



Protocol and Guidelines for Vida Trips Operations -COVID-19-

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INTRODUCTION: As an organization, our number priority #1 is to ensure the health and safety of our students, communities, staff members, homestay families, and providers. This protocol for Vida Volunteer trips was created in response to the COVID-19 situation. It is based upon local Health Ministries and the indications provided by the Center for Disease Control and Prevention (CDC).

Vida's Regional Operations Department and local offices are in constant communication with the local health authorities and will be updating this Protocol as needed.

OBJECTIVE: The objective of this protocol is to establish guidelines and rules that will allow and maintain the organization's operation taking into account the indications provided by the World Health Organization (WHO), Center for Disease Control and Prevention (CDC) for the COVID-19 situation.

DEFINITIONS

¿What is a Coronavirus?

According to the World Health Organization (WHO), Coronaviruses are a large family of viruses that may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).

COVID-19 and the symptoms

The most recently discovered coronavirus causes coronavirus disease COVID-19. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019.

The most common symptoms of COVID-19 are fever, dry cough, and tiredness. Other symptoms that are less common and may affect some patients include aches and pains, nasal congestion, headache, conjunctivitis, sore throat, diarrhea, loss of taste or smell, or a rash on skin or discoloration of fingers or toes. These symptoms are usually mild and begin gradually.

How do I protect myself and how can I protect others?

According to the recommendations provided by the Center for Disease Control and Prevention (CDC), it is important to protect oneself and others before the spread of coronavirus COVID-19.

Vida Volunteer, an organization with the mission to promote human and animal health by bringing together the efforts of students, communities, and the local healthcare systems, encourage the following preventive measures.

Wash your hands often

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 70% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

Social Distancing

- Avoid close contact with people who are sick, even inside your home.
- It is important that you keep a distance of at least 1.8 meters (6 ft) from other people.
 - Remember that some people without symptoms may be able to spread the virus.
 - Stay away from crowded places and massive congregations.
 - Keeping distance from others is especially important for people who are at higher risk of getting very sick.

Cover your mouth and nose with a cloth face covering when around others

- The cloth face covering is meant to protect other people in case you are infected, you could spread COVID-19 to others even if you do not feel sick.
- Everyone should wear a cloth face covering when they have to go out in public, for example to the grocery store or to pick up other necessities.
- Continue to keep at least 6 feet between yourself and others. The cloth face covering is not a substitute for social distancing.

Cover coughs and sneezes

- If you are around others and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow and do not spit.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 70% of alcohol.

Clean and disinfect

- Clean and disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, railings, desks, phones, medical equipment, toilets, faucets, sinks, windows inside buses, air conditioning handle and seat supports.
- If surfaces are dirty, clean them. Use detergent or soap and water prior to disinfection.

Monitor your health

- Be alert for symptoms. Watch for fever, cough, shortness of breath, or other symptoms of COVID-19.

PERSONAL PROTECTION EQUIPMENT (PPE)

Who needs Personal Protection Equipment (PPE)?

According to the CDC, the people who need Personal Protection Equipment are:

- Patients with a possible or confirmed infection of SARS-CoV-2 should wear a mask when they are being evaluated by a doctor.
- Health staff should follow the standardized precautions when they are assessing patients with SARS-CoV-2

Personal Protection Equipment (PPE)

Although our health activities during our Vida trips are not directly focused on the attention to COVID-19 patients, our priority #1 is to ensure the safety and health of our students, staff, communities, and providers. Because of this, we have added Personal Protection Equipment (PPE) on the operation of the

organization according to the recommendations and rules of the CDC, the World Health Organization (WHO), and the local health Ministries. The equipment will be:

- N95 masks or surgical masks
- Face Shield
- Medical gloves
- Isolation gown (for the person in charge of the Triage).
- Any other personal protection equipment recommended by the Local Health System.

How to wear, use, remove and discard masks, gloves, and face shields.

