

# COVID-19 Protocol **Ski Resorts**

**APPENDIX OF  
TOURIST SERVICE PROVIDERS**

**JUNE 2020**

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# Introduction

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The Ministry of Tourism and Sports of Argentina, the Argentine Chamber of Tourism (CAT), The Argentine Department of Quality Tourism (ICTA), the provinces through the Federal Council of Tourism, with the assistance of the Argentine Chamber of Ski and Mountain (CAEM) have prepared this document as a supplement to the “COVID-19 Protocol for Tourist Service Providers”.

This document is intended to provide further details about the guidelines provided therein and guarantee that such guidelines are properly interpreted and applied to the tourist services rendered in Winter Resorts nationwide. It is also intended to address the particulars, management and structural and environmental characteristics for practicing ski in its various forms as well as other snow and mountain sports and activities.

The new scenario the industry is facing requires revising and updating the operative management of each service for the purpose of minimizing the chances of disease spread by adopting preventive measures in light of the health emergency posed by the COVID 19 virus and establish rules of behavior for the staff and service users in accordance with the global and national recommendations in the context of this pandemic.

It is paramount for those who are part of the tourism value chain to be prepared for the time when the critical stage and the epidemiologic situation of the pandemic are over and the economic activities are allowed to provide their services again, and to regain their visitors' trust in a safe context.

# 1. Ski Resort Staff

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## 1.1. PREVENTIVE CONTROL

a) Control measures should be implemented for staff prior to them starting work for the purpose of detecting COVID-19 compatible symptoms. To this end, it is advisable to appoint personnel who will be responsible and especially trained for this task. Various techniques can be used for diagnosis, including diagnostic tools (such as non-contact temperature screening devices) and/or simple questionnaires.

If temperature is screened upon entering the resort, this should be done by a non-contact infrared thermometer. Those in charge of screening temperature should wear appropriate personal protective equipment.

The “case” definition can be very dynamic and vary in accordance with the epidemiologic situation, so it is critical to keep up-to-date on a permanent basis through the Ministry of Health of Argentina’s official website and adapt the questionnaire accordingly.

b) In the event a member of staff shows COVID-19 symptoms, actions must be taken to isolate them. It is therefore advisable to have a room or area available where the person showing symptoms can wait and avoid contact with others until properly examined.

c) Upon identifying staff with breathing difficulties or fever, contact the local Health Emergency System immediately so that the person can be examined and, if required, taken to a health care center. Any COVID-19 suspected cases should be reported to the local health authority.

The same procedure should be applied to staff members of outsourced companies.

All the information gathered about employees in this context should be kept confidential and is protected by Personal Data Protection Act 25326.

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## 1.2. SOCIAL DISTANCING

- a) Inform staff of the measures taken to comply with the mandatory social distancing and give them proper training. Check compliance with such measures.
- b) Keep the minimum interpersonal distance required at all times. Occupation can never exceed 1 person every 2.25 square meters. Distancing guidelines and measures are established taking into consideration epidemiologic and health criteria, subject to the current phase and higher law in effect.
- c) Such measures should be met inside and outside the resort, both in working and common areas such as ticket offices or rental facilities, restaurants, ski schools, restrooms, solarium, parking lots, staff canteen, repair shops and any other sector where a large number of people might gather.
- d) In parking lots, consider some space for passengers to come out of a vehicle so that the minimum interpersonal distance requirement be met. Occupation should never exceed 1 person every 2.25 square meters.
- e) Arrange furniture in common areas of the resort so that the recommended distance be kept. In the event the minimum distance required between work stations cannot be ensured, consider installing easy-cleaning isolating elements (such as partitions or glass panels).
- f) Whenever an activity requires changing clothes, a personal locker, bag or similar compartment for keeping clothes separately from others' should be made available.

