



INTERNAL PROTOCOL



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1. PREVENTION PROCEDURES

1.1 In the facilities

1.1.1 Signaling and information

- Guests will be able to read and have access to this Internal Protocol related to the coronavirus COVID-19 outbreak through our website: <http://www.sotaoaberto.com/casadasandorinhas/>.
- We provide information on how to comply with infection basic prevention and control precautions in relation to the coronavirus COVID-19 outbreak.

1.1.2 Hygiene plan

- Washing and disinfection, in accordance with this internal protocol, of the surfaces where employees and guests circulate, ensuring the control and prevention of infections and resistance to antimicrobials.
- Cleaning, several times a day, of surfaces and objects of common use (including counters, light switches, door handles, cabinet handles).
- Preference should be given to wet cleaning, over dry cleaning and using a vacuum cleaner.
- Air renovation of rooms and common spaces carried out regularly.
- In the pantry area, enhanced hygiene of utensils, equipment and surfaces and avoidance of direct handling of food by guests and employees as much as possible.
- For the floor, washing is performed with hot water and common detergent, followed by disinfection with a bleach solution diluted in water, at least twice a day.

1.1.3 Adequação do espaço selecionado para isolamento

- Room (room booked by the guest) to isolate people who can be detected as suspicious cases or confirmed cases of COVID-19, with natural ventilation or mechanical ventilation system, with smooth and washable coverings and bathroom.
- In the common space there is a first aid box with disposable gloves, surgical masks and a thermometer, which will be made available in the room of the guest with suspected infection. A kit with water and non-perishable foods, a bag for collecting clothes and a garbage container for waste collection will also be available.

1.1.4 Adequacy of accommodation units

- Specific care for changing bed linen and cleaning rooms, privileging two spaced intervals and with adequate protection.
- Removing bed linen and towels shall be done without agitating or shaking it, rolling it outwards, without touching the body and transporting it directly to the washing machine.
- Separate machine washing and high temperatures for employees' uniforms and bed linen and towels (around 60°C).
- Whenever possible, use of single-use cleaning equipment, which will be discarded after use.
- Non-single-use equipment will be cleaned and disinfected after use.

1.1.5 Hygiene equipment

- Existence of antiseptic alcoholic based solution or alcohol-based solution dispensers near the entry / exit points.

1.2 For the employees

1.2.1 Training

- The owner received specific information and / or training on:
 - Internal protocol on the coronavirus COVID-19 outbreak.
 - How to comply with infection basic prevention and control precautions for the coronavirus COVID-19 outbreak, including procedures:
 - hand hygiene: hand washing frequently with soap and water for at least 20 seconds or use of hand sanitizer that has at least 70° of alcohol, covering all surfaces of the hands and rubbing them until they are dry.
 - respiratory etiquette: cough or sneeze into the flexed forearm or use 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: changing of the frequency and form of contact between employees and between them and guests, avoiding (whenever possible) close contact, handshakes, kisses.
- The owner received external training by Turismo de Portugal in order to raise awareness of the minimum cleaning, hygiene and basic prevention and control measures of COVID-19. The remaining employees received internal training on the same topic.
- How to comply with the Directorate-General for Health guidelines for surface cleaning and laundry treatment in establishments.

1.2.2 Equipment - Individual and collective protection

- Employees are equipped, depending on their role, with a mask, gloves and apron.
- Employees' uniforms are washed separately in the machine and at high temperatures (around 60°C).

1.2.3 Designation of those in charge

- The reception employee is in charge for triggering the procedures in case of suspected infection (accompanying the person with symptoms to the isolation room, providing the necessary assistance and contacting the national health service).

1.2.4 Conduct

- Self-monitoring of employees' body temperature, in accordance with Decree-Law no. 20/2020 of 1 May, which alters the exceptional and temporary measures related to the pandemic of the disease COVID-19. Exclusively for reasons of protecting the health of oneself and others, body temperature measurements are performed on employees for the purpose of access and permanence in the workplace. If temperature measurements are higher than normal body temperature, the employee will be prevented from accessing the workplace.