According to the World Health Organization (WHO), these steps should be followed to put on, wear, take off and dispose of Personal Protective Equipment (PPE)

- Before touching your mask, wash your hands with water and soap or with alcohol-based hand rub or soap and water.
- Inspect the equipment, if it's dirty or damaged take a different equipment.
- Place the mask on your face covering your nose, mouth and chin, making sure there are no gaps between your face and the mask.
- Do not touch the front of the mask, face shield, eyeglasses while using it to avoid contamination.
- Before touching the mask, once again ensure that you clean your hands with alcohol-based hand rub or soap and water.
- Remove the Face shield from behind the head without touching the front of the face.
- Remove the straps from behind the head or ears, without touching the front of the mask.
- Medical masks and gloves are for single use only, discard them immediately in the red Hazard bag assigned at the clinic.
- Put the face shield at the area assigned for disinfection.
- Remember to clean your hands after touching the medical equipment.
- Disposable material used during clinic days should be deposited and eliminated by using the biohazard bag in a trash can with a pedal.
- The trashcan should have a pedal for its opening and have a red bag to deposit disposable material; this red bag should be sealed before

changing or replacing it. The person in charge of doing such change should wear personal protection equipment, including disposable latex gloves.

- Disposable material can be: gloves, tissues, masks, or any other material used for minimizing COVID-19 contagion. as well as any material that has been in contact with patients (alcohol pads, cotton, tongue depressors, etc).
- The trashcan should be sanitized before the beginning of each clinic day and the bag should be changed. Once the bags are discarded, the person in charge has to wash their hands with water and soap.

CASE DEFINITION FOR COVID-19, TRANSMISSION AND CONTACT

DEFINITION OF THE CASE

The following definitions have been based on the measurements of the World Health Organization and through the local Health Ministry:

Suspicious case

- A. A person with acute respiratory infection of any level of severity that includes at least one of the following signs/symptoms: fever, cough, sore throat, breathing difficulty or gastrointestinal symptoms (diarrhea and/or vomits), and that meets at least one of the following criteria:
 - a. History of travel or residency (any national or international area with local or community* transmission determined by the local health systems) and in the 14 days prior to the beginning of the symptoms.
 - b. Health worker that assesses the patients in any health establishment of the country.
 - c. Contact** with confirmed cases of COVID-19, 14 days prior to the beginning of the symptoms.
 - d. Contact** in the 14 days prior to the beginning of the symptoms with any person that has traveled out of the country recently (less than 14 days prior to being in contact with the patient).
 - e. Contact** in the 14 days prior to the beginning of the symptoms with any person that is quarantined by any reason within the COVID-19 context.

- B. A person with a moderated or severe acute respiratory infection that includes at least one of the following signs/symptoms: fever, cough, breathing difficulty with or without gastrointestinal symptoms (diarrhea, vomits), that requires hospitalization without any other etiology that completely explains the clinical presentation.
- C. A person with acute respiratory infection (of any level of severity) that includes at least one of the following signs/symptoms: fever, cough, breathing difficulty with or without gastrointestinal symptoms (diarrhea, vomit) and that presents another illness or chronic condition as a base.

Probable Case:

- A. A suspected case for someone whose SARSCoV2 test is undetermined.

Confirmed Case:

A person with a laboratory confirmation for the SARS-CoV2, regardless of the clinical signs and symptoms.

Recovered Case:

- A. For symptomatic cases:
 - a. To have the results of two consecutive negative control tests after 48 hours of clinical resolution in a time span of at least 24 hours between each test.
 - b. To have had at least 14 asymptomatic days if the test cannot be performed.
- B. For asymptomatic cases:
 - a. To have two consecutive negative control tests after 14 days of a positive result without symptoms.

DEFINITION OF TYPES OF TRANSMISSION

- A. **Local transmission:** It indicates areas where the source of infection is located.
- B. **Community transmission:** It is evidenced by the lack of link of confirmed cases to chains of transmission for a relevant number of cases, or through the increase in positive sample results.

****DEFINITIONS OF CONTACT:**

A contact is a person who experienced any of the following exposures within the 2 days prior to the beginning of the symptoms (or the sample taking for an asymptomatic case) and for the recovery of a confirmed case:

A. High risk:

- a. To live in the same home, be an intimate partner, or provide health care in a non-medical environment (such as a home) to a confirmed case/traveler.
- b. To provide care without the appropriate PPE to a confirmed case/traveler in a medical environment.
- c. Close contact (within 2mts/5ft of distance during 10 minutes or more) with a confirmed case/traveler.

