



TOURIST GUIDES

Good Practice Guide For Tourist Guides



TURISMO DE
PORTUGAL



1. PREVENTION PROCEDURES

1.1 INFORMATION

- Make sure customers are informed about COVID-19 coronavirus.
- Provide information on how to comply with basic precautions for infection prevention and control in relation to COVID-19 coronavirus.

1.2 HYGIENE ACTIONS

- High temperature washing of clothing used in activities (around 60oC) and disinfection of other accessories.
- Hygiene or disinfection of the equipment used, after each activity, in accordance with the rules applicable to each type of equipment.

1.3 TOURIST GUIDE TRAINING

1.3.1 Training

- Specific training on:

Good practice guide for COVID-19 coronavirus.

o How to comply with basic infection prevention and control procedures for the COVID-19 coronavirus outbreak.

o hand hygiene: Wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70 % alcohol; cover all surfaces of your hands, and rub until dry.

o Respiratory etiquette: cough or sneeze into a tissue, if available, or into the elbow. Tissues should be discarded immediately. Wash hands always after coughing or sneezing or blowing your nose; avoid touching your eyes, nose and mouth with your hands.

o Social behavior: Change the frequency and manner of contact between co-workers and between workers and customers, avoiding (where possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and the exchange of food, utensils, glasses and towels.

o How to perform daily self-monitoring to assess fever, monitor coughing or shortness of breath.

o How to comply with the guidelines of the Directorate-General for Health for cleaning surfaces and treating clothing.

o Take responsibility for activating procedures in case of suspected infection (accompanying the person with symptoms to an isolation space, providing the necessary assistance, and contacting the national health service).

1.3.2 Personal hygiene

- Define personal hygiene procedures in the exercise of COVID19 activity and preventive measures.

1.3.3 Social conduct in the work of tourist guides

- Daily self-monitoring to assess fever, cough, or shortness of breath.
- How to act with customers, how to introduce oneself
 - o Keep the distance between pairs, avoid physical contact (e.g. handshake).
 - o Avoid stopping in places with many people.

1.3.4 Personal protective equipment and others

Bearing in mind that they must be provided by the operator, organizer, or travel agent

- In sufficient number for activities / visits (depending on the places to be visited mask, gloves, visor).
- Stock of cleaning materials for single use proportional to the dimensions of the service provided, including single-use cleaning wipes moistened with disinfectant, bleach, or alcohol at 70%.

1.4 FOR CUSTOMERS

1.4.1 Personal protective equipment

- Personal protective equipment that is considered relevant for the activity, such as masks, gloves, visor, etc.

1.4.2 Social conduct

- Definition of standards for the use of equipment and means of transport in accordance with the social distancing guidelines recommended by the Directorate General of Health.

1.5 FOR PARTNERS

- 1.5.1 Check the internal protocols of the partners involved: restaurants, museums, palaces, transport.

1.6 TOUR ORGANIZATION / VISITS / CIRCUITS

1.6.1 Planning: Tourist Guides are responsible for planning, assessing the visit, the route or the circuit, according to the rules communicated by the places to be visited and to adapt to the logistics of each space in the program brought by the client.

1.6.2 Execution: Tourist Guides are responsible for verifying that he or she have all the necessary reservations according to the program brought by the client and planned by the travel agency according to current rules and enacted by the places inserted in the client's program. - Hotels, restaurants, museums, monuments and palaces, transport - must comply with the security standards required by DGS.

1.6.3 Completion: Tourist Guides should only carry out their duties where they are not at risk as regards their own personal health and check that all reservations made meet the requirements required by DGS and do not endanger public health

2. PROCEDURES IN CASE OF SUSPECTED INFECTION

2.1 ACTION PLAN

- Tourist Guides are responsible for providing the necessary assistance in case of a suspected infection and for communicating with the National Health Service. Tourist guides should contact the travel agency responsible for arranging the trip immediately so that they can activate their contacts and protocols.
- It is up to the travel agent to activate their national and international aid contacts so as not to jeopardize the travel of the other participants of the group and at the same time safeguard the safety and health of all people.
- Storage of waste caused by suspected infection(s) should be put in a plastic bag that, after closing (e.g. with a clamp), should be segregated and sent to an authorized operator for the management of hospital waste of biological risk.

Notes:

This document presents the recommendations of the Directorate-General for Health of 5 June 2020.

At any time, these rules can be changed and, therefore, the tourist guide must always be informed and verify the rules in force on the DGS website <https://www.dgs.pt/> and in Health 24 <https://www.sns24.gov.pt/servicos/>

