



**Bolivia Milenaria**  
exclusive travel experiences



# 2021 COVID-19 CRISIS PLAN

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**BOLIVIA MILENARIA**



**World Health  
Organization**

We have developed this manual for our guides and service providers in case they are faced with a situation of contagion with Covid-19



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## 1. Aim

This crisis plan has been developed to train our staff to follow the steps necessary in the event that a passenger visiting Bolivia shows signs of having COVID-19. These steps are designed to ensure that COVID-19 does not spread to other passengers or our staff.

## 2. What is a Coronavirus?

Coronaviruses are a large family of viruses that cause illnesses in animals and humans. In humans coronaviruses cause respiratory illnesses that range from the common cold to more severe illnesses, such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered coronavirus is what causes COVID-19.

## 3. What is COVID-19?

COVID-19 is an infectious disease caused by the most recently discovered coronavirus. Both this new virus and the illness it causes were unknown before the first outbreak in Wuhan (China) in December 2019, from where it spread across the world to become a pandemic.

## 4. What are the symptoms?

- Fever
- Dry cough
- Tiredness
- Breathing difficulties
- Sore throat
- Aches and pains (muscles and joints)
- Headache



## **5. Simple precautions to protect yourself from COVID-19**

- Wash your hands frequently with soap and water or an alcohol-based gel.
- Cover your nose and mouth with your bent elbow or a tissue when you cough or sneeze. Throw the tissue away immediately and wash your hands.
- Stay at least 1 metre (3 feet) away from other people, especially those who are coughing, sneezing or have a fever.
- Do not touch your eyes, nose or mouth.

## **6. What to do if you suspect a passenger has symptoms of COVID-19**

If during the trip a passenger shows what you think are COVID-19 symptoms, follow these steps:

- Isolate the passenger in a room. If this is not possible, the passenger will have to be in a room where they can maintain a distance of at least 2 metres from other people (use a screen if possible).
- The trip should be brought to a halt to prevent the spread to the other passengers.
- Do not allow the other passengers to have contact with the person who is ill or where s/he is isolated until the area has been cleaned and disinfected to prevent spread.
- The head of the group should call the Departmental Health Authority (SEDES) to report the suspected case who will then deploy their health protocol. And then call the Bolivia Milenaria Department of Operations to report what has happened and receive support.

### **6.1. Follow these steps if a passenger reports symptoms of COVID-19**

- 1) Everyone should wear a surgical mask or N95 at all times as this is the first line of defence against infection.
- 2) Disinfect the passenger.
- 3) Give the passenger a protective suit and anything else s/he might require, like gloves, alcohol in gel, etc.

- 4) Inform the passenger that s/he will be transferred to the closest health centre.
- 5) Provide all necessary information to the health services transferring the passenger.
- 6) Inform the Bolivia Milenaria Department of Operations where the passenger will be transferred to so that their family and agent can be contacted and appraised of the situation.

## **7. What to do if a passenger has COVID-19**

- Designate a point of contact (POC), which should be the tourist guide, who will be in contact with the passenger and Bolivia Milenaria should the passenger test positive for COVID-19.

-The POC should ensure constant communication with the Bolivia Milenaria Department of Operations to keep them updated at all times.

- The POC will ensure that personal protective equipment (masks and gloves) and other hygiene supplies (alcohol in gel, disposable paper towels, soap) are available at all times.

- The POC will inform all passengers of precautions being taken by the hotels, restaurants, archaeological sites, etc. visited by the passengers to reduce the possibility of infection to improve their perception of the measures being taken.

Identify any passengers that may be at high risk, such as:

- Pregnant women
- Children
- Older adults
- People with chronic diseases

## **8. COVID-19 test results**

If a COVID-19 test is needed to confirm whether the passenger is infected or not, the POC will coordinate with the passenger so that s/he has all the information s/he needs to have the sample taken.

## **8.1. A negative result**

If the test comes back negative, the passenger can rejoin the group.

## **8.2. A positive result**

- If the passenger needs to be hospitalised, s/he will be transferred to a clinic or hospital.
- If the passenger does not need to be hospitalised, s/he will remain isolated in their room to complete 14 days quarantine. The passenger will cover the cost of the 14-day quarantine period.
- The passenger will be attended to by one person allocated for this purpose. S/he will be given a mask and gloves and will avoid any close contact with the passenger (maintaining a distance of at least 1 metre at all times) and will not remain in the passenger's room for more than 15 minutes at a time. This person will be supported by someone assigned by Bolivia Milenaria who will call regularly to coordinate anything the group and passenger needs, and check on the health of the passenger.
- All people that have been in contact with the ill passenger will be traced, including the guide and driver, who will be checked for symptoms. If they are deemed as possible cases, they will self-isolate for 14 days to see if they develop the disease.

## **9. Seeing a doctor**

- The telephone numbers and addresses of health centres and hospitals, and doctors should always be at hand so that the POC can ask for information or request assistance should a passenger fall ill.
- If the suspicion that a passenger could have COVID-19 is founded (symptoms and contact) first, try to persuade the passenger to see a doctor. Should the passenger refuse, the hotel or place where the passenger is staying should contact the local health service so that they can roll out their protocol to prevent spread.
- Anyone with symptoms should be seen by a doctor in their own room.

## 10. Health Centres and Hospitals

Health Centres and Hospitals	Address	Phone No.
Clínica Alemana	Av. 6 de Agosto #2821, San Jorge	2432155
Clínica del Sur	Av. Hernando Siles #3539 / Calle 7, Obrajes	2784750 – 2784002
Fundación San Gabriel (Hospital)	C. Nuñez del Prado /Villamil, Villa Copacabana	2431727
Hospital Metodista	Av. 14 de Septiembre #5809 / Calle 12, Obrajes	2783509 – 2783510
Hospital Agramont	Calle 11 # 4035, Villa Dolores, El Alto	2822822
Hospital Corazón de Jesús	Urbanización El Kenko, carretera a Oruro, El Alto	27835509
Hospital Boliviano Holandés	Av. Satélite/ Av. Diego de Portugal, El Alto	2818090

Prepared by the security team of Bolivia Milenaria in March 2021 under protocols recommended by the World Health Organization and the Government of Bolivia.

