

INTERNAL REGULATIONS | COVID-19

POUSADELA VILLAGE

This Internal Regulation (IR) is intended to comply with the guidelines of the General Directorate of Health (DGS) and ensure compliance with these guidelines.

The IR is an evolving and dynamic document that can be adapted according to the new guidelines of the DGS.

1. Target

Covers all company workers.

2. Strategic objectives

- Prevent, limit and contain person-to-person transmission, including the reduction of secondary infections between close contacts, preventing the installation of sustained local transmission and transmission amplification events, reducing the spread;
- Identify, isolate and promote referral of suspected cases, as early as possible, to the Reference Hospital through contact with the Health 24 line and later referral by INEM - National Emergency Institute;
- Minimize the social and economic impact on the activity.

3. Containment, Prevention and Control Procedures

This document is developed in 4 areas according to Technical Guidelines for DGS companies.

1. Information and training for employees;
2. Information to customers;
3. Protective means;
4. Cleaning protocol.

3.1 Informação e formação aos colaboradores

All Employees received information and / or specific training on:

- Contingency plan 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: coughing or sneezing into the flared forearm or using a tissue, which should then be immediately thrown away; Always wash your hands 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 sharing of food, utensils, cups and towels.
- How to comply with daily self-monitoring to assess fever (measure body temperature and record the measurement time and value), check for cough or difficulty breathing.
- How to comply with the guidelines of the General Directorate of Health for cleaning surfaces and treating clothes in establishments.

3.2 Customer information

The following information is available to all customers:

- How to comply with basic infection prevention and control precautions for the coronavirus outbreak;
- What is the contingency plan for the COVID-19 coronavirus outbreak.

3.3 Protective means

The establishment has:

- Sufficient personal protective equipment for all workers;
- Personal protective equipment available to customers (maximum capacity of the establishment);
- Stock of single-use cleaning materials proportional to their dimensions, including single-use cleaning wipes moistened with disinfectant, bleach and 70% alcohol;
- Dispensers of alcohol-based antiseptic solution or alcohol-based solution near the entry / exit points, and whenever applicable by floor, at the entrance to the restaurant, bar and common sanitary facilities;



- Waste container with non-manual opening and plastic bag;
- Place to isolate people that can be detected as suspected or confirmed cases of COVID-19, which should preferably have natural ventilation, or mechanical ventilation system, and have smooth and washable coverings, bathroom, stock of cleaning materials, masks surgical gloves and disposable gloves, thermometer, autonomous waste container, waste bags, used clothing collection bags, kit with water and some non-perishable foods;
- In the sanitary facilities equipment for washing hands with liquid soap and paper towels.

3.4 Cleaning protocol

The establishment ensures:

- Washing and disinfection, in accordance with the internal protocol, of the surfaces where employees and customers circulate. ensuring control and prevention of infections and resistance to antimicrobials;
- Cleaning of surfaces and objects in common use several times a day (including counters, light and elevator switches, door handles, cabinet handles);
- Preference should be given to wet cleaning, over dry cleaning and the use of vacuum cleaner;
- Air renovation of rooms and enclosed spaces is done regularly;
- The disinfection of the pool or other equipment existing in SPAs / wellness areas (whenever they exist), is performed as defined in the maintenance department functions manual;
- The disinfection of the jacuzzi (whenever it exists) is done regularly with the emptying of all water followed by washing and disinfection; it is then filled with clean water and disinfected with chlorine in the appropriate amount, as defined in the function manual of the maintenance department;
- 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 cleaning and sanitation protocol guarantees:

- The definition of specific care for changing bed linen and cleaning in the rooms, privileging two spaced intervals and with adequate protection according to the function manual of the cleaning and laundry department;
- The removal of bed linen and towels is done without shaking or shaking it, rolling it inwards, without touching the body and transporting it directly to the washing machine;
- Separate machine washing and high temperatures for employees' uniforms and bedding / towels (around 60°C).

The operation ensures:

- That there is always a collaborator at the service responsible for triggering 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);
- 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 the same, as indicated by DGS;
- 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.

Travelers to and from affected areas

According to WHO guidelines, there are no travel, trade or product restrictions.
The Ministry of Foreign Affairs makes some recommendations

<https://www.portaldascomunidades.mne.pt/pt/>

Reference websites with updated information

On the following websites we can find updated and detailed epidemiological information on the evolution of the COVID-19 (SARS-CoV-2) epidemic:

Directorate-General for Health

<https://www.dgs.pt/corona-virus/home.aspx>

European Center for Disease Prevention and Control

<https://www.ecdc.europa.eu/en/novel-coronavirus-china>

<https://www.ecdc.europa.eu/en/geographical-distribution-2019-ncov-cases>

World Health Organization

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Geographical distribution and evolution of cases of Covid-19 infection

<https://experience.arcgis.com/experience/685d0ace521648f8a5beeeee1b9125cd>

<https://gisanddata.maps.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6>

<https://www.healthmap.org/ncov2019/>

SITUATION IN EUROPE:

<http://who.maps.arcgis.com/apps/opsdashboard/index.html#/ead3c6475654481ca51c248d52ab9c61>