

**MARINA OCEAN RESIDENCE**  
**Local accommodation**  
**105380 / AL**



**Contingency Plan**



## 1- FRAMEWORK

The accommodation consists of an apartment type T1, located in Marina de Albufeira. There is no reception. Hygiene and check-in are carried out by external entities, who strictly comply with the rules defined in this protocol.

## 2- PREVENTION PROCEDURES

### 2.1 On the premises

#### 2.1.1 Signaling and Information

- This internal protocol must be consulted, on the date of the reservation, on the website <https://albufeiracasa.com> guaranteeing customers detailed information and in advance of its content;
- The internal protocol is shown properly posted inside (entrance hall) of the accommodation / apartment, without prejudice to the fact that the respective reading by the customer should preferably be made through the route referred to in the previous point.
- **General Procedures for Contagion Prevention:**
- Reinforcement of hygiene measures, with intensification of disinfectants in all apartments and access areas;
- Creation of isolation areas in each accommodation, identified below;
- Aeration of spaces;
- **Information about Basic Prevention Rules:**
- Avoid close contact with people who have symptoms of respiratory diseases;
- Adopt respiratory etiquette measures: cough or sneeze into the flexed forearm or use a tissue, which should then be immediately thrown away; always wash your hands after coughing or sneezing and then blowing; avoid touching the eyes, nose and mouth with your hands;
- Whenever possible, keep a distance of 2 meters from other people;
- If you have symptoms of respiratory disease, always wear a mask to limit the spread of the disease;

- Do not share food, utensils, glasses and towels;
- Handwashing
  - Wash your hands frequently with soap and water for at least 40 seconds or use a hand sanitizer that has at least 70% alcohol, covering all surfaces of the hands and rubbing them until they are dry;
  - If you have just washed your hands, do not touch the door handle directly, use your elbow or a paper towel to open it;
  - Wash your hands whenever you blow, sneeze or cough.
  - After washing your hands, you can proceed with disinfection;
  - Disinfection without previous cleaning is not effective. Hygiene is essential;
  - Hand washing should go through the following stages:

## Lavagem das mãos

 Duração total do procedimento: 40-60 seg.



- Hand disinfection should be carried out as follows:

# Fricção Anti-séptica das mãos



## 2.1.2- HYGIENIZATION PLAN

- Inside the accommodation / apartment, cleaning and full disinfection is carried out at each guest entrance, as well as bed linen; towels are placed inside the apartment, properly packaged, in order to avoid handling by people other than customers;
- Upon arrival at the accommodation, the person in charge of check-in, properly equipped with PPE (such as mask, gloves, glasses and foot protection), enters the apartment with only one of the clients (the rest must remain outside the accommodation) and makes the presentation of the same to the customer, informing of all the amenities and PPE existing inside and available to the customers;
- During the client's stay, the cleaning, disinfection and changing of towels and sheets (with preference to wet cleaning) is guaranteed, in the middle of the stay, with preference being given to wet cleaning, unless the client objects.
- If the client does not want the cleaning and clothes / towel change personnel to enter the apartment, the client must leave the used clothes and towels, wrapped in plastic (available inside the accommodation), at the apartment door, at a time to be

agreed with the accommodation, which will be taken by the person in charge, who, in turn, will leave clothes / towels washed and packed in the same place;

- Upon leaving the accommodation, the client must pack the clothes and towels used in plastics existing inside the apartment.
- The employees remove the bedding, taking care not to shake the clothes, wrapping them from the outside to the inside and putting them in the bag;
- Employees disinfect all furniture, including critical equipment; disinfect bathrooms, with particular attention to taps, bath handles and countertops;
- Cleaning and disinfection of objects that are frequently touched, such as handles, elevator or bell buttons, handrails, switches, door handles, remote control equipment, etc., is enhanced.
- Cleaning of bathrooms and bedrooms is enhanced; whenever possible, single-use cleaning materials are used;
- Buckets and mops for the floor and some cleaning cloths that are reusable, the respective disinfection is ensured at the end of each use;
- The floor is washed with hot water and common detergent, followed by disinfection with a bleach solution diluted in water or equivalent product;
- Appropriate hand disinfection products are available at the entrance of each accommodation / apartment.

### **2.1.3- Selected spaces for isolation**

- If a suspected or confirmed customer of Covid-19 is detected, it must be isolated in the bathroom of the accommodation / apartment where it is installed.
- The isolation space is properly equipped with a stock of cleaning materials, surgical masks and disposable gloves, thermometer, autonomous waste container, waste bags, used clothes collection bags and kit with water and some non-perishable foods.
- Any employee with signs or symptoms of Covid-19 must immediately inform the direct manager and, as an external entity to the owner of the accommodation, immediately go to his home, where he must contact the SNS 24.

### **2.1.4- Accommodation units**

- The change of bed linen and cleaning of the apartments is carried out, whenever possible, in two stages, spaced apart in about 2 hours, with the employees having their respective PPE, such as masks, gloves, glasses / visor, etc.