## 1.3. RESPIRATORY AND HAND HYGIENE

- a) Hand washing is one of the main preventive and control measures against infection. The recommended washing time is 40-60 seconds. In work stations where employees have no access to hand washing with soap and water, hand sanitizer should be made available.
- b) It is mandatory for any member of staff in contact with tourists to wear a face mask whenever required by the local and Ski Resort regulations.
- c) Goggles, glasses and gloves should be worn at all times.
- d) Since the virus lives longer on latex or nitrile, the use of gloves made of such materials is not

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recommended, except for specific tasks (such as cleaning or direct contact with secretions).

e) Direct physical contact with tourists or other employees should be avoided.

## 1.4. TRAINING

Inform staff of, and give them proper training in regard to, COVID-19 symptoms (as provided by Decree 260/2020 section 15) and the relevant preventive measures in accordance with the official information provided by the Ministry of Health of Argentina. Any information announced in this connection may be downloaded from:

<https://www.argentina.gob.ar/salud/coronavirus-COVID-19>

When planning activities, make sure that all the staff receives proper training. Training can be given by the organization itself or by third parties, and should preferably be held remotely. However, if face-to-face training sessions are planned, the minimum interpersonal distance required should be kept at all times.

## 1.5. COMMUTING

The use of individual transportation means (including, but not limited to, automobile or bicycle) is recommended. Remind staff to keep them ventilated and to make sure they are clean and disinfected inside.

As long as it is not prohibited and only if absolutely necessary, public transportation should be used for authorized activities. In this case, it is advisable to:

- Wear a face mask at all times.
- Keep in mind the importance of careful hand washing prior to, during and after commuting.
- Take a personal hygiene kit (soap, hand sanitizer, paper tissues, hand towels) when commuting.
- Keep the minimum interpersonal distance required. Leave an empty seat between passengers.
- Avoid crowding in points of access to the means of transportation to be used.

When returning home:

- Remove the face mask from the strap, avoid touching the front part and wash it (or throw it away if disposable).
- Wash hands immediately after coming in and always do so before any contact with surfaces.

<https://www.argentina.gob.ar/salud/coronavirus/poblacion/salir-de-casa>

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## 1.6. IDENTIFYING STAFF AT RISK

As provided by the National Executive Power through Resolution 207/2020, section 1, issued by the Ministry of Labor, Employment and Social Security, the employees included in any of the groups described below are exempted from their obligation to go to their workplace: any person who must stay at home to take care of children under 6 years old, as long as only one person per household makes use of such leave, as provided by amendment 3/2020 issued jointly by the Ministry of Labor, Employment and Social Security and the Ministry of Women, Genders and Diversity, as well as those included in the risk groups defined by Resolution 207/2020:

- Any person over sixty (60) years old, except those considered “essential personnel for the proper performance of the business activities”.
- Pregnant women.
- Any person having chronic obstructive pulmonary disease (COPD), congenital emphysema, bronchopulmonary dysplasia, bronchiectasis, cystic fibrosis or moderate or severe asthma.
- Any person having heart conditions, heart failure, coronary disease, valve disease or congenital heart disease.
- Any person with immune deficiencies or immune depression conditions.
- Any person with diabetes.
- Any person with chronic kidney disease on dialysis or expected to be on dialysis in the next six months.
- Any person with advanced liver disease.

It should be borne in mind that respect for privacy and confidentiality of the medical information about employees should be guaranteed, especially the information regarding pathologies posing a risk for a severe course of COVID-19.

<https://www.argentina.gob.ar/salud/coronavirus/poblacion/mayores>

## 1.7. WORK ORGANIZATION

In order to contribute to social or safe distancing as currently regulated, the following alternative ways of organizing work are recommended:

- a) Promote teleworking whenever possible.
- b) For employees whose physical presence is required, stress the importance of refraining from going to the workplace in the presence of symptoms (fever, cough, sore throat, difficulty



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breathing, taste or smell alterations), immediately notify their superiors and the occupational medicine service, and request the prompt assistance of the healthcare system. As a reference, use the definition of COVID-19 case given by the Ministry of Health of Argentina, which is updated on a permanent basis. <https://www.argentina.gob.ar/salud/coronavirus-COVID-19/definicion-de-caso>

c) Organize staff in working groups or teams to make reduced interaction among employees easier, in order to meet the minimum distancing requirement. If not possible, take extreme health protective measures.