B. Low risk:

- a. To be in the same indoor environment (for example, a classroom, the waiting room in a hospital) with a confirmed case/traveler for a long period of time, without complying with the definition of a close contact (meaning, not within 2 mts/5 ft for 10 minutes or more).
- b. To be sitting on an airplane within the 2 rows of a COVID-19 confirmed case or symptomatic traveler but further away of 2 mts/5 ft.

C. Non-identified risk (not listed as contact):

The interaction of a person with a confirmed case/traveler that does not comply with any of the high or low-risk conditions previously mentioned, such as walking near that person.

VIDA VOLUNTEER OPERATION AND LOGISTIC NORMS

In order to ensure everyone's safety, we have established preventive and safety measures for our trips with students, communities, providers, and Vida's homestay families during the COVID-19 pandemic. These measures will be implemented at a regional level (Central America) based on the World Health Organization (WHO), the Center for Disease Control and Prevention (CDC), and local Health Ministries guidelines before the COVID-19 situation.

PREVENTION AND OPERATION GUIDELINES FOR THE TRIPS:

Every person involved on the different trips (students, staff, homestay families, providers) must follow the recommended measures by the CDC and local Health Ministries.

- According to the measures of the local Health Ministry regarding the number of people in public facilities with a reduction of 50%, our trips will have 15 to 21 students (Campus Coordinator included) as a maximum.
- Avoid close contact with people in the communities that show suspicious symptoms of COVID-19.
- Students must bring with themselves at least 1 full scrub set for each clinic day, or a minimum of 3 scrubs. This is to reduce and/or avoid possible contagion of the virus through garments. It is encouraged for students and staff members to use the laundry services at the hotel when needed.
- Avoid touching your eyes, nose, and mouth at any moment.
- Avoid direct greetings such as handshakes and kisses.
- Comply with the recommended protocol when coughing or sneezing: cover your nose and mouth with a disposable tissue.
- Clean and disinfect the surfaces that are touched constantly in vehicles, houses, hotels, and clinic sites by using a common cleaning product of domestic use in spray or with a towel.
- A protocol with the measurements for body temperature has been created. The temperature will be taken at the beginning and the end of each day according to the itinerary.

- Preferably, clinics will be performed in open areas with tents to increase air flux and lower the risk of contamination of COVID-19. (Due local regulations of the Ministry of Health, this is not possible in Costa Rica).
- The implementation of the social bubble or support bubble is recommended. Preferably within the same members of each program.

Arrival Day

- During the arrival of the student and/or the Lay Person, the TL will apply the following protocol:
 - Take the temperature of each person and register the information in a logbook, starting from the first day of the trip (see form “TL logbook for students and staff monitoring”).
 - During the welcome dinner, the Team Leader will briefly explain the dynamic of the activities regarding social distancing, roommate assignment for hotels and homestays, if applicable.

Orientation Day

- Orientation day will stay the same but will incorporate the social distancing guidelines established by the hotels.
- The use of a mask during the orientation will be mandatory for all the participants.

Clinic Day

- Family visits will be suspended during the COVID-19 pandemic.
- During clinic days, there will not be any rotation between students and/or staff, meaning that the groups will stay the same from the beginning until the end of the clinics.
- Personal Protection Equipment (Students).
 - Each student will carry their Personal Protection Equipment (PPE) provided by Vida.
 - Surgical Face Mask.
 - Face shield.
 - Isolation gown (dental students).
 - N95 mask (dental students).
- Personal Protection Equipment (Staff).
 - Each staff member will carry their Personal Protection Equipment (PPE) provided by Vida.
 - Surgical Face Mask.
 - Face shield.

