



Villa Romão - Quinta Romão

**Declaration of
Healthy and Safe Establishment**

INTERNAL PROTOCOL

Internal Protocol - "Clean & Safe" Local Accommodation - Declaration of Healthy and Safe Establishment.

Internal Protocol with the Plan for prevention and control of Coronavirus infection (covid-19) of Villa Romão-Quinta Romão 12627/AL (housing) following the guidance of DGS-Direção Geral da Saúde the Portuguese General Health Authority, prevention and control measures in hotels and accommodation, contained in guidelines number: 008/2020 of 10/03/2020 and 014/2020 of 21/03/2020, of procedures for prevention, control and surveillance in hotels and accommodation and establishments to the attention of the general public and population.

1.-GENERAL AND OBJECTIVE PRINCIPLES OF INTERNAL PROTOCOL:

The purpose of the internal protocol of the accommodation is to prevent and surveillance of coronavirus infection (COVID-19) and other infections in compliance with dgs guidelines, in the local accommodation Villa Romão-Quinta Romão 12627/AL located in Loulé, Algarve, Portugal. Villa with swimming pool deprives of rent temporarily for holidays to a single family group being the capacity of 4 people in an aerial of 180 m², does not serve elaborate foods and has no jacuzzi. The employee responsible for triggering the procedures in case of suspected infection (accompanying the person with symptoms to the isolation space, providing him/her with the necessary assistance and contacting the national health service); is the owner and replaced by the owner.

2.- PROCEDURES FOR PREVENTION AND CONTROL OF DISINFESTATION

2.1.-IN ACCOMMODATION FACILITIES:

2.1.1 Signage and information to customers and employees:

In accommodation and check-in of customers and training to employees

- Information on hand hygiene, Respiratory etiquette and Social conduct:

- Hand hygiene: wash hands frequently with soap and water for at least 20 seconds or use hand sanitist that has at least 70° alcohol, covering all surfaces of the hands and rubbing them until they are dry.

- Respiratory label: coughing or sneezing on thefleted forearm or wearing a tissue, which should then be immediately thrown into the trash; sanitize your hands 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 (where possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and sharing of food, utensils, glasses and towels.

- Daily monitoring for fever assessment (measuring body temperature and recording the value and time of measurement), cough check or difficulty breathing.

- The customer: fever is measured on arrival and there is a thermometer in the house to measure the temperature and a record sheet.
- The collaborator: fever is measured every day.

- How to comply with the guidelines of the General Health Directorate for surface cleaning and treatment of clothing in the establishment.

- The customer: in the house there is detergent and disinfectant to wash your clothes in the stay.
- The employee: wash your clothes part and follow the guidelines of the DGS contained in this protocol.
- The clothes (sheets and towels) of the house debut to customers: washed in their own washing machine following the guidelines of the DGS contained in this protocol.

2.1.2- Information to all customers:

You are informed upon arrival by e-mail and via website about the internal protocol, as well as to comply with the basic precautions for prevention and control of infection in relation to the covid-19 outbreak, are informed of the telephones of interest of the area and the SNS24, the isolation area in the house, the dustbins, recycling and dustbin of biological waste and procedures to raise awareness for the control of the infection.

The following information is made available to all customers:

- How to comply with basic infection prevention and control precautions for covid-19 coronavirus outbreak.

- What is the internal protocol for the coronavirus outbreak COVID-19.

- Personal protective equipment is given upon arrival, mask, alcohol gel and gloves.

- It is defined rules of cleaning and hygiene of the internal and external space of the house.

- Procedures: upon arrival the client must disinfect his hands with alcohol hydro gel at the entrance to the house and disinfect the shoes at the entrance.

- The customer is informed that the house in its entirety has been sanitized, cleaned, and disinfected all to surfaces, utensils, and swimming pool according to the guidelines contained in the aboveguidelines referred to in the DGS.

- The client is informed of the days of cleaning and intermediate hygiene, inside the house in the middle of the stay and the days of the cleaning of the pool and exteriors.

- The client receives the bed linen: sheets and bath towels and pool washed and disinfected at 60°C.
- The customer has a box of dirty laundry in the bathroom to put the dirty clothes.
- The customer receives the keys, air/c controls and disinfected TV.
- The client is informed of the area of the house that is defined for the isolation of some sick person from covid-19, of the procedure to be followed (health line 24) and where to place the biological waste.
- Products are left in the house for cleaning of the house.
- The customer is informed of the check-out procedure.

3.- PLANT HYGIENE PLAN

The accommodation follows the recommendations of the DGS and follows the following guidelines:

- Washing and disinfection, in accordance with this internal protocol, of the areas where employees and customers circulate, ensuring the control and prevention of infections and antimicrobial resistance.
- Cleaning of surfaces and objects (including counters, light and elevator switches, door handles, cabinet handles).
- Wet cleaning should be preferred, rather than dry cleaning and the use of a vacuum cleaner.
- The common disinfection of the surfaces: 1st wash with water and detergent, 2nd water is applied diluted bleach according to the guidelines of DGS 014/2020 of 21/03/2020 let so be activated 10 minutes, 3rd rinse with hot water and allowed to dry in the air.
- The metals, kitchen utensils are all cleaned, washed, and sanitized.
- Air renovation of the rooms and enclosed spaces is done regularly.
- Disinfection of the pool is cleaned and disinfected with chlorine in the proper amount following the internal protocol of the pool. (the accommodation has no spa or jacuzzi)
- The accommodation does not have a restaurant.
- All surfaces of the house are cleaned and disinfected following DGS recommendations:
- The bucket and mop to the floor are reusable, so it should be ensured that this equipment is cleaned and disinfected at the end of each use. The bucket and mop should be distinguished by areas. For example: the bucket and mop used in bathrooms should not be used in food areas, or in other public spaces.
- For the floor, washing should be carried out with hot water and common detergent, followed by disinfection with bleach solution diluted in water.
- In sanitary facilities, washing should preferably be carried out with a product containing detergent and disinfectant in the composition because it is easier to apply and disinfect, in daily use.
- When sanitizing, the safety distance outside with the customer will be used and the mask will be used inside the house.

3.1-Recording of hygiene: The person responsible records the times when the hygiene's is made.

3.2.- Hygiene of the isolation area where a suspected or confirmed person of covid-19 was:

- Place to isolate people who may be found as suspected cases or confirmed cases of COVID-19, which should preferably have natural ventilation, or mechanical ventilation system, and have smooth and washable coatings, bathroom, stock of cleaning materials, surgical masks and disposable gloves, thermometer, standalone waste container, waste bags, used clothing collection bags, Kit with water and some non-perishable food. The north room of the house.
- The following indications will follow:
- The definition of specific care for change of bed linen and cleaning in the rooms, favoring two intervention times spaced and with adequate protection according to internal protocol.
- The removal of bed linen and towels is done without shaking or shaking, winding it in the direction from the outside inwards, without touching the body and transporting it directly to the washing machine.
- Separate washing by machine and high temperatures of bed linen/towels (about 60°C).
- Wash and disinfect the pads whenever you change the customer.
- Consider protecting tv and air conditioning controls (e.g. wrapping in plastic).
- The washing of the surfaces is done as follows: 1st prepares the solution of sodium hypochlorite bleach according to the guidance of DGS 014/2020, 2nd Wash the surfaces with water and detergent very well, spread the bleach solution evenly on the surfaces, leave to act for at least 10 minutes, 3° rinse only with hot water and allow to dry in the air.

3.3 -Sanitization equipment:

- Dispensers of alcohol-based anti-ethical solution or alcohol-based solution near the entry/exit points.
- Liquid soap for hand washing and paper towels in all sanitary facilities.

4.- THE ESTABLISHMENT HAS:

- Personal protective equipment in sufficient numbers for all workers.
- Personal protective equipment available to customers (maximum establishment capacity).
- Stock of single-use cleaning materials proportional to their dimensions, including single-use cleaning wipes moistened in disinfectant, bleach and 70° alcohol.

- Dispensers of anti-alcohol solution or alcohol-based solution, per floor and next to the points of entry /exit of the house.
- Waste container with non-manual opening and plastic bag.
- Place to isolate people who may be found as suspected cases or confirmed cases of COVID-19, which should preferably have natural ventilation, or mechanical ventilation system, and have smooth and washable coatings, bathroom, stock of cleaning materials, surgical masks and disposable gloves, thermometer, self-contained waste container, waste bags, used clothing collection bags, Kit with water and some non-perishable food.
- In sanitary facilities hand washing equipment with liquid soap and paper towels.

5.- THE ESTABLISHMENT ENSURES:

- Washing and disinfection, according to the internal protocol, of the surfaces where employees and customers circulate. Ensuring the control and prevention of infections and antimicrobial resistance.
- Cleaning of commonly used surfaces and objects (including counters, light and elevator switches, door handles, cabinet handles).
- Given preference to wet cleaning, rather than dry cleaning and the use of vacuum cleaners.
- The air renovation of the rooms and enclosed spaces is done regularly.
- The disinfection of the pool or other existing equipment is performed as defined in internal protocol.
- In the areas of the kitchen of the house, the strengthening of the hygiene of utensils, equipment and surfaces and avoided the direct handling of food by customers and collaborators to the maximum.
- The cleaning and hygiene protocol ensures:
 - Hygiene: cleaning and disinfestation of the surfaces and utensils of the house following the guidelines contained in this internal protocol and following the guidelines of the DGS:
 - 008/2020 of 10/03/2020 of prevention, control and surveillance procedures in hotels and accommodation. COVID19.
 - 014/2020 of 21/03/2020, disinfestation, areas in establishments to be paid to the public and other establishments in the community and the general population. COVID-19
 - **Decontamination of the isolation area where** there are positive cases of infection and strengthening of cleaning and disinfection whenever there are patients suspected of infection, especially on surfaces often handled and most used by the same, as indicated by DGS.
 - **The management of common waste and biological waste** (the storage of waste produced by patients suspected of infection in a plastic bag which, after closed, in a container of biological waste).
 - **Personal protective equipment for employees and customers on arrival.**
 - **Training to employees.**
 - **Dispensers of hydro alcoholic gel to customers, liquid soap and paper towels in the bathrooms.**
 - **Hygiene equipment materials and material stock.**
 - **The registration of training, hygiene, incidents and occurrence, inventory of the isolation room.**
 - **Cleaning of surfaces and treatment of clothes following the guidelines of the DGS.** According to the internal protocol the general cleaning and hygiene of the entire house at the entrance and exit of customers, by means of wet cleaning, not using vacuum cleaners, disinfection of the utensils and surfaces of the house, ventilation of the appropriate house leaving up to 5 hours of interval between the entrance and exit of new customers.
 - **The removal of bed linen and towels.** It is done without shaking or shaking, winding it from the inside out, without touching the body and transporting it directly to the washing machine.
 - **Machine wash and high temperatures** of bed linen/towels (about 60°C) and disinfected. If the laundry cannot be hot washed, the machine is washed at a temperature between 30-40°C and a final disinfection cycle in the machine, with a disinfectant suitable for this type of clothing and compatibility with the machine.

6.- THE CLEANING AND HYGIENE PROTOCOL GUARANTEES:

- The following is the indications from the DGS. Following the guidelines number: 008/2020 of 10/03/2020 and 014/2020 of 21/03/2020. Following the following general protocol:

6.1.- Surface cleaning and disinfection protocol:

The Local Accommodation follows all indications from the DGS that are indicated below. **For cleaning and disinfestation/cleaning of surfaces follows the following summary hygiene protocol:**

- 1 - If there is presence of blood, respiratory secretions or other organic liquids, absorb the liquids with absorbent paper; apply bleach diluted in water in proportion to a measure of bleach for 9 equal water measurements; leave to act for 10 minutes; pass the place with water and detergent; rinse only with hot water and allow to dry in the air; use mask in dilution and application of bleach; open the windows for space ventilation;
- 2- For common disinfection of surfaces: wash first with water and detergent; apply bleach diluted in water in the following proportion: a measure of bleach in 49 equal water measures; leave the bleach on for 10 minutes; rinse only with hot water and allow to dry in the air;
- 3 - Sanitary facilities must be washed and disinfected with a mixed cleaning product containing detergent and disinfectant in the composition at the same time, as it is easier and faster to apply and action.

4- Also the furniture and some equipment may be disinfected after cleaning, with wipes moistened in disinfectant or alcohol at 70°.

5- Clean the furniture of the room first.

6 - If there is a kitchenette, wash the dishes in the machine at high temperature; as the kitchen proceeds to clean and disinfect cabinets, countertops, table and chairs, not forgetting to disinfect the handles of the cabinets and doors; then clean and disinfect the faucet, washbasin and drain. In this case as the house has kitchen follows the indications of the DGS, previously described.

7- Clean walls up to arm height.

8 - Remove the curtains and send for washing, including the bathroom curtain; in this case the house does not have bathroom curtains and follows the indications of the DGS, previously described.

9- Clean the furniture.

10 - Wash the bathroom, starting with the taps, washbasins and drains of these, then pass to the furniture, then the bathtub or shower, toilet, and bidet.

11 - The same procedure is repeated for the shower, not forgetting to clean the shower thoroughly, unscrew the head of it and wash and disinfect.

12- Toilet: apply the product that has the function of detergent and disinfectant simultaneously, inside and outside the toilet; leave the product on for 10 minutes so that it does the desired effect, rub well inside with the piaçaba, discharge the water with the wc brush still inside the toilet so that it is also clean; put the wc brush to drain; wash and disinfect the wc brush holder;

13- With another clean single-use cloth, wash the outside of the toilet, starting with the top (the least dirty), followed by the top of the toilet and all the outside shading with the same detergent/disinfectant; then pass only with hot water and let it dry.

14- Finally, wash the floor of the premises.

15 - Open the windows of the area and allow to dry in the air.

16 - The accommodation ensures washing and disinfection and sanitization, according to internal protocol, of the surfaces where employees and customers circulate. Ensuring the control and prevention of infections and antimicrobial resistance.

17- In the stay of the family group client of the accommodation, the cleaning and disinfestation of the surfaces, utensils and clothes is the responsibility of the client, since the accommodation provides everything necessary, there will be an intermediate cleaning to match with the client.

18-The following are the indications established in the previous tips of the internal protocol of Villa Romão. Followed by dgs source: with prevention and control measures in hotels and accommodation units. Following the guidelines of dgs number: 008/2020 date: 10/03/2020 and 014/2020 of 21/03/2020.

IN THE HOUSE THERE IS A MORE DETAILED INTERNAL PROTOCOL FOR CONTROL OF INFECTION TO CORONAVIRUS OUTBREAK COVID-19, IN PAPER FORMAT, IN THE INFORMATION BOOK AND FOR LOCAL CONSULTATION.