

**Spanish Tourism  
Quality Institute (ICTE)**



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



**Rural accommodation  
Guidelines and recommendations**



**Prepared by the Technical Committee established by the ICTE in collaboration with the Association for Rural Tourism Quality (ACTR), territorial 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 COVID-19 .....	4
2.2 Risk.....	5
2.3 Risk Management .....	5
<b>3. RISK MANAGEMENT REQUIREMENTS</b> .....	<b>5</b>
3.1 General requirements .....	5
3.2 Management committee.....	5
3.3 Material resources.....	6
3.4 General measures for rural accommodation .....	7
3.5 Protective measures for personnel .....	8
3.6 Informative measures.....	9
<b>4. SERVICE REQUIREMENTS</b> .....	<b>10</b>
4.1 Reception and welcome service .....	10
4.2 Accommodation .....	11
4.3 Dining room/restaurant service .....	11
4.4 Common areas.....	12
<b>5. CLEANING AND DISINFECTION REQUIREMENTS</b> .....	<b>14</b>
5.1 Cleaning plan .....	14
5.2 Cleaning requirements in catering services .....	14
5.3 Room cleaning requirements .....	14
5.4 Textile cleaning.....	15
<b>6. MAINTENANCE REQUIREMENTS</b> .....	<b>15</b>
6.1 Preventive maintenance plan.....	15
<b>BIBLIOGRAPHY</b> .....	<b>16</b>
<b>APPENDIX</b> .....	<b>17</b>

## 0. INTRODUCTION

Tourism is the main industry in our country, 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 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 rural accommodation establishments 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 rural accommodation regardless of type (by room or whole-house rental), category or size. The guidelines and recommendations will be applied depending on whether or not the accommodation provides the services.

The various services will begin operations in accordance with the timetable published by the Spanish Government or by the respective competent authorities in each Protected Natural Space (PNS), and according to any future amendments.

## 2. TERMS AND DEFINITIONS

### 2.1 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).

## 2.2 Risk

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

## 2.3 Risk Management

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

(UNE-ISO 31000:2018)

# 3. RISK MANAGEMENT REQUIREMENTS

## 3.1 General requirements

Rural accommodations commit firmly to risk management, leading the systematic implementation of measures to minimise risk.

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

## 3.2 Management committee

The rural accommodation must set up a working group with the participation of the legal workers' representatives, if any, or appoint a person responsible for risk management. This working group will define strategies and make decisions to minimise health and hygiene risks due to COVID-19.

Specifically, it must:

- Set targets
- Establish mechanisms for gathering information to make the best decisions (e.g. local councils, etc.)
- Establish a coordination method.
- Identify risks considering the nature of the accommodation (numbers of guests, services provided, etc.)
- Conduct a risk assessment and draw conclusions.
- Design a contingency plan according to these conclusions.
- 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 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 without prejudice to 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 customer shows symptoms that are compatible with COVID-19, following in all cases the guidelines for the prevention of occupational risks and of the health authorities respectively, and considering the revision of cleaning and disinfection protocols for potentially contaminated surfaces.
- The supervision of compliance with the recommendations and guidelines issued by health authorities regarding special measures against 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

Rural accommodations must establish the actions needed to acquire the necessary resources, as identified in the risk assessment and the contingency plan, always taking into account the health authority recommendations.

Rural accommodations 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.

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

## 3.4 General measures for rural accommodation

### 3.4.1. General requirements

Specifically, rural accommodation must:

- Plan tasks and work processes so as to guarantee the safe distance established by health authorities; workstation layout, the organisation of movement within the establishment, and the distribution of spaces (furniture, shelving, corridors, etc.) in the workplace must be adapted if necessary. If this is not possible, alternative measures shall be taken to avoid the risk of transmission by contact.
- Assess whether there are workers who are particularly vulnerable to COVID-19 in the workplace and determine specific security measures for them.
- 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; posters can be used.
- Allow time and provide facilities for correct hand hygiene.
- Provide adequate PPE as identified in the occupational risk assessment. If any service is subcontracted, the main company will supervise that subcontracted personnel have 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, accesses, terraces and other shared areas).
- Ventilate the different areas of the rural accommodation at least daily and more frequently whenever possible.

Having a contactless thermometer is recommended.

Also:

- Safe interpersonal distances must be respected in all activities and spaces. This means that occupancy levels must be monitored when necessary. If this is not possible, the necessary protective measures and equipment must be ensured.
- The rural accommodation must inform employees that work clothes must be washed at >60°C.

- 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 and bagged 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 is 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 disinfectant solution when not available; similarly, disinfect workstation elements (screen, keyboard, mouse, etc.). 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, cleaning and disinfection guidelines must be established 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 wear appropriate personal protective equipment depending on the level of risk and the findings of the occupational risk assessment. Staff must at least wear a mask and gloves.

After each cleaning session, they must safely dispose of the materials and protective equipment used, and then wash their hands. Buckets with lids will be provided for disposal and subsequent management.

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

Cleaning staff must not work in bedrooms while guests are inside, except for justified reasons.

If the services described here are subcontracted, the rural accommodation will supervise that subcontracted personnel have the necessary personal protective equipment and act according to the established procedures.

### 3.5.3. Specific requirements for kitchen personnel

When providing catering services, the rural accommodation must refer to the "Measures to reduce the spread of SARS-Cov-2 in catering services" (ICTE, 2020).

## 3.6 Informative measures

The contingency plan must be communicated to workers' representatives (if any) and employees for proper implementation and maintenance; and suppliers and guests must be informed of the measures that directly affect them and which they must apply (e.g. use of masks, hand washing, safe distance, etc.)

The rural accommodation must inform the guest of the service conditions and prevention measures established for their acceptance before confirming a booking.

In the rural accommodation itself, information measures must be provided for:

- Signage with preventive measures implemented in the centre and guidelines to be followed by guests.
- Indication of positions respecting safe distancing with markings or alternative measures (e.g. at reception, at dining room entrance, etc.).
- Information on emergency phone numbers and nearby health centres and hospitals.

The rural accommodation must encourage guests and workers to collaborate in complying with the measures stemming from the contingency plan and must provide its personnel with the necessary information regarding preventive and hygienic measures.

Service providers external to the rural accommodation must be informed of applicable prevention measures established (e.g. Safe distance and use of masks if safe distancing cannot be maintained).

## 4. SERVICE REQUIREMENTS

### 4.1 Reception and welcome service

The following preventive measures must be enforced:

- The rural accommodation must request acceptance of the establishment's security measures when confirming a booking.
- Safe interpersonal distances must be maintained; if this safe distance cannot be guaranteed, the accommodation must determine the measures to apply from the risk assessment and contingency plan.
- The person responsible for welcoming guests will do so wearing a mask.
- Information regarding the destination, restaurants, tourist attractions, brochures, etc., will be provided as far as possible by computer and telephone. Brochures for shared use must be avoided.
- Hand sanitiser must be available for guest use.
- The minimum safe distance between guests must be ensured and visible distance markers installed to avoid crowding if necessary.
- Online pre-check-in and payment by card or other electronic means must be encouraged, preferably contactless. This applies to all rural accommodation services.
- Shared pens should be avoided and, if shared, must be disinfected after each use.
- If contact is required, the POS must be disinfected after each use.
- If cards or keys are used, they must be deposited in a container with disinfectant at the end of the stay or after each use if they are left at reception.
- Counters must be cleaned and disinfected periodically and at least daily, depending on how many guests there are.

- Computer equipment and any other items used (e.g. telephones) must be cleaned and disinfected at the beginning and end of the shift. The use of individual headsets and headphones is recommended.
- All information regarding the destination, restaurants, tourist attractions, brochures, etc., will be provided as far as possible by computer and telephone. Brochures for shared use must be avoided.
- The rural accommodation will have masks for guests if requested.

Rooms should be allocated to guarantee the required hygienic disinfection measures.

## 4.2 Accommodation

Where a whole house is rented the accommodation will be considered as a single room (occupied by a family or group unit). The following measures will be applied to both rooms in whole-house rented accommodation and in room-based accommodation:

- The bathroom bin must have a lid, a bag and be non-manual.
- Room decoration must be minimised as much as possible.

Additional blankets and pillows must be removed from the rooms and made available from reception.

Removing waste paper baskets from bedrooms is recommended, so that any tissues, masks, etc. are concentrated in a single waste bin with a lid, minimising the risks of transmission and handling.

## 4.3 Dining room/restaurant service

### 4.3.1. General requirements

The following preventive measures must be enforced:

- Maximum occupancy must be defined in order to allow safe distancing, as well as the necessary measures to ensure that this maximum is not exceeded (e.g. control of access to the area, bookings, sittings, etc.)
- Hand sanitiser must be made available to guests so that they can disinfect their hands.
- Avoid using the same tablecloth or placemat with different guests, opting for materials and solutions that are easy to change between guests. Table or chair surfaces in contact with customers must be clean. Table surfaces (if not covered) and armrests, if applicable, must be disinfected after each use.

- 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. If they are used, they must be disinfected after each use.
- After each service (breakfast, lunch, dinner) the space must be aired.
- Dining room staff must wash their hands with soap and water and, when this is not possible, disinfect them with hand sanitiser.

In addition to the information included in this section 4.3, the establishment must refer to the "Measures to reduce the spread of SARS-Cov-2 in catering services" (ICTE, 2020).

#### 4.3.2. Type of service

Breakfast service must be provided safely. Breakfast can be served at the table or the guest's room, encouraging this service in outdoor areas such as terraces, gardens and other outdoor spaces.

Cutlery must be provided disinfected and protected (e.g. wrapped in a napkin).

#### 4.3.3. Kitchen

A HACCP system must be implemented in rural accommodations that provide catering services.

### 4.4 Common areas

This section does not apply to rural accommodation where the whole house is rented.

Rural accommodation must pay particular attention to the cleaning and disinfection of shared areas. Specifically it will:

- The rural accommodation must have hand sanitiser in facilities most commonly used by guests.
- Public toilets should have paper towel dispensers or hand dryers. Towels, even for individual use, must be avoided.
- Bins must be non-manual and bagged.

Shared toilets must have non-manual taps (pedal or sensor activated) or, failing this, pressure activated taps.

Also:

- The rural accommodation must ensure that guests respect safe distances in all shared areas of the accommodation.

- Consumables must be replaced as needed (soap, paper towels). Paper, gel and soap dispensers must be cleaned at least 6 times a day.
- The maximum capacity of lifts (if any) must be determined and guests informed. Individuals from different family units should not share lifts, unless masks are used.
- Children's play areas (if any) and facilities must be cleaned and disinfected more frequently, if the competent authority permits their use and always following its instructions. Hygienic measures must be provided for use at the entrance to the play area (hand washing or use of hand sanitiser). Child caregivers will maintain strict personal hygiene with frequent hand washing and/or use of hand sanitiser.
- The guidelines and recommendations to be applied in accordance with the results of the requested scientific report on the behaviour of COVID-19 in the water of both outdoor and indoor swimming pools will be taken into account in swimming pools.
- The accommodation's spa facilities must refer to the "Measures to reduce the spread of SARS-Cov-2 in spas" (ICTE, 2020), as applicable.
- If a gym is available:
  - The maximum occupancy of the facility must be defined to ensure a safe distance (also between machines) and a space with bins or baskets must be provided for used towels, if necessary. These bins should have lids, be pedal-operated and have a plastic bag.
  - Collective or group classes (if any) must guarantee a 2x2 space apart from the teacher. Positions should be marked on the floor. Exercises involving contact should be avoided. Activities that can be done outdoors will be taken outside. In any case, rooms must be ventilated several times a day.
  - Public drinking fountains should be sealed, unless they are continuous flow, or automatic or pedal activated.
  - Users should be encouraged to use a towel on all sports equipment.
  - Machines must be cleaned and disinfected after each use. The same applies to common gym elements such as weights, fitness balls, dumbbells, etc., which should be removed if their cleaning and disinfection cannot be ensured.

If safe conditions in spas and gyms cannot be guaranteed, they must be closed temporarily and other alternatives offered to guests (e.g. customised exercise sets to be followed outdoors).

## 5. CLEANING AND DISINFECTION REQUIREMENTS

### 5.1 Cleaning plan

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

- An increase in the frequency of cleaning and wiping, especially areas with greater contact (surfaces, doorknobs, washbasins, taps, handles, lifts, reception desk, doors, room keys/cards, telephones, remote controls, toilet flush, protection barriers, air conditioning, dryer, railings, terrace furniture, etc.). Specifically, employee work areas must be disinfected at the end of their shift (e.g. reception counter, till, etc.).
- Surfaces should be cleaned with disinfectants. Public areas with guests must be ventilated daily.
- Tested and approved disinfectants must be used for cleaning. These must be used in accordance with product safety data sheets and in a safe manner.

If cleaning trolleys are used, they 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 they 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.

Cleaning tasks must be recorded.

### 5.2 Cleaning requirements in catering services

The criteria defined in the HACCP system must be applied when a catering service is provided.

### 5.3 Room cleaning requirements

Room cleaning and disinfection in the context of COVID-19 should specifically include airing the room, and replacing towels and bedlinen. Additionally, special attention will be given to the following:

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

A systematic approach should be defined to avoid cross-contamination, with clean linen only being laid out once the room has been cleaned and disinfected. Dirty laundry must be put in bags before being placed on cleaning trolleys.

Cleaning staff must not work in rooms unless guests leave them, except under exceptional circumstances. Guests must be informed of this measure in advance.

Gloves must be discarded after cleaning the room and new gloves used for the next tasks. Guests must be informed of the protocol followed for cleaning rooms.

## 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 floor.
- Personnel should wash their hands after handling used textiles.
- Used textiles should be washed at  $>60^{\circ}\text{C}$ . If the laundry service is outsourced, the service provider must be informed of the minimum required temperature.

## 6. MAINTENANCE REQUIREMENTS

### 6.1 Preventive maintenance plan

A specific protocol must be in place for maintenance personnel who must enter the rooms while the guest is inside. 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.
- If the guest is in the room, they must be urged to wear a mask while the maintenance personnel remains in the room whenever the minimum safe distance cannot be ensured.
- Once the assistance or repair has been completed, personnel must dispose of PPE as defined in the contingency plan, and must then wash their hands. Specifically, the air conditioning system must be checked periodically, especially the cleanliness of filters and grilles.

## BIBLIOGRAPHY

- [1] UNE-ISO 22000:2018 Food safety management systems. Requirements for any organisation in the food chain.
- [2] UNE 183001: 2009 Rural Accommodation. Service provision requirements.
- [3] Measures to reduce the spread of SARS-CoV-2 in catering services (ICTE, 2020).
- [4] Measures to reduce the spread of SARS-CoV-2 in spas (ICTE, 2020)
- [5] UNE-ISO 31000:2018 Risk management. Guidelines.
- [6] Ministry of Industry, Trade and Tourism (2020). Good practice guide for commercial sector establishments.
- [7] Ministry of Industry, Trade and Tourism (2020). Guide to good practices for establishments and workers in the tourism sector.
- [8] Ministry of Health, Consumer Affairs and Social Welfare (2020). Action procedure for occupational risk prevention services in relation to exposure to COVID-19.

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

## APPENDIX II: PROPER USE OF PPE. 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.

PPE 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 60oC 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 all cases, and as a general rule, masks need not be used in an environment where there is no evidence of a person or surfaces contaminated by SARS-CoV-2, as long as safe distancing can be maintained. In case of access to 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.

## 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

#ESTE VIRUS  
 LO PARAMOS UNIDOS



*Hygienic masks in general population (Ministry of Health, Consumer Affairs and Social Welfare, 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 following 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 the former, following the "Action procedure for occupational risk prevention services in relation to exposure to SARS-COVID-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, Consumer Affairs and Social Welfare, 2020) sets the safe distance at 2m at the time of drafting this document.

## 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)