- Isolation gown (Local dentist).
 - N95 mask (Local dentist).
- It is essential for the students and staff members to wash their hands with soap and water or hand sanitizer before and after every patient.
- Vida will ensure through the community coordinators the cleanness of the facilities where clinics are performed before and after its use, by providing cleaning tools such as liquid Lysol, soap, chlorine, or a solution with at least 70% alcohol.
- The following surfaces must be cleaned thoroughly:
 - Switch lights.
 - Doorknobs.
 - Handrails.
 - Locks.
 - Restrooms.
 - Tables, desks and chairs.
 - Among others.
- During clinic days patients' consultation will be given through scheduled appointments organized by the Community Coordinator. There will be assigned 1 or 2 patients per hour per interpreter for each clinic day. ****Two patients if they belong to the same household****, for the veterinary team, there should be one person in charge of each animal.
- The organization guarantees access to soap, hand sanitizer, disposable towels that can be placed within the clinic.
- The protocols for sneezing and coughing, hand washing, greeting, not touching the face, etc., will be placed on visible areas. (See appendix)
- All medical, dental, and veterinary equipment should be sanitized when it has been touched by either the students, staff, or even patients. For this process, the person should use their Personal Protection Equipment (PPE).
 - Medical team: local medics are in charge of sanitizing the equipment.
 - Dental team: local dentists are in charge of sanitizing the equipment.
 - Veterinary team: the veterinarians and veterinarian's assistants are in charge of sanitizing the equipment.
- Intake tables should be sanitized constantly due to the student and staff transit. The person assigned for this process should have their Personal Protection Equipment (PPE) with them.
- Sanitize pens, phones, and personal items at the end of each clinic day.

- Social distancing of 6 ft should be applied both in and out of the clinic.
 - The community coordinator will set and mark how social distancing should be in the waiting area for the patients.

Patients' admission to the clinic

Prior to the admission to any of our clinics, Vida will set a Triage station where a nurse will classify patients. The nurse in charge of patients' admission to the clinics should use Personal Protection Equipment (PPE).

People with COVID-19 suspicious symptoms will not be admitted to the clinic and will get a referring medical order, according to the Alert System of the Health Ministry. The restriction for this kind of patient is because Vida's clinics do not have authorization or the medicine and/or tools needed to provide the specialized care required.

Medical and Dental clinics admission protocol

- Patients should have and use their own cloth masks.
- Patients will be scheduled per hour by the community coordinator.
- Patients should keep social distancing while they are in the waiting area. The Community Coordinator will mark the 6ft distance between each patient.
- A nurse assigned by Vida will take the temperature of each patient with a laser thermometer.
- The community coordinator should make a list with the patients' names that will be checked, their temperature, time of admission, and other information required (see form "Patients' list")
- Washing hands with soap and water or hand sanitizer before entering the clinic site.
- Students, staff, and patients should sanitize their shoes with the sanitizing tray placed on the entrance of each clinic.
- It is recommended to point to an entrance and exit point on the clinic. This to avoid close contact between patients, students, and staff during the consultations.

Veterinary clinics admission protocol

- D. All owners showing signs of illness that can be associated with COVID-19 must remain at home and ask that a healthy person bring the pet.

- E. Patients' owners should have their own cloth masks at the moment of handing and receiving their pets.
- F. Patients will be scheduled per hour by the community coordinator.
- G. Patients' owners should keep social distance in the waiting area. There will be a designated person that will take the owner's temperature with a laser thermometer.
- H. The community coordinator should make a list of the patients' names and owner names that will go through the consultation, as well as their temperature and time of admission.
- I. Students, staff, and patients' owners (when needed) should sanitize their shoes with the sanitizing tray placed on the entrance of each clinic.
- J. It is recommended to point to an entrance and exit point on the clinic. This to avoid close contact between patients, students, and staff during the consultations.

POSSIBLE SUSPICIOUS CASES PROTOCOL

According to the local Health Ministries: "The National Pandemic Surveillance protocol is of general compliance and mandatory for every institution that provides health services, either public or private, centralized, decentralized, and autonomous, under the governance of the Public Health and Social Assistance Ministry, any failure being subjected to penalty, civil, or administrative responsibilities."

Every health service should identify and notify immediately to a superior level about any event being this either hospitable, ambulatory, or death. In case of identification of suspicious Coronavirus COVID-19 cases in the country, Vida will use the following alert system:

For patients that attend a Vida Volunteer Clinic

1. The professional in charge of the triage for the clinics identify the suspicious case according to the definition of the case contained in this protocol.
2. Notify the local Epidemiology Department, the service where the patient will be referred to, and the local health authority of the country (Municipal District of Health in Guatemala; EBAIS in Costa Rica). The person in charge of this notification is the Lead Doctor of the medical

team despite of the program where the patient was detected during the triage.

