in writing or any formal document, the symptoms and procedures performed for the transfer of the person. **(See annex 3)**
5. Create an advertising campaign with information (banners, posters, newsletters, others), to minimize the risk of contagion; locating them in strategic sites, reception, bathrooms, common areas or where personal hygiene supplies are located. Mayan languages must be taken into account for those employees who have difficulty with Spanish language.
6. Train employees on the use of personal protective equipment, as well as the correct way to remove it, through email, signs, quality commitment or informative videos.
7. Constantly supervise and verify the use of personal protection, as well as compliance with the rules and safety measures and prevention of contagion of COVID-19 to maintain a clean and safe work environment.
8. Provide employees with personal protective equipment such as face masks, face shield / face shield (if applicable) and hygiene products such as water, soap, 70% alcohol gel among others. **(See annex No. 4)**
9. Place 70% disinfectant alcohol dispensers in main points such as the reception, collaborators area, public areas, toilets, entrance to the facilities, which can be wall-mounted, independent or without contact, these must be within the reach of the collaborators and clients.

10. Implement physical protective barriers (glass, vinyl, etc.) in the windows or customer service spaces, or failing that, provide collaborators with face protection screens. (This does not exempt the use of the mask)
11. Keep environments free of smoke, tobacco and vapes.
12. Define own workplace policies to minimize the risk of virus transmission and spread, such as alternating staff hours, if there are more than 4 collaborators, in order to promote physical distancing, workspaces should not be occupied with more than 50% of their capacity.
13. Establish shifts for resting and dining that is not less than 20 minutes or the internal established times. The place must comply with all the safety and hygiene protocols established by the Ministry of Health.
14. Establish an internal plan of immediate action when a situation of possible contagion occurs, or exposure to the virus, which must contain a procedure of: information management, responsible persons and steps to follow, which must also socialize with the providers of the service chain, in accordance with the recommendations issued by local and national public health authorities, with the aim of preventing, effectively managing cases and mitigating the impact between tourists and staff. Mandatory
15. Guarantee the existence of adequate containers for the disposal of solid waste, as well as the collection and extraction of these.
16. Not to use chemical spraying systems (booths, tunnels or any other similar device) on people, for the prevention of COVID-19 or other types of diseases according to VIGEPI No. 14-2020 / Guatemala April 16, 2020.
17. Create alliances with lodging establishments, restaurants, protected areas, parks and / or archaeological sites that comply with prevention protocols directly related to COVID-19 to be visited during the tour or contracted trip.

VI. CUSTOMER SERVICE IN THE FACILITIES/OFFICES

Reception

As this is the area in charge of receiving clients (when applicable), for the administrative procedures corresponding to hiring tours or trips to the different tourist attractions in the country, it must comply with the following aspects:

General requirements:

1. Define the maximum capacity of the reception, establishing the necessary measures to maintain the physical distance of one and a half meters between each

person. If the distance between employees and customers cannot be maintained, the installation of physical protective barriers (glass, vinyl, etc.) is recommended to ensure the protection of reception staff. If these materials are also not available, staff should use face shield.

2. Have staff on duty for direct customer service according to the capacity of the facilities, considering the physical distance measures that allow the provision of services safely.
3. Have 70% disinfectant alcohol dispensers, disposable towels and waste containers with pedal opening cover in full view of the customer.
4. Avoid items such as brochures, fixed pens, among others, on counters that can be handled by customers.
5. At the entrance of the facilities, information and prevention campaigns must be available in different languages, these must contain the information issued by the health authorities
6. Have a telephone directory of health centers, private and national hospitals, as well as emergency telephones to request assistance or health information in the event of any eventuality and place them in an area visible to all personnel.
7. Keep doors and windows open to ensure air circulation.

Specific requirements:

1. Personnel must be identified and have personal protective equipment (mask, disposable face shield gloves, depending on the risk to which they are exposed).
2. Request the disinfection of shoe soles to customers before entering the facilities with a 0.1% chlorine dilution (20 ml of chlorine per 1 liter of water).
3. Serving people one at a time with a distance of 1.5 meters between each person.
4. Taking temperature to people entering and leaving the facilities using an infrared thermometer. People with a temperature greater than or equal to 38°C should not remain inside the facilities, and should be referred to a health service.
5. Request customers to enter the facilities with the mandatory use of masks and stay with them during the time of their stay.
6. The collaborator must apply alcohol gel before and after exchanging objects with the client, such as payment cards, tickets, pens, etc.

7. Inform about the procedures at the country's entry points (airports, ports and land border crossings) according to the protocols established by the Ministry of Public Health and Social Assistance -MSPAS-.
8. Provide the travelers with information to reduce the general risk of acute respiratory infections and the prevention measures of the country and the tourist chain: transport, hotels, restaurants, tourist attractions and activities to be carried out.
9. Pre tour briefing: the staff must provide the client with a brief induction indicating the recommendations and protocols to follow during the tour or trip for their safety.
10. Transportation: use 50% of the space of the transport unit during the crisis by COVID-19 for its prevention according to provisions of the Ministry of Public Health and Social Assistance - MOH-.
11. Keep a log with the records of the origin of the clients who have contracted the tours or trips as preventive measures.
12. Clean and disinfect the counters before starting activities, after receiving a customer and at the end of activities, as well as all the items that were used.
13. Clean and disinfect after receiving the collection and computing equipment from a client.
14. Clean and disinfect the phone with disinfectants with at least 70% alcohol after each use.
15. Clean and disinfect the packages that enter the facilities.
16. Clean and disinfect at least every hour according to human traffic the floor of the entrance of the facilities and the contact surfaces such as door handles, handrails, etc.

VII. CUSTOMER SERVICE BY ELECTRONIC MEANS

1. Inform the procedures at the country's entry points (airports, ports and land border crossings) according to the protocols established by the Ministry of Public Health and Social Assistance -MSPAS-.
2. Provide travelers with information to reduce the general risk of acute respiratory infections and preventive measures in the country and the tourist chain: transportation, hotels, restaurants, tourist attractions and activities to be carried out.
3. Publish information and prevention campaigns in different languages, issued by public health authorities.

4. Inform the client about the prevention measures implemented during the tours or trips.
5. Use 50% of the space of the transport unit during the crisis by COVID-19 for its prevention, according to provisions of the Ministry of Public Health and Social Assistance -MSPAS-.

VIII. GENERAL PREVENTION MEASURES

Suppliers

Providers in the complementary service chain must follow and ensure compliance with safe work systems and have adequate procedures to prevent the spread of COVID-19.

1. Define the minimum criteria of the suppliers with whom a commercial relationship has been established, based on an instrument for selection and evaluation, especially of the hygiene and disinfection criteria they use. (Lodging establishments, restaurants, aquatic, air, and land transportation means).
2. Perform an initial service inspection; after that, a monitoring follow-up program must be carried out and a record must be made of it.
3. Have a list of providers who comply with the preventive measures against the spread of COVID-19 to guarantee that the services are safe and free of contamination. (See annex No. 6)

Requirements to be met by Tour Guides and Drivers

- All tour guides hired must be registered with INGUAT, carry a valid card at the time of providing the services for which it is authorized, perform and fulfill in the development of activities with the regulations of tourist guides and current regulations.
- Each driver hired by the tour operator must carry a valid Type A license for ground transportation. Must have at least evidence of education and training in:
 - o Assertive driving
 - o Use of fire extinguishers
 - o First aid
 - o Customer service

* In case of contracting service with other means of transportation, the tour operator must ensure that the providers have the minimum licenses and requirements, in accordance with current national regulations.

- Personal hygiene (daily bath).

- Ladies hair up, no jewelry, bracelets or rings, short nails and clean (without enamel).
- Gentlemen short hair, beard and short nails.
- Limit the use of wallets, belts, watches, jewelry, any type of jewelry.
- Clean and complete uniform every day. (Long-sleeved shirts or blouses, avoid the use of a tie and scarf for ladies).
- The sole of the footwear must be disinfected before getting on the transport.
- Before the start of the tour or trip, wash your hands, when removing your gloves, before taking your food and after going to the bathroom or before any action that warrants it.
- Put alcohol in gel before and after exchanging objects with the customer or supplier such as: pens, documents, etc.
- Use personal protective equipment: mandatory face mask

Prevention measures during the tour or trip

1. Be sure each passenger owns a mandatory mask, gloves (if necessary) and 70% disinfectant alcohol. If not, the driver or tour guide must be sure to have enough stock available for purchasing.
2. At the beginning of the trip, the tour guide must give a welcome speech and along with that, the recommendations and measures that will be taken during the tour or trip for your safety.
3. Keep the control during the tour in a log of the tourists who participate taking their temperature by means of an infrared thermometer at the beginning of the tour, in the middle and at the end. To detect people with fevers equal to or greater than 38°C, dry cough and respiratory difficulties, go immediately to the hospital center suggested by the authorities.
4. Have a telephone directory of health centers, private and national local and regional hospitals, as well as emergency telephones to request assistance or health information in the event of any eventuality and place them in an area visible to all.
5. Disinfect tourists' suitcases or backpacks with disinfectant products that contain a minimum of 70% alcohol, through a container with a spray bottle and must be touched directly, before taking it on and off the tourist transport.

6. Request passengers to disinfect their hands with gel before boarding or descending from the transport unit, as well as at the entrance and exit of the facilities.
7. For passengers to purchase: Have a supply of masks, 70% disinfectant alcohol, gloves for tourists if a replacement is necessary.
8. During the tour, close contact between collaborators and tourists should be avoided, keeping 1.5 meters of distance between each person who participates in it when they are open spaces, in closed spaces a distance of two meters should be kept.
9. Tourists must avoid to manipulate directly the objects that are found during the visits.
10. Carry out a correct classification of solid and organic waste.

Ground transportation

1. The transport service may only be provided by units that are registered with INGUAT and have a license authorized by the General Directorate of Transport -DGT-.
2. Any person entering the transport unit must disinfect the sole of the shoe they wear.
3. Ensure physical distance while waiting for the 1.5 meter boarding between one person and another.
4. Mandatory use of masks for crew and passengers.
5. Have 70% disinfectant alcohol dispensers, disposable paper, disposable hand towels, citrus sprays, among others.
6. If they have an internal toilet, they must verify their proper functioning before starting a tour or trip, and they must have soap dispensers, disposable tissues and pedal-mounted garbage cans to comply with the COVID-19 prevention measures.
7. According to the capacity of the Transportation Unit, the participants of the tour or trip will be placed interspersing the seats to prevent contagions (recommendation use 50% of the space).
8. Have a stock of cleaning products and protective equipment such as: gloves, masks, disinfectant gel, etc.
9. Periodically collect the waste generated within the transport unit.
10. Clean and disinfect the interior of the transport unit prior to the entry of passengers each time they descend from it (curtains, windows, corridors, armrests, seats, toilet, door handles, etc.) (See annex No .9)

11. Have disinfectant spray for electronic devices such as cell phones, cameras, tablets, etc.
12. At the end of the tour or trip, transportation should be disinfected in general.

RECOMMENDATIONS:

1. Ventilate transportation daily at night.
2. Use only non-circulating air conditioning.
3. Carry a list of important contacts for emergencies such as hospitals, health centers, fire stations, police stations, medical insurance, etc.

X. HOW TO HANDLE THE CASES OF COVID-19 DURING A TOUR ?

1. Contact the emergency phone number 1517 or 1540 to start the care protocols proposed by the Ministry of Public Health and Social Assistance -MSPAS-.
2. Contact STP headquarters emergency phone numbers so that the person in charge gets in contact with wholesaler, family, etc.
3. Isolate the tourist from the rest of the group until the local health authorities intervene.
4. Immediately go to the medical center suggested by the authorities.
5. Proceed to an immediate check-up by paramedics or nearest hospital
6. Inform all service providers that the person has used, to activate their internal protocols.
7. Avoid contact with the sick person with other passengers and the staff in charge of the tour.
8. Keep a record of the people who participated in the tour (including tourists, driver and guide) where the infected person was.
9. Require support from the Ministry of Public Health and Social Assistance –MSPAS- so that the corresponding follow-up is given to people who had contact with the infected

XI. ANEX

Annex 1. Symptoms


GOBIERNO DE GUATEMALA
 MINISTERIO DE SALUD PÚBLICA Y ASISTENCIA SOCIAL

CORONAVIRUS COVID-19
 CONÓCELO | PREPARATE | ACTUA

Síntomas
 Fiebre alta, Tos, Dolor de Garganta, Dolor de Cabeza

Formas de Contagio
 Por toser o estornudar, Tocar objetos o superficies contaminados, Compartir cubiertos

Prevención
 Lavarse las manos con frecuencia, Al viajar usar una mascarilla, No taparse con las manos al toser o estornudar



Annex 2. Hand sanitizing

¿Cómo lavarse las manos?

Duración de todo el procedimiento: 40-60 segundos

- Mójese las manos con agua;
- Deposite en la palma de la mano una cantidad de jabón suficiente para cubrir todas las superficies de las manos;
- Frótese las palmas de las manos entre sí;
- Frótese la palma de la mano derecha contra el dorso de la mano izquierda entrelazando los dedos y viceversa;
- Frótese las palmas de las manos entre sí, con los dedos entrelazados;
- Frótese el dorso de los dedos de una mano con la palma de la mano opuesta, agarrándose los dedos;
- Frótese con un movimiento de rotación el pulgar izquierdo, atrapándolo con la palma de la mano derecha y viceversa;
- Frótese la punta de los dedos de la mano derecha contra la palma de la mano izquierda, haciendo un movimiento de rotación y viceversa;
- Enjuáguese las manos con agua;
- Séquese con una toalla desechable;
- Sírvase de la toalla para cerrar el grifo;
- Sus manos son seguras.

Organización Mundial de la Salud | Seguridad del Paciente | SAVE LIVES Clean Your Hands

¿Cómo desinfectarse las manos?

¡Desinfecte las manos por higiene! Lávese las manos solo cuando estén visiblemente sucias

Duración de todo el procedimiento: 20-30 segundos

- Deposite en la palma de la mano una dosis de producto suficiente para cubrir todas las superficies;
- Frótese las palmas de las manos entre sí;
- Frótese la palma de la mano derecha contra el dorso de la mano izquierda entrelazando los dedos y viceversa;
- Frótese las palmas de las manos entre sí, con los dedos entrelazados;
- Frótese el dorso de los dedos de una mano con la palma de la mano opuesta, agarrándose los dedos;
- Frótese con un movimiento de rotación el pulgar izquierdo, atrapándolo con la palma de la mano derecha y viceversa;
- Frótese la punta de los dedos de la mano derecha contra la palma de la mano izquierda, haciendo un movimiento de rotación y viceversa;
- Una vez secas, sus manos son seguras.

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Source: W.H.O.

Annex 5. Types of face masks

DIFERENTES TIPOS DE MASCARILLAS

CLASIFICACIÓN SEGÚN LOS DISTINTOS TIPOS DE PROTECCIÓN

EQUIPO	TIPO	Para no contagiarse Protección de quien la lleva contra organismos infecciosos	Para no contagiar Evita la emisión de organismos infecciosos	PROPIEDADES
Mascarillas autofiltrantes desechables Protegen de fuera hacia dentro y sirven para prevenir el contagio	FFP 1 sin válvula de exhalación 	✗	✓	<ul style="list-style-type: none"> Equipo de protección pero con filtración mínima No protege frente a organismos infecciosos. Limita la propagación del contagio
	FFP 2 sin válvula de exhalación SIGUIEN LA NORMA EN 149		✓	✓
FFP 3 con válvula de exhalación LAS REUTILIZABLES LLEVAN UNA "R" LAS NO REUTILIZABLES SERVISIAN PARA UN ÚNICO TURNO, MARCADAS CON "NR"		✓	✗	<ul style="list-style-type: none"> Todas las mascarillas autofiltrantes FFP 3 disponen de válvula de exhalación Protege pero no limita la propagación del contagio
	FFP 2 con válvula de exhalación LAS NO REUTILIZABLES SERVISIAN PARA UN ÚNICO TURNO, MARCADAS CON "NR"		✓	✗
Quirúrgicas y caseras Protegen de dentro hacia afuera Sirven para que alguien enfermo no contagie. En este grupo se incluyen las fabricadas en casa, aunque estas sin ninguna homologación	Mascarilla quirúrgica desechable 	✗	✓	<ul style="list-style-type: none"> No es un equipo de protección No protege pero limita la propagación del contagio
	Mascarilla higiénica desechable 	✗	?	<ul style="list-style-type: none"> No es un equipo de protección No protege pero limita la propagación del contagio No sujeto a norma, eficacia no testada
Industriales Protegen de fuera hacia dentro SIGUIEN LA NORMA EN 140	Semimáscara buconasal con filtros 	✓	✗	<ul style="list-style-type: none"> Todas disponen de válvulas de exhalación Protege pero no limita la propagación del contagio Reutilizable

Fuente: LNE

@elperiodico / @EPGraficos



COLOCACIÓN Y AJUSTE

Instrucciones para la colocación y ajuste de un respirador desechable preformado BLS



1. Preforma el clip nasal interno.
2. Sostenga el respirador de manera que la parte externa esté apoyada en la palma y los elásticos permanezcan por debajo de la mano.
3. Coloque el respirador por debajo del mentón con el clip nasal hacia arriba y colóque el elástico inferior en la nuca.
4. Coloque el elástico superior en la parte superior de la cabeza



5. Acomode el respirador sobre el rostro y ajuste el clip nasal
6. Vista frontal del respirador colocado adecuadamente
7. Vista trasera.
8. En el respirador Zero, los elásticos también pueden posicionarse cruzados si se requiere una mayor tensión



Annex 5. Protection gloves

Guantes de polietileno	Guantes de látex	Guantes de nitrilo	Guante de vinilo
			
<p>Los guantes de polietileno se fabrican a partir de polímeros sintéticos de polietileno y se crean por la polimerización del etileno. Son idóneos para aquellas situaciones en las que sea necesario cambiar a menudo de guantes, ofrecen una protección de barrera y una resistencia química pobre, pero son una solución económica para áreas de manejo de alimentos.</p>	<p>Los guantes de látex están hechos con material natural y son los más utilizados en el ámbito sanitario porqué son, sin duda, los más sensibles. Además, son bastante resistentes. La única desventaja es que son más alérgenos que los demás tipos de guante Se ajusta perfectamente a la forma de la mano para disminuir la fatiga durante largos períodos</p>	<p>Los guantes de nitrilo están hechos de caucho sintético y es una alternativa ideal en caso de alergia al guante de látex. Además, son bastante sensibles y por ello también son muy utilizados en el ámbito sanitario. El nitrilo, además, se caracteriza por su alta resistencia a la perforación.</p>	<p>El guante de vinilo es una de las opciones más económicas del mercado. Se aconseja un uso de corta duración, y para tareas de bajo riesgo. Su sensibilidad es baja pero bastante alérgeno. Aun así, es un guante altamente resistente.</p>

Annex 6. Methods for cleaning and disinfecting transportation

Productos de limpieza/ desinfección	Indicaciones de uso	Modo de usar
Agua y jabón o detergente	Limpieza para la remoción de suciedad	Friccionar el jabón o detergente sobre la superficie Enjagar y secar
Alcohol 70% al 90%	Desinfección de equipamientos y superficie	Luego de la limpieza, fricción, enjagar y secar
Amonio Cuaternario	Desinfección de equipamientos	Luego de la limpieza, fricción, enjagar y secar
Compuestos liberadores de cloro activo	Desinfección de superficies no metálicas y superficies con materia orgánica	Luego de la limpieza, fricción, enjagar y secar
Oxidantes (peróxido de hidrógeno)	Desinfección de superficies	Luego de la limpieza, fricción, enjagar y secar
Peroxomonosulfato de potasio estabilizado	Limpia y desinfecta en un solo paso	Luego de la limpieza, fricción, enjagar y secar

Adicional consultar los productos registrados ante la Agencia de Protección ambiental (EPA).

XII. DOCUMENTS AND WEB SITES REFERENCES

1. Ministerio de Salud Pública y Asistencia Social de Guatemala
<https://www.mspas.gob.gt/index.php/noticias/covid-19/coronavirus-2019-ncov>
2. Protocolo de actuación para minimizar la transmisión de covid-19 en el sector turismo. Chile
<https://www.sernatur.cl/wp-content/uploads/2020/03/7-PROTOCOLOCO-CORONAVIRUS-1.pdf>
3. Infection prevention and control during health care when COVID-19 is suspected: interim guidance. Geneva: World Health Organization; 2020
[https://www.who.int/publications-detail/infection-prevention-and-control-during-health-care-when-novel-coronavirus-\(ncov\)-infection-is-suspected-20200125](https://www.who.int/publications-detail/infection-prevention-and-control-during-health-care-when-novel-coronavirus-(ncov)-infection-is-suspected-20200125).
4. Global surveillance for COVID-19 caused by human infection with COVID-19 virus: interim guidance. Geneva: World Health Organization; 2020
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