



# **PROTECTING PILGRIMS AND HOSPITALEROS**





**ASOCIACIÓN DE MUNICIPIOS  
DEL CAMINO DE SANTIAGO**

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# I. SELF-PROTECTION INITIATIVES FOR PILGRIMS

**BACKGROUND:** The Way is, and remains, a safe area.

With your help we will be able to keep it that way, both in an urban atmosphere and in contact with Nature.

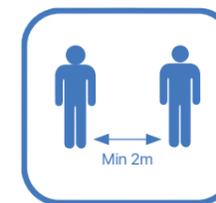
## EMERGENCY MEASURES

As emergency measures due to health crisis, while walking, pilgrims are advised:

- 1 Maintain social distance, whether we are on the road, crossing villages or in hostels.
- 2 Wear masks, - either surgical or if possible FFP2 without valve, and latex or nitrile gloves - when we are going to be in contact with other pilgrims and neighbours or when we are going to use the services of the Way; always preserving the safety distance.
- 3 Personal cleanliness should be extreme, using frequently hand soap and an alcohol-based hand rub after touching surfaces susceptible of transmitting the virus, mainly those where it's more persistent, such as metal and plastic, especially at low temperatures.
- 4 Bring your own sleeping bag and hydroalcoholic gel for personal use, as well as carry enough masks and gloves till next pharmacy..
- 5 Personal commitment to avoid negligent actions such as spitting on the floor, coughing without taking the appropriate measures, or throwing cigarette butts, gloves, masks, rubbish out of waste bins or containers. In this regard, environmental damage causes an easily avoidable risk to others, for example by applying the principles from "A Clean Step" campaign ("Un Paso Limpio").
- 6 Cleaning water sources and rest areas, regularly sanitized, must be especially careful.

## INFORMATION MEASURES

- 1 Overall, an efficient information system concerning health measures implemented is important for pilgrims.
- 2 Knowing available beds in the hostels at the end of the stage is essential for the pilgrims to avoid, if is possible, overcrowded hostels and generate compromised situations due to lack of beds.
- 3 Personal cleanliness practices and sterilization protocols for hostels, should be as unified as possible to be applied easily by pilgrims on a regular basis.
- 4 During the new situation, emergency plans must be established by the municipalities, with exceptional places to accommodate pilgrims without a place in any hostel, maintaining a safe distance and cleanliness measures.
- 5 Coordination of actions, information, common sense and individual responsibility are our best allies so that the virus does not share our Way.



DISTANCE



MASKS



COUGHING /  
SNEEZING IN  
ELBOW



AVOID TOUCHING  
YOUR FACE



HAND WASHING



BACKPACK INSIDE  
BAG

## II. PROTECTION MEASURES FOR STAFF AND HOSPITALEROS

### The staff and the "hospitalero" must:

- 1 Have clear and understandable information, and specific and up-to-date training on the procedures implemented.
- 2 Avoid contact, and shaking hands, with staff and pilgrims. Keep safety distance whenever possible.
- 3 Observe the results of the occupational risk assessment, defining the use or not of the mask and the characteristics of the mask according to the task (e.g. hygienic, surgical), as well as its intended time of use.
- 4 Immediately dispose of any personal hygiene waste - mainly used tissues - as well as PPE, in containers or waste bins that are not manually operated.
- 5 Wash your hands thoroughly after sneezing, blowing your nose, or coughing or touching possibly infected surfaces (money, cards, etc.). However, hand cleaning protocol must be adapted to the facility, e.g., the inability of staff to wash their hands regularly due to the physical characteristics of the building. Then the disinfectant solution must be secured.
- 6 Often sanitize, all through the day, personal belongings (glasses, mobiles, etc.) with an alcohol-based solution or with soap and water when possible. When shift change, sanitize workplace (screen, keyboard, mouse, etc.). Specific products, applied with a cloth, or special sanitizer wipes, should be used for cleaning electronic equipment.
- 7 Not share work equipment or devices of other employees. For alternative use of equipment or devices, hostel should fix cleaning guidelines to reduce infection risk while changing.
- 8 Wear clean work clothes daily.

### For cleaning staff, specific requirements are:

- 1 Wear proper personal protective equipment for each risk level situation. At least, staff should wear mask and gloves. Changing gloves is suggested for cleaning each room.
- 2 After each cleaning, materials and protective equipment used shall be safely disposed, according to risk assessment results and emergency plan, and then hand washing.
- 3 Gloves and masks should be disposed when expiry date and according to operating conditions.
- 4 When service is outsourced, hostel will monitor that staff has proper personal protective equipment and works under implemented procedures.

# III. PREVENTION IN HOSTELS

## OVERALL ACTIONS

- 1 Set up infection prevention protocols and specific cleaning procedures for each hostel, and training to "hospitaleros" about them.
- 2 1.5 m. minimum distance between beds/bunk beds.
- 3 Marking 1.5-2 m distance in common areas, such as dining room, living rooms or courtyard, chapels, etc.
- 4 In bathrooms, remind pilgrim to spray water and bleach dilution after used, both in toilet and in showers and handles.
- 5 At the reception, screens and furniture need to be wiped often with disinfectant, as well as using gloves and masks by the "hospitaleros" on a regular basis.
- 6 Pilgrims should be informed about direct concerning procedures to be applied by them (masks, hand washing, safety distances, etc.).showers and handles.
- 7 Information measures should include:
  - Information shown about preventive and hygienic measures implemented by hostel (posters, guidelines plan for use of facilities, etc.) and to be observed by pilgrims during the stay.
  - If necessary, safety distance marking on the floor (at reception, dining room entrance, etc.).
- 8 Avoid brochures and sharing documents whenever possible.



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