3. The patient should be moved to the closest health referral site with an ambulance of the fire department or Red Cross, or if the patient prefers, with private transportation.
4. For every suspicious case that is detected during a Vida clinic, the patient should be isolated in a safe space, keeping social distancing, personal protection measures, and restraining visits for the patient from behalf of staff members, students, and other patients that might be in the clinic.
5. Once the patient is being cared for by the local health authorities, they will be the ones who make the decision on what should be done next.

Vida Volunteer Students and Staff Members

In accordance with our Disaster and Readiness Plan, the Team Leader is the one responsible for reporting any situation to the local Vida Director in case any of the students or staff members shows suspicious COVID-19 symptoms at the moment of arrival or throughout the trip.

1. The local health professional identifies the suspicious case according to the definition of the case in this protocol.
2. The professional notifies the Team Leader about the suspicious case and notifies the student or staff member (depending on the case) about the situation.
3. The TL notifies the suspicious case to the Operations Director and to the Student Engagement Department.
4. For Staff Members:
 - a. The first step will be to suspend all activities within the clinic and safeguard the patient in a safe space in order to avoid contagion.
 - b. The Team Leader will notify the emergency contact of the staff member to inform about the situation.
 - c. The clinic doctor will assess the severity of the symptoms that the staff member shows and will provide emergency medical attention if needed.
 - d. The local Epidemiology Department and the local health authority will be notified.
 - e. If it is deemed convenient, the staff member will be moved to the closest health service.

- f. Once the patient is being cared for by the local health authorities, they will be the ones who make the decision on what should be done next.
5. For Students:
- a. The first step will be to suspend all activities within the clinic and safeguard the patient in a safe space in order to avoid contagion.
 - b. The Team Leader will notify the Operations Director and the Student Engagement Department.
 - c. The clinic doctor will assess the severity of the symptoms that the student shows and will provide emergency medical attention if needed.
 - d. The local Epidemiology Department and the local health authority will be notified by the Lead doctor.
 - e. If it is deemed convenient, the student will be moved to the closest health service.
 - f. Once the patient is being cared for by the local health authorities, they will be the ones who make the decision on what should be done next.
 - g. The local health authorities of each country are the ones that will indicate if the student should comply with quarantine/isolation or to get a COVID-19 test done.
 - h. Vida will provide logistical support to ensure the student's safety in an accommodation that complies with the dispositions that the local health authority indicates and constant monitoring from our local office if possible. The student will be in charge of covering medical and logistic expenses during the quarantine or isolation time.

To notify suspicious cases in Guatemala you can reach the contact center at 1517 or 1540, or the Epidemiology Department at 2445-4040, or e-mail at epidemiologiamspas@mspas.gob.gt.

To notify suspicious cases in Costa Rica you can reach the contact center at 1322, or the Ministry of Health e-mail notification at covud19@misalud.go.cr.

PREVENTION GUIDELINES FOR THIRD PARTY PROVIDERS

Our providers must comply with the guidelines included in this COVID-19 protocol established by Vida Volunteer and by the local authorities.

Vida Volunteer works with providers that comply with such protocols to ensure the safety of the Vida trips as well as the wellbeing of the companies that lend the service.

TRANSPORTATION

- Sanitization of the bus(handles, steering wheel, gates, etc.) before and after using the bus.
- During the days and times of travel the staff, students, and driver should wear cloth masks.
- Frequent sanitization of the Air Conditioner.
- Before entering the bus students, staff, and driver should sanitize their shoes with an alcohol spray.

FOOD SERVING ON CLINIC SITES

- People in charge of serving and delivering food will have to use their own Personal Protection Equipment:
 - Latex gloves
 - Face masks.
 - Face Shields.
- The provider must ensure that the kitchen tools (such as pots, dishes, utensils, table cloths, etc.) are properly washed with antibacterial soap.
- Social distancing must be followed between the designated groups by the Team Leader.
- Hands must be washed with soap and water prior to receiving the food.
- The food provider will place a hand sanitizer dispenser for the recipient's usage.
- The students and staff from one group must comply with the social distancing of 6ft from other groups.

