



Turismo de Portugal

Enxurros House – INTENAL PROTOCOL

Prevention and Procedures in the context of COVID-19

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Table of revision history of this Internal Protocol :

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Section 3 of this Internal Protocol, which includes hygiene procedures, was defined based on guidance document number 008/2020, issued on 10/03/2020 by “*Direção Geral da Saúde*”- General Directorate of Health in Portugal, “Infection by SARS-CoV-2 (COVID-19) - Prevention, control and surveillance procedures in hotels ” (original tittle of the document “*Infeção por SARS-CoV-2 (COVID-19) - Procedimentos de prevenção, controlo e vigilância em hotéis*”).

The remaining sections of this Internal Protocol were defined based on the instructions received during the training action “Clean & Safe Alojamento Local”, promoted by Turismo de Portugal, through the Hotel and Tourism School of Porto, on 09th June, 2020.

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1. PREVENTION PROCEDURES

1.1 INSIDE THE AMENITIES

1.1.1 Signaling and Information

- All Guests will have access to the Internal Protocol of Enxurros House related to the COVID-19 coronavirus outbreak, through Online check in.
- In the common areas of the property and inside each apartment, there is information about the care and basic rules to be followed to prevent and control infection in relation to the COVID-19 coronavirus outbreak.

1.1.2 General hygiene plan and rules

- Cleaning and disinfection of apartments is carried out in accordance with this Internal Protocol (Section 3).
- Cleaning, several times a day, surfaces and objects in common use by guests and employees (including counters, light switches and handrail, door handles, cabinet handles).
- Wet cleaning is the preferred method, as well as single-use cleaning materials in accordance with the Cleaning instructions, section 3, of this Internal Protocol, to the detriment of dry cleaning and the use of vacuum cleaner.
- Air renovation of rooms and enclosed spaces is done regularly.
- All cleaning instruments such as bucket and mop for the floor **are cleaned and disinfected** at the end of each use. **A separate bucket and mop is used for each cleaning area** (guests' common area as entrance and access corridor to the apartments; area inside the apartment). For example: the bucket and mop used in guests' common areas are not used for cleaning the interior of the apartment.
- For the floor, washing is performed :
 1. **hot water and common detergent;**
 2. Followed by disinfection with **bleach solution** diluted in water. **Minimum cleaning frequency of 2 times a day.**
- **At employees' sanitary facilities,** washing is performed with a product that contains detergent and disinfectant in its composition. Frequency of cleaning the floor at least twice a day.
- Comply with the cleaning and disinfection record in accordance with Section 4 of this Internal Protocol.

1.1.3 Adequacy of the selected space for insulation

- For guests with suspected COVID-19 infection, the same apartment in which the guest is staying will be the place of isolation. Cleaning materials, surgical masks and disposable gloves, thermometer, waste bags, used clothes collection bags, will be guaranteed to guests who must comply with isolation.

1.1.4 Adequacy of accommodation units

- The definition of specific care for changing bedding and cleaning in the rooms, favoring two spaced intervals and with adequate protection in accordance with this Internal Protocol (see Section 3).
- **Washing separately** and at high temperatures the bed linen / towels (about **60°C**).
- **Washing and disinfecting the cushions whenever the customer changes.**
- Disinfection of keys, TV control, door handle, drawers, cabinets and any small surface that guests use frequently.

1.1.5 Hygiene equipment

- Dispensers of alcohol-based antiseptic solution or alcohol-based solution near the entry / exit points and in waiting or frequent guest passage areas.

1.2 FOR EMPLOYEES

1.2.1 Training

- 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 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: cough or sneeze into the 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 behaviour: 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, cups and towels.
 - Comply with daily self-monitoring to assess fever, check for cough or difficulty breathing.
 - Comply with the guidelines of the Directorate-General for Health for cleaning surfaces and treating clothes, in accordance with this Internal Protocol (see Section 3).

1.2.2 Equipment - Personal protection

- The use of personal protective equipment is mandatory for all employees and available in sufficient numbers for all employees:
 - At the reception of the guest and during working hours, with the exception of cleaning moments inside the apartments, the equipment to be used: mask and visor.
 - When cleaning the apartments: mask (FFP2) and visor, gloves, gown or apron, cap, shoe covers
- The employees' uniforms are washed daily, separately, in the machine and at high temperatures (If possible, around 60°C). Washing is always carried out at the Enxurros House facilities.

1.2.3 Designation of responsables

- The employee responsible for triggering the procedures in case of suspected infection must be informed immediately to provide the necessary assistance (inform the guest to stay inside his apartment and inform that he will receive the necessary instructions by phone or email) **and contact the national health service** (health24 contact 808 24 24 24).

1.2.4 Employees' Behaviour

- Behaviors to adopt :
 - Keep the distance between employees and customers and avoid physical contact, including handshakes;
 - Do not enter and leave the establishment wearing the establishment's uniform;
 - Keep your hair up;
 - The excessive use of personal ornaments (bracelets, threads, rings, etc.) is not recommended;
- Cleaning professionals must be familiar with 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 (see section 3 of this Internal Protocol).

1.2.5 Inventory of cleaning and sanitizing materials

- Single-use cleaning materials, including single-use cleaning wipes moistened with disinfectant, bleach or 70% alcohol.
- Dispensers or refills of alcohol-based antiseptic solution or alcohol-based solution with a minimum of 70% dilution.
- Waste container with non-manual opening and plastic bag.
- Equipment or refills for hand washing with liquid soap and use of individual towels for each employee.

1.2.6 Shifts

- Definition of rules / phasing of acts of cleaning of accommodation units (see section 3 of this Internal Protocol).
- The apartment has a 24-hour period dedicated to cleaning and disinfection after the departure of each reservation.

1.3 FOR THE GUESTS

1.3.1 Equipment – Individual Protection

- Personal protective equipment: a disposable mask is offered to each guest upon arrival. Alcohol-based disinfectant gel (minimum 70% alcohol) will be available at various locations in the common areas.
- An alcohol-based disinfectant gel (minimum 70% alcohol) will be available inside each apartment.
- During the stay, cleaning the interior of the apartment will be the responsibility of the guest. All cleaning products will be available inside the apartment. The replacement will be done whenever necessary.
- For reservations equal to or greater than 7 nights, the towels and bed linen will be changed twice a week or whenever requested by the guest. Bookings of less than 7 nights will only be changed bed linen on departure.
- Towels can be changed at guest's request.
- Used bed linen should be placed inside bags made available for this purpose and delivered when you receive clean bedding for change.

1.3.2 Guest's Behaviour

- Rules for staying in common areas: Hand cleaning with disinfectant gel, in the reception area, when leaving the apartment, before leaving the property.
- Use of the mask in common areas is mandatory.
- Coughing or sneezing on the 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.

2. PROCEDURES IN CASE OF SUSPECTED INFECTION

2.1 ACTION PLAN

- The responsible employee must ask the suspect of infection to stay inside the respective apartment.
- Contact the National Health Service (health24 contact 808 24 24 24) and follow the instructions received from this body.
- Keep a check on cleaning products inside the apartment with the suspected case and ensure replacement when necessary. Cleaning the space is the guest's responsibility.
- Guests suspected of being infected should submit purchase orders for replacement food by email to enxurrosouse@gmail.com. The Enxurros House team is available to purchase the list of products submitted by the guest. The guest will receive instructions for making the payment online.
- The Enxurros House team will be available through the means of communication available to guests and can be contacted 24 hours a day.

2.2 DECONTAMINATION OF THE INSULATION AREA

- The decontamination of the isolation area whenever there are positive cases of infection will be done. The reinforcement of cleaning and disinfection, with special attention to the surfaces frequently handled and most used by the same, will be carried out as indicated by the Directorate-General for Health (see section 3 of this Internal Protocol).
- After the guest's departure, the apartment will be placed in isolation as long as possible, with a maximum of 7 days or a minimum period of cleaning and disinfection of the space of 24 hours after departure.
- The storage of waste produced by patients or suspected of infection must be treated in accordance with this Internal Protocol, section 3.

3. CLEANING AND DISINFECTION PROCEDURES FOR APARTMENTS

3.1 Personal protective equipment to be used and disinfection equipment

- Wear a waterproof coat, boot covers, gloves, visor or goggles and a respiratory protection mask type FFP2.
- Disinfection products; Bleach; Bucket and mop for the bathroom; Bucket and mop for the remaining areas; Single use wet wipes; single-use cloths (for each cleaning area); waste bags; bags for clothes and towels; vaporizer equipment. The use of a vacuum cleaner is NOT allowed.

3.2 Cleaning and disinfecting the room

- When removing bedding and towels :
 - Do not shake the bed linen;
 - Do not lean bed linen and towels against your body;
 - Remove it without shaking it, rolling it from the inside to the outside, making a “wrap”;
 - Transport the clothes and put them directly in the washing machine;
- After changing the bedding and towels in the room of the suspected or sick person with COVID-19, it is desirable to also wait a while (latency period) to start cleaning the rooms. **Respect a period of at least 2-3 hours between removing sheets and bedding and towels and cleaning floors and surfaces.**
- The laundry must be washed at the highest temperature that it can withstand (depending on the thermoresistance) - heat disinfection cycle (at least 60°C for 30 minutes, or between 80-90°C, with 10 minutes of heat contact with the clothing) ;
- If the laundry cannot be washed hot, it must be washed in the machine at a temperature between 30-40°C and at a final disinfection cycle in the machine, with a disinfectant suitable for this type of laundry and compatibility with the machine.
- The waste collected in the room, must be packed in a tightly closed first bag, which is then deposited in the 2nd bag. The 2nd bag must be identified as biological waste and treated by incineration.
- Use **cleaning cloths for single use**, different and exclusive for the area of the apartment (kitchen and living room; the bedroom must have an exclusive cloth) and for the bathrooms;
- For washing surfaces, detergents of common use can be used;
- Furniture and some equipment can also be disinfected after cleaning, with **wipes moistened** with disinfectant or alcohol at 70°;
- In the kitchen, wash the dishes; cleaning and disinfecting cabinets, countertops, tables and chairs, not forgetting to disinfect cabinet and door handles; then clean and disinfect the tap, washbasin and drain.
- Using the vaporizer equipment, clean walls up to the height of the arm (if it is not possible to isolate the space for a minimum of 6 days).

3.3 Cleaning and disinfecting the bathroom

- The bathroom cleaning bucket and mop must be different from the cleaning bucket and mop to be used in other areas;
- If there is blood, respiratory secretions or other organic fluids, absorb the fluids with absorbent paper; apply the bleach diluted in water in the proportion of one measure of bleach, to 9 equal measures of water; leave to act for 10 minutes; iron the place with water and detergent; rinse only with hot water and allow to air dry; use a mask when diluting and applying bleach; open the windows for ventilation of the space;
- Wash the bathroom, starting with the taps, washbasins and drains of these, then move on to the furniture, then the bath or shower, toilet;
- Toilet: apply the product that has the function of detergent and disinfectant simultaneously, inside and outside the toilet; let the product act for 10 minutes to make the desired effect, scrub the inside with the toilet brush, flush the water with the toilet brush still inside the toilet so that it is also clean; put the toilet brush to drain; wash and disinfect the toilet brush holder;
- 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 exterior parts with the same detergent / disinfectant; then rinse only with hot water and let it dry.

4. REGISTRATION OF ACTS / INCIDENTS

4.1 Registration of cleaning and disinfection of common areas.

Date and Hour \ Area	Entrance Area and Corridor	Laundry room	Employees' restroom	Responsible

4.2 Record of suspected / confirmed cases

Occurrence date	Occurrence description	Action measures	Observation

4.3 Record of cleaning products inventory for the isolation site

Product Date of verification and replacement	Cleaning Products (for general use)	Restroom cleaning Products	Apartament Number	Observation

4.4 Registration of internal training

Training Date	Participants	Action measures	Observations