d) Make the necessary changes to the key tasks at the Resort in order to guarantee that the minimum interpersonal distance requirement be met throughout the working day.

e) Make sure the minimum number of employees is within a closed area at the same time.

f) Wherever possible, have employees whose work must be done at the workplace come or leave at different times to avoid crowding at the points of access to the resort and thus reduce occupation of public transportation at rush hour.

g) Instruct the staff responsible for each area to guarantee that the number of employees at the workplace be minimized and check that this requirement be met.

h) Wherever applicable and possible, arrange appointments at different times with users, customers and suppliers electronically (by phone or email).

i) Whenever the work is done at the workplace, and as long as this is required, keep attendance record in a way other than clocking in/out or fingerprint scanning. <https://www.argentina.gob.ar/coronavirus/atencion-publico#5>

## **1.8. CRISIS COMMITTEE**

It is advisable to set up a crisis committee with all the parties involved, in order to implement and monitor the protocol to be followed, as well as with the people who should guarantee that the rules of such protocol be met.

## **1.9. MEASURES FOR DETECTING AND HANDLING SUSPECTED CASES AND CLOSE CONTACT**

- Develop activities to identify potential cases by scanning body temperature, encouraging self-report and conducting simple questionnaires to detect potential symptoms prior to the employees entering the workplace.
- If a temperature scan upon entering the workplace is implemented, use non-contact infrared thermometers. Those in charge of screening temperature should wear appropriate personal protective equipment, the characteristics of which should be outlined in the specific recommendations of each activity.
- Employees having a temperature of or over 37.5°C or showing COVID-19 symptoms should not be allowed into the work facilities.
- Avoid stigmatization and discrimination of employees showing symptoms of or affected by COVID-19 and any of their close contacts.
- Define measures to be adopted at the facilities to isolate any person showing COVID-19 symptoms; to this end, it is advisable to have a room or area available where the person showing symptoms can wait and avoid contact with others until properly examined. Follow the rules established or the indications given by the local health authorities. Upon identifying staff with breathing difficulties or fever, contact the local Health Emergency System immediately for examining the person and, if required, take them to a health care center. Report any COVID-19 suspected cases to the local health authority.

Close contact is any person falling under the definition outlined below: <https://www.argentina.gob.ar/salud/coronavirus-COVID-19/Identificacion-y-seguimiento-de-contactos>

Close contacts must necessarily comply with the 14-day isolation period requirement and be subject to strict symptom monitoring. The 14-day period shall be considered as from the last day they had contact with a confirmed case. <https://www.argentina.gob.ar/salud/coronavirus-COVID-19/Identificacion-y-seguimiento-de-contactos>

The use of personal protective equipment for each activity is described at: <https://www.argentina.gob.ar/salud/coronavirus-COVID-19/recomendaciones-uso-epp>

## 2. Assistance to visitors

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### 2.1. PREVENTIVE MEASURES

a) Implement control measures to visitors prior to their being allowed into the Ski Resort for the purpose of detecting any COVID-19 compatible symptoms. It is therefore advisable to follow the procedure described in 1.1.: Preventive Control.

b) It is advisable to show a visible sign at the Ski Resort entrance warning visitors to refrain from entering the facilities if they meet the current suspected case criteria, as defined by the Ministry of Health of Argentina.

The “case” definition can be very dynamic and vary in accordance with the epidemiologic situation, so the Ministry of Health of Argentina’s official website should be consulted to keep it permanently up-to-date.

It is advisable to bear in mind that failure to meet the mandatory isolation requirement is punished by DNU [Necessity and Urgency Decree] 260/2020 and penalties may be applied as provided by sections 205 and 239 of the Argentine Criminal Code.

c) If any visitor should show slight symptoms (such as cough or a cold), they should not be allowed to take part in the activity.

### 2.2. SOCIAL DISTANCING

a) Inform visitors of the COVID-19 preventive measures that the Ski Resort is taking to preserve their security and health.

b) Communicate and signal social distancing guidelines and the measures adopted to guarantee compliance to visitors and take the necessary actions to make sure that such guidelines and

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measures are complied with.

c) Signal waiting areas.

d) Avoid crowds at critical points such as ticket offices or rental facilities, restaurants, ski schools, restrooms, solarium and parking lots.

e) Keep the minimum interpersonal distance required at all times. Occupation can never exceed 1 person every 2.25 square meters. These measures must be adopted both in closed and open areas of the Ski Resorts.

f) Whenever the minimum interpersonal distancing requirement cannot be met, make sure that the necessary protective equipment is available and preventive measures are met.

g) Indicate the maximum number of visitors to meet the mandatory social distancing requirement in each service area.

h) For selling passes at ticket offices, consider installing easy and frequent cleaning isolating elements (such as partitions or glass panels).

i) Have visitors enter and leave the Ski Resort, as well as get on and off the transportation vehicle, one by one.

j) Whenever possible, it is advisable to give information in a digital format, with a QR code or through the Ski Resort's webpage. If brochures are handed out, wash hands with soap and water afterwards or use hand sanitizer.

k) As far as possible, promote online purchase of all services (passes, classes, plans and equipment).

l) As far as possible, avoid using cash when charging for services and use other methods of payment such as virtual channels, bank transfers, applications or payment through devices or virtual payment terminals

m) For taking group photos, the mandatory social distancing requirement should be met, as long as this rule is in force.

n) Visitors included in risk groups (any person over 60 years old, or having cardiovascular disease, high blood pressure, chronic lung disease, diabetes, cancer or immune-depression and

pregnant women) should be advised to refrain from taking part in the activities or else the possibility of setting special timetables for them, taking extreme precaution measures, should be considered.

## **2.3. RESPIRATORY AND HAND HYGIENE**

- a) It is mandatory for visitors to wear face masks -so long as this is provided by local regulations- goggles or glasses, and gloves. While the related provisions are in force, no visitors should be allowed to enter or remain in the facilities if they are not wearing a face mask covering nose, mouth and chin
- b) As announced by the Ministry of Health of Argentina, hand washing is the main prevention and control measure against infection. The recommended washing time is 40-60 seconds. It is therefore critical that both staff and visitors be informed about this measure.
- c) Hand sanitizer, paper tissues and waste baskets fitted with a lid and foot pedal should be provided by the Ski Resort in visitor service areas.

## **2.4. CLEANING AND DISINFECTION**

- a) Clean and disinfect counters or desks used for service to visitors frequently. Do not display an excessive number of elements that may be manipulated by visitors and clean the surfaces every time a visitor leaves.
- b) Air rooms frequently. In winter or times with low temperatures rooms should be aired on a regular basis to allow air circulation.
- c) Often check that soap, hand sanitizer, toilet paper, liquid soap dispenser, among other elements, are available.
- d) Check toilets and faucets for proper functioning frequently.
- e) Make sure that recyclable cards are disinfected before re-use.
- f) Advise staff and visitors to refrain from sharing sunblock, clothes, accessories or the equipment provided.

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- g) Intensify cleaning and disinfection of any materials and/or equipment required to render the service before and after each activity, notwithstanding the fact that all requirements in the current regulation related to the use and maintenance of such materials and/or equipment should be met.
- h) If equipment and/or other elements need to be re-used, set guidelines for cleaning and disinfection with soap and water or an alcohol-based solution prior to re-use (e.g. special gloves, vests, helmets, boots, garment, ski poles, among others).
- i) If audio devices (such as earphones or audiotours) are used by visitors, make sure they are properly disinfected before and after each use.
- j) Check communication and/or safety equipment (such as radios, two-way radios, lights or flares) prior to use to make sure they are clean and disinfected.
- k) Make sure the facilities are clean and disinfected prior to and after each activity.
- l) Whenever facilities are operated by third parties, make sure the cleaning and disinfection requirements are met.
- m) Check and disinfect restrooms and dressing rooms frequently and make sure they are equipped with soap and water and/or alcohol, paper towels and waste baskets with a lid. The interpersonal distancing requirements should be met at all times.
- n) It is advisable to keep a record of these actions.
- o) Make sure the waiting and/or busy areas are equipped with wide-mouth waste baskets with no lid to throw away disposable personal protection and hygiene elements. Keep the waste baskets clean and disinfected.

# 3. Service to visitors

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## 3.1. WHEN ENTERING THE SKI RESORT

- a) Keep the minimum interpersonal distancing at all times in any activity performed at the facilities.
- b) Upon identifying a visitor with breathing difficulties or fever prior to or during the activity, take the actions in subsection 1.1 Preventive Control.
- c) Wear a home-made face masks or protective face shield at all times from the first contact with visitors, as long as the regulation implementing its use is in force. Avoid unnecessary direct contact. If a re-usable face mask or protective face shield is worn, they should be properly disinfected after each use. It is advisable to wear a transparent face shield to make communication easier with visitors having hearing disabilities.
- d) Remind visitors of the COVID-19 preventive measures which should be complied with during the activity and which were communicated to them when hiring the service.
- e) Inform visitors of the proper use of materials and equipment required for rendering the service for the purpose of reducing the risk of infection.
- f) Inform visitors of the proper use of the facilities: dressing rooms, restrooms, restaurants, among others, for the purpose of meeting the mandatory social distancing requirement.
- g) Make sure all visitors wear a home-made face mask, as long as its mandatory use is provided by local regulations, whenever the services at the Ski Resort are rendered.
- h) Respect the time scheduled and the itinerary planned to avoid accidents that might affect compliance with the preventive measures established during the time the service is rendered.

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- i) When taking group photos, each visitor should use only their personal mobile and then share them with the other visitors to avoid manipulating personal belongings.
- j) The local health service contact phone numbers and emergency phone numbers should be available at all times.
- k) It is advisable to consider rendering a ski locker service for visitors who are unable to carry the equipment from and to the Ski Resort.

### **3.2. SKI LIFTS – MECHANICAL LIFTS**

- a) The minimum interpersonal distancing required should be kept in ski lifts and in lines. Occupation may never exceed 1 person every 2.25 square meters as long as it is provided by current regulations.
- b) Avoid unnecessary direct contact with the ski lift staff. However, visitors may be assisted whenever necessary to preserve their safety and avoid accidents.
- c) Visitors should wear a face mask, as long as required by local regulations, glasses/goggles and gloves in ski lifts.
- d) On Magic Carpets the minimum interpersonal distancing should be kept.

### **3.3. MATERIAL RESOURCES**

- a) Make sure that a first-aid kit is made available, in accordance with the activity and the place where it is performed, Also, check expiry date of its products and guarantee that its contents are properly replaced. <https://www.argentina.gob.ar/salud/primerosauxilios/botiquin>
- b) Have additional personal protective equipment available in case they are lost, damaged or left behind.
- c) Make sure that the necessary products for proper disinfection of work elements are available: alcohol, disinfectant towels, bleach and any other product required under disinfection procedures.



### 3.4. PASSENGER TRANSPORTATION

If the Ski Resort has its own passenger transportation service, the following rules should be observed:

- a) All protocols and regulations issued by the related authorities should be met.
- b) The use of face masks, both by the Ski Resort staff and by passengers, should be required at all times as long as its mandatory use is required under local regulations.
- c) Transportation vehicles should display signs with COVID-19 preventive measures.
- d) If transportation vehicles are equipped with hand sanitizer, it may be administered every time passengers get on, thus avoiding mass contact with and manipulation of dispensers.
- e) Vehicle sanitization procedures should be implemented. This includes any elements touched by passengers and staff (including, but not limited to, pens, folders, microphones, mobiles, bags). In addition, the whole vehicle should be thoroughly cleaned prior to and after each service, including seats, headrests, handrails, glass and door handles, among others.
- f) Passengers should be sitting while driving.
- g) The driver should be instructed to wear gloves when the vehicle is being cleaned and disinfected.
- h) The vehicle should be aired whenever possible.
- i) An isolating panel should be installed between passengers and driver, which does not affect visibility conditions or compromise the required safety conditions for rendering the services.
- j) Whenever possible, the first row of seats should be left empty in order to meet the minimum distancing required.
- k) Gathering of passengers at the vehicle door should be avoided and passengers instructed to board the vehicle one by one, keeping the required social distancing. Passengers should board the vehicle one by one keeping the mandatory distancing.
- l) Recommend that the group keep the minimum social distancing required when getting off the vehicle.

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m) Passengers should sit leaving an empty seat between them or else one person should occupy a double seat, in order to keep the minimum interpersonal distancing required.

n) In order to maximize hygiene and disinfection conditions, any fabrics in the vehicle should be removed, except for those used in seats and vehicle sides.

### **3.5. RENTALS**

a) Establish mandatory use of breathing protection elements covering nose, mouth and chin to enter or remain in the facilities, in accordance with local current regulations in effect, both for staff and others. As long as such regulations are in effect, no person should be allowed in without a face mask.

b) It is advisable for staff to wear a uniform exclusively for work.

c) Keep the minimum interpersonal distancing required at all times. Occupation should never exceed 1 person every 2.25 square meters.

d) Signal distancing properly in places where visitors stand in line to enter the facilities or request equipment and at ticket offices.

e) Have 70% alcohol-based solution available in visitors' service sectors. Wash hands with soap and water or use hand sanitizer prior to and after handling equipment.

f) Avoid concentration of customers in the facilities, and bear in mind peak time.

g) It is advisable to consider installing isolation elements (such as screens or glass panels) on counters and at ticket offices.

h) Prioritize assistance to risk groups.

i) Minimize direct contact.

j) Clean work elements frequently.

k) Inform customers of the measures adopted at the Ski Resort and the COVID-19 recommendations to be borne in mind.

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- l) Whenever not used, protect and keep equipment in a safe place to prevent contamination.
- m) Meet the minimum social distancing requirement when handing out the equipment
- n) Signal waiting areas at the place where equipment is handed out by a dividing line if necessary, so that the minimum social distancing may be kept.
- o) As provided by the Ministry of Health of Argentina, it is not advisable to spray or rub clothes, footwear, bags or other belongings with alcohol, bleach or other disinfectants.
- p) As provided by the Ministry of Health of Argentina, the use of “disinfecting cabins” or any other device which involves spraying disinfecting solutions on people is not recommended not only because they have not been proved to prevent transmission of respiratory viruses but also because their use may be associated with potential adverse effects.
- q) After informing visitors, while keeping the interpersonal distancing required, staff should leave the equipment in the safety area for visitors to put on. In addition, visitors should be provided with a plastic bag for their footwear and other belongings, which should be kept in a locker or similar space provided to such end.
- r) When equipment which was tried on by visitors or staff is returned or exchanged, make sure it is disinfected prior to re-use.
- s) Inform that the equipment should be handled by visitors individually with no intervention or contact by the staff and placed in the areas reserved for handing them out.
- t) In the event the user cannot put the equipment on and requires help, assistance should be provided prior to and during the activity by qualified staff, who should take any required safety measures and wear the personal protective equipment (PPE).
- u) Skis should be adjusted avoiding physical contact with the user. They should be left outside the facilities with a name on them so the user can take them to go to the lifts.
- v) When returning the equipment, users should leave skis and poles on a rack outside the facilities, to be disinfected before being brought back in.
- w) When returning equipment, users should stand in an orderly line outside the facilities and observe the maximum capacity of people permitted inside the rental facilities when entering.

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x) Once inside the facilities, the customers should take off their boots with no help or contact with the staff. Boots should then be disinfected both outside and inside and finally dried and stored.

### **3.6. PEDESTRIANS**

Pedestrians should observe the guidelines established in this protocol in the same way as skiers. When performing any other activity such as snowshoeing, tubing or snowmobile or sled rides the disinfection process should be followed according to the protocol established for the respective rented element.

### **3.7. CHILDREN'S SCHOOL**

If the Ski Resort has a children's school, and insofar as this activity is permitted in the respective location, the regulations in effect, as well as the guidelines in this protocol, should be observed regarding mandatory social distancing, the use of face masks, hand and respiratory hygiene, surface cleaning and any other preventive measures intended to reduce inter-human transmission of COVID-19.

The following guidelines should also be observed:

- a) The child may be accompanied only by one adult person, both upon entering the school in the morning and when leaving in the evening.
- b) Maintenance staff for cleaning and disinfection of the facilities should be appointed.
- c) Frequent cleaning and disinfection of the facilities should be planned, especially in children's playroom, restrooms and others.
- d) The facilities and equipment should be disinfected on a daily basis to keep the area free from contamination.
- e) In order to keep the required interpersonal distancing at all times, the maximum capacity of children allowed should be defined. Occupation may never exceed 1 person every 2.25 square meters. A protocol should be established for instructors.
- f) The guidelines established in Chapter 1 and the relevant guidelines in Chapter 2 of this

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protocol should be strictly observed by any person responsible for child care.

These guidelines shall not apply in the event the children's school is closed.

### **3.8. CHILD CARE CENTER**

- a) The child may be accompanied only by one adult person, both upon entering the child care center in the morning and when leaving in the evening.
- b) Maintenance staff for cleaning and disinfection of the facilities should be appointed.
- c) Frequent cleaning and disinfection of the facilities should be planned, especially in children's playroom, restrooms and others.
- d) The facilities and furniture should be disinfected on a daily basis to keep the area free from contamination.
- e) In order to keep the required interpersonal distancing at all times, the maximum capacity of children allowed should be defined. Occupation may never exceed 1 person every 2.25 square meters.

These guidelines shall not apply in the event the child care center is closed.

### **3.9. OTHER ACTIVITIES**

The following recommendations should be borne in mind when performing any other activity at the winter resorts including, but not limited to, snowskating, ski lessons, snowmobile rental or dog sled rides:

- a) Sleds should be covered with material that can be disinfected, so no blankets, wool or lamb skin, among others, should be used.
- b) Instructions as to how to use the equipment or helmet as well as safety instructions should be given keeping the minimum distancing required. Demonstrations should be made using self equipment.
- c) When performing any activity the user should wear the required personal protective

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equipment (PPE) as provided by local regulations.

d) In order to keep the interpersonal distancing required in all the activities, the maximum number of people in each group should be defined. Occupation may never exceed 1 person every 2.25 square meters. In open areas, very narrow valleys should be avoided.

### **3.10. FOOD SERVICE**

Any food service facilities in the Ski Resort should adopt the Covid-19 Protocol for food establishments.

### **3.11. RESTROOMS**

a) Clean and disinfect restroom floors and walls frequently during and after the service using chlorine and derivatives.

b) Clean and disinfect restroom surfaces at least four times a day and according to frequency of use by using a household disinfectant containing diluted bleach at a concentration of 55 gr/l (10 ml or 2 spoonfuls of bleach in one liter of water). If commercial bleach at a concentration of 25 gr/l is used, use twice the amount of bleach for proper disinfection and prepare the dilution the same day it will be used. Diluted bleach should be used within 24 hours to keep its effectiveness. The corresponding record should be kept.

c) In restrooms, reinforce disinfection of door handles, handrails, faucets, toilet flushes and any other element of frequent contact and use.

d) Wash the cloth used for cleaning and disinfection with abundant soap and water to make sure they are clean every time they are used. Disposable materials may also be used for cleaning.

e) Keep restroom area permanently ventilated.

f) Keep restroom areas disinfected and under control.

g) Check soap, hand sanitizer, disposable towel (and other) dispensers for proper use on a daily basis and either repair or replace any faulty dispensers.

h) Check toilets and sink faucets for proper use.

## **3.12. ASSISTANCE IN CASE OF ACCIDENTS**

In case of accidents, provide assistance in accordance with the preventive, control and safety in runs, victim evacuation, search in avalanches, air rescue and nivology protocols currently in effect at the Ski Resort, issued by the Asociación Argentina de Instructores de Esquí Snowboard y Pisteros Socorristas (AADIDES- Argentine Association of Ski and Snowboard Instructors and Rescuers), an organization that groups all ski patrollers and instructors in Argentina.

Whenever keeping the required social distancing is not possible, rescuers and rescue teams should take extreme respiratory, hygiene and disinfection protective measures when assisting visitors.

Standard and contact precautions:

- a) Wash hands following the recommendations of the Ministry of Health of Argentina.
- b) Wear gloves.
- c) Wear disposable gowns whenever possible or if a first-aid room is available.
- d) Wear surgical masks as the way of transmission has not been determined yet.
- e) Wash hands after removing personal protective equipment.
- f) Wear eye protection or face shield depending on the anticipated exposure time.

More information on infection control at: Health Care associated Infection Prevention and Control.

In addition, it is advisable to bear in mind the Guidelines for the use of personal protective equipment issued by the Ministry of Health of Argentina. <https://www.argentina.gob.ar/salud/coronavirus-COVID-19/recomendaciones-uso-epp>

## **3.13. MEDICAL CENTER OR ER**

- a) All staff should wear homemade face masks so long as the related regulation is locally in force or is required by the Ski Resort.

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- b) Use hand sanitizer frequently and/or wash hands with soap and water and make sure the required elements are provided.
- c) Install protective shields at the ER front desk to keep patients and staff separate.
- d) Given the health emergency situation, front desk staff should minimize interaction with incoming patients.
- e) An informative sign should be displayed at the front desk to let patients know that priority shall be given to anyone having a fever or respiratory symptoms, in which case the front desk staff should conduct a brief questionnaire to identify other Covid-19 compatible symptoms.
- f) In case of an affirmative answer, the administrative staff should provide the patient with a surgical mask, report the case to the physician or nurse on duty calling a Code Orange and wash their hands.
- g) The health staff in charge should examine any Code Orange patient wearing only surgical protection until confirming whether it is a suspected case. If confirmed, the patient should be isolated in an area especially designed to such end and follow the procedures provided by the local health authorities.
- h) For handling cases, isolating patients with symptoms and taking personal protective measures, the guidelines issued by the Ministry of Health of Argentina, available at <https://www.argentina.gob.ar/salud/coronavirus-COVID-19/organizacion-asistencial>, should be borne in mind by the Medical Center or ER staff.
- i) Health assistants involved should take contact and droplet transmission precautions (non sterile surgical gowns, gloves and surgical mask).
- j) Disinfection measures:
- The health assistance staff in charge of hygiene and cleaning of the area should increase cleaning frequency and clean the room after each patient's visit with suitable products, as provided by current regulations.
  - Surfaces contacted by the Code Orange patient should be cleaned and disinfected.
  - For cleaning and disinfection, use a disinfectant included in the healthcare center's cleaning and disinfection policy, or else a recently prepared sodium hypochlorite solution containing 1000ppm of active chlorine (1.50 bleach with 40-50 gr/liter concentration)
  - Cleaning staff should wear suitable protective gear to prevent infection by droplet-transmitted



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microorganisms or by contact, including waterproof surgical gowns, masks, gloves and integral frame eye protection.

### **3.14. WASTE DISPOSAL**

- a) Provide bags/baskets/containers to throw away disposable protective clothing or personal protective equipment (PPE).
- b) Identify and signal the areas designated for waste disposal.
- c) Keep waste containers clean and disinfected.
- d) When removing waste, wear (preferably disposable) gloves and respiratory protection (face mask).
- e) Throw away any disposable protective materials used when rendering the service (such as face masks or gloves). If reusable, wash them with soap and water and/or disinfect them in accordance with the recommendations given by the Ministry of Health of Argentina.
- f) Workers' PPE and disposable protective clothing, if worn, should be thrown away and managed on a daily basis. It is advisable to adopt the recommendations issued by the Ministry of Health of Argentina as a reference: "COVID-19. Recommendations for managing household waste of quarantined patients" at <https://www.argentina.gob.ar/salud/coronavirus-COVID-19>

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# COVID-19 Protocol **Ski Resorts**

**APPENDIX OF  
TOURIST SERVICE PROVIDERS**

**JUNE 2020**