- The removal of clothes and towels is done without shaking or shaking them, rolling them outwards, without touching the body and transporting them directly to the laundry / washing machine;
- The washing of clothes / towels is done separately and at high temperatures (about 60°);
- The pads are washed and disinfected with each customer change;
- The TV and air conditioning controls are protected with cellophane and each time a customer changes, they are disinfected and wrapped in new cellophane;
- The accommodation is equipped with a non-manual waste bucket (with pedal), covered with an appropriate plastic bag, which should not be used for more than 2/3 of its capacity.
- Use of a hydrogen peroxide steam machine for each cleaning / change of clothes.

### **2.1.5- HYGIENE EQUIPMENT**

- At the entrance and inside the accommodation, an alcohol-based antiseptic solution or alcohol-based solution is available;
- Inside the accommodation / apartment, in the respective bathroom, liquid soap for hand washing is available.
- Hydrogen peroxide steam machine.

## **2.2- FOR EMPLOYEES**

### **2.2.1 Training / Information**

- All employees received specific information about:
  - Internal protocol related to the outbreak of the coronavirus COVID-19;
  - How to comply with the basic precautions for infection prevention and control in relation to the outbreak of coronavirus COVID-19, including hand hygiene procedures, respiratory etiquette and social conduct;
  - 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 laundry treatment surfaces in the accommodation.
- One of the employees received specific training on the topics mentioned in the previous paragraph (Clean & Safe Accommodation Local action, within the scope of the Clean &

Safe Training Program and promoted by Turismo de Portugal, through the Hotel and Tourism School of the Algarve).

### **2.2.2 Equipment - Personal Protection**

- Sufficient PPE is shown for each employee and depending on their respective functions (masks, visors / glasses, gown or apron, covers shoes, caps);
- The employees' clothes / uniforms are washed separately in the machine and at an elevated temperature (60°).

### **2.2.3 Designation of the responsible**

- Employee Pedro Ferreira (91 2510990) is 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. It is responsible for compliance with the rules of prevention / action and / or alert in case of suspected infection.

### **2.2.4 Conduct**

- Each employee performs daily self-monitoring to assess fever, cough or difficulty breathing;
- Staff / collaborators must:
  - Maintain the distance between employees and customers and avoid any physical contact;
  - Keep your hair up;
  - Avoid the excessive use of personal adornments;
- Cleaning professionals are well aware of the products to be used (detergents and disinfectants), the precautions to be taken with their handling, dilution and application in safe conditions, knowing how to protect themselves during apartment cleaning procedures and how to ensure good ventilation during cleaning and disinfection.
- In case of suspected infection, the employee must immediately inform the responsible Pedro Ferreira, by calling 91 2510990, go immediately to his home and contact the National Health Service 24 (808 24 24 24), following the instructions provided by the SNS.

### **2.2.5 Stock of cleaning and sanitizing materials**

- An adequate number of cleaning materials for single use is shown, including an adequate number of cleaning wipes moistened with disinfectant, bleach and alcohol at 70°;
- Dispensers or refills of alcohol-based antiseptic solution or alcohol-based solution;
- Waste container with non-manual opening and plastic bag;
- Hand washing equipment or refills with liquid soap.

## **2.3 FOR CUSTOMERS**

### **2.3.1 Equipment - Personal Protection**

- The interior of the accommodation is equipped with individual protective kits with masks, in a number equivalent to the capacity of the accommodation, available to customers free of charge.

### **2.3.2 Conduct**

- In case of suspicion / confirmation of infection, the client must immediately contact the employee responsible for the accommodation, PEDRO FERREIRA, by calling 91 2510990, being that:
  - a) If the customer has not checked in, the stay must be postponed;
  - b) If the customer has already checked out, he must also inform the accommodation if he develops symptoms coinciding with Covid-19 within 14 days after leaving the accommodation;
  - c) If you are in the accommodation, you must follow the instructions given by the person in charge and by the National Health Service.

## **3. PROCEDURES IN CASE OF SUSPECTED INFECTION**

### **3.1 ACTION PLAN**

- The responsible employee (Pedro Ferreira), after contacting the client or employee, accompanies the suspected infection to the respective isolation space, defined in this internal protocol, provides the necessary assistance and contacts the National Health Service;
- The suspect of infection should remain in the respective isolation area, with a surgical mask, as long as their clinical situation allows, until instructions are provided by the National Health Service.



### 3.2 DECONTAMINATION OF THE INSULATION PLACE

- Whenever there are positive cases of infection, the isolation area will be decontaminated, and it must be closed until the decontamination is validated by the Local Health Authority;
- Whenever there are patients suspected of infection, cleaning and disinfection will be reinforced, in accordance with the instructions of the Directorate-General for Health;
- The storage of waste produced by patients suspected of infection is carried out in a plastic bag that, after being closed with a clamp, should be removed from the apartment and placed in the trash, unless otherwise instructed by the health services.

### 4. REGISTRATION OF ACTS / INCIDENTS

- For each suspected infection / confirmation of positive cases, an occurrence record is prepared, indicating the date, description of the occurrence, action measures taken and any observations deemed appropriate, a record to be drawn up by the responsible PEDRO FERREIRA.

<b><i>USEFUL CONTACTS</i></b>	
<i>PEDRO FERREIRA</i>	<i>91 2510990</i>
<i>SNS 24</i>	<i>808 24 24 24</i>