

INTERNAL PROTOCOL



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PREVENTION PROCEDURES IN FACILITIES

Signaling and Information

- 1)** Ensure that customers are aware of and have access to this Internal Protocol regarding the COVID-19 coronavirus outbreak.
- 2)** Provide information on how to comply with basic infection prevention and control precautions in relation to the COVID-19 coronavirus outbreak.

Hygiene plan

- 1)** Washing and disinfection, in accordance with this internal protocol, of the surfaces where employees and customers circulate, ensuring the control and prevention of infections and resistance to antimicrobials.
- 2)** Cleaning surfaces and objects in common use (including counters, light switches, door handles, cabinet handles).
- 3)** Preference will be given to wet cleaning, over dry cleaning and the use of vacuum cleaner.
- 4)** Air renovation of rooms and enclosed spaces is done regularly.

- 5) The bucket and mop for the floor are usually reusable, so you must ensure that these equipment are cleaned and disinfected at the end of each use.
- 6) For the floor, washing must be carried out with hot water and common detergent, followed by disinfection with bleach solution diluted in water.
- 7) In sanitary facilities, washing should preferably be carried out with a product that contains detergent and disinfectant in its composition because it is easier to apply and disinfect.

Adequacy of the space for isolation

- 1) The place of isolation will be the entire apartment due to its size. All costs added to the stay during the isolation period will be supported by the guest, including the stay and any other inherent costs.
- 2) Place to isolate people that can be detected as suspected or confirmed cases of COVID-19, which should preferably have natural ventilation, or mechanical ventilation system, and have smooth and washable coverings, bathroom, stock of cleaning materials, masks surgical gloves and disposable gloves, thermometer, autonomous waste container, waste bags, used clothes collection bags, kit with water and some non-perishable foods.

Adequacy of accommodation units

- 1)** The definition of specific care for changing bed linen and cleaning in the rooms, privileging two spaced intervals and with adequate protection according to the internal protocol.
- 2)** The removal of bed linen and towels is done without shaking or shaking it, rolling it inwards, without touching the body and transporting it directly to the washing machine.
- 3)** Washing separately at the machine and at high temperatures of the bed linen / towels (about 60°C).
- 4)** The washing and disinfection of the cushions whenever the customer changes.
- 5)** Consider protecting TV and air conditioning controls.

Hygiene equipment

- 1)** Dispensers of alcohol-based antiseptic solution or alcohol-based solution near the entry / exit points, and whenever applicable by floor, and common sanitary facilities.
- 2)** Soap for washing hands and towels, in all sanitary facilities.

PREVENTION PROCEDURES FOR EMPLOYEES

Formation

All Employees received information and / or specific training on:

- Internal protocol for the COVID-19 coronavirus outbreak.
- How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including the procedures:
- **Hand hygiene:** Wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70° of alcohol, covering all surfaces of the hands and rubbing them until they are dry.
- **Respiratory etiquette:** Coughing or sneezing into the flared forearm or using a tissue, which should then be immediately thrown away; hand hygiene always after coughing or sneezing and after blowing; avoid touching the eyes, nose and mouth with your hands.
- **Social conduct:** Change the frequency and form of contact between workers and between them and customers, avoiding (when possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and sharing of food, utensils, glasses and towels.

- How to comply with daily self-monitoring to assess fever, check for cough or difficulty breathing.
- How to comply with the guidelines of the Directorate-General for Health for cleaning surfaces and treating clothes in establishments.

Date	Number of trainees
14/05/2020 18/05/2020	2
Description	
Training Clean & Safe by Turismo de Portugal	

Equipment – Personal protection

- 1) Enough for all employees (depending on their role: mask, gloves, visor, gown or apron, cap, shoe covers).
- 2) The employees' uniform must be washed separately in the machine and at high temperatures (around 60°C).

Appointment of those responsible

- 1) Have at your service a collaborator responsible for triggering the procedures in case of suspected infection (accompanying the person with symptoms to the isolation space, providing the necessary assistance and contacting the national health service). Indicate the person responsible for the service for complying with the rules of prevention / action and / or alert in case of suspected infection.

Conduct

- 1)** Daily self-monitoring to assess fever, cough or difficulty breathing.
- 2)** Behaviors to be adopted by the staff:
- 3)** Keep the distance between employees and customers and avoid physical contact, including handshakes.
- 4)** Do not enter and leave the establishments with the establishment's uniform.
- 5)** Keep your hair tied up.
- 6)** Excessive use of personal ornaments (bracelets, threads, rings, etc.) is not recommended.
- 7)** Cleaning professionals must know the products to be used (detergents and disinfectants), the precautions to be taken when handling, diluting and applying them in safe conditions, how to protect themselves during cleaning procedures and how to ensure good ventilation. during cleaning and disinfection.

Stock of cleaning and sanitizing materials

- 1) Stock of cleaning materials for single use proportional to the dimensions of the project, including cleaning wipes for single use moistened with disinfectant, bleach and alcohol at 70°.
- 2) Dispensers or refills of alcohol-based antiseptic solution or alcohol-based solution.
- 3) Waste container with non-manual opening and plastic bag.
- 4) Equipment or refills for washing hands with soap and towels .

Scales / Shifts

- 1) Definition of rules / phasing of acts of cleaning of accommodation units

PREVENTION PROCEDURES FOR CUSTOMERS

Equipment – Personal protection

- 1) Personal protective equipment (individual protective kits with a mask and disinfectant gel, with the possibility of adding gloves, visor or others) available to customers (for stock definition, the maximum capacity of the establishment must be taken into account).

PROCEDURES IN CASE OF SUSPECTED INFECTION

Action plan

- 1) The responsible employee must accompany the suspected infection to the isolation space, provide the necessary assistance and contact the National Health Service.

Decontamination of the isolation site

- 1) The decontamination of the isolation area whenever there are positive cases of infection and reinforcement of cleaning and disinfection whenever there are patients suspected of infection, especially on surfaces frequently handled and most used by it, as indicated by the General Directorate for Health.
- 2) The storage of waste produced by patients suspected of infection in a plastic bag that, after being closed (eg with a clamp), must be segregated and sent to a licensed operator for the management of hospital waste with biological risk.