RECREATIONAL ACTIVITIES

- The facilities, equipment, and transportation during recreational activities must have a sanitization process before the arrival of the groups.
- At the beginning of each activity, the students and staff must apply hand sanitizer supplied by the provider.
- If needed, the group will be divided into 2 groups in order to keep social distancing.
- Depending on the recreational activities, the usage of a mask is mandatory.

ACCOMMODATION (HOTELS)

- The distribution of the group will be done prior to their arrival. This distribution will be done according to each program, and 2 or 3 people will be assigned per room. This applies to the staff as well. The student's distribution will be in charge of the Student Engagement Department, and the Staff distribution will be in charge of the Operations Department.
- The staff and students will be responsible for moving and carrying their own luggage, backpacks, and the rest of their belongings inside of the hotels.
- The use of masks in common areas is mandatory (lobby, restaurant, waiting areas, restrooms outside of the room, etc.).
- The hotel staff is in charge of sanitizing the rooms every day without exception while the groups are hosted.
- Students and staff members must take a shower after each clinic day and place their clothes on bags so that those items can be separated from non-contaminated clothes, or getting it washed frequently. It is encouraged that the students and staff members use the hotel's laundry services when needed.
- Breakfasts:
 - Scheduled times for breakfast in groups of 10-15 people; ideally assigned by rooms.
 - Wash your hands with water and antibacterial soap prior to receiving your food.
 - Keep social distancing during breakfast.

ACCOMMODATION (HOMESTAYS)

- The distribution of the group will be done prior to their arrival. This distribution will be done according to each program, and 2 or 3 people

will be assigned per room. This applies to the staff as well. The student's distribution will be in charge of the Student Engagement Department, and the Staff distribution will be in charge of the Operations Department.

- The homestays' coordinator will be in charge of taking the temperature of the family members at least 3 days prior to the group arrival. In case a family member shows a symptom related to COVID-19, the staff or students assigned to that house will be reassigned.
- The staff and students will be responsible for moving their own luggage, backpacks, and the rest of their belongings inside of the homestay, as well as being responsible for following the rules established in the house.
- If a student or staff member shows symptoms such as cough, fever, breathing difficulty, it will be mandatory for this person to use a mask and to inform the Team Leader immediately.
- The families should change the bedsheets and covers every day during the accommodation of the group.
- Homestays' families must have a spray solution with at least 70% alcohol or a chlorine solution so that the students and staff members can sanitize their shoes before entering the home.
- Students and staff members must take a shower after each clinic day and place their clothes on bags so that those items can be separated from non-contaminated clothes, or getting it washed frequently.

GENERAL NOTES

The providers will comply with all measures and protocols designated by the local Health Ministries, such as taking temperature, sanitization, guests' registration, among others, for the attention of our groups and public in general.

CONSIDERATIONS FOR OTHER DEPARTMENTS OF VIDA VOLUNTEER

Student Engagement Department

- The Campus Coordinator will have the priority of being part of the trip.
- The Campus Coordinator can continue recruiting even after recruiting 20 people.
- Trips with one program (Medical or Veterinary)

- The maximum of a group will be 20 with an admission of just 1 extra person, including the Campus Coordinator.
- After 22 participants the Student Engagement Department will create another independent trip or a waiting list until the minimum for a new trip is fulfilled.
- Trip of 2 or 3 programs (Medical, Dental, or Veterinary)
 - A maximum of extra people on the trip will be of 2, meaning, 22 people, including the Campus Coordinator.
 - Starting with 23 participants the Department of Student Engagements will create another independent trip or a waiting list.
 - 60 days prior to the trip the Departments of Financial, Operations and Student Engagement will take the decision of the waiting list.
- In case the waiting list and the students registered is 30, their participation can be confirmed, and the trip will be divided into 2 independent trips. This applies to participants of the same program.

Operations Department

- Staffing
 - As a result of the COVID-19 situation, and while this protocol is active, some staff ratios will be different than usual.
 - Two medical doctors will be assigned for groups of 21 students on medical trips.
 - The ratio for English-Spanish interpreters, Mayan-Spanish interpreters, dentists, and veterinarians will stay as previously established.
 - The assignment of an ATL will occur in groups of 21 participants on trips with 2 or 3 programs.
- COC
 - Due to local government measures regarding the reduction of people in our clinics, the following metrics are defined.
 - Medical Program
 - 25 patients for each medic.
 - Dental Program
 - 15 patients for each dentist.
 - Veterinary Program
 - 7 surgeries for each veterinary.
 - Consultations are suspended (GT-CR)

Administrative and Finance Department

- Equipment and Medicine Center (CEM)
 - We will include new equipment according to the recommendations of the CDC.
 - N95 Masks.
 - Face shield.
 - Isolation Gowns.
 - Sanitation tray for shoes.
 - Towels to dry shoes.
 - Laser Thermometer.
 - Trash Can with a pedal.
 - Reconsider the calculations for equipment of major usage input according to what is mentioned in this protocol.
 - Hand Sanitizer.
 - Liquid Alcohol.
 - Reusable spray bottle.
 - Latex Gloves.
 - Patient List.
 - Medical Reference Sheet.
 - Triage Questions

REFERENCE DOCUMENTS AND GUIDELINES

- Protocolo de acción ante la alerta de coronavirus COVID-19 en centroamérica de Vida Volunteer.
- Coronavirus (COVID-19) at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- Using Personal Protective Equipment (PPE) at <https://www.cdc.gov/coronavirus/2019-ncov/hcp/using-ppe.html>
- How to protect yourself and others, https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fprepare%2Fprevention.html
- Protocolo para actividades de hospedaje. Sector turismo. Instituto Costarricense de Turismo, ICT.
- FAQ about Coronavirus at <https://www.who.int/es/emergencies/diseases/novel-coronavirus-2019/advice-for-public/q-a-coronaviruses>
- Lineamientos Nacionales para la Vigilancia de la infección por Coronavirus (COVID-19) del Ministerio de Salud Costarricense at <https://www.ministeriodesalud.go.cr/index.php/centro-de-prensa/noticias/741-noticias-2020/1532-lineamientos-nacionales-para-la-vigilancia-de-la-infeccion-por-coronavirus-2019-ncov>
- Adhere to Standard and Transmission-Based Precautions, at <https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html#adhere>
- Protocolos de Seguridad e Higiene (COVID-19) Proveedores regional de Vida Volunteer
- Vigilancia Epidemiológica de Infección Respiratoria Aguda por COVID-19, Departamento de Epidemiología, Ministerio de Salud Pública y Asistencia Social de Guatemala. <http://epidemiologia.mspas.gob.gt/informacion/coronavirus-2019-ncov/descargas-coronavirus-covid-19>
- Sistema de alerta y alarma frente a la emergencia de Coronavirus COVID-19, Ministerio de Salud Pública y Asistencia Social de Guatemala.

<https://www.mspas.gob.gt/index.php/component/jdownloads/send/485-anexos/3444-anexo-13>

- Tips for new Coronavirus: when and how to use masks.
<https://www.who.int/es/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>
- Guidelines: Protect Yourself When Using Transportation, Centers for Disease Control and Prevention.
<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/using-transportation.html>

APPENDIX

APPENDIX 1. QUESTIONS GUIDELINES FOR PATIENT'S TRIAGE

1. In the last 48 hours have you had any of the following symptoms: fever, cough, sore throat, breathing difficulty, lack of smell or taste, diarrhea or vomits?

If the answer is “No”, avoid asking the other questions. If the answer is “yes”, continue with the questionnaire.

1. Have you traveled out of the country or have you been in contact with someone who has been out of the country in the last 14 days?
2. Have you traveled to an area of the county that is under a sanitary cord or with a high situation of COVID-19 set by the Health Ministry, or have you been in contact with people who have been to those areas?
3. Have you been in contact with someone who is quarantined due to the Coronavirus in the last 14 days?
4. Have you been in contact with those who have tested positive of COVID-19 in the last 14 days?
5. Do you suffer from any chronic illness, for example: hypertension, diabetes, heart attack, asthma, respiratory allergies, problems with your immune system, any type of cancer, kidney failure, liver problems, or cirrhosis?

If the person answers “yes” on any of the questions from 1-5, WILL NOT BE ABLE TO BE ADMITTED into the clinic by considering them high risk, for both contagion and dissemination of COVID-19. Please, inform the Community Coordinator so that they can take note of the “Patients List” and inform the Team Leader for the patients’ management as it is deemed convenient.

