



INTERNAL HYGIENIZATION PLAN – ENGLISH VERSION

Villaverde Azores – Guest Houses



1ST JANURAY DE 2020

VILLVERDE AZORES – GUEST HOUSES

Rua da Cerca, nº 1-3 Feteiras 9500-554 Ponta Delgada

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Preliminary note - The maintenance, cleaning, disinfection and customer service of this local accommodation unit, consisting of three houses separated from each other and with a common garden, is the sole responsibility of the owner of **Villaverde Azores - Guest Houses** as well as the person responsible for cleaning, with no other employees hired for this purpose.

The cleaning and disinfection of the unit is always done after check-out of the previous customer and the change of bed linen and towels is always carried out between customers. Daily cleaning is the responsibility of the customers of the respective houses and every 5 days of use this service is performed under the responsibility of the company, according to the existing rules.

In-person check-in will also be carried out if the guest wishes. For this purpose, customers have access to safe deposit boxes at the entrance to their homes.

1. Introduction:

The purpose of this document is to disclose the essential points of the **Villaverde Azores - Guest Houses** Contingency Plan for Coronavirus Disease (COVID-19) established for this Local Accommodation, providing useful information to its employees and their guests for prevention and controlling measures of this infection and about the procedures to be adopted when identified suspected and / or confirmed cases.

The Contingency Plan of **Villaverde Azores - Guest Houses** for Coronavirus Disease (COVID-19) was developed based on the guidelines of the Direção Geral de Saúde (DGS) and the best scientific evidence available to date. **Villaverde Azores - Guest Houses** employees are informed about the disease by COVID-19 and about the ways to avoid transmission, through the most appropriate means: newsletter, by email, posting posters in common spaces, etc.

Likewise, information of the recommendations and procedures established in the Contingency Plan of **Villaverde Azores - Guest Houses** for COVID-19 Disease will be widely disseminated, through the most appropriate means. **Villaverde Azores - Guest Houses** is committed to the protection of the health and safety of its employees and customers, and also has an important role to play in limiting the negative impact of this outbreak on the community, given the knowledge it has in several areas.

2. PREVENTION

The owners, as well as the workers involved in the cleaning area, received information and / or specific training on the following points:

- a. Received the internal protocol for the coronavirus outbreak COVID-19;

- b. They were instructed on how to comply with basic infection prevention and control precautions in relation to the COVID-19 coronavirus outbreak, such as those listed below:
- **Sanitization of hands:** wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70% alcohol, covering all surfaces of your hands and rubbing them until they are dry. Illustrations and information on how to properly wash your hands and subsequent disinfection are available in all locations to encourage the repetition of this act;
 - **Respiratory Etiquette:** cough and / or sneeze into the flexed forearm or use tissue paper. The tissue paper must be immediately disposed of in the general waste; hand hygiene always after coughing or sneezing and after blowing; avoiding touching the eyes, nose and mouth with your hands is also mandatory;
 - **Social Conduct:** change the frequency and form of contact between workers and between them and customers, avoiding (whenever possible) close contact, handshakes, kisses, sharing the workplace, face-to-face meetings and sharing of food, utensils, glasses, cutlery and towels.
 - **Self monitoring:** Measuring body temperature at least twice a day is recommended. It is necessary verify the value and time of measurement, check for cough or difficulty breathing, as well as other less common signs and symptoms such as lack of taste or smell, extreme tiredness and / or loss of appetite;
- c. They were informed about the general and specific guidelines of the General Health Directorate for cleaning surfaces and treating clothes in establishments;
- d. Our employees were also instructed to correctly use personal protective equipment (protective work clothes, gloves and a mask);
- e. Training was also given on how to clean and places of the highest priority, starting with dirt from the largest to the smallest; removal of bed linen, made from the ends to the interior and, without touching work clothes, be taken directly to the washing machines.

3. Customer information

Villaverde Azores - Guest Houses provides its customers with all the information at DGS's website, updating it whenever new changes appear and whenever necessary. The information is given to our customers whenever there is a new reservation, directing them to the website www.villaverde-azores.pt/en/covid19, where the document is present in Portuguese and English; all necessary information is still visible to all guests upon arrival. This information is placed in strategic locations to reinforce good practices to be used during the stay. The information provided is detailed and illustrated for easy reading and understanding;

3.1. The information provided is as follows:

- a. Standards to be complied with regarding basic precautions for prevention and infection control in relation to the coronavirus outbreak (Attachment 1);
- b. The internal protocol related to the outbreak of COVID-19 (the present Protocol in Portuguese and English);
- c. Illustrations about the hand washing procedure (Attachment 2);
- d. Illustrations on the hand disinfection procedure with ABS (Alcohol Based Solution) - Attachment 3;
- e. Procedures to be used in hotels for all employees who have to use the facilities for the purpose of cleaning / disinfecting the property (Attachment 4).

