



PROTOCOL FOR GRADUAL OPENING OF SNASPE

The purpose of this document is to provide general guidelines for the gradual opening of SNASPE (Spanish acronym, National System of Wildlife Areas Protected by the State of Chile) for public use, establishing a procedures' general framework for interactions between staff working in Protected Wildlife Areas and public visiting the units.

It should be noted that for those internal roles performed by the staff, the provisions of current existing protocols enforced by the institution shall apply within the rules established by the health authority as a result of the COVID-19's impact.

The aim is to supplement this document at regional level with specific guidelines and/or contributions made by Joint Hygiene and Safety Committees, Permanent Joint Committee, and/or each region's risk prevention expert.

Similarly, it should be noted that the procedures described in this document provide general prevention and safety recommendations and guidelines for the health emergency caused by COVID-19; hence, they may be supplemented and amended with specific provisions and/or measures that exist at each unit.

Additionally, it is recommended that each region establish and take over the coordination and articulation processes with public and private actors with presence and territorial competence to have adequate support during the application and management of established administrative measures with special emphasis on those units that show a greater flow of visitors in each region.

Finally, we would like to give an account of the general and necessary preventive measures to be considered to serve as support during the process of gradually opening Protected Wildlife Areas to public use:

1. Admittance and/or public service areas.

- 1.1 If the protected wildlife area unit is in any of the districts placed under mandatory quarantine by the Ministry of Health, **IT WILL REMAIN CLOSED FOR PUBLIC USE FOR THE DURATION OF THE QUARANTINE through an order issued by the Regional Director.**
- 1.2 An infrared thermometer will be available at the administration and ticket offices to take the temperature of staff and visitors. At the unit's entrance, park rangers will take the temperature of any visitor who wishes to enter the area and if any person with a temperature equal to or higher than 37.8 °C is detected, he/she will be informed that due to the symptoms shown will not be able to enter the area, recommending him/her to review the provisions established by the Ministry of Health for said cases.
- 1.3 In the case of tour operators and/or travel agencies in charge of transporting visitors to the ASPs, they must certify at the ticket office, before entering, that their clients have been tested with a thermometer and that there are no cases of temperatures equal to or higher than 37.8°, for which they must fill out and sign the form that certifies that the information provided is true (see Attachment II).
- 1.4 If an individual insists or enters an area despite the instructions provided, immediate police support must be requested, and said individual will be handed over to the corresponding public security forces.
- 1.5 All visitors entering any facility within the unit must wear a face mask. Otherwise, they will be prevented from entering.



GASP Protocol for the gradual opening of Protected Wildlife Areas to public use.

- 1.6 Ticket offices must have a see-through material division (glass, mica, polycarbonate, among others) that divides the ASP's park ranger and the visitor. Additionally, the distance between the visitor and the park ranger should be marked on the floor.
- 1.7 It is always important to avoid agglomerations while servicing the public at the access point and within the protected area. The maximum number of visitors to the unit or sector should be determined beforehand as defined by each region. Maximum capacity should be posted or informed at the entrances.
- 1.8 Card payments shall be preferred; in the event of direct cash payments, the park ranger must ALWAYS: use face mask, wash hands and, if not possible, use hand sanitizer gel.
- 1.9 Areas intended for collection, such as ticket stands, custody offices, or offices, must be sanitized (following the "Protocol for Cleaning and Disinfecting Environments - COVID- 19" of the Ministry of Health) based to the periodicity established by the region and must include a trash can or container with lid and plastic bag for the disposal of waste such as gloves, tissues, or similar.

2. Visitor induction: COVID-19

- 2.1 Visitor induction becomes relevant during these pandemic times since instructions against risks and general information of the Unit must be provided to protect visitors.
- 2.2 Information on the prevention of a COVID-19 contagion generated by the Ministry of Health and stated in the general protocol and SNASPE protocol and administrative measures implemented by each region shall be disseminated.
- 2.3 The current visitor registration system is maintained, making sure that logbook, paper, and pen is only handled by the park ranger.
- 2.4 Visitor induction should not be held in enclosed areas, where it is not possible to comply with physical distancing; therefore, open spaces should be preferred, pointing out to the visitor in a brief and clear manner the unit's risks, schedules, areas available for visiting, and COVID-19 safeguards issued by the specific unit. In this case, each unit must assign a space that guarantees physical distancing of at least 1 meter between each person.

3. Reception Area Capacity:

Through a resolution of administrative measures, the Regional Director may regulate Public Use by determining the unit's capacity, sectors, trails, and facilities (See Attachment I) and when deemed necessary establish the total or partial closure of areas, trails, and facilities to protect the safety of people.

4. Concessions

- 4.1 Concessions located within SNASPE units must file with the unit's administration COVID-19 infection contingency and prevention plans before resuming operations.
- 4.2 Concessions that provide services within the ASPs may only begin operations to the extent that they guarantee compliance with the health authority's provisions and must also determine their facilities' reception area capacity and have all the corresponding consumables to prevent Covid-19 contagion. **ANY CONCESSION THAT DOES NOT COMPLY WITH THESE PROVISIONS MAY NOT BEGIN OPERATIONS.**



GASP
Protocol for the gradual opening of Protected
Wildlife Areas to public use.

