

Spanish Tourism
Quality Institute (ICTE)



Measures to reduce the spread of SARS-CoV-2



Tour guides
Guidelines and recommendations



Prepared by the Technical Committee established by the ICTE in collaboration with CEFAPIT (Spanish Confederation of Tour Guide Federations and Associations), and agreed with the Spanish Association of Labour Prevention Services (AESPLA), PRLInnovación, and with the trade unions CCOO and UGT.

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0. INTRODUCTION

Tourism is one of the most important sectors 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 the containment measures are relaxed. The Spanish Tourism Quality Institute took part in drafting this homogenous protocol which includes requirements for each tourism subsector or activity. The Institute has developed this tool to help tour guide to identify and assess risks in providing their service, as well as to implement best practices.

1. PURPOSE AND SCOPE

Notwithstanding current legislation, this document includes guidelines and recommendations to be applied by tour guides in order to minimise the risk of SARS-CoV-2 virus infection in their activity.

Tour guide activity will follow the timetable published by the government or according to any future amendments.

2. TERMS AND DEFINITIONS

2.1 Tour guide

A tour guide helps tourists in the language of their choice and interprets local cultural and natural heritage. A tour guide normally has specific qualifications issued and/or recognised by competent authorities.

(UNE 15565:2008)

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

Tour guides must assume a firm commitment to risk management, executing the systematic implementation of measures from the contingency plan defined to prevent and reduce hygiene and health risks in their activity. To do so, they must:

- Identify existing risks (routes to be followed, visits to monuments, possible crowding, group size, restrictions on the provision of certain tourist services, etc.)
- Establish mechanisms for gathering information to make the best decisions to be adopted in their activity (specialists, destination managers, etc.)
- Conduct a risk assessment to draw conclusions.
- Design a contingency plan with these conclusions which may consider various phases of evolution with possible restrictions.
- Plan the implementation of the contingency plan and coordinate with stakeholders (service providers, authorities, other guides, etc.)
- Implement the contingency plan and assess its effectiveness, and, if necessary, modify it according to the effectiveness demonstrated (e.g. reduction of groups, modification of itineraries, etc.)

This contingency plan should include:

- The measures to be adopted to prevent health and hygiene risks.
- The allocation of material resources, including determining the use of Personal Protective Equipment (PPE) in accordance with the needs derived from the prior 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 a client is observed with symptoms compatible with COVID-19, following in all cases health authority guidelines.
- Compliance with the recommendations and guidelines issued by health authorities regarding special measures against COVID-19, as well as the additional measures contained in the contingency plan resulting from the risk assessment.

If the tour guide is hired by a third party, legal regulations regarding occupational risk prevention will be applied.

3.2 Material resources

Tour guides must establish the actions needed to acquire the resources provided in the contingency plan, as well as those recommended by health authorities (e.g. hand sanitiser, masks, gloves), considering any possible restrictions on the provision of material resources and service limitations stemming from such restrictions, assessing possibilities other than those initially proposed if necessary and recording them with competent authorities.

3.3 Measures to be taken

The measures to be adopted in the contingency plan must consider the following:

- Gain information and training on health and hygiene risk prevention guidelines in the activity.
- Avoid greeting other tour guides, providers and visitors with physical contact, including shaking hands. Safe distances must be respected whenever possible.
- If the tour guide experiences any symptoms of the disease, even if they are mild, they should refrain from providing the service.
- Wear a mask (or protective shield) whenever the safe distance cannot be guaranteed and encourage clients to wear them in these cases too. Where a mask is used, dispose of it according to the manufacturer's instructions and its life span. Where a protective screen or reusable mask is used, it must be properly disinfected after each use.
- Immediately throw away any personal hygiene waste -especially tissues-, including PPE in authorised waste bins or containers.

- Wash hands frequently with soap and water or, when this is not possible, with hand sanitiser. This is especially important after coughing or sneezing, and after touching potentially contaminated surfaces (knobs, railings, lifts, etc.)
- Disinfect personal items (glasses, mobile phones, microphones, etc.) frequently with soap and water and, if this is not possible, with a disinfectant solution. Use specific products applied with a cloth, or special disinfectant wipes, to disinfect electronic equipment.
- Avoid share work equipment or devices with other tour guides as much as possible. If certain equipment or devices are shared (walkies, radio guides, telephones, umbrellas, etc.), the tour guide must establish cleaning and disinfection guidelines and, failing this, use PPE to reduce the risk of contagion.

3.4 Informative measures

The tour guide must inform clients about applicable prevention and hygiene measures, and also:

- restrictions, limitations or modifications to the service to prevent contagion.
- the preventive measures taken by the tour guide during the tour and which must be adopted by the clients. The latter must be notified to clients before contracting the services.

The tour guide should urge clients to comply with the measures stemming from the contingency plan.

4. SERVICE REQUIREMENTS

4.1 Design of activities

The tour guide must follow these preventive measures when designing activities:

- Determine how the visit will be conducted and where the tour will go based on the risk assessment and the regulations and/or possible restrictions applied by the various service providers (museums, monuments, natural areas, etc.). For example:
 - Prepare one-way routes to avoid groups crossing whenever possible (small towns, historical centres), coordinating in any case with other tour guides.
 - Avoid areas likely to be crowded.
 - Avoid small spaces with limited capacity.

