COVID 19 OPENING PROCEDURES
OUR CABANA
GUIAS DE MEXICO
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INTRODUCTION

Our Cabana under the administration of Guides of Mexico A. C., has developed this document that establishes the basic steps that will be taken in the World Centre and in Ticalli (Mexico Guides hostel located in Mexico City) to ensure the protection of guests, staff and visitors at the moment of COVID-19.

For the preparation of this document have been considered the “Specific Technical Guidelines for the Reopening of Economic Activities, published in the Official Journal of the Federation of May 29, 2020, issued by the Secretary of Health of the Mexican Government and the guidelines published by the State of Morelos and the City Council of Cuernavaca.

The person responsible for the implementation, monitoring and monitoring of measures for the New Normality under COVID-19:

Susana Mendoza Lavín.
World Centre Manager
Our Cabana

Note: This is not a complete procedural document, but sets out the guidelines to be followed.

GENERAL CONCEPTS APPLICABLE TO ALL GUESTS WHEN MAKING BOOKINGS

- Anyone who shows symptoms of illness should not visit Our Cabana. Guests of this rule will be advised to consider when making their booking.
- Guests will be asked at check-in to confirm that no one in their group shows symptoms of illness and to sign a statement to this effect.
- Signage will be published on all premises in English and Spanish.

ENTRANCE TO THE FACILITIES

Our Cabana staff must enter the facilities considering the following procedure:

- Use a protecting mask (desirable) and mask.
- Check your body temperature that must be less than 37°C, otherwise report to the World Centre Manager of Our Cabana immediately.
- Sanitize the footwear by stepping on the sanitizing mat.
- Apply gel to hands
- Social distance and hygiene measures must be followed
Guests are required to enter the facilities considering the following procedure;

- Using a mask
- Record your body temperature that must be less than 37°C, otherwise, report to the World Centre Manager of Our Cabana immediately.
- Sanitize the footwear by stepping on the sanitizing mat.
- Social distance and hygiene measures must be followed
- Apply gel to hands.

Suppliers must enter the facilities considering the following procedure;

- Use a mask.
- Record their body temperature that must be less than 37°C, otherwise, report to the World Centre Manager of Our Cabana immediately.
- Sanitize the footwear by stepping on the sanitizing mat.
- Apply gel to hands.
- Food suppliers must use the entrance located on The Street of Leñeros.
- Service providers may use the main entrance.
- Social distance and hygiene measures must be followed.

ENTRANCE – EXIT – ENTRANCE TO OUR CABANA FACILITIES

Guests are kindly requested to try to limit their departures and income to the facilities of Our Cabana. Considering the following procedure;

- Use a mask
- Record your body temperature that must be less than 37°C; otherwise, report to the Administrator of Our Cabana immediately.
- Sanitize the footwear by stepping on the sanitizing mat.
- Apply gel to hands

GROUPS USING DORMITORIES AND PRIVATE ROOMS

- Expectations will be clearly communicated to guests at the time of booking, which will include the requirements to enter the facilities and the protection guidelines to follow. Visitors must bring their protective equipment and gel, cleaning supplies will be upon arrival in the dormitories.
- Our Cabana guidelines Protocols will be sent before arrival.
- Install trash can with pedal-operated lid standing in each bedroom and common area.
- Ventilate bedrooms and rooms 24 hours a day, as long as they are occupied and 8 hrs. prior to the arrival of the guests.
• Consider the healthy distance in allocating beds in the dormitories. Assignment of shared dormitories, putting to consideration guests if they want to share the dormitory.
• Recommend sleeping with alternating head direction.
• The leader must have a list of all persons occupying the dorm and the contact of the Event Coordinator of Our Cabana. The leader must keep it for 14 days after departure. If guest tests positive for Covid-19 within 14 days of their departure date, the leader or group manager must notify the Our Cabana Event Coordinator as soon as possible.
• The usual security measures will be explained upon arrival, and a Cabana Volunteer will be assigned for an emergency, and a dormitory responsible will be requested.
• No dormitory can be shared by guests with different booking numbers.
• Each dormitory and common area of the facilities will be sanitized before and after the occupation. (Includes: bathrooms, cabinets, knobs, windows, light switches, water dispatchers, etc.)
• Bed linen (sheets and towels) will be provided to guests upon arrival, which they will find in the dormitory or private rooms in the assigned beds.
• The Guest at the end of their stay has to put into the pillowcase - towels, sheets, protector and blankets used - and leave it to the side of the bed; to be removed by the cleaning team. Please note that the use of towels is the responsibility of the guests. If they need a blanket, please request it at the reception area.
• If you wish for extra bed linen and towels, please request them in the reception area (+donation 5USD).
• Once guests start their stay, they are responsible for maintaining proper personal hygiene within the facilities
• Guests will suggest to limit off-site departures (supermarkets, exchange houses, etc.) and comply with control measures when re-entry.
• Guests will support with items they wish to purchase from supermarkets using Our Cabana’s suppliers. The event coordinator will agree the time of receipt of orders, and guests will be responsible for receiving, unpacking and storing deliveries. Guests must stored groceries in the assigned dining area and groceries that require refrigeration in the guest fridge. Our Cabana staff is not responsible for any items.
• For no reason should groceries be stored for daily use in dormitories or private rooms.
• A drinking water dispatcher is available without disposable cups. Guests are required to carry their water thermos.
• To date, there is no specific guideline for behaviour among guests; it is recommended to healthy distance only between groups of guests unknown to each other. Guests in a group or booking are not expected to socialize with each other. Rooms with multiple beds only require a distance of 1.5 m. between beds and different bedrooms or rooms
will be allocated if guests are from unknown groups and/or separate reservations.

CLEANING AND SANITIZATION OF DORMITORIES

- The cleaning team of Our Cabana will clean the dormitory and toilet area daily and verify that hand soap, gel, drinking water and toilet paper are available. If something is missing each bedroom has formats to report damage or lack of supplies that must be left in the mailbox outside the reception to be taken care.
- Dormitories and private rooms will be sanitized upon arrival and departure.
- Each dorm and common area of facilities will be sanitized before and after the occupy. (Includes bathrooms, closets, knobs, windows, light switch, water dispenser, etc.)

INDEPENDENT GUESTS, B&B AND CAMPING

- Expectations will be clearly communicated to guests at the time of booking, which will include the requirements to enter the facilities and the protection guidelines to follow. Visitors must bring their protective equipment and gel, cleaning supplies will be upon arrival in the dormitories.
- Our Cabana guidelines Protocols will be sent before arrival.
- Install trash can with pedal-operated lid standing in each bedroom and common area.
- Ventilate bedrooms and rooms 24 hours a day, as long as they are occupied and 8 hrs. prior to the arrival of the guests.
- Consider the healthy distance in allocating beds in the dormitories. Assignment of shared dormitories, putting to consideration guests if they want to share the dormitory.
- Recommend sleeping with alternating head direction.
- The leader must have a list of all persons occupying the dorm and the contact of the Event Coordinator of Our Cabana. The leader must keep it for 14 days after departure. If guest testes positive for Covid-19 within 14 days of their departure date, the leader or group manager must notify the Our Cabana Event Coordinator as soon as possible.
- The usual security measures will be explained upon arrival, and a Cabana Volunteer will be assigned for an emergency, and a dormitory responsible will be requested.
- No dormitory can be shared by guests with different booking numbers.
- Each dormitory and common area of the facilities will be sanitized before and after the occupation. (Includes: bathrooms, cabinets, knobs, windows, light switches, water dispatchers, etc.)
- Bed linen (sheets and towels) will be provided to guests upon arrival,
which they will find in the dormitory or private rooms in the assigned beds.

- The Guest at the end of their stay has to put into the pillowcase - towels, sheets, protector and blankets used - and leave it to the side of the bed; to be removed by the cleaning team. Please note that the use of towels is the responsibility of the guests. If they need a blanket, please request it at the reception area.
- If you wish for extra bed linen and towels, please request them in the reception area (+donation 5USD).
- Once guests start their stay, they are responsible for maintaining proper personal hygiene within the facilities.
- Guests will suggest to limit off-site departures (supermarkets, exchange houses, etc.) and comply with control measures when re-entry.
- Guests will support with items they wish to purchase from supermarkets using Our Cabana’s suppliers. The event coordinator will agree the time of receipt of orders, and guests will be responsible for receiving, unpacking and storing deliveries. Guests must stored groceries in the assigned dining area and groceries that require refrigeration in the guest fridge. Our Cabana staff is not responsible for any items.
- For no reason should groceries be stored for daily use in dormitories or private rooms.
- A drinking water dispatcher is available without disposable cups. Guests are required to carry their water thermos.
- To date, there is no specific guideline for behaviour among guests; it is recommended to healthy distance only between groups of guests unknown to each other. Guests in a group or booking are not expected to socialize with each other. Rooms with multiple beds only require a distance of 1.5 m. between beds and different bedrooms or rooms will be allocated if guests are from unknown groups and/or separate reservations.

CLEANING AND SANITATION SERVICE FOR PRIVATE ROOMS

- The cleaning team of Our Cabana will clean the rooms and toilet area daily and verify that hand soap, gel, drinking water and toilet paper are available. If something is missing each bedroom has formats to report damage or lack of supplies that must be left in the mailbox outside the reception to be taken care.
- Dormitories and private rooms will be sanitized upon arrival and departure.
- If guests want extra bedding and towels, they should request them at the reception area (5USD donation)
- Each dorm and common area of facilities will be sanitized before and after the occupy. (includes bathrooms, closets, knobs, windows, light switch, water dispenser, etc.)
CAMPERS

- Campers must bring their sleeping bag, pillow (if necessary) and towels. Campers may use their tents or rent with previous solicitation. Our Cabana’s tents the same as they will be sanitized upon arrival and departure. They must respect the assigned area for camping and keep a distance of 3mts between tents.
- Sanitary facilities for campers are located in the pool area and Mixcoacalli common area. Same as those that count with soap and paper towels for hands.
- If campers bring comestible articles or they need to be in refrigeration, it will be indicated the assigned area in the dining hall.
- A charcoal grill is subject to availability with advanced rent with the event coordinator.
- Water dispenser can be found at the dining hall, Mixcoacalli and at the craft house. Guests must bring their water thermos.

USE OF THE SWIMMING POOL

- Guest should accomplish the guidelines described on the board located at the pool area to use the swimming pool
- Guests can find pool accessories and towels for exclusive use at the pool bathrooms. Once towels are used, they must be deposited in the designated basket for it.
- Accessories and inflatables must be returned to their place once used. Be sure they are dry, otherwise leave them draining around the pool for their further organization.
- Cleaning staff must have in perfect sanitary conditions the pool and bathrooms area.

LAUNDRY SERVICE (GUESTS AND STAFF)

- Laundry service will be available for guest use as long as the equipment is booked in advance and respecting the time of use. It would be best if you appreciated the signalling of the availability of washing and drying equipment.
- No more than three guests should be at the laundry area at the same time.
- Staff will make no use of the laundry while guests are in there.
- Our Cabana’s cleaning team will realize daily the cleaning of the area.
- Clothes washing supplies can be requested at the programme office, leaving a donative.
DINING HALL AND KITCHEN

- Guests can find a gel dispenser at the entrance of dining hall; guests will be asked to use it any time they get in. Cleaning team must refill the dispenser when necessary.
- The silver wear and dishes service required by guests will be at disposition uniquely based on the number of guests.
- Doors and windows will be open since 7 am until the last guest leave.
- Our Cabana’s kitchen team will daily sanitize kitchen and dining hall area. They will provide silver wear and dishes required for the guests, extras shall be stored inside the kitchen area.
- Guests are not allowed to enter the kitchen area limited by the counter.
- Cabana Staff might be able to enter the kitchen area if it required, respecting the safe distance, security guideline and hygiene.
- The maintenance team should supply every morning and evening water bottles at the dining hall and kitchen.
- Operations team (cleaning and maintenance) must be limit their entrance to the kitchen and dining hall.
- Kitchen team must maintain hygiene protocols at the dining hall, could be supported by volunteers when available.
- Water dispenser it is available at the dining hall. Guests must carry their water thermos.
- Physical barriers (screens) will be installed for food service.
- Our Cabana’s staff will be the only authorized personnel for food service. The necessary equipment must be carried.
- Guests must respect safe distance and service indications.
- The night maintenance team will disinfect every day the dining hall when last guests leave and close doors and windows.

FOOD SERVICE

Food service for programme guests or whoever requests it will be with the usual system:

- BREAKFAST:
  Buffet style, will be installed screens for the food table and staff will serve the food following the sanity guidelines (mask, gloves and service utensils). The places on the tables will be assigned, leaving a safe distance between guests.

- LUNCH AND DINNER: same style as in breakfast.

Depending on the security and hygiene dispositions and the characteristics
of the group Cabana staff will follow this procedure:

• **LUNCH AND DINNER:** service will be Our Cabana’s style with hopper help and by table.
• Staff will share food with guests using a pre-assigned table.
• Operation staff should eat their food in the assigned area at the time that corresponds to their working hours and respecting security and hygiene dispositions.
• Kitchen team must maintain daily disinfected guests and operative staff dining hall will be supported by volunteers if necessary.

**CRAFT HOUSE**

• A gel dispenser can be found at the entrance of the craft house. Guests will be asked to use it every time they enter. The cleaning team must ensure to refill the dispenser when it is necessary
• Windows must remain open while the room is occupied.
• The maximum capacity of guests who may remain in the craft house determined by the programme staff must be respected
• Guests will be asked to ensure that it is not exceeded, thus complying with safety and hygiene provisions.
• There is a water dispenser without disposable glasses. Guests must carry on their water thermos.

**MUSIC LOUNGE**

• Music lounge common areas will have a maximum capacity, and guests will be asked to be ensured they do not exceed.
• Windows must remain open while the room is occupied.

**RECEPTION AND CHECK-IN**

• Guests will need to do the check-in online (send documents as health forms, travel data, etc.) as much as possible before their arrival to minimize time and contact with staff when checking in.
• Guests are kindly requested to follow the hygiene safety guidelines indicated by the signs and the event coordinator upon arrival.
• For programme events check-in and departure schedule should be respected as much as possible, which is arrival between 15 hrs. and 17 hrs. and departure before 10 hrs. Otherwise confirm with the event coordinator.
• Check-in will be outside the craft house. Indications will be given and then the staff will take the Guest to their dorms or rooms.
• Arrival information, security and hygiene protocols will be provided on
arrival, also will be available at the board located in dorm and through facilities.

- The event coordinator will be available for the leader's group doubts.
- Covod-19 Protocols will be available pre arriving.

**CABANA’S SHOP**

- OMS states: “Using cash does not mean you have a greater risk of you get infected as long as you follow the rules of hygiene”. Therefore, cash is still accepted. The personnel who handle money should have to wash their hands before moving from the cash register to other work areas.
- The shop assistant will indicate the maximum number of allowed guests to enter at the same time
- The shop assistant will encourage guests not to touch merchandise if they do not have the intention to buy.
- Shop Assistant will be responsible for keeping clean, disinfected and sanitized the Cabana's shop.
- Cabana’s shop schedule will be given to guests on arrival, which depends on programme activities.

**TRANSFERS MEXICO CITY AIRPORT - OUR CABANA**

- The Event Coordinator will provide during the booking process the recommendations for the arrival at Our Cabana. (A general booklet will be sent)
- Public transportation from the Airport: To travel to Our Cabana you can use public buses named PULLMAN MORELOS station CASINO DE LA SELVA, which offers a service that meets the guidelines of health and safety standards set by the Government of Mexico.
- From the bus station CASINO DE LA SELVA you can use the taxi service offer by the bus station or request UBER service if guests have that service.
- To ensure a lower risk, Our Cabana recommends private transportation used by Our Cabana itself, which offers the health and safety guidelines protocols by the Government of Mexico. The maintenance personnel will also sanitize the pre-service private transport units to reinforce hygiene.
- Baggage handling at the airport is the responsibility of the guests. The use of gel and hand washing is recommended to the reception of the luggage band.
- Upon arrival at the premises, it is the responsibility of the guests to handle their luggage, the staff of Our Cabin can help but must wash their hands before and after handling the luggage
GUESTS IN HIGH-RISK GROUPS

The Health Department defines people as being at high risk if they meet any of the following:

- Over 60 years of age
- Pregnant
- Adults with the following underlying medical conditions:
  - Obesity
  - Hypertension
  - Diabetes
  - Chronic obstructive pulmonary disease
  - Cardiovascular disease
  - Diseases that condition immunosuppression

The current guidelines of the Health Department of the Federal Government of Mexico for people at high risk are:

- Avoid frequented places with a huge amount of people (for example, train station, public transport, markets, movie theatre, and museums).
- Avoid unnecessary contact and keep distance with other people (at least 1.5 meters).
- If you are on an especially high risk and cannot avoid having contact with other people, have to use a mask every moment. However, using a mask does not assure your safety.

Protection concept for guests at high risk:

- Those defined as high risk in their country of origin and Mexico will be recommended not to visit Our Cabana. This is based on the fact that Our Cabana under Guías de Mexico administration can’t develop special measures to protect high-risk guests.
- On the Our Cabana’s website, https://www.waggs.org/en/our-world/world-centres/our-cabana/ and https://ourcabana.org.mx will be indicated that Our Cabana advises to not to book those that have a high risk, this information will also be sent to guests that want to make a booking.
- Guests defined as high risk cannot participate in any programme activity.

Protection concept for volunteers at high risk:

- The volunteers of autumn 2020 will not be offered to participate in the volunteer programme at Our Cabana.
For future seasons Our Cabana will update this concept based on the guidelines that the Department of Health of the Federal Government of Mexico issue.

**STAFF AND PERSONNEL**

- All personnel and staff have to follow the entry and exit recommendations to the facilities.
- Personnel must have to wash their hands upon arrival and as many times as necessary.
- It is recommended to personal wear a clean uniform and according to the established schedule.
- All personnel and staff must be provided with the necessary uniforms to have one for each day.
- The use of the staff scarf will be restricted to opening and closing ceremonies and special occasions only.
- Mask has to be changed every 4 hrs.
- Programme Staff has to change their uniform after a tour or visit crowded places or community service.
- If a personnel member develops symptoms of any disease before work, must not come to work and should talk to their direct boss or with Our Cabana’s Administrator. If exist any risk of having a contagious disease, will not be allowed to work in place. If their symptoms are minor should work at home. If their symptoms trigger a COVID-19 test, will be asked to take the test and inform the results to Our Cabana's Administrator. IMSS (Government health services) instructions will be followed.
- The previous procedure also applies with personnel who live with a person that develops COVID-19 symptoms.
- If a personnel member presents symptoms while working has to inform immediately to Our Cabana's Administrator or direct boss and go back home. Must follow the previous protocol.
- Personnel is obligated to inform Guías de Mexico AC if it meets the definition of high-risk. Our Cabana cans request a medical certificate to confirm this. Our Cabana's administrator must have to assure the care of high risk- personnel and request that arrangements are made to justify their absence at work.
- Personnel must have to follow the social distancing of 1.5 meters between other personnel, guests, volunteers and visitors while they are at work whenever possible. Shortest contact, such as passing someone in a hallway is acceptable.
- When it is not possible to keep social distancing and undertake a task of work, personnel must take action to keep the reduced distance short and/or use the suitable equipment provided by Our Cabana. Personnel will receive training on how to use the protection equipment safely and
efficiently.

- Personnel who work in the kitchen must follow the established rules on the Kitchen Manual, as well as the security and hygiene rules.
- Windows will be kept open as much as possible to guarantee proper ventilation in all work areas.
- Personnel may take a break from using masks for short periods in their working day as long as they are isolated from other people and not developing their routine activities.

Cleaning and maintenance personnel

- Cleaning and maintenance staff should have to use the personal protection equipment (mask, gloves) all the time since their arrival until their departure from facilities; also it is recommended to use it during the transfer of arrival and departure to their homes. Mask has to be changed every 4 hrs.
- The cleaning team will clean all high touch areas such as a light switch, door handles and handrails from common areas and corridors during guests stay and after guests finished the evening program.
- Night maintenance personnel will clean all high touch areas such as a light switch, door handles and handrails from common areas and corridors after Guest have finished evening program.
- Windows from common areas and bathrooms will be kept open as much as possible during the day.
- The cleaning team will daily clean the facilities as it is marked on their daily activities and according to the calendar of the event will deeply clean every dorm room and bathroom before each event start the day and at the end.
- Each dorm room counts with cleaning supplies located in the designated area for them and is available to guests upon request.
- Maintenance and cleaning staff will sanitize the common areas and dorms before and after the arrival of guests according to the event calendar.
- Cleaning and maintenance personnel will wash their hands each time they change the work area.

Kitchen Personnel:

- Kitchen staff should have to use the personal protection equipment (mask, gloves) all the time since their arrival until their departure from facilities; also it is recommended to use it during the transfer of arrival and departure to their homes. A mask piece has to be changed every 4 hrs.
- Kitchen personnel will clean all areas which make up the dining hall and kitchen.
- Kitchen personnel will be responsible for cleaning and disinfected
utensils, household appliances, work tables, refrigerators should be sanitized at the end of each session.

- Cleaning staff must wear a clean uniform daily. You should wear safety shoes themselves that must be changed when you retire from your duties on your own.
- The use of aprons and kitchen hats is obligatory, and they should not be exchanged. They will be washed daily and will remain on the premises to be used the following day.
- Dishes, glasses and cutlery used by guests must be washed in the dishwasher.
- Tools used for food preparation must be washed with hot water and a mixture of dishwasher soap and chlorine.
- Each cook activities must be limited to the pre-established daily responsibility and respecting the safe distance as much as possible between work colleagues.
- Must wash their hands each time they change from the work area.
- Kitchen personnel who receive food suppliers should do it respecting security and hygiene guidelines.
- Suppliers must enter through the kitchen door and use mouthpiece and mask when necessary. Clean their hands with gel and temperature should be taken. Use the mat to sanitize their shoes.
- Food and products must be disinfected immediately on their arrival and store in the designated place for it.
- It’s personnel responsibility to keep clean and disinfected storage areas.
- Waste containers are emptied and in turns.
- Each turn is responsible for the cleaning of their work area.
- Food, fruit and vegetables when they have to be refrigerated they should be in containers with lids. Never use plastic bags.
- Refrigerators have to be always perfectly clean and disinfected.
- Access to the cellars and pantries is restricted only for kitchen personnel; NO staff personnel have access without Our Cabana’s administrator previous authorization.

PROTECTION CONCEPTS FOR THE OFF-SITE PROGRAMME:

General for all off-site programs:

- Transport used must be sanitized previously.
- Maximum group size for the off-site programme is 20 Guests and 2 staff members. Guests can be divided into more of one group (with personnel assigned for each group); these groups can’t meet in a public space.
- Whenever possible, keep a distance of 1.5 meters between Guests
who are not from the same family, unity or trip and between Guests and public members.

- Whenever not possible keep social distance, Guests will be advised to use a mask. Personnel have to use a mask in these situations.
- Guests have to have access to hands disinfectant where wash hand washing facilities are not available, for example, visit the pyramids and silverware shop.
- It is recommended that Guests do not share water and food.
- Program Staff will carry first aid kits, but it is only trained to administer first aid when leader or designated responsible cannot do it or in a situation where a life of a person is in immediate danger. When a person needs to give first aids, have to wear gloves and mask. CPR face covers are included in Our Cabana's first aid kits; we advise staff to provide them to us if they need to perform CPR.
- Whenever possible, the programme will take place outdoors.
- Indoors programme must be adhering to the maximum number of people per rooms.
- All programme activities must be evaluated with COVID-19 risk and adapt to reduce contact between Guests.
- Our Cabana will work with extern partners to guarantee that programme can be delivered in a safe manner to guests and partners.

Protection concepts for the on-site program:

- Whenever possible, the program will take place outdoors.
- The interior program must adhere to the maximum number of people per room.
- All program activities should be assessed against COVID19 risk and adapted to reduce contact between participants.
- Our Cabana will work with its outside vendors to ensure the program can be delivered in a safe manner for guests and vendors.
- When there is a risk to external suppliers, Our Cabana will try to come up with an alternative program that still supports the business of local suppliers.

VOLUNTEER PROGRAMME

Volunteer programme offered is a leadership development programme through two different programs: volunteer and intern. 3 to 6 months’ programme. Being part of an international team by seasons, however, it will not be possible to offer this programme for the rest of 2020. If necessary to carry out activities in the remaining period of 2020 Our Cabana will request for temporary local volunteers.
It is expected in 2021 to offer a volunteer programme; therefore, it is continued the selection process as planned.

All guidelines applied to staff protection will also be applied for volunteer’s protection. Also, the following applies to volunteers.

- As far as possible, Our Cabana will select local volunteers for a short term that have successfully completed a previous programme of a volunteer in past years or months. This will reduce the necessity of training, which requires more prolonged contact with the staff.
- All volunteers will have to sign short-term volunteer arrangements indicating their understanding of the concepts of protection that they must follow.
- Short-term volunteers will be principally needed to work in guest service functions, including operations. If volunteers are required to provide programme activities will be to support programme staff by carrying out simple activities that avoid direct contact with the Guests.
- Volunteers will live in shared rooms and will be considerate as a home; however, social distancing as much as possible will be suggested. Volunteers in programme roles will not share a dorm room with guest service functions or operations.
- We cannot accept volunteers that are in a high-risk category for any volunteer role. As part of the recruitment process, volunteers will be asked to declare whether they are or are not high-risk definition in Mexico or in their home country. They cannot assume a volunteer role if they consider as high risk in either of the two places.
- All volunteers must complete the regular Volunteer Medical Form before confirming their selection.
- Volunteers will be asked to comply with guidelines on outdoor activities, including:
  - Follow the last advice of Mexico government about trips, social distancing and hygiene in every moment.
  - Refrain from engaging in high-risk activities, such as visit night clubs or travelling during crowded hours on public transport, even when the government allows it.
  - Not take visitors to Our Cabana

**COMMUNITY ENVIRONMENT:**

- Our Cabana keeps updating their protocols with the situation that Cuernavaca community guard about COVID19.
- Any change in the COVID-19 monitoring system in favour or against the activities to be carried out and the labour situation will be communicated to the staff and guests.
• Guidelines emitted by the local government will be daily published if it concerns to World Centre activities.

**DAY VISITS AND PIN CEREMONY:**

• All visitors have to book previously.
• Guided day visits with or without pin ceremony will be possible provided that visitors comply with the entry guidelines to the facilities and previous reservation.
• During events, day visits can only be realized when events guests are off of the programme.
• Has to leave their contact information that will be kept for 14 days. Also, they have to declare they don’t have COVID-19 symptoms. Also has to follow the inside protocols.
• Day visit Guest must wash their hands on arrival and follow all the hygiene rules and social distancing during their stay at the World Centre.
• Some areas will not be included on tour and will be clearly told to the Guest where and where not they can go including bathrooms they can use.
• For pin ceremonies will be presented in a different way than do not involves physic contact. Social distancing will be observed during the ceremony.

**SUSPECTED OR CONFIRMED CASE COVID19**

For any suspected or confirmed case COVID-19; Our Cabana will follow The Department of Health and Protocol of the local council of the city of Cuernavaca advice.

• Sickness of a staff member is covered in the staff section of this document.
• Guests on site: For a suspected case of COVID19 in a guest on site, Our Cabana will help you make an appointment with the local doctor as soon as possible; you will be called to the local government security line.
• Guest must be isolated in a room until the appointment. Our Cabana will organize a medical taxi if necessary. Staff must not accompany the Guest to the doctor; it has to be the group responsible or an accompanying person from the same group.
• Guests have to use a mask all moment, not having one Our Cabana will provide a surgical-style mask to the suspect case and the rest of the group.
• Guests should use a mask with suspected COVID19 and the person accompanying them on the trip to the doctor and while at the doctor’s office.
• Guest of the same group as the person with suspected COVID-19 must remain at Our Cabana until advised by the doctor is provided.

GUEST OR VOLUNTEER WHO HAS LEFT THE FACILITIES WITHIN 14 DAYS:

• Advice from the local medical service will be sought and followed

VOLUNTEERS ON SITE:

• At least one dorm room has to be available to be used for the self-isolation of a volunteer if needed.
• Any volunteer that shows COVID-19 symptoms have to stop working immediately, inform immediately to her boss and isolate on the assigned room.
• Staff will arrange an appointment and the transport from/to the medical centre.
• Staff cannot accompany the volunteer.
• A surgical-style mask will be provided to the volunteer.
• Any volunteer that shares rooms with the suspected volunteers of having COVID-19 must also have to stop working immediately and self-isolate in a separated room until the test results are available. (Generally within 24 hrs.)
• From this point on, the advice of the local medical service will be sought and followed.
• Our Cabana will ensure that the volunteer in self-isolation is provided with food, medicine and a means for her to keep in touch with her family and friends.
SIGNALLING AND PROTECTION EQUIPMENT

- It has been installed the signalling English and Spanish.
- It has been installed gel dispenser in strategic areas.
- It has been installed sanitizing mats on the principal entrance.
- Sanitation equipment and supplies are available for the sanitation programme of areas.
- Supply of cleaning and disinfection supplies
- Supply of protective equipment.
- Training of personnel.
- Healthy Distance Signs Installed.
- It has been installed temperature and recording area.
SIGNALLING
GENERAL RECOMMENDATIONS FOR A RETURN TO WORK INSURANCE

Tourism Safe Return Federal Government of Mexico.

- If the production process or service allows it, the stations and work areas are delimited with physical barriers; otherwise, the workstations are marked with signs or signs on the floor ensuring a minimum distance of 1.5 metres between workers.
- The body temperature is taken at the entrance and exit of the company.
- It has guidelines visitors, suppliers and contractors, in terms of hygiene, healthy distance and mask use, which must be followed to the entrance, permanence and exit of the facilities.
- It has protocols for daily cleaning and disinfection of areas and surfaces, contact and common use objects, including washing with water, soap, disinfect with a 0.5% sodium hypochlorite solution.
- All workers are provided with mask and eye or face protection, as the workplace permits, in those areas which, due to their size and distribution of equipment, are complex maintain minimum distances of at least 1.5 metres between people workers.
- All workers have access to water, soap, towels disposable paper products, as well as 60-70% alcohol or disinfectant gel for the handling of personal protective equipment.
- There is a training programme for management or employers of the actions to be taken in the company to prevent and avoid chains of infection by COVID-19.
- CLIMSS material located at: https://climss.imss.gob.mx/
- It has an instrument to identify symptoms, contacts in the work and community.
- It has an action for cases when a worker manifest symptoms of COVID-19, to protect him, as well as to other workers and their families, including guidelines for handling suspicious workers, contacts, confirmed and their return to work.
- Meetings of up to 30 people are allowed in a public space.
- Whenever possible, a social distancing of 1.5 m. For situations that require more than a short period of contact where social distancing is not possible, a mask is recommended protective.
- However, the rule of social distancing does not apply to families and people sharing accommodation.
- We recommend the 3-layer or N95 fabric covers (“The covers do not protect against infection and may even increase the risk.” - WHO Statement).
• Those in a high-risk category should avoid crowded places by a large number of people and avoid direct contact with people from outside your home.
• Those in a high-risk category should avoid crowded places by a large number of people and avoid direct contact with people from outside your home.
• http://nuevanormalidad.gob.mx/files/Acuerdo_Salud_290520_VES-1.pdf

Thanks

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EL INSTITUTO MEXICANO DEL SEGURO SOCIAL

OTORGA LA PRESENTE

CONSTANCIA

A

María Susana Mendoza Lavin

Por haber concluido satisfactoriamente el curso:

Turismo: Retorno Seguro

Duración: 5 horas

Ciudad de México a 19 de agosto de 2020
EL INSTITUTO MEXICANO DEL SEGURO SOCIAL

OTORGA LA PRESENTE

CONSTANCIA

A

Junerkris Chirinos Uribe

Por haber concluido satisfactoriamente el curso:

Turismo: Retorno Seguro

Duración: 5 horas

Ciudad de México a 12 de agosto de 2020

No. folio: TR/SSG/335296

EL INSTITUTO MEXICANO DEL SEGURO SOCIAL

OTORGA LA PRESENTE

CONSTANCIA

A

Andrea Irene Sánchez Félix

Por haber concluido satisfactoriamente el curso:

Turismo: Retorno Seguro

Duración: 5 horas

Ciudad de México a 12 de agosto de 2020

No. folio: TR/SSG/335170
NO. FOLIO: COVIDSS04932779

Ciudad de México a 09 de agosto de 2020

EL INSTITUTO MEXICANO DEL SEGURO SOCIAL

OTORGA LA PRESENTE

CONSTANCIA

A

Maria Del Carmen Wade Osorio

Por haber concluido satisfactoriamente el curso:
Recomendaciones para un retorno seguro al trabajo ante COVID -19

Duración: 5 horas

Ciudad de México a 09 de agosto de 2020

EL INSTITUTO MEXICANO DEL SEGURO SOCIAL

OTORGA LA PRESENTE

CONSTANCIA

A

Maria Del Carmen Wade Osorio

Por haber concluido satisfactoriamente el curso:
Turismo: Retorno Seguro

Duración: 5 horas

Ciudad de México a 09 de agosto de 2020