



Second session

Short-term rentals

Alojamento Local

Clean & Safe



Prepared by a working group of the Escolas do Turismo de Portugal

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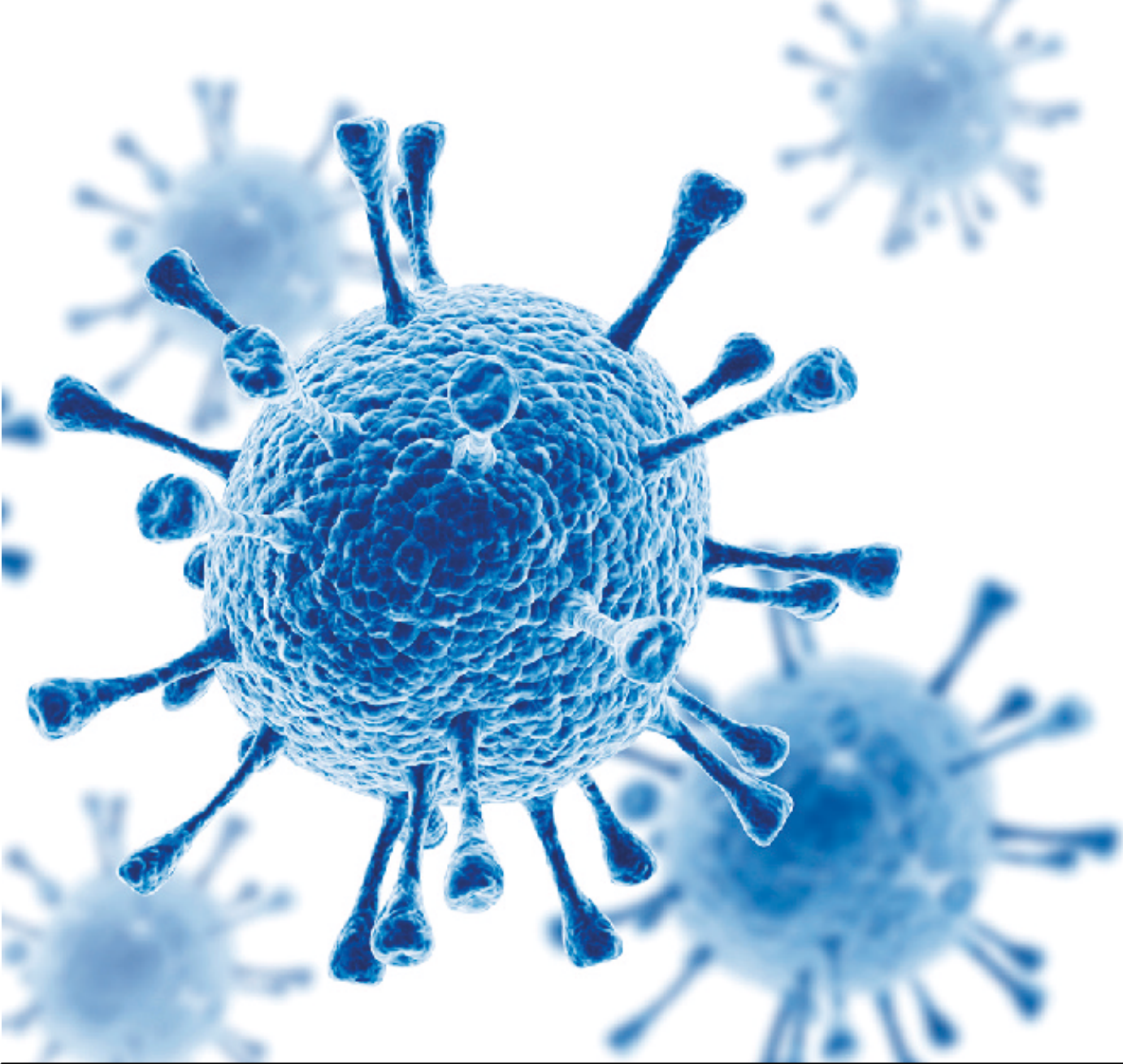
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In collaboration with  **ALEP**
Associação do Alojamento Local em Portugal

Version – 02 | June 2020



PROGRAMME

CLEAN & SAFE

01 > COMMON AREAS AND CIRCUITS

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

03 > WASTE DISPOSAL MANAGEMENT

04 > LOGBOOK

INTERNAL PROTOCOL

OVERVIEW

AIMS

TRAINING, INFORMATION AND COMMUNICATION

- ✓ Team training and empowering
- ✓ Set responsibilities
- ✓ Inform customers
- ✓ Communication | Suppliers and other entities
- ✓ Contact list

BASIC MEASURES IN THE PREVENTION AND CONTROL

- ✓ Employees
 - Personal and social hygiene
 - PPE
- ✓ Facilities
 - Cleaning and disinfecting supplies
 - Surfaces and objects
- ✓ Customers
 - Self monitoring symptoms
 - PPE

PROCEDURES IN CASE OF A SUSPECTED INFECTION

- ✓ in charge
- ✓ Set isolation room accordingly
- ✓ Suspected case - guidelines
- ✓ Decontamination and isolation

COMMON AREAS AND CIRCUITS

- ✓ Social distancing
- ✓ Facilities and circuits
- ✓ Maximum occupation capacity
- ✓ Ventilation / air circulation

CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

- ✓ Sanitising facilities
- ✓ Sanitising equipment
- ✓ Sanitising clothing and linen
- ✓ Sanitising means of transport
- ✓ Sanitising supplies, tools & equipment
- ✓ Sanitising plans and records
- ✓ Stock supplies

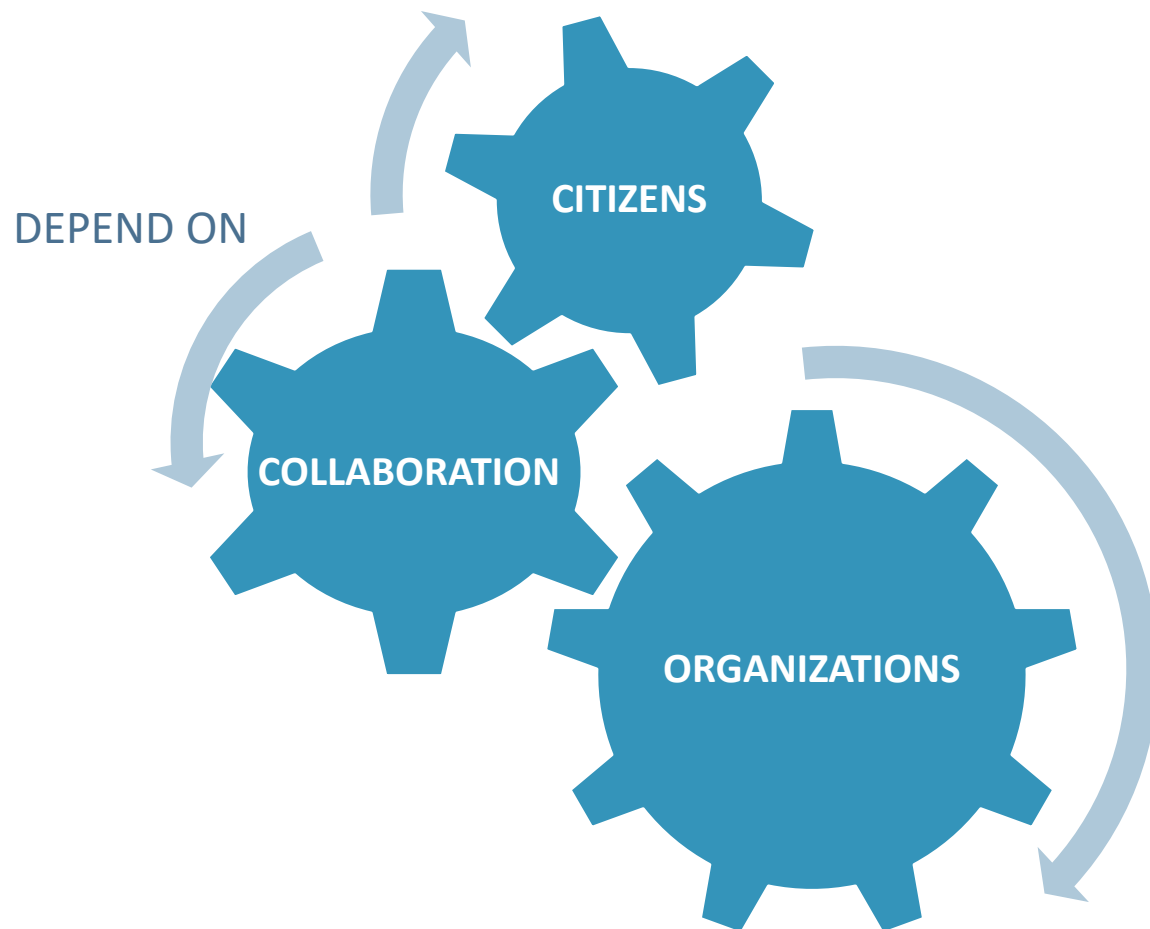
WASTE DISPOSAL MANAGEMENT

- ✓ Common waste
- ✓ Biohazardous waste

LOGBOOK OF ACTIONS

- ✓ Sanitation
- ✓ Actions and Incidents
- ✓ Inventory of Isolation space
- ✓ Training

SUCCESSFUL MEASURES OF PREVENTION AND CONTROL



REQUEST



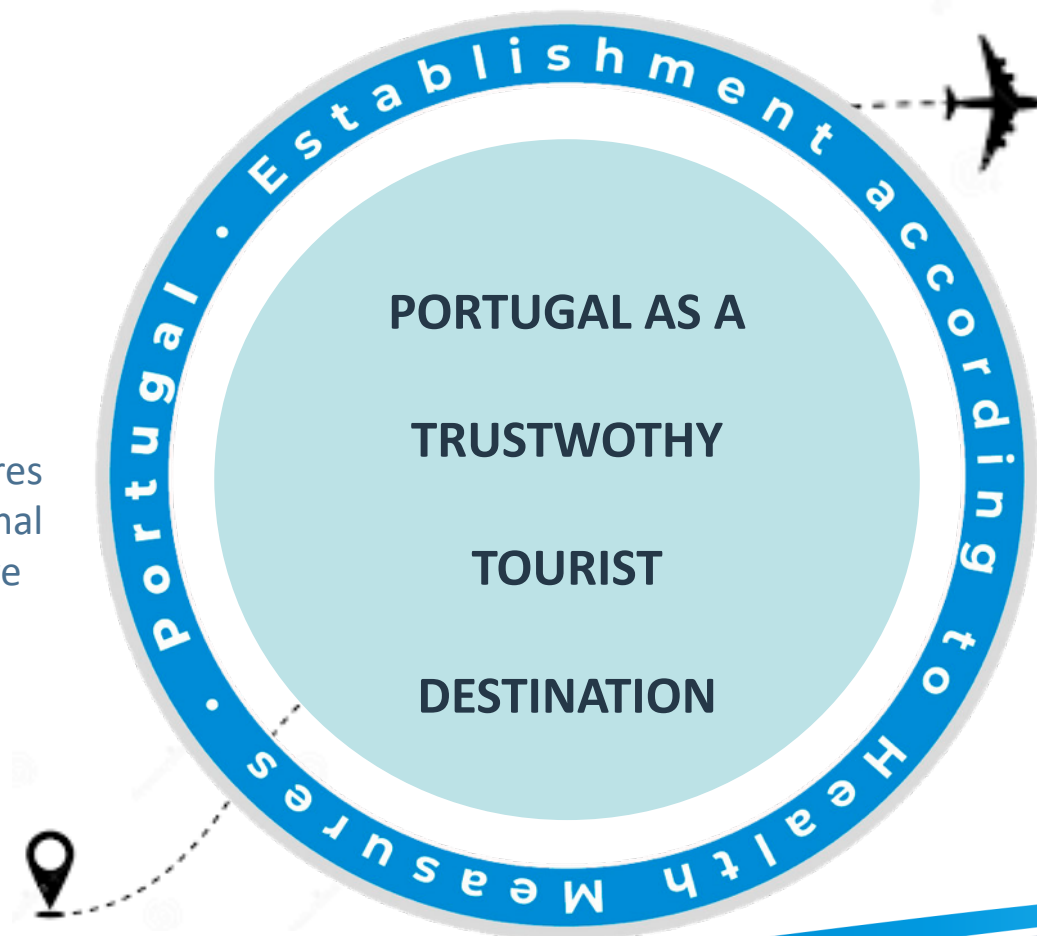
REBUILDING TRUST AND
CONFIDENCE



RELEASE OF THE PREVENTION AND CONTROL MEASURES ADOPTED BY EVERYONE



Turismo de Portugal ensures both national and international communication of this initiative



COMMON AREAS AND CIRCUITS

(apply to *Guest Houses, Hostels,*
apartments within the same
building with a reception...)

CORONAVIRUS COVID-19



01 > COMMON AREAS AND CIRCUITS

SOCIAL DISTANCING

SIGNAGE AND FLOOR MARKERS



Keep a two metres space from others

RECEPTION AREAS | CUSTOMER SERVICE POINTS | COMMON AREAS

PROMOTE EXPRESS CHECK-IN/CHECK-OUT



Ensure frequent cleaning and disinfecting
and whenever necessary activate
equipment with buttons and
touchscreens

01 > COMMON AREAS AND CIRCUITS

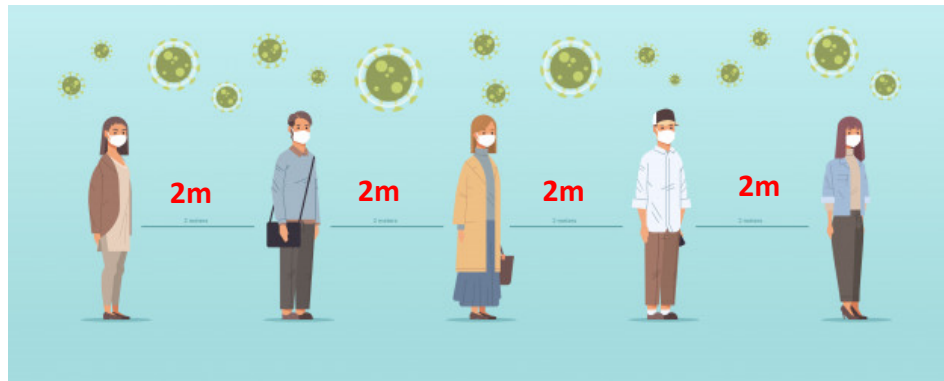
SOCIAL DISTANCING

SIGNS AND FLOOR SIGNAGE

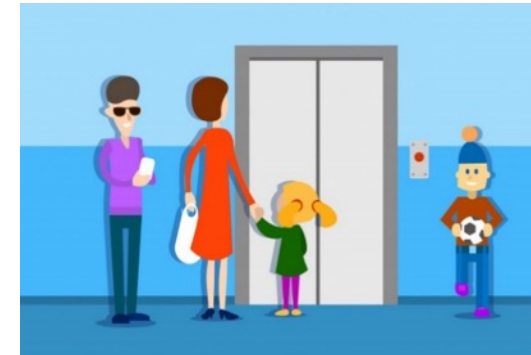


Keep a two metres space from others

ACCESS TO VEHICLES WHEN CONDUCTING OUTDOOR ACTIVITIES



OTHER WAITING POINTS E.g. Lifts / Elevators



SUGGESTION: By posting a sign, discourage lift/elevator sharing by people who are not within the same accommodation

01 > COMMON AREAS AND CIRCUITS

SOCIAL DISTANCING

ENTRY WAY

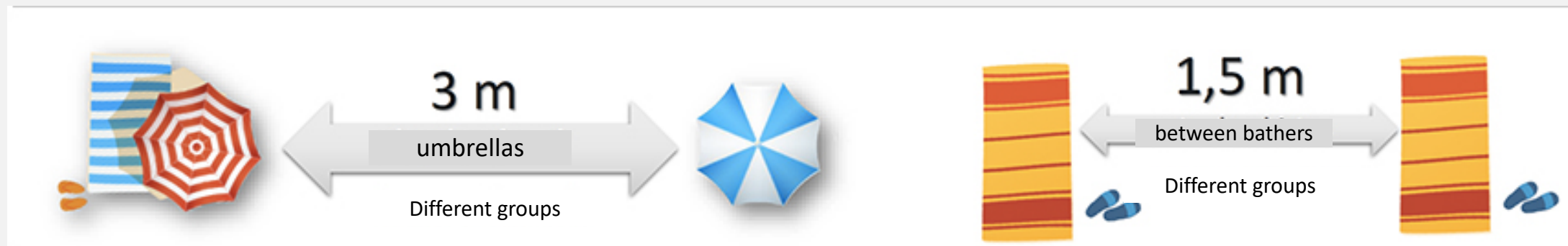
If possible, **keep the entry way** open to minimize contact with the door and knobs and ensure frequent sanitising of all surfaces.



01 > COMMON AREAS AND CIRCUITS

SOCIAL DISTANCING

OUTDOOR SWIMMING POOLS



Chairs | Umbrellas | Sun loungers | Thatched shades

Except when occupied by users who are part of the same group

Decreto-Lei n.º 24/2020
Despacho n.º 6134-A/2020

01 > COMMON AREAS AND CIRCUITS

SOCIAL DISTANCING

OUTDOOR SWIMMING POOLS



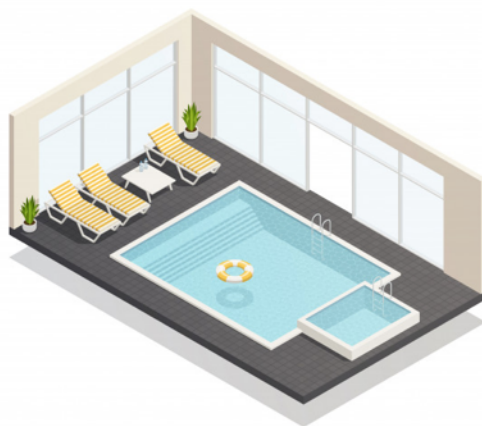
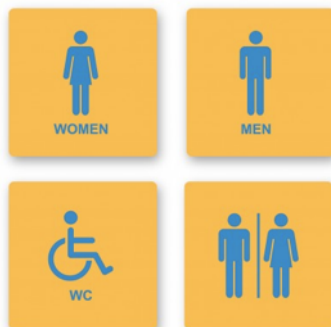
The use of all **recreational equipment** such as **pool floats, rafts, etc.** **should be avoided** as they may hinder others' use of the areas in order to comply with safety regulations of physical distancing.

Despacho n.º 6134-A/2020

01 > COMMON AREAS AND CIRCUITS

SOCIAL DISTANCING

OUTDOOR SWIMMING POOLS



Use of footwear is mandatory in the immediate vicinity of swimming pools, including outdoor showers, bathrooms and toilets.

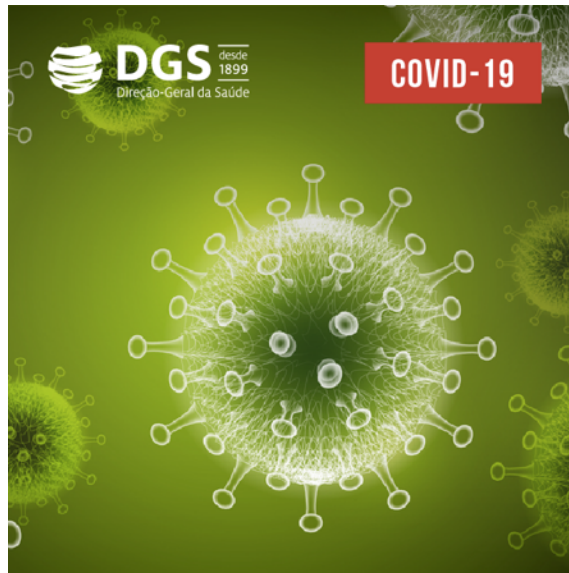


Despacho n.º 6134-A/2020

01 > COMMON AREAS AND CIRCUITS

SOCIAL DISTANCING

OUTDOOR SWIMMING POOLS



Procedure rules, prevention and mitigation measures adopted should be posted in clearly visible points.

Despacho n.º 6134-A/2020

01 > COMMON AREAS AND CIRCUITS

SOCIAL DISTANCING

SWIMMING POOLS – OCCUPANCY STATUS INFORMATION SYSTEM

By adopting a **signage system** at the entrance to the venue, users are informed about its occupancy status.



Colour signage:

- a) Green: low occupancy, which corresponds to up to a third in use;
- b) Yellow: high occupancy, which entails a usage between one third and two thirds;
- c) Red: full occupancy.

Decreto-Lei n.º 24/2020
Despacho n.º 6134-A/2020

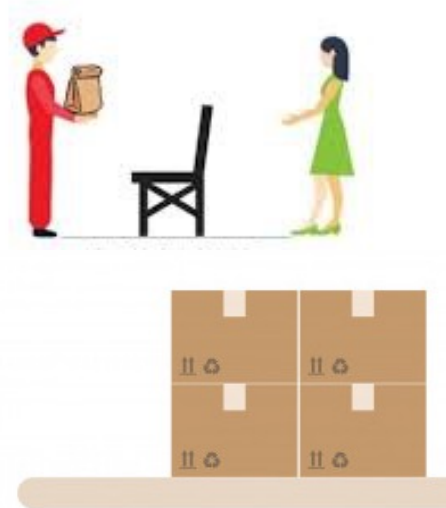
01 > COMMON AREAS AND CIRCUITS

SOCIAL DISTANCING | SUPPLIERS OF GOODS AND SERVICES

SET DELIVERY AREAS

DELIVERY AREAS SHOULD BE DELIMITED

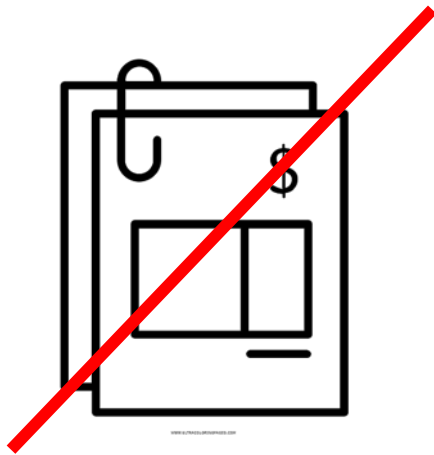
SCEDULE DELIVERIES | ORGANIZE A DIFFERENT DELIVERY SCHEDULE FOR EACH SUPPLIER



01 > COMMON AREAS AND CIRCUITS

SOCIAL DISTANCING | DELIVERY RECEPTION

Avoid paper billing and invoices, choosing **e-format instead**



PPE (PERSONAL PROTECTIVE EQUIPMENT) TO BE USED | RECEPTION

Nitrile or latex gloves | long-sleeved gown/coat



Discarded after use



Mask, long-sleeved gown/coat and bouffant cap

01 > COMMON AREAS AND CIRCUITS

SOCIAL DISTANCING| RECEPTION OF GOODS AND SERVICES

Proper hand hygiene before and after merchandise reception

Sanitising measures should be applied to equipment and merchandise transportation carts



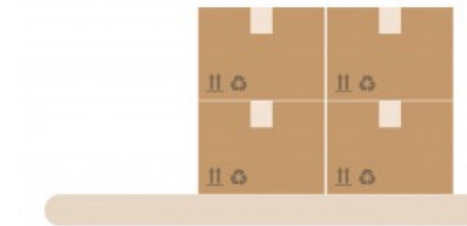
Thorough hand washing on entry



01 > COMMON AREAS AND CIRCUITS

SOCIAL DISTANCING | RECEPTION OF GOODS AND SERVICES

- ✓ Remove all possible boxes and packaging at the entrance, before storing the products.
- ✓ Define disinfection measures and “quarantine” zones for food products and goods;
- ✓ Define alternative storage areas for food products during the pandemic period, ensuring sufficient supplies.



01 > COMMON AREAS AND CIRCUITS

SOCIAL DISTANCING

DEFINE LOCATION WHERE GOODS WILL BE HANDED OUT | CLIENTS

ACTIVITIES AND SERVICES
(towels, bath robes, bathing caps, etc.)



OUTDOOR ACTIVITIES AND SERVICES



01 > COMMON AREAS AND CIRCUITS

SOCIAL DISTANCING

PROMOTE CONFERENCE CALL MEETINGS

EMPLOYEES | BUSINESS PARTNERS



STAGGER START AND LEAVING TIMES FOR STAFF

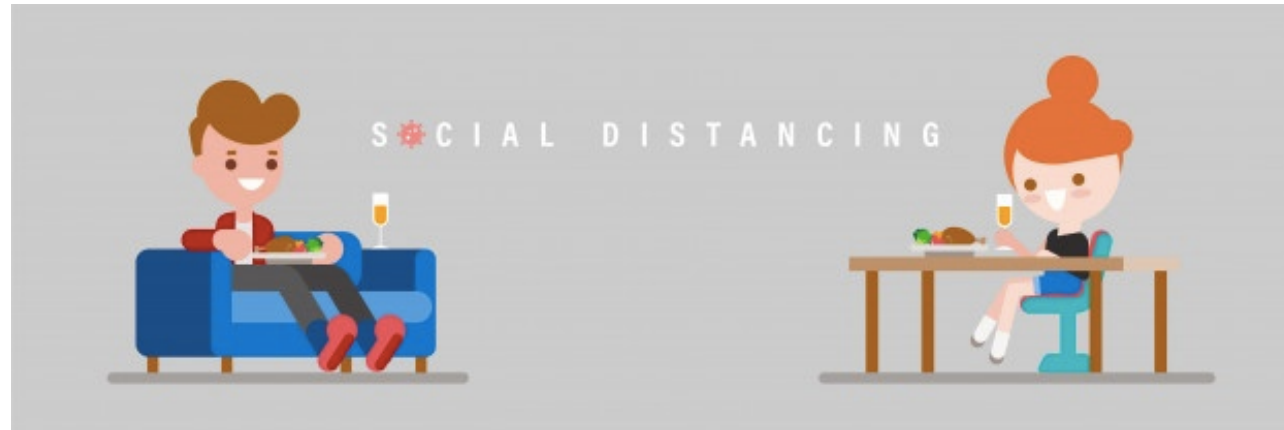
MEMBERS



01 > COMMON AREAS AND CIRCUITS

SOCIAL DISTANCING

REDEFINE AREAS FOR MEALTIMES AND BREAKS

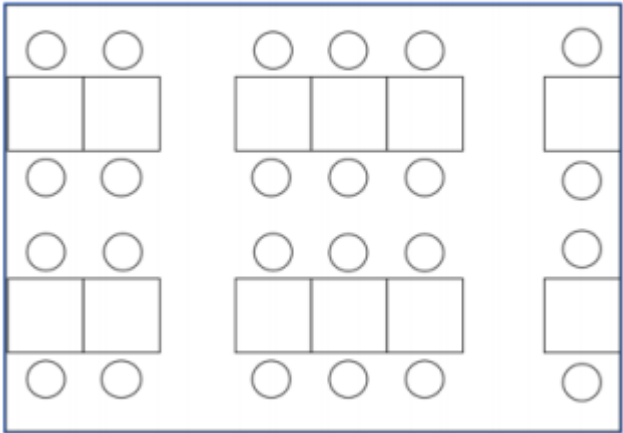


01 > COMMON AREAS AND CIRCUITS

SOCIAL DISTANCING | DINING AREAS

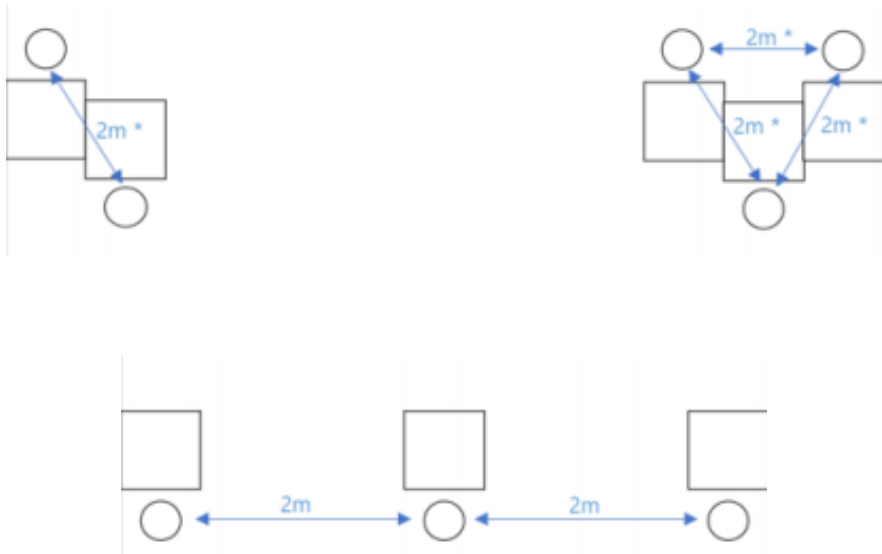
BEFORE

SPACE FOR 24 SEATINGS



- Chair
- Table
- Room
- * Diners may sit side by side or facing each other

AFTER



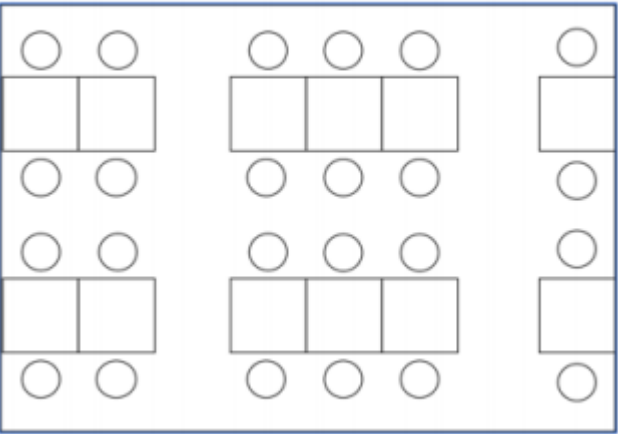
Ensure that diners do not change the position of tables and chairs

01 > COMMON AREAS AND CIRCUITS

SOCIAL DISTANCING | DINING AREAS

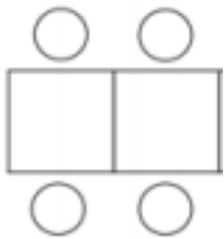
BEFORE

SPACE FOR 24 SEATINGS



AFTER

No need for social distancing when
diners are living together

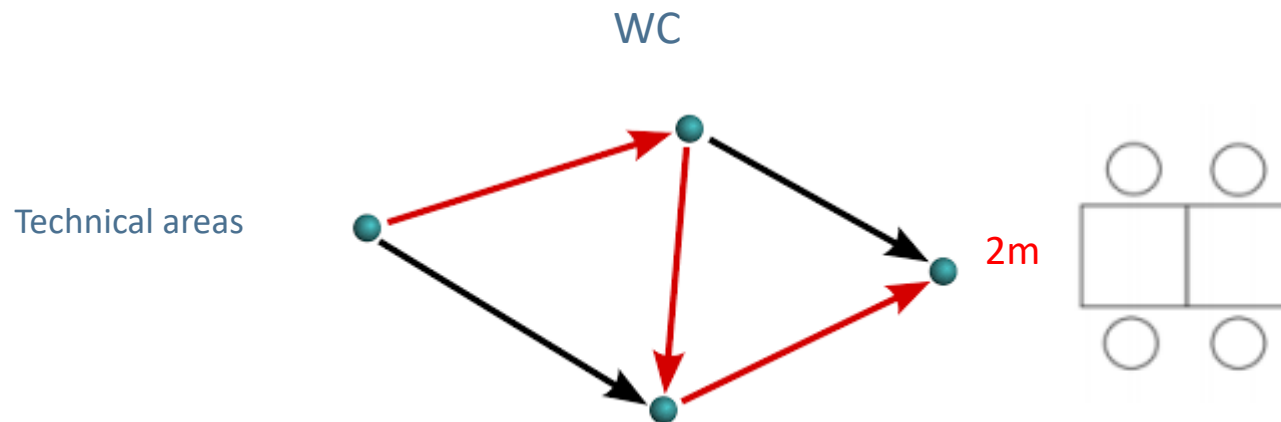


- Chair
- Table
- Room
- * Diners may sit side by side or facing each other

01 > COMMON AREAS AND CIRCUITS

SOCIAL DISTANCING | DINING AREAS

Ensure that tables closest to the WC access and technical areas comply with 2 metres distancing



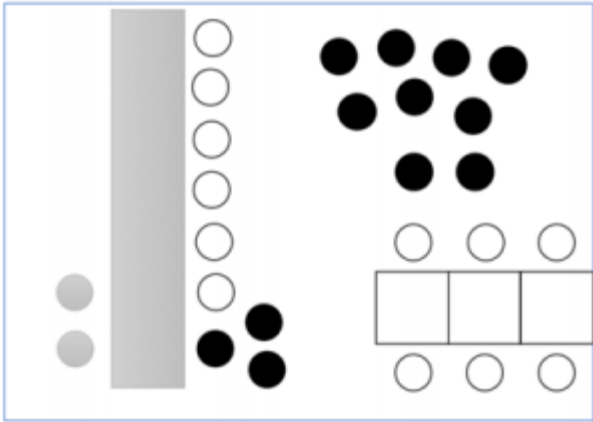
- Circuit between tables - 4m (2m on each side)
- During short circulation guarantee 2m
- Queueing guarantee 2m in each direction

USE OF MASK / VISOR by diners should be considered when walking, when they are not at their table or during the meal.

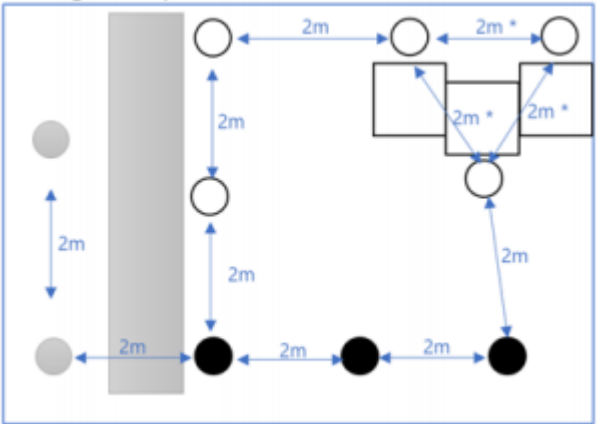
01 > COMMON AREAS AND CIRCUITS

SOCIAL DISTANCING | DINING AREAS

BEFORE



AFTER



- Chair
- Table
- Room
- Person standing
- Staff
- Counter
- Diners may sit side by side or facing each other

01 > COMMON AREAS AND CIRCUITS

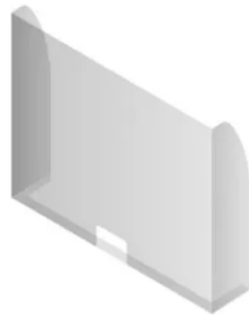
INSTALLATIONS | CIRCUITS | TRANSPORTATION

INSTALL PHYSICAL BARRIERS



LIMIT THE PROXIMITY OF EMPLOYEES AND
CLIENTS

ACRYLIC WINDOWS AT CUSTOMER SERVICE
POINTS



SET TWO DISTINCT AREAS



When possible
(example: larger hostels)

01 > COMMON AREAS AND CIRCUITS

CHECK IN e CHECK OUT – Some examples of good procedures

IN-PERSON

ACRYLIC WINDOWS AT CUSTOMER SERVICE POINTS



WAITING AREAS WITH 1/3 CAPACITY



SCHEDULED CUSTOMER SERVICE



ATTENTION GIVEN TO SHARED OBJECTS



EXPRESS CHECK-IN/CHECK-OUT



AUTOMATIC

KEY-CARD SANITISED BEFORE AND AFTER BEING HANDED OUT

KEY-BOX AND SURROUNDING AREAS REGULARLY SANITISED



01 > COMMON AREAS AND CIRCUITS

INSTALLATIONS | CIRCUITS | TRANSPORTATION

SETTING UP PHYSICAL BARRIERS



LIMIT THE PROXIMITY OF EMPLOYEES AND PASSENGERS

OTHER PHYSICAL BARRIERS THAT LIMIT INDOOR AREAS



MEANS OF TRANSPORT
BARRIER BETWEEN DRIVER AND PASSENGERS



GUARANTEE THAT PARTNERS FOLLOW CLEAN&SAFE REQUIREMENTS

01 > COMMON AREAS AND CIRCUITS

INSTALLATIONS | CIRCUITS | TRANSPORTATION

(RE) DEFINE DIFFERENT CIRCUITS FOR USERS AND
EMPLOYEES

ASSESS THE NEED TO REMOVE FURNITURE TO GAIN
MORE SPACE



01 > COMMON AREAS AND CIRCUITS

MAXIMUM OCCUPATION CAPACITY | EMPLOYEES

SCHEDULES AND SHIFTS

Reduce the contact among employees:

- ✓ Set up smaller work groups
- ✓ Maintain the same employees within the group
- ✓ Promote shift rotation between work groups



Minimize the risk of contamination between work teams, ensuring work continuity



01 > COMMON AREAS AND CIRCUITS

MAXIMUM OCCUPATION CAPACITY OF THE CHANGING ROOMS/LOCKER ROOMS

SOCIAL DISTANCING RULES

Set and limit the maximum number of users.
Encourage scheduled use of these facilities.



Set and limit number of available lockers and
keep them locked at all times.



01 > COMMON AREAS AND CIRCUITS

SHOWER ROOMS / CHANGING ROOMS

Frequent cleaning and sanitising areas between each use

Include soap and disinfectant solution dispensers and disposable tissue or paper dispensers



01 > COMMON AREAS AND CIRCUITS

SHOWER ROOMS AND BATHROOMS/TOILETS

Example of information to be posted in shower rooms, bathrooms and toilets for common use

BEFORE GOING IN



REMOVE A PAPER TOWEL



ADD DISINFECTANT



CLEAN TOILET SEAT
AND FLUSH HANDLE

WHEN LEAVING



WASH HANDS WITH
WATER AND SOAP



DRY HANDS WITH DISPOSABLE
TISSUE OR PAPER TOWEL

OTHER INFORMATION

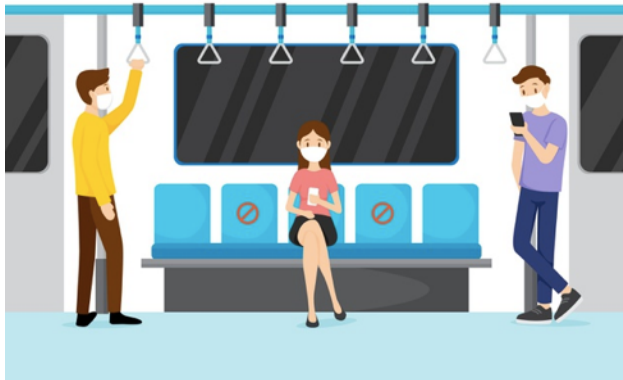
- Staff should be informed if disinfectant solution and/or disposable tissues/paper towels dispensers are empty, so that they can be refilled.
- Don't throw tissues or paper towels on the floor. Discard these in the litter bin.

NOTE: The spread of SARS-CoV-2 through faeces seems reduced. Although it is a possible pattern of the viral excretion, it doesn't seem to be the preferred transmission route.

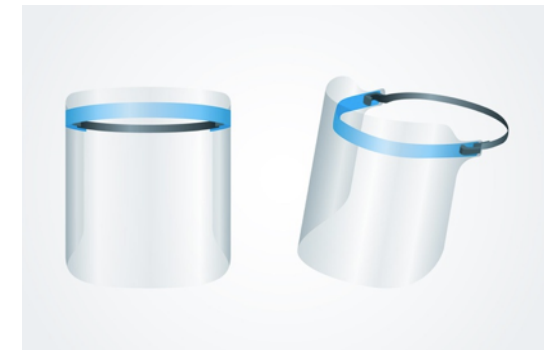
01 > COMMON AREAS AND CIRCUITS

MAXIMUM OCCUPATION CAPACITY OF MEANS OF TRANSPORT | CLIENTS

Two thirds of the occupancy for land, waterway and maritime transportation



USE OF MASK / VISOR IS MANDATORY



01 > COMMON AREAS AND CIRCUITS

TAKE INTO ACCOUNT | PRIORITY SERVICE

Identify passengers in need and apply priority service policies



Organizations must play an **active role** in their protection



01 > COMMON AREAS AND CIRCUITS

TAKE INTO ACCOUNT | REDUCED MOBILITY

For clients with reduced mobility, apply the measures to the space, access area, equipment and services.

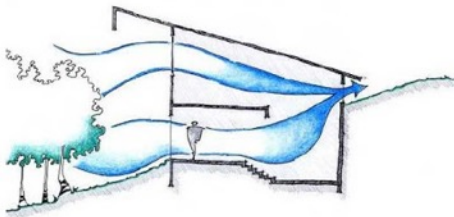


01 > COMMON AREAS AND CIRCUITS

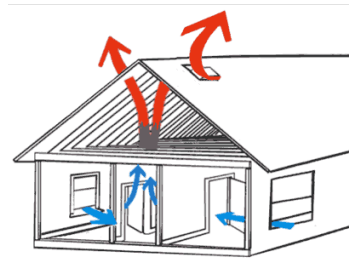
VENTILATION

Ensure good ventilation and frequent outdoor air circulation

OPEN DOORS AND WINDOWS



SUGGESTION: Ensure adequate ventilation of rooms /accommodation at least for an hour after check-out.



Safeguard indoor air circulation of means of transport
(example: opening windows)



01 > COMMON AREAS AND CIRCUITS

VENTILATION

If air conditioning is operating, always use the **extraction mode** and never the recirculated air mode.



The equipment should be adequately serviced (certified disinfection method) and in accordance with the manufacturers' recommendations.



01 > COMMON AREAS AND CIRCUITS

VENTILATION

ENSURE PROPER VENTILATION AND AIR CIRCULATION DURING AND AFTER CLEANING AND SANITISING PROCEDURES



CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

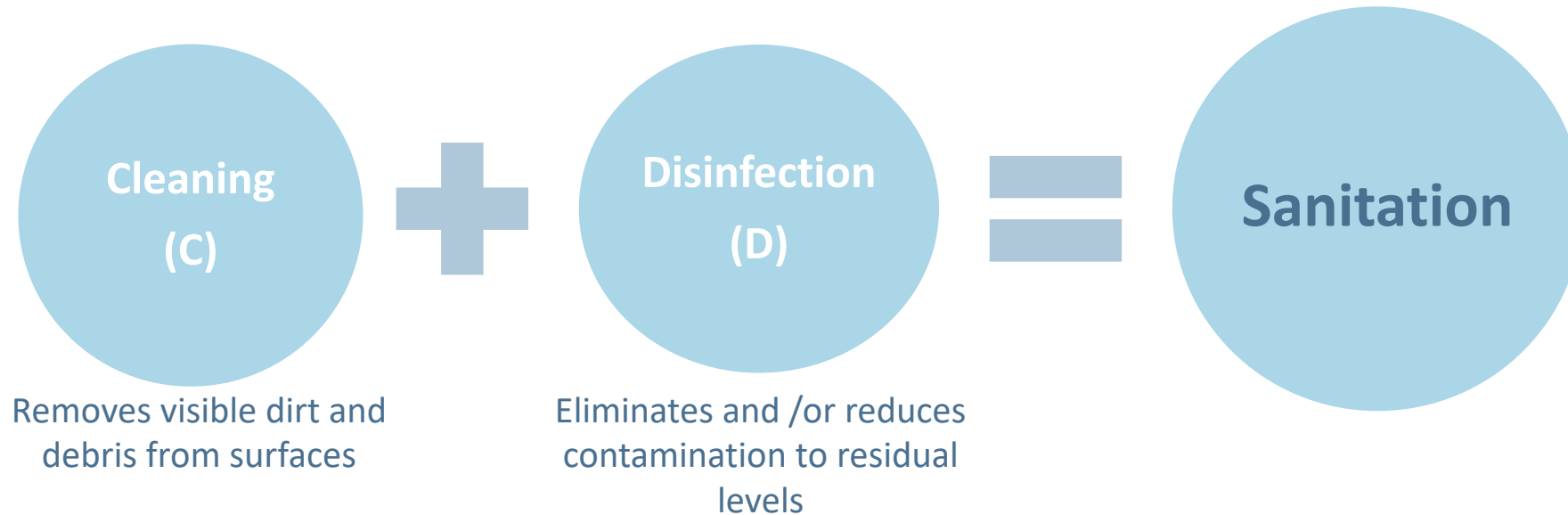
CORONAVIRUS
COVID-19



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

CLEANING | SANITATION | DISINFECTION

CLEANING and **DISINFECTION** do not mean the same thing!



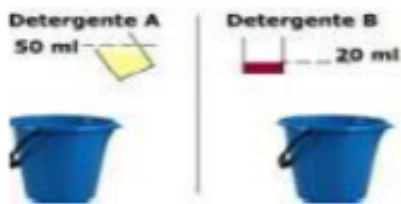
02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

CLEANING | SANITATION | DISINFECTION

FACTORS THAT INFLUENCE THE EFFECTIVENESS OF CHEMICAL PRODUCTS WHEN SANITISING

CONCENTRATION

There is a specific concentration that corresponds to maximum efficiency of the chemical action of each product.



TIME

Contact time should be enough so that the product is efficient.



TEMPERATURE

The ideal temperature of its use speeds up the chemical action.



MANUAL ACTION

The manual action (e.g. by scrubbing, mopping) plays an important role in the process of removing dirt and debris from surfaces, dispersing them in the cleaning solution.



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

PPE (PERSONAL PROTECTIVE EQUIPMENT) | SANