



Quinta da Bouça D'Arques
Internal Protocol

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1. Objectives

The World Health Organization (WHO) has declared the New Coronavirus (SARS-CoV-2), causal agent of COVID-19, as an international public health emergency. In order to avoid risks and infections, ensuring the existence of an internal protocol that defines the necessary prevention, control and surveillance procedures, this establishment declares to comply with the requirements defined by Turismo de Portugal, according to the guidelines of the Directorate-General for Health (DGS), which make it a Clean & Safe establishment.

2. Training, Information and Communication

2.1 Train and Empower the Team

All employees received specific information and / or 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 tag: 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: 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 food sharing, 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.

2.2. Define Responsibilities

Quinta da Bouça D'Arques undertakes to have at its service a collaborator responsible for initiating 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).

2.3. Customer Information

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

What is the internal protocol for the COVID-19 coronavirus outbreak. Communication | Suppliers and Other Entities

- Suppliers are prohibited from entering our internal facilities.
- When receiving the goods, they must be placed immediately in the storage space, cold or storage.
- In the goods reception area, they are removed from cartons and disinfected.
- Transport boxes from suppliers are not used on the hotel's internal circuits.

2.4. Contact List

Medical Emergency Number (SOS) - 112

National Health Service - 808 24 24 24

Public Hospital of Viana do Castelo - 258 802 100

Pharmacy nearby - 258 971 138

Barroselas Health Center - 258 772 761

3. Basic Prevention and Control Measures

3.1. Collaborators

3.1.1. Personal and Social Hygiene

- It is ensured that all employees comply with strict personal hygiene and are in good health, without symptoms compatible with COVID-19 or other pathology, namely:
- Avoid close contact with people who have symptoms of respiratory diseases;

- Adopt respiratory etiquette measures: cover your nose and mouth when sneezing or coughing (with tissue or with your arm, never with your hands; throw the tissue in the trash);
- If you have symptoms of respiratory diseases, use masks to limit the spread of these diseases;
- Do not share food, utensils, glasses and towels;
- Avoid touching your eyes, nose or mouth with dirty hands;
- Hand washing frequently with soap and water or alcohol-based solution, and whenever you blow, sneeze or cough.

3.1.2. Personal protective equipment

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

3.2. installations

3.2.1. Cleaning and Disinfection Material | Surfaces and Objects

- 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.
- Cleaning, several times a day, surfaces and objects of common use (including counters, light switches, door handles, cabinet handles).
- Preference will be given to wet cleaning, over dry cleaning and the use of vacuum cleaner.
- Air renovation of rooms and enclosed spaces is done regularly.
- Disinfection of the pool and existing equipment.
- In the areas of restaurants and beverages, the reinforcement of the hygiene of utensils, equipment and surfaces is avoided as much as possible the direct handling of food by customers and employees.
- The bucket and mop for the floor are usually reusable, so you must ensure that these devices are cleaned and disinfected at the end of each use.

- For the floor, the washing must be carried out with hot water and common detergent, followed by disinfection with a solution of bleach diluted in water.
- 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.

3.3. Customers

3.3.1. Auto Symptom Monitoring

All guests must carry out self-monitoring daily in order to early identify symptoms suggestive of COVID-19. Self-monitoring includes:

- ⇒ Temperature measurement;
- ⇒ Confirmation of the absence of symptoms of COVID-19.

3.3.2. Personal protective equipment

Personal protective equipment (individual protective kits with a mask, gloves and disinfectant gel) available to customers with attention to the maximum capacity of the establishment.

4. Procedures in Case of Suspicion

4.1. Define Responsible

The establishment ensures that there is always a responsible employee at the service who must accompany the suspect of infection to the isolation space, provide him with the necessary assistance and contact the National Health Service.

4.2. Define and adapt isolation room

Location to isolate people who can be detected as suspected or confirmed cases of COVID-19, which has natural ventilation, and has smooth and washable linings, bathroom, stock of cleaning materials, surgical masks and disposable gloves, thermometer, container of autonomous waste, waste bags, collection bags of used clothes, kit with water and some non-perishable foods.

4.3. How to Act on a Suspicious Case

4.3.1 General Procedures on Suspected Infection

- Give the patient (suspected case COVID-19) a surgical mask, as long as their clinical condition allows it. The mask must be put on by the patient himself.
- Place in isolation in the customer's room or in a space created for the purpose and maintain contact at a distance.
- The patient should immediately contact the Health line 24 (808 24 24 24).
- Distribute the appropriate Personal Protective Equipment (gloves, masks, disposable gowns) to the people involved.

Provide site disinfection:

- If you are a collaborator, isolate and disinfect the workplace;
- If you are a customer, isolate and disinfect the common areas where you passed.

Inform all persons who have been in contact with the infected person, to remain vigilant and warn in case of suspicious signs or symptoms.

4.3.2. Procedures in case of suspected infringement by Employee

Any worker with signs and symptoms of COVID-19 and epidemiological link, or who identifies a worker in the company with permission to use a suspicious case definition, information about direct management (preferably by phone) and directed to an "isolation" area, defined at the reception.

- The sick employee (suspected case of COVID-19) is already in the isolation area, contained in the SNS 24 (808 24 24 24);

After evaluation, case or SNS 24, inform the employee about the validation:

- ⇒ Active DGS or INEM, initiating an epidemiological investigation and contact management;
- The sick worker can remain in the isolation area (with a surgical mask, since his clinical condition or permits), until the arrival of the team from the National Institute
- Emergency Medical Service (INEM), activated by DGS, which ensures transportation to the reference Hospital;
- Other workers' access to the isolation area is prohibited (except for employees assigned to provide assistance);

- The “isolation” area must remain closed until the decontamination is validated (cleaning and disinfection).

4.3.3. Procedures in case of suspected Client infection

- The sick person should not leave the hotel.
- Any Customer with signs and symptoms of COVID-19 and an epidemiological link, or who identifies another Customer with criteria compatible with the definition of a suspected case, must inform the reception by telephone.
- You should not go to the health center, private office or the hospital emergency room;
- In the event that the Client is in his Accommodation Unit at the time of the complaint, he must remain in the room, which will function as an Isolation Room.
- If, instead, the Client is not in his Accommodation Unit, then he must be referred to it.
- If the suspicious person is a Customer, the hotel should contact the SNS 24 (808 24 24 24);
- Wait for the instructions of the health professionals who will assist you and the clinical decision.
- The health professional of the SNS 24 questions about signs and symptoms and epidemiological link compatible with a suspected case of COVID-19. After evaluation, the SNS24 informs about the validation or not validation.
- After evaluation, if the SNS 24 informs about the non-validation, the hotel must inform the Client of this non-validation
- After evaluation, if the SNS 24 informs about the validation, the DGS activates the defined protocol, starting the epidemiological investigation and the management of contacts.
- The sick Client must remain in the isolation area (with a surgical mask, as long as their clinical condition permits), until the arrival of the team from the National Institute of Medical Emergency (INEM), activated by DGS, which ensures transportation to the Hospital of reference;
- Access by other Clients or Workers to the isolation area is prohibited (except for employees designated to provide assistance);
- The isolation area must be closed until the decontamination is validated (cleaning and disinfection).

4.3.4. Local Isolation Decontamination

- 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 being infected, especially on surfaces frequently handled and most used by it, as indicated by the Directorate-General for Health.
- 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

5. Spaces and Circuits

5.1. Social distancing

- Reception staff are obliged to maintain social distance, which includes refraining from hugging, kissing or shaking hands with guests, as well as among staff. It means keeping a distance of at least 2 meters and avoiding anyone who is coughing or sneezing.
- It is advisable that social distance measures are also followed by guests.
- In the pool area, the sun loungers will be placed in pairs, with a distance of 2 meters between each pair. The alteration of the disposition of the loungers by the guests is prohibited, except for justifiable exceptions.
- Promote video call meetings between employees and / or business partners.

5.2. Maximum Occupancy | Special Attention

- Ensure that the place intended for the guests' hold only 1/3 of its normal capacity.
- Promote and encourage prior scheduling by customers.
- Recommend that, after using the pool, the customer use the shower of their own accommodation.
- Identify vulnerable people and enforce priority care legislation

5.3. Air Renewal

- Ensure good ventilation and frequent air renewal in the areas (opening doors and windows).

- If air conditioning is used, it must be done in extraction mode and never in air recirculation mode.
- The equipment must be properly maintained (disinfection by certified method).
- Ensure good ventilation and air circulation during and after hygiene procedures.

6. Cleaning and Disinfection of Facilities and Equipment

- Washing and disinfection, in accordance with the present internal protocol, of the surfaces where employees and customers circulate, guaranteeing the control and prevention of infections and resistance to antimicrobials.
- The definition of specific care for changing bedding and cleaning in the rooms, favoring two spaced intervals with adequate protection.
- The removal of bed linen and towels is done without shaking or shaking it, rolling it from the inside out, without touching the body and transporting it to a bag that will be closed later, going to the laundry.
- Separate machine washing and high temperatures for employees' uniforms and bed linen / towels (around 60°C).
- Reinforcement of cleaning and continuous disinfection of areas and objects with a greater focus of contamination, and products for disinfecting surfaces such as: Handrails; Bathrooms and changing rooms; Balconies; Room keys; Crockery / cutlery must be washed directly in the dishwasher; Door handles; TV and AC controls; and light switches.
- Vacuum cleaners with HEPA filters or water vacuum cleaners for disinfection.
- Cleaning professionals should wear a waterproof coat / apron, single-use gloves (resistant to disinfectants), masks that are tightly fitted to the face, and goggles / visors.
- Strengthen the procedures of the HACCP standards (Hazard Analysis and Critical Point Control).
- Give preference to payment through a means that does not involve physical contact (contactless) and / or the advance payment of the stay.
- The use of bleach (sodium hypochlorite solution) will have a concentration of at least 5% free chlorine. Metallic or other surfaces that are not compatible with bleach, 70% alcohol will be used in order to avoid corrosion or damage.

- Cleaning and disinfection must always be carried out from top to bottom, from the cleanest to the dirtiest areas.

7. Waste Management

7.1. Biological Waste

Waste generated by a suspected or confirmed case, the person providing assistance should:

1. Put the garbage in a first bag (dustbin), it must be in a container with a lid activated by a pedal;
2. Deposit the first bag within a second, which is closed with a clamp;
3. Identify as biological waste;
4. Segregate and forward to a biological waste operator.

8. Records of Acts and Incidents

Data da ocorrência	Descrição de Ocorrência	Medidas de atuação	Obs.