3.2. Equipment on the property for use by your customers and / or guests:

There is equipment inside each dwelling for individual use by each family / household, according to the following:

- a. Stock of household cleaning materials, bleach and other disinfectant products;
- b. Dispenser of alcohol-based antiseptic solution or alcohol-based solution;
- c. Waste container with non-manual opening with respective plastic bag;
- d. Whenever there is a suspected or confirmed case of infection by COVID-19, the client will be isolated in the respective rooms with access to the bathroom, which has natural ventilation, with washable walls. After being used, it will be disinfected by the client, being in conditions so that the companions can use it. For the companion, if applicable, a sofa bed will be available in the rest-room. Owners will also be provided with a stock

- of cleaning materials, surgical masks and disposable gloves, thermometer, autonomous waste container, waste bags, waste bags, kit with water and some non-perishable foods.
- e. In the sanitary facilities, liquid soap, towels and / or disposable paper towels are available;

The owners of **Villaverde Azores - Guest Houses**, also ensure a set of measures, in line with this internal cleaning and hygiene protocol (see Attachment 5), such as washing and disinfecting the unit, which includes all surfaces used by customers and where they circulate, as well as light switches, door handles and cabinets ("frequent touch places"), ensuring control and prevention of infections.

3.3. The internal cleaning and sanitation protocol (Attachment 5) also guarantees:

- a. Washing separately, at the machine and at high temperatures, bed linen and towels, including pillows, covers and mattress covers (at least 60 °C) or whenever the change of clothes is requested by the customer;
- b. This material (bed linen) is always removed from the ends to the interior by our cleaning staff and taken to the washing machine without touching work clothes;
- c. The cleaning and disinfection of the home will always be recorded according to the model in Attachment 6.

3.4. This protocol also ensures a set of additional measures such as:

- a. Owners are responsible for initiating the procedures in case of suspected infection, accompanying the client or employee with symptoms to the isolation space and providing the necessary assistance, by contacting the national health service. They must record any eventuality;
- b. When applicable, the owners will give all support and follow-up to any family members / companions of the suspected or confirmed client of infection by COVID-19;
- c. The decontamination of the isolation area, whenever there are positive cases of infection, will be ensured as well as the reinforcement of the cleaning and disinfection of this space, as recommended in the instructions provided by DGS;
- d. The storage of waste produced by patients suspected of infection will be done in a plastic bag that, after being closed (eg with a clamp), must be segregated and sent to a licensed operator (HigiAçores®) for the management of hospital waste with biological risk level 3;
- e. There is also a record of cleaning and disinfection of the isolation area, whenever a case of COVID-19 is suspected (Attachment 7).

Ponta Delgada, 15th june 2020

(The owner)

Attachments

CORONAVÍRUS (COVID-19)

RECOMENDAÇÕES | RECOMMENDATIONS



Quando espirrar ou tossir tape o nariz e a boca com o braço ou com lenço de papel que deverá ser colocado imediatamente no lixo

When coughing or sneezing cover your mouth and nose with your forearm or with tissue paper that should be placed immediately in the trash



Lave frequentemente as mãos com água e sabão ou use solução à base de álcool

Wash your hands frequently with soap and water or an alcohol-based solution



Se regressou de uma área afetada, evite contacto próximo com outras pessoas

If you returned from an affected area, avoid contact close with people

EM CASO DE DÚVIDA LIGUE

IF IN DOUBT, CALL

SNS 24 ☎

808 24 24 24



REPÚBLICA PORTUGUESA
SAÚDE



40 ANOS



SNS
SERVIÇO NACIONAL DE SAÚDE 11719-2019



120



DGS
desde 1899
Direção-Geral da Saúde



Figura 1 - Standards to be followed regarding basic precautions for prevention and infection control in relation to the COVID-19 coronavirus outbreak

NOVO CORONAVÍRUS COVID-19

LAVAGEM DAS MÃOS

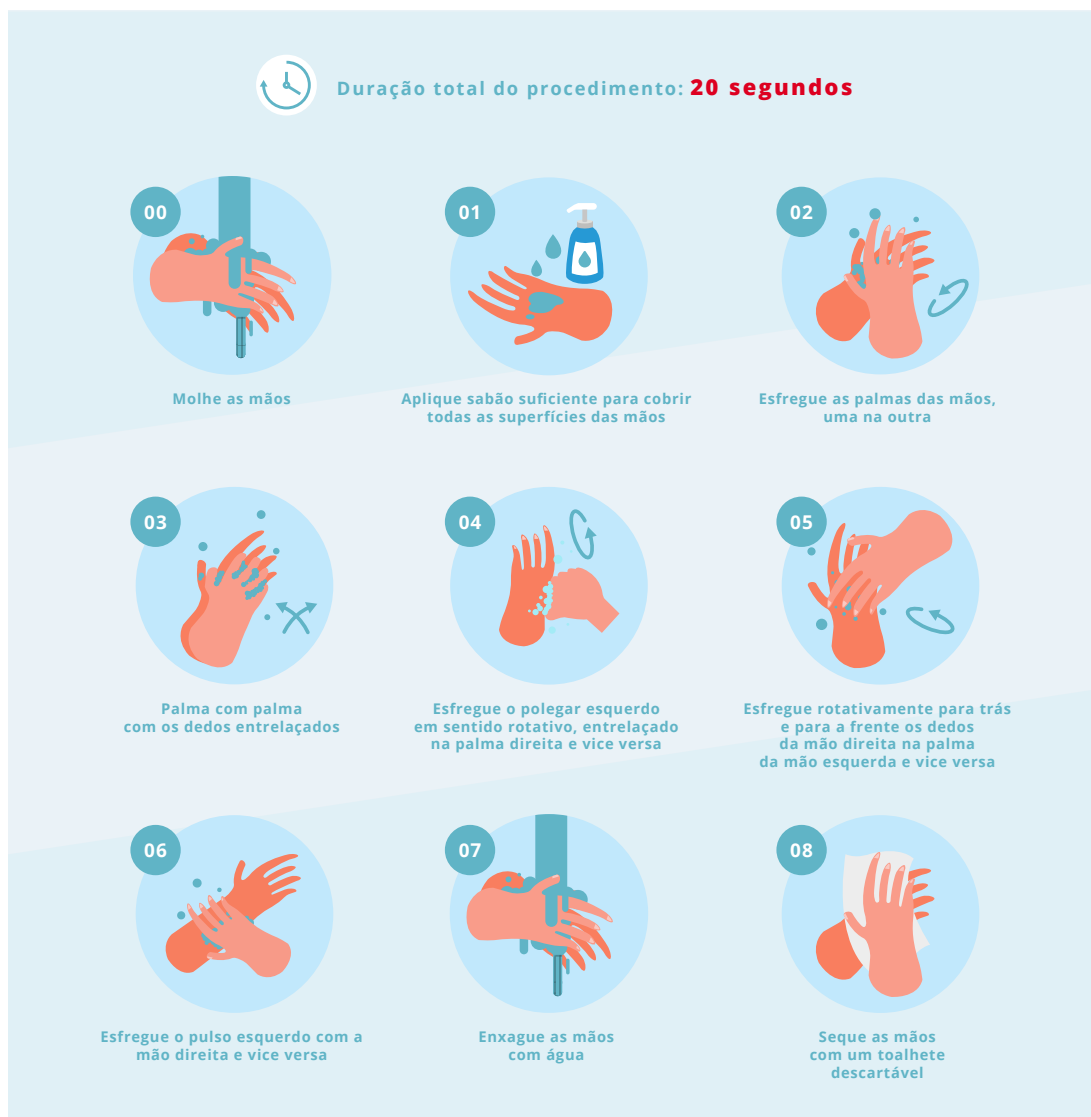


Figura 2 - How to wash your hands with soap and water

NOVO CORONAVÍRUS COVID-19

LAVAGEM DAS MÃOS (com uma solução à base de álcool)



Duração total do procedimento: 20 segundos



01

Aplique o produto numa mão em forma de concha para cobrir todas as superfícies



02

Esfregue as palmas das mãos, uma na outra



03

Palma direita sobre o dorso esquerdo com os dedos entrelaçados e vice versa



04

Palma com palma com os dedos entrelaçados



05

Esfregue o polegar esquerdo em sentido rotativo, entrelaçado na palma direita e vice versa



06

Esfregue rotativamente para trás e para a frente os dedos da mão direita na palma da mão esquerda e vice versa

SEJA UM AGENTE DE SAÚDE PÚBLICA

Partilhe informação e boas práticas sobre o COVID-19

Figura 3 - Procedure for how to wash your hands with Alcohol Based Solution



NOVO CORONAVÍRUS | COVID-19

RECOMENDAÇÕES PARA HOTELARIA, RESTAURAÇÃO E SIMILARES

Medidas internas

Assegurar a disponibilidade de:

- ☐ Estruturas para a lavagem das mãos com água e sabão líquido;
- ☐ Toalhetes de papel (deve ser evitado o uso de toalhas de tecido);
- ☐ Contentores próprios para a colocação de lixo e restantes resíduos;
- ☐ Assegurar a limpeza das superfícies e objetos de utilização comum várias vezes ao dia (por exemplo, mesas, bancadas, interruptores de luz, maçanetas, puxadores do armário);
- ☐ Proceder à renovação de ar das salas e espaços fechados, idealmente 6 a 12 renovações por hora;
- ☐ Afixar cartazes ou folhetos promovendo boas práticas e as orientações da Direção-Geral da Saúde.

Recomendações gerais

- ☐ Promover a lavagem das mãos à entrada e à saída do Estabelecimento, antes e depois das refeições, depois de atividades de grupo (como reuniões) e de idas à casa de banho;
- ☐ Promover medidas de etiqueta respiratória - ao espirrar ou tossir devem tapar o nariz e a boca com o braço ou com um lenço de papel que deverá ser colocado imediatamente no lixo;
- ☐ Evitar tocar nos olhos, nariz e boca com as mãos;
- ☐ Evitar partilhar comida, ou objetos pessoais (copos, telemóveis...);
- ☐ Alterar a frequência e a forma de contacto entre os trabalhadores e entre estes e os clientes, evitando o contacto próximo (apertos de mãos, os beijos, posto de trabalho partilhados);
- ☐ Os profissionais que manifestam sintomas de infeção respiratória (tosse, febre ou dificuldade em respirar) não devem comparecer na Instituição;
- ☐ Caso sejam identificados sintomas nas pessoas institucionalizadas como febre, tosse ou dificuldade respiratória, ligar para SNS24 – 808 24 24 24 e seguir as recomendações.

Figura 4 - DGS Recommendations for Hospitality, Catering and Similar workers only (Portuguese)

Area	Frequency	Action	Product	Dose	Application mode
Flooring Walls Kitchen toilets Living room bedroom	After each guest's check-out	Cleaning and Washing	CIF / Multipurpose disinfectant detergent with bleach preferably	Direct spraying on surfaces	Apply by spray, rub, rinse and dry with microfiber cloth.
Flooring Walls Kitchen toilets Living room bedroom	After each guest's check-out	Disinfection	Previous products with bleach or when not used with this component, use of OX-VIRIN	Direct spraying on surfaces	Spray. If you apply a high amount and you need to remove it, you can use disposable paper to eliminate the excess. Do not rinse.
Tecidos Decorativos Sofás	After each guest's check-out	Disinfection	OX-VIRIN	Direct spraying on surfaces	It is used pure, by manual spraying. The spraying must be in "fine" mode, that is, of small particles
Mãos	Before and after cleaning	Cleaning	Liquid soap	Normal quantity (q.s.)	Apply the product, rub to foam, rinse with clean water and dry with absorbent paper.
Mãos	Before and after cleaning	Disinfection	Alcohol gel	Normal quantity (q.s.)	Put a small amount on your hands, rub until completely evaporated. Does not require rinsing.
Roupas cama e toalhas	Upon check-out of each guest or every 5 days of stay of the same client	Cleaning	Detergent, fabric softener and bleach if possible	≥ 60° (when advisable)	Machine wash at least 60° and drying, when advisable

Figura 5 - Hygiene Plan Workers Plan

Data e Hora	Alojamento	Responsável pela limpeza e desinfecção	Verificação pelo Proprietário	Obs.

Figura 6 – Standard register for cleaning and disinfecting the housing – Workers only

Internal Hygiene Plan

Data da ocorrência	Alojamento	Medidas de atuação	Obs.
		<p>Protective equipment: GLOVES, DRESS, MASK FFP2</p> <p>Aeration at least 1 hour before the cleaning team works.</p> <p>Decontamination of textiles by washing them in a 90º program</p> <p>Disinfection of the site and surfaces with 10% bleach concentration</p> <p>Closure of municipal waste bag with clamp and communication to the operator for the collection and disposal of Type III hospital waste</p>	
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Figura 7 - Registration of cleaning of the isolation site in cases of suspected infection by COVID-19 – Workers only