Behaviors to be adopted by the staff:

- Keep the distance between employees and guests and avoid physical contact, including handshakes;

- Do not enter and leave the establishments with the establishment's uniform;
- Keep your hair up;
- The excessive use of personal ornaments (bracelets, threads, rings, etc.) is discouraged;.);
- The merchandise will be received only and exclusively through the back-access door, thus preventing suppliers from having to enter the hotel areas. Respect the minimum distance of 1 meter without physical contact with any employee. The receipt of invoices and guides in paper will be avoided, whenever possible, the electronic format will be the option.

1.2.5. Stock of cleaning and hygiene materials

- Stock of cleaning materials for single use proportional to the size of the establishment, including cleaning wipes for single use moistened with disinfectant, bleach and alcohol at 70^o.
- Dispensers or refills of antiseptic alcoholic based solution or alcohol-based solution.
- Equipment for washing hands with liquid soap.

1.3 For the guests

1.3.1 Equipment - Individual protection

- The hotel provides individual protection equipment free of charge, namely disinfectant gel and gloves.

1.3.2 Check-in

- A document is previously made available to the guest to fill in the mandatory personal data, allowing to maximize social distance. Check-in will be made this way, whenever possible.

1.3.3 Breakfast

- The hotel maintains accommodation rates with breakfast included, which will be made available in the room. This information is delivered at check-in, along with the room key.

PROCEDURES IN CASE OF SUSPECTED INFECTION

2.1 Action plan

- The employee in charge will follow the following recommendations if a guest is suspected:
 - The guest suspected of having COVID-19 will receive a surgical mask, if their clinical condition allows it (the mask must be put on by the patient himself);
 - The guest suspected of having COVID-19 is taken to the isolation room – room booked by the guest - with the appropriate distance
 - The guest suspected of having COVID-19 should immediately contact the Health Line 24 (808 24 24 24), so that their case is evaluated and monitored;
 - The guest suspected of having COVID-19 must not leave the hotel and must wait for instructions from health professionals;
 - The Local Health Authority may choose to send the person to the reference hospital in the area or not, depending on the clinical situation;
 - Common areas where this guest has been will be isolated and disinfected;
 - After evaluation:
 - If the SNS 24 informs about the validation, the employee must remain in the isolation room (with a surgical mask, if their clinical condition allows it), and wait for the SNS 24 guidelines;
 - Access to the “isolation” room is prohibited;
 - The “isolation” room must be closed until the decontamination (cleaning and disinfection) is validated by the Local Health Authority. This ban can only be lifted by the Health Authority.

The employee in charge will follow the following recommendations if an employee is suspected:

- Any employee with signs and symptoms of COVID-19 and epidemiological link, or who identifies an employee in the company with criteria compatible with the definition of a suspected case will go directly to the “isolation” room – service area;
- The employee affected, when in the isolation room, shall contact the SNS 24 (808 24 24 24);
- After evaluation:
 - If the SNS 24 informs about the validation, the employee must remain in the isolation room (with a surgical mask, if their clinical condition allows it), and wait for the SNS 24 guidelines;
 - Access to the “isolation” room is prohibited;
 - The “isolation” room must be closed until the decontamination (cleaning and disinfection) is validated by the Local Health Authority. This ban can only be lifted by the Health Authority.

2.2 Decontamination of the isolation room

- The decontamination of the isolation room will be carried out 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 the same, as indicated by the Directorate-General for Health.

- The waste produced by patients suspected of infection will be stored in a plastic bag that, after being closed, must be segregated and sent to a licensed operator for the management of hospital waste with biological risk.



“Clean and Safe”

We proudly display the “Clean and Safe” seal awarded by Turismo de Portugal, which proves that we have met all the requirements implemented in terms of safety and hygiene of the Casa das Andorinhas in the fight against Covid-19.

We continue at your disposal through:

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