- 4.3 If the concession detects any case of a person showing COVID 19 symptoms, CONAF shall be immediately notified and the established protocol shall be activated.
- 4.4 The concession holder must provide an induction to visitors on preventive measures and COVID-19 protocols.

5. COVID-19 prevention information at visible area.

- 5.1 Each ASP's Administration Office must consider the installation of posters containing information regarding COVID-19 prevention issued by the Ministry of Health, as well as those that the unit deems necessary to be disclosed both for the safety of visitors and staff.
- 5.2 This information shall also be available in the organization's website, in the section assigned to each protected area and in the social networks available.
- 5.3 All prevention measures, procedures, and/or protocols shall be reported to the corresponding advisory board.



ATTACHMENT I: PROCEDURE FOR THE RECEPTION OF VISITORS IN PUBLIC AREAS

1. VISITOR GENERAL SECURITY MEASURES

- 1.1 The use of face masks shall be mandatory in all administrative and public use facilities, such as hired or transportation vehicles, toilets, lookouts, trails, access to Environment Education Centers, and inside all ASP buildings.
- 1.2 People distancing: To carry out family or group activities the minimum distance between participants shall be 2 meters in open areas.
- 1.3 The number of visitors per group activity shall not exceed 15 people.
- 1.4 Visitors shall be aware of cleanliness, social distancing, and, above all, self-care measures.
- 1.5 Visitors shall not have direct contact with park rangers, people from the local community or other people inside the ASP without the mandatory security measures.
- 1.6 It is recommended to visitors to sanitize personal items such as backpacks, clothing, bottles, among other before and after activities.
- 1.7 Visitors are required to participate in safety, spread prevention, reduction of environmental impact, and COVID 19 preventive measures presentations online or in person provided by park rangers or tour operators.
- 1.8 Visitors must collaborate with park rangers that take their body temperature.

2. CAPACITY DETERMINATION RECOMMENDATIONS

The DASP leadership, along with the unit administrator, shall determine the facilities' capacity and equipment for public use, in accordance with the recommendations for physical distancing provided by the Ministry of Health. It should consider that the reception capacity includes not only the building's and facility's occupation load, but also the park rangers' service and control capacity. It is recommended that the following is taken into consideration:

- 2.1 Trails: The option of temporary closure of long-distance or high-difficulty trails shall be assessed as a safety measure to prevent accidents, taking into consideration that the health system, police, and firefighters are in a period of high demand. The region will decide whether access to said trails will be limited to expert personnel with appropriate equipment. To hike individual trails with your family or in groups, it is recommended that you keep a safe physical distance between each person.
- 2.2 Lookouts: The possibility of temporary closure of lookouts shall be evaluated or maximum capacity shall be established, since it has been proven that the virus stays alive for many hours in the following materials: wood, iron and similar, and said facilities could be a source of infection. Availability of lookout areas will only be possible if the flow of people can be regulated and a physical distance of 2 meters is observed. It is recommended to establish the maximum time each visitor can stay at the lookout.
- 2.3 Snack areas: The maximum capacity of people per site or table shall be posted in a visible place, considering a physical distance of 2 meters.
- 2.4 Camping areas: An assessment should be made as to whether the area's conditions allow for overnight stays during the COVID period. If the water supply is limited or non-existent, camping shall not be allowed. The maximum number of people per site or table shall be posted in a visible place, considering a physical distance of 2 meters. If there are collective barbeque areas



GASP Protocol for the gradual opening of Protected Wildlife Areas to public use.

- to prepare meals capacity shall be established observing a physical distance of 2 meters, always using a face mask, and the area may be used for food preparation establishing a maximum time of use per person.
- 2.5 Environment information centers: The Environment Information Centers shall remain closed for public use to minimize the risk of agglomeration and contagion. If there are toilet facilities within the facility, they will remain open for public use, the purpose is to provide visitors with water suitable for public toilets and frequent hand washing.
 - 2.6 Toilet facilities: The ASP's toilet facilities must include basic hygiene and safety conditions as instructed by the Ministry of Health, such as: hand sanitizer gel and/or soap, water suitable for toilet facilities, toilet paper, among others, and an adequate cleaning of the area; otherwise, the unit or the area cannot be open for public use since the minimum conditions would not be guaranteed. The maximum capacity of people that can enter toilet facilities will be posted in a visible place, considering a physical distance of 2 meters.
 - 2.7 Items and equipment for disabled people: If the unit includes equipment and items for disabled visitors, such as unicycles, wheelchairs, models for the blind, among others, they shall be cleaned before and after each use.



ATTACHMENT II: STATEMENT OF TEMPERATURE TAKING OF GROUP UNDER MY RESPONSIBILITY

(To be filled out by Tour Operator/Travel Agency in charge of the group).

Name and Surname	
Identification card number	
Name or Company Name	
N.I.C.	
Contact phone number	
Address	
Email address	

I hereby **DECLARE** that I took temperature of members of the tourist group under my responsibility before entering the Wildlife Area _____, consisting of ___people, having not detected any case with a fever equal to or greater than 37.8° C.

The information provided in this Statement is true and I therefore assume responsibility for any misrepresentation or inaccuracy.

(City) _____, _____, 2020

 SIGNATURE OF PERSON IN CHARGE