- Wherever feasible, a single point should be established for getting on and off the vehicle in cities with more tourism in order to facilitate information, application of health and hygiene regulations and control application. This point should be agreed with the competent administration.
- Walking tours and stops for explaining monuments must be done in open and/or wide spaces, respecting the safe distance.
- A maximum number of people to whom the service can be offered safely should be established. If tour guides use their own vehicle to transport tourists (always with the required licence), they must follow the guidelines set by health authorities.
- The tour guide should ask providers used to contract a service (e.g. accommodation, restaurants, coaches, museums, monuments, visitor centres, etc.) for the applicable protocol for the prevention of health and hygiene risks with respect to COVID-19. If this is not possible, they should request and be aware of at least the protocols of the service providers they work with most.

4.2 Coordination with tourist service providers

The tour guide should coordinate with suppliers in order to avoid crowding when groups arrive, for example:

- Sending the list of client documentation in advance.
- Handing out room keys inside the vehicle.
- Staggered entrance to the hotel/museum/monument.
- Setting up an appointment.

With regard to client coach transport, the document "Measures to reduce the spread of SARS-CoV-2 in tourist road transport" (ICTE, 2020) sets out guidelines and recommendations for the carrier. Passenger transport must follow the instructions given by health authorities at any time (spaces between passengers, safe distance from the driver, etc.). In particular, each passenger must sit in the same seat every time they get on the vehicle.

4.3 Pre-activity information and communication

The tour guide must:

- Send the client a document along with the quote explaining the preventive measures that will be taken in terms of health and safety during the service, preferably in the client's mother tongue or, failing that, in English. This document should be as graphic and illustrated as possible.

- Have access to information on the location and contact details of medical and emergency care centres where a client with COVID-19 compatible symptoms can be referred.

4.4 Welcome and development of activities

The following preventive measures must be enforced:

Before starting the tour/visit

- The tour guide should recall the preventive measures in place and urge compliance with them for the good and safety of others (no touching surfaces, keeping a safe distance, wearing a mask, washing hands frequently, etc.);
- The tour guide must inform the group of how the visit will be carried out, the route and the rules and/or possible restrictions applied by the various providers (museums, monuments, natural areas, etc.);
- Forms of greeting and/or saying goodbye that involve physical contact with the client should be avoided.
- One disposable cover per person should be used for microphones that may be used consecutively by several tour guides.

During the tour/visit:

- The tour guide must always appear calm and confident in applying this protocol. Clients must be reminded of complying with this protocol of measures during the tour.
- The Tour Guide authorisation, which must always be worn visibly during the service, must be correctly sanitised.
- The tour guide who chooses to wear gloves must put them on in front of visitors and use them correctly, although hand washing before and after the visit and whenever equipment is shared is recommended.
- Properly disinfected or single-use headsets/whispers/radio guides should be used. If they are not single-use, the client will disinfect their hands before and after use. The client will return these devices, placing them all in a bag which will be sealed. Other alternatives can be considered, such as applications on the tourist's mobile.

- Printed material such as maps, brochures, etc. should be avoided. If this is not possible, they should be plasticised, and be easy to clean and disinfect, or be disposable.
- The planned schedule should be respected as much as possible to avoid incidents. Improvisations affecting the development and itinerary of the visit should be avoided.
- The work of other colleagues and coordination with them must be respected, especially in places with narrow streets, access to monuments, etc.

The safe distance between the tour guide and clients, and between clients themselves, should be maintained throughout the tour. If this is not possible, a mask should be used and clients should be encouraged to use one too. Clients must be informed of this and whether they must bring a mask.

Transparent screens are recommended to facilitate communication with hearing impaired clients.

After the tour and during the farewell:

- Avoid the use of cash and prioritise the use of cards or other electronic means, preferably contactless, when charging and paying for services and/or providers (e.g. pre-payment online). If cash is handled, hands should be washed or disinfected as soon as possible.
- Protective materials used (masks, gloves, etc.) must be disposed of properly.

5. CLEANING REQUIREMENTS

The tour guide should consider the following aspects in terms of cleaning and disinfection:

- Using authorised disinfectant cleaning products safely and according to product safety data sheets.
- Increasing cleaning frequencies, especially in areas of greatest contact:
 - As a general rule, all materials used during the service must be disinfected at the end of the service.
 - Client voice reception systems (headphones, whispers, etc.) that are not single-use must always be disinfected at the end of the service and, in any case, before being used by another person.
 - If contact is required, the POS must be disinfected after each use.
 - If the tour guide uses their own vehicle to transport tourists, it must be fully disinfected at the end of the service, and daily for multi-day services.

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- [5] Ministry of Health, Consumer Affairs and Social Welfare (2020). Action procedure for occupational risk prevention services in relation to exposure to COVID-19.
- [6] Royal Decree 486/1997, of 14 April, establishing minimum health and safety requirements in the workplace.
- [7] Ministry of Health and Social Policy (2009). Guide for drafting company and workplace emergency action plans. Flu Pandemic

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 ALMAZAR MUNDIAL PARA UNA ATENCION MAS 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 therefore 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.

PPEs should be disposed of safely, in closed waste 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 these should preferably reserved 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 kept.

In case of access to areas with infected persons, respiratory protection masks (FFPII or FFPIII) should 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](#))

WHO should wear a mask?

Healthy general population.



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.

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.mschs.gob.es

[@sanidadgob](#)

#ESTE VIRUS LO PARAMOS UNIDOS



GOBIERNO DE ESPAÑA
MINISTERIO DE SANIDAD

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 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, 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