

Establishment Statement Clean & Safe

RNET nº 789 – Quinta do Troviscal

World Health Organization declared the Coronavirus causal agent of COVID-19 as an international public health emergency. 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 Director-General for Health, which allows you to consider it a CLEAN & SAFE Establishment.

Training for all employees

All employees received specific information and training on:

- o Internal protocol for the COVID-19 coronavirus outbreak.
- o How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including the procedures:
 - Sanitization of hands: wash your hands frequently with soap and water for at least 20 seconds or use a 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; 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 food sharing, utensils, glasses and towels.
- o How to comply with daily self-monitoring to assess fever (measure body temperature and record the measurement value and time), check for cough or difficulty breathing.
- o How to comply with the guidelines of the General Directorate of Health for cleaning surfaces and treating clothes in establishments.

Information to all customers

The following information is available to all customers:

- o How to comply with basic infection prevention and control precautions for the coronavirus outbreak
- o What is the internal protocol for the COVID-19 coronavirus outbreak.

The establishment keep

- o Sufficient personal protective equipment for all workers.
- o Personal protective equipment is available to customers (maximum capacity of the establishment).
- o The stock of single-use cleaning materials proportional to their dimensions, including single-use cleaning wipes moistened with disinfectant, bleach and alcohol at 70°.
- o 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.
- o Waste container with non-manual opening and plastic bag.
- o A 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 clothes collection bags, kit with water and some non-perishable foods.
- o In the sanitary facilities equipment for washing hands with liquid soap and paper towels.

The establishment ensures

- o Washing and disinfection, in accordance with the internal protocol, of the surfaces where employees and customers circulate, ensuring the control and prevention of infections and antimicrobial resistance.
- o Cleaning surfaces and objects in common use several times a day (including counters, light and elevator switches, door handles, cabinet handles).
- o Preference will be given to wet cleaning, over dry cleaning and the use of vacuum cleaner.
- o The air renovation of rooms and enclosed spaces is done regularly.
- o The disinfection of the swimming pool or other equipment in SPAs/wellness areas (whenever they exist) is carried out as defined in an internal protocol.
- o The disinfection of the jacuzzi (whenever it exists) is done regularly with the emptying of all water followed by washing and disinfection; later it is filled with clean water and disinfected with chlorine in the appropriate amount, according to the internal protocol.
- o 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 manipulation of food by customers and employees.

The cleaning and sanitation protocol guarantee

- o The definition of specific care for changing bedding and cleaning in the rooms, favoring two spaced intervals and with adequate protection according to the internal protocol.

- o 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.
- o Separate machine washing and high temperatures for employees' uniforms and bed linen/towels (around 60°C).

The operation ensures

- o 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).
- o 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.
- o The storage of waste produced by patients suspected of infection in a plastic bag that, after being closed (e.g. with a clamp), must be segregated and sent to a licensed operator for the management of hospital waste with biological risk.

The submission of this declaration, valid until April 30, 2021, stems from the commitment that all requirements previously validated are fully met by the Establishment.

