

# Measures to reduce the spread of SARS-CoV-2



## Hostels

Guidelines and recommendations

**Prepared by the Technical Committee established by the ICTE in collaboration with the National Hotel and Tourist Hostel Group (AGRUPHO), Spanish Youth Hostel Network (REAJ), S.A Xacobeo, sector organisations and sector companies, and agreed with the Spanish Association of Labour Prevention Services (AESPLA), PRLInnovación, and with the trade unions CCOO and UGT.**

# TABLE OF CONTENTS

<b>0. INTRODUCTION .....</b>	<b>4</b>
<b>1. PURPOSE AND SCOPE.....</b>	<b>4</b>
<b>2. TERMS AND DEFINITIONS.....</b>	<b>4</b>
2.1 Hostel.....	4
2.3 Risk.....	5
2.4 Risk Management .....	5
<b>3. RISK MANAGEMENT REQUIREMENTS.....</b>	<b>5</b>
3.1 General requirements .....	5
3.2 Health and Safety/Management Committee .....	5
3.3 Material resources.....	6
3.4 General measures for hostels.....	7
3.5 Protective measures for personnel .....	8
3.6 Informative measures.....	10
<b>4. SERVICE REQUIREMENTS.....</b>	<b>10</b>
4.1 Reception and welcome .....	10
4.2 Food and beverages.....	11
4.3 Accommodation .....	13
4.4 Shared toilets and showers .....	13
4.5 Public areas.....	14
<b>5. CLEANING AND DISINFECTION REQUIREMENTS .....</b>	<b>14</b>
5.1 Cleaning plan .....	14
5.2 Food and beverage service cleaning requirements .....	15
5.3 Bedroom cleaning requirements.....	16
5.4 Textile cleaning.....	16
<b>6. MAINTENANCE REQUIREMENTS.....</b>	<b>17</b>
6.1 Preventive maintenance plan.....	17
<b>BIBLIOGRAPHY.....</b>	<b>18</b>
<b>APPENDIX.....</b>	<b>19</b>

## 0. INTRODUCTION

Tourism is the leading industry in Spain. However, the current context of COVID-19 means protocols must be established so that the reopening of facilities does not increase the risk of community transmission, as well as the necessary protection measures for workers in this sector. For this reason, the State Secretariat for Tourism and the Autonomous Regions have agreed to coordinate a single health protocol for COVID-19 to prepare for the reopening of the tourism sector as the containment measures are relaxed. The Spanish Tourism Quality Institute took part in drafting this standardised protocol, with requirements for each tourism subsector or activity, to help tourist hostels identify and analyse risks in their establishments and implement best practices in their services, at their facilities and with their personnel in order to halt the virus.

## 1. PURPOSE AND SCOPE

Without prejudice to current legislation, this document includes guidelines and recommendations to be applied by hostels in order to minimise the risk of SARS-CoV-19 virus infection on reopening.

This document applies to hostels of any type, category or size.

The various services will begin operating in accordance with the timetable published by the government or according to any future amendments.

## 2. TERMS AND DEFINITIONS

### 2.1 Hostel

Public or private establishment recognised by the government, that temporarily or permanently offers an accommodation service in private rooms and/or dormitories, with or without complementary services.

### 2.2 COVID-19

COVID-19 is a disease caused by the SARS-CoV-2 coronavirus; a virus first detected in December 2019. The most common symptoms caused by this disease are fever, coughing and shortness of breath. Other symptoms may include fatigue, aches, runny nose, sore throat, headache, diarrhoea, or vomiting. Some people lose their sense of smell or taste.

(Ministry of Health, Consumer Affairs and Social Welfare, 2020).

## 2.3 Risk

The possibility of a person becoming infected with the SARS-CoV-2 coronavirus.

## 2.4 Risk Management

Coordinated activities to direct and control the organisation in relation to the risk.

(UNE-ISO 31000:2018)

# 3. RISK MANAGEMENT REQUIREMENTS

## 3.1 General requirements

Hostels must commit strongly to risk management and lead in the systematic implementation of measures to minimising risk.

Risk management must form part of every process in the organisation and therefore the different processes must be coordinated.

## 3.2 Health and Safety/Management Committee

Where there is no Health and Safety Committee, the company must set up a risk management committee, which will include the workers' legal representative. The management and duties of this committee must always comply with the Law on the Prevention of Occupational Risks (LPRL).

Once the risks have been identified and assessed as provided by the LPRL, the committee will be responsible for defining strategies and decision-making to minimise health and hygiene risks due to COVID-19.

In particular, this committee must:

- Set targets
- Establish mechanisms for gathering information to make the best decisions (consultation with authorities, worker representatives if any, employees, specialists, etc.).
- Establish a coordination method (between the committee members, with workers' representatives, ORP service or the person with these duties depending on the type of preventive

organisation chosen by the company, with the employees, competent authorities in each matter, suppliers and subcontractors).

- Assess the risks and draw conclusions.
- Design the necessary protection measures and include them in a contingency plan.
- Ensure that workers receive sufficient and appropriate information and training to implement the contingency plan.
- Plan the implementation of the contingency plan.
- Implement the contingency plan based on the size and complexity of the company, and monitor its compliance, assessing its effectiveness and modifying it if necessary according to the effectiveness demonstrated.

This contingency plan must include at least:

- The possibility of modifying the decision-making processes, if necessary.
- The assignment of authorities and responsibilities within the framework of risk management.
- The allocation of human and material resources, including determining the use of Personal Protective Equipment (PPE) in accordance with the needs derived from the occupational risk assessment and notwithstanding the provisions laid down in this standard and in applicable regulations for the prevention of occupational risks.
- The determination and implementation of an action protocol in the event that an employee or guest shows symptoms that are compatible with COVID-19, following in all cases the guidelines for the prevention of occupational risks and from the health authorities, and considering the revision of cleaning and disinfection protocols for surfaces. If its infrastructure allows, the hostel must consider the possibility of having a space or room for people with symptoms.
- The supervision of compliance with the recommendations and guidelines issued by health authorities regarding special measures due to COVID-19, both by employees and guests, as well as the additional measures contained in the contingency plan resulting from the risk assessment.

### 3.3 Material resources

Hostels must establish the actions needed to acquire resources, as identified in the risk assessment and the contingency plan, always taking into account the health authority recommendations (e.g. masks, gloves).

Hostels must consider any possible restrictions on the provision of material resources and service limitations stemming from such restrictions, assessing feasible possibilities other than those initially proposed if necessary, always agreed with the legal workers' representative (if any).

If at any time a lack of material resources is detected, the health and safety/management committee must analyse the situation and report it to the competent authorities to safeguard the hostel and its employees. It may analyse and propose alternative resources and measures.

### 3.4 General measures for hostels

The hostel must:

- Plan tasks and work processes so as to guarantee the safe distances established by health authorities; workstation layout, the organisation of movement, and the distribution of spaces (furniture, shelving, corridors, etc.) at the hostel must be adapted if necessary. If this is not possible, alternative measures shall be taken to avoid the risk of transmission by contact. If employees work in shifts, the shifts should be planned whenever possible so that the same employees are always in the same shift groups. Similarly, if staff need to change their clothes, a space must be provided that also ensures interpersonal distance, or the maximum capacity of any staff changing rooms must be established. Additionally, social distancing must be maintained at internal meetings.
- Assess whether there are workers who are particularly vulnerable to COVID-19 in the workplace and determine specific security measures for them.
- If employees clock in and out using a contact-based system (fingerprint, digits) which cannot be reliably disinfected, a clocking-in system should be implemented that avoids different employees touching the same surface. If choosing to disinfect the system after each use, hand sanitiser must be provided.
- Ensure suitable protection for employees, facilitating hand washing with soap and water, or if this is not possible, the use of hand sanitiser.
- Provide hygiene guidelines with complete, clear and intelligible information on the hygiene rules to be used in the workplace, before, during and after work; these can be reinforced with posters.
- Allow time and provide facilities for correct hand hygiene.

- Assess whether there are workers who are particularly vulnerable to COVID-19 in the workplace and determine specific security measures for them.
- Have a contactless thermometer.
- Provide adequate PPE as identified in the occupational risk assessment. If any service is subcontracted, the hostel will supervise that staff has the necessary personal protective equipment.
- Establish rules for the use of facilities where work is carried out and shared spaces to maintain a safe distance (e.g. lifts, canteens, entrances, public areas).
- Ventilate the different areas of the hostel at least daily and more frequently whenever possible.

Also:

- Interpersonal safe distances must be respected in all activities. This means that occupancy levels must be monitored when necessary. If this is not possible, the necessary protective measures and equipment must be ensured.
- Workers should be trained in the correct use and maintenance of the masks, gloves and PPE they use. A record must be kept of this training.

## 3.5 Protective measures for personnel

### 3.5.1 General requirements

Personnel must be informed about the contingency plan and their specific responsibilities within the framework of risk management.

Specifically, personnel must:

- Have clear and intelligible information, and specific and updated training on the specific measures to be implemented.
- Avoid greeting other staff members and customers with physical contact, including shaking hands. Safe distances must be respected whenever possible.
- Take into account the result of the risk assessment of each workstation, which will determine whether or not it is compulsory to use a mask and the characteristics of the mask according to

the task to be carried out (e.g. hygienic, surgical), as well as the time of use according to its characteristics.

- Immediately throw away any personal hygiene waste -especially tissues- as well as PPE in authorised, non-manual waste bins or containers.
- Wash their hands thoroughly after sneezing, blowing their nose or coughing, or touching potentially contaminated surfaces (money, menus, etc.). However, the hand washing protocol must be adapted to the characteristics of the facilities, for example, when personnel are unable to wash their hands regularly due to the physical characteristics of the building. In this case, the use of hand sanitiser must be ensured.
- Regularly disinfect personal objects (glasses, mobile phones, etc.) throughout the day with soap and water when feasible, and with a hand sanitiser when not available; similarly, disinfect workstation elements (screen, keyboard, mouse, etc.) during shift changes. Specific products applied with a cloth, or special disinfectant wipes, must be used to disinfect electronic equipment.
- Do not share other employees' work equipment or devices. If certain equipment or devices are shared, the hotel must establish guidelines for cleaning and disinfection between each use to reduce the risk of contagion.
- Wear clean work clothes daily.

### 3.5.2 Specific requirements for cleaning personnel

Cleaning personnel must use appropriate personal protective equipment depending on the level of risk considered to apply in each situation. Staff must at least wear a mask and gloves. Changing gloves between cleaning each room is recommended.

After each cleaning session, they must safely dispose of the materials and protective equipment used, as identified in the risk assessment and specified in the contingency plan, and then wash their hands.

Gloves and masks must be disposed of according to their life span and the conditions in which they are used.

If this service is subcontracted, hostels will supervise that personnel have the necessary personal protective equipment and act according to the established procedures.

### 3.5.3 Specific requirements for kitchen personnel

Establishments preparing and/or handling food must refer to the "Measures to reduce the spread of SARS-Cov-2 coronavirus in catering services" (ICTE, 2020).

Dining room service personnel must also wear a mask if a safe distance cannot be maintained.

### 3.6 Informative measures

Clients must be informed of the measures in the plan that directly affect them and which they must apply (e.g. use of masks, hand washing, safe distances, etc.). Informative measures must be provided for:

- Information displayed with preventive and hygienic measures implemented by the hostel (posters, guide map of the different guidelines for using facilities, etc.) which guests must comply with during their stay.
- Safe distances marked on the floor if necessary (e.g. at reception, entrance to dining room, etc.);

As far as possible, the use of brochures or other documents for shared use must be avoided, encouraging information by digital means instead.

The establishment must inform guests of the service conditions and prevention and hygiene measures established for their acceptance before confirming a booking (if bookings are accepted). If bookings are not accepted, guests must be informed on arrival at the hostel.

## 4. SERVICE REQUIREMENTS

### 4.1 Reception and welcome

The following preventive measures must be enforced:

- Hand sanitiser and disinfectant spray for shoes, backpacks, bicycles, etc., must be available in the reception and welcome area.
- If a safe distance between personnel and guests cannot be maintained at reception, physical elements (protective screen or similar) must be installed to ensure reception staff are protected. These must be easy to clean and disinfect. Alternatively, masks should be worn.
- The minimum safe distance between guests must be ensured by installing visible distance markers to avoid crowding. Measures must be established to avoid queues in the reception area (e.g. encouraging online check-in, communication with reception by phone), promoting measures that avoid guests having to go to reception.

- Eliminate, as far as possible, decorative elements.
- Self check-in and payment by card or other electronic means, preferably contactless, must be encouraged. This applies to all hostel services.
- If contact is required, the POS must be disinfected after each use.
- Sharing pens must be avoided if possible, or pens for the exclusive use of guests must be available. If they are shared, they must be disinfected after each use.
- Counters must be cleaned and disinfected at least daily, depending on how many guests there are.
- Computer equipment and any other items used (e.g. telephone, computer, etc.) must be cleaned and disinfected at the beginning and end of the shift. The use of individual headsets and headphones is recommended.

The hostel must avoid directly handling guests' backpacks and other belongings. Plastic bags or similar must be offered to guests to store their backpacks, boots or other potentially contaminated objects.

Maximum occupancy levels must be defined for the different hostel facilities (rooms, toilets, showers, common areas, etc.). Methods must be defined which will ensure compliance with preventive and hygienic measures.

Disinfectant mats should be placed at the entrance to establishments.

## 4.2 Food and beverages

### 4.2.1 General requirements

The following preventative measures must be enforced, whether there is a kitchen for guest use or a catering service offered by the hostel:

#### Dining area

- A maximum capacity must be established in the dining area so that safe distances between guests is respected.
- Hand sanitiser must be made available to guests in the dining area so that they can disinfect their hands when they enter.
- Decorative elements and self-service products (napkin holders, toothpicks, oil and vinegar bottles, etc.) must be removed from tables, prioritising single-dose products or their service in other formats at the request of the guest.

- Disposable items must be used if possible, including table linen.
- The buffet system must be avoided, except where measures are put in place to avoid crowding, maintain a safe distance and avoid handling shared-use items. Specific measures for the buffet service can be found in "Measures to reduce the spread of SARS-Cov-2 coronavirus in hotels and tourist apartments" (ICTE, 2020).

### Restaurant services

If restaurant services are provided:

- A way must be established to inform guests about the menu, prices and allergens which minimises the risk of contagion from different guests using the same menu. Using shared menus must be avoided as much as possible, but if used, they must be plasticised and disinfected after each use.
- If the minimum safe distance between guests and personnel is not ensured, staff must wear a mask.
- After each meal provided (breakfast, lunch, dinner) the space must be ventilated (if there are windows) and table and chair surfaces in contact with guests must be cleaned and disinfected.
- Dining room staff must periodically wash their hands with soap and water and, when this is not possible, use a hand sanitiser.

In all cases, the establishment must refer to the "Measures to reduce the spread of SARS-Cov-2 coronavirus in catering services" (ICTE, 2020).

### **4.2.2. Kitchen**

#### Restaurant service kitchen

Hostels offering restaurant services must have implemented an HACCP system adapted to their activity and updated to the new circumstances of COVID-19.

#### Shared kitchen (guest kitchen)

If the shared kitchen is available for guest use, hostel staff must ensure utensils, equipment (refrigerators, microwaves, etc.) and the room are disinfected after each use. If this cannot be guaranteed, it must remain closed.

Therefore, the hostel must provide a space for individual consumption or a dining room subject to the rules of safe distance and disinfection applicable to dining rooms.

## 4.3 Accommodation

### General requirements

- The hostel must try to arrange beds and bedrooms in such a way as to allow for a period of "rest" between one guest and another, if possible. In all cases, they must be cleaned and disinfected.
- Hand sanitiser must be available at the entrance to bedrooms.

Disinfectant mats must be placed at the entrance to bedrooms.

### Shared bedrooms or dormitories

- In all cases, beds must be arranged in rooms to respect the minimum safe distance or legally accepted social isolation distances.
- Guests in shared rooms or dormitories must be encouraged to make their own beds, and not touch the beds or bunk beds of other guests. The hostel must provide guests with bagged or packaged bed linen, thus guaranteeing the guest that it is clean and avoiding contamination if other guests use or touch the bunk prior to their arrival.

A non-manual, double bagged waste bin must be provided.

Providing a cupboard/shelf to store guest shoes outside bedrooms is recommended.

### Private bedrooms

- Blankets and pillows in wardrobes must be protected.
- Toilets must have a non-manual, bagged waste bin.

## 4.4 Shared toilets and showers

The hostel must define and implement the system to ensure safe distances between guests, who must be informed of this system.

The hostel toilet and shower services must comply with the following measures:

- have gel and paper towel dispensers;
- no mats;
- have a hand sanitiser dispenser.

Appropriate footwear is recommended for use in shared showers.

According to Order SND/386/2020 of 3 May, shared toilets must be cleaned and disinfected at least 6 times a day.

## 4.5 Public areas

The hostel must identify the maximum occupancy of the different shared areas and establish a system for monitoring occupancy to guarantee safe distancing.

Also:

- The hostel must have hand sanitisers in high-traffic areas and facilities.
- Bins must be non-manual and bagged.
- The hostel must dispose of products and items left by guests who leave the hostel.
- The hostel must remove reference books, guides, etc. or manage their use, informing guests of the need for hand disinfection before and after consultation.
- If vending machines are available, their safe use must be ensured: providing hand sanitiser or encouraging guests to wash their hands before and after use.

Also:

- Hostels must ensure guests respect safe distances. If this is not possible, guests must be informed of the need to wear a mask and, where appropriate, whether guests must bring masks with them.
- Consumables must be replaced as needed (soap, paper towels, etc.).
- Paper, gel and soap dispensers should be cleaned periodically, depending on the level of use.
- If a lift is available, the hostel must determine and inform guests of its maximum capacity. People from different family units/groups will not share a lift, unless masks are used.

## 5. CLEANING AND DISINFECTION REQUIREMENTS

### 5.1 Cleaning plan

Hostels must adapt their cleaning and disinfection plan taking into account the risks identified in the assessment. The plan should at least consider:

- More frequent cleaning and disinfection, and wiping, especially in areas of greatest contact (surfaces, doorknobs, shared areas, washbasins, taps, handles, reception desk, doors, room

keys/cards/code entry devices, remote controls, toilet flushes, protection barriers, climate control, dryer, handrails, washing machines, dryers, kitchen appliances used by guests, equipment in shared bedrooms, bunk beds, etc.). The cleaning plan must specifically address the cleanliness and hygiene of shared showers and toilets (where applicable). Frequency must be increased at least in these facilities according to their use, ensuring there are no wet areas, emptying bins daily, disinfecting surfaces, etc. The establishment must pay special attention to cleaning and disinfecting shared areas.

- Disinfection of the employees' working area at the end of their shift (e.g. reception desk, till, etc.)
- Cleaning surfaces with disinfectants.
- Ventilating shared areas daily.
- The use of authorised products that ensure disinfection. These must be used in accordance with product safety data sheets.
- Including specific cleaning for shared toilets and showers, with extra measures during times of greater use.

Cleaning trolleys (if available) must be cleaned and disinfected after each shift change when they have been used. Bins from shared areas must be collected in such a way that the bags are sealed and transferred to the collection point.

The contingency plan must determine the impact of the necessary cleaning measures on the planning and organisation of work because of the special importance of this area in this situation.

## 5.2 Food and beverage service cleaning requirements

The criteria defined in the HACCP system must be applied.

Also:

- If a vending machine is available for guests, it must be disinfected according to the cleaning plan.
- Dining room equipment for guest use must be disinfected after each use.

In all cases, the establishment must refer to the "Measures to reduce the spread of SARS-Cov-2 coronavirus in catering services" (ICTE, 2020).

### 5.3 Bedroom cleaning requirements

Bedrooms must be cleaned and disinfected in safe conditions, avoiding the presence of guests. The hostel must determine a daily time slot for deep-cleaning bedrooms without the presence of guests.

Room cleaning during the COVID-19 emergency must specifically provide for daily ventilation and replacement of towels and bed linen (at each guest's departure and at least once every three days for the same guest).

Additionally, special attention will be given to the following:

- Cleaning walls, floors, ceilings, mirrors and windows, furniture, equipment and decorative and functional elements.
- Cleaning any surface or equipment with a high level of use.

### 5.4 Textile cleaning

The following requirements must be enforced:

- Dirty or used textiles should be collected, put in a bag and closed until treatment at the laundry.
- Avoid shaking used textiles. In the case of linens, avoid placing them on the room or bathroom floor.
- Personnel should wash their hands after handling used textiles.
- Used textiles must be washed at >60°. If the laundry service is outsourced, the service provider must be informed of the minimum required temperature.

A systematic approach must be defined to avoid cross-contamination, placing clean linens only after the room has been cleaned and disinfected. Used laundry must be bagged before being placed in cleaning trolleys (if any). Each guest can also be provided with a bag to put their bed linen and towel in when leaving the hostel.

## 6. MAINTENANCE REQUIREMENTS

### 6.1 Preventive maintenance plan

A specific protocol must be in place for maintenance personnel to enter rooms while the guest is in the room only if strictly necessary. This protocol must at least specify the following:

- Maintenance personnel must be protected with the personal protective equipment determined by the findings of the job risk assessment.
- Once the assistance or repair has been completed, personnel must dispose of PPEs as defined in the contingency plan, and then wash their hands.
- If the guest is in the room because their presence is required, they should be urged to wear a mask while maintenance personnel remain in the room whenever the minimum safe distance cannot be ensured. Any physical contact must be avoided.

Specifically, the air conditioning system must be checked periodically, especially the cleanliness of filters and grilles.

As well as the other compulsory maintenance tasks, the establishment must emphasise the importance of a regular review of equipment specifically used to prevent COVID-19 (paper dispensers, hand sanitiser, screens, etc.).

All maintenance work must be recorded.

## BIBLIOGRAPHY

- [1] UNE-ISO 22000:2018 Food safety management systems. Requirements for any organisation in the food chain.
- [2] Spanish Tourism Quality Institute (2019). Tourist Hostel Quality Technical Specification.
- [3] UNE-ISO 31000:2018 Risk management. Guidelines.
- [4] Ministry of Industry, Trade and Tourism (2020). Good practice guide for commercial sector establishments.
- [5] Ministry of Industry, Trade and Tourism (2020). Guide to good practices for establishments and workers in the tourism sector.
- [6] Ministry of Health, Consumer Affairs and Social Welfare (2020). Action procedure for occupational risk prevention services in relation to exposure to COVID-19.
- [7] Spanish Tourism Quality Institute (2020). Measures to reduce the spread of SARS-CoV-2 in catering services.
- [8] Spanish Tourism Quality Institute (2020). Measures to reduce the spread of SARS-CoV-2 in hotels and tourist apartments.

APPENDIX I:

WHO RECOMMENDATIONS FOR HAND WASHING

# How to wash hands

 Duration of the entire procedure: 40-60 second



**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**  
UNA ALIANZA MUNDIAL PARA UNA ATENCION MÁS SEGURA | **SAVE LIVES**  
**Clean Your Hands**

## APPENDIX II: PROPER USE OF PPEs.

### MASK

Based on the General Secretariat of Industry and Small and Medium Enterprises Resolution of 23 April, regarding personal protective equipment in the context of the health crisis caused by COVID-19, if a device does not have an EU certificate from the Notified Body (together with the manufacturer's Declaration of Conformity and the other information required on the product/package for CE marking), in order to be supplied/marketed on an exceptional basis, it must be temporarily authorised by the relevant market control authority (section 1.2 of the resolution).

In general, the recommendation is to use disposable PPE or, if not, that can be disinfected after use, following the manufacturer's recommendations.

PPEs must be chosen in such a way as to guarantee maximum protection with minimum discomfort to the user, and to this end it is especially important to choose the size and design that will suit the user.

The correct placement of PPE is essential to avoid possible routes of entry for the biological agent; equally important is PPE removal to avoid contact with contaminated areas and/or dispersion of the infectious agent.

PPE must be disposed of safely, in closed bags deposited in the waste container (not the recycling container).

#### Masks

In the context of the current COVID-19 epidemic, hygienic masks are recommended in the workplace (non-reusable, manufactured according to UNE 0064-1 and limited to 4 hours of use, or reusable, manufactured according to UNE 0065, and which must be washed at 60°C after a similar period of use). Surgical masks can also be used (UNE-EN 14683:2019), although it is preferable to reserve these for infected personnel or those with symptoms compatible with COVID-19.

In any case, and as a general rule, masks need not be used in an environment where there is no evidence of a person or surfaces potentially contaminated by SARS-CoV-2, as long as the safe distance can be maintained.

If accessing areas with infected persons, respiratory protection masks (FFPII or FFPIII) must be used unless a 2-metre distance can be maintained. Dual masks may also be used, which must comply with both PPE and MD (medical device) legislation.

Under no circumstances should you touch the front of the mask with your hands during use and removal. Masks must not be left on the forehead or neck, or kept in a pocket between uses.

*Note: surgical masks and hygienic masks are not considered PPEs.*

## Hygienic masks in general population



Most people catch COVID-19 from other people with symptoms. However, there is increasing evidence of the role of people who are asymptomatic or have mild symptoms in spreading the virus. Therefore, under some circumstances, the use of hygienic masks in the general population could help reduce virus contagion.

This is only true if they are used correctly and in compliance with prevention measures to reduce community contagion.



If you have symptoms, stay at home and isolated in your room.



Stay 1-2 metres away from others.



Wash your hands frequently and thoroughly.



Do not touch your eyes, nose or mouth.



Cover your mouth and nose with your inner elbow when coughing or sneezing.



Use disposable tissues.



Remote work whenever possible.

A hygienic mask is a non-medical product that covers the mouth, nose and chin; it has straps for the head or ears.

UNE technical specifications have been published for manufacturing hygienic masks:

- Reusable ([adults](#) and [children](#))
- Non-reusable ([adults](#) and [children](#))



WHEN to use a mask?

- When you cannot maintain a safe distance at work, when shopping, in closed spaces or on the street.
- When using public transport.

WHO should wear a mask?

Healthy general population.

⚠ Use masks properly to avoid generating more risk

-  Wash your hands before putting it on.
-  The mask should cover your mouth, nose and chin at all times. It must adapt to your face.
-  Avoid touching the mask while wearing it.
-  For comfort and hygiene, masks should not be worn for more than 4 hours. If it gets wet or damaged, replace with another mask. Do not reuse masks unless they are marked as reusable.
-  To remove the mask: remove it from behind without touching the front, discard immediately in a closed bin and wash your hands.
-  Reusable masks should be washed according to the manufacturer's instructions.

21 April 2020  
 Consult official sources for information  
[www.mscbs.gob.es](http://www.mscbs.gob.es)  
 @sanidadgob



*Hygienic masks in general population (Ministry of Health, 2020)*

## APPENDIX III: PROPER USE OF PPE.

### GLOVES

Protective gloves must comply with EN-ISO 374.5:2016. They should be made of vinyl or nitrile, but other more resistant materials can be used if the activity to be performed so requires. Gloves must be CE marked.

Gloves can create a false sense of protection, so hand hygiene before and after use is very important, especially if potentially contaminated surfaces have been touched.

Gloves must be changed as often as indicated according to their use and the manufacturer's instructions. In any case, sanitiser can be applied to them to prolong their use, but at any sign of deterioration (perforation, tearing, etc.) they must be replaced.

The correct way to remove gloves without contaminating hands is as follows:



*Procedure for occupational risk prevention services*

*(Ministry of Health, 2020)*

*Learn to take off disposable gloves without risk*

*(Nursing  
Association, 2020)*

## APPENDIX IV:

### MODE OF ACTION FOR INFECTED OR AT RISK PERSONNEL

Basic knowledge about Covid-19 to be taken into account for prevention:

- The main symptoms of Covid-19 are coughing, fever and difficulty breathing, and muscle pain and headache in some cases.
- 80% of cases present mild symptoms and the incubation period is 2-14 days. 50% of cases begin to show symptoms within 5 days of infection.
- If a worker begins to have symptoms compatible with the illness, they must immediately contact the telephone number provided by the corresponding Autonomous Region or health centre, and also inform the company. If their symptoms start in the workplace, they must notify their immediate supervisor. The establishment will then notify the prevention service, if any, so that it can adopt the appropriate measures and comply with the notification requirements established by the Ministry of Health.
- The company must draw up and apply a protocol for action in the event of detection of possible infected persons, or persons who have been in contact with them, following the "Action procedure for occupational risk prevention services in relation to exposure to SARS-CoV-2".
- If any worker is a "person at risk" according to Ministry of Health recommendations, whether due to pregnancy, previous chronic pathologies or age, the prevention service will review their position to consider whether "preventive isolation" should be recommended or not if they cannot work remotely, following the procedure mentioned above.

## APPENDIX V: SAFE DISTANCES

The "Action procedure for occupational risk prevention services in relation to exposure to SARS-CoV-2" (Ministry of Health, 2020) sets the safe distance at 2 m.

## APPENDIX VI: CLEANING AND DISINFECTION PRODUCTS

### LIST OF VIRUCIDES

A complete list of authorised virucide products is available at the following link:

[https://www.mscbs.gob.es/profesionales/saludPublica/ccayes/alertasActual/nCov-China/documentos/Listado\\_virucidas.pdf](https://www.mscbs.gob.es/profesionales/saludPublica/ccayes/alertasActual/nCov-China/documentos/Listado_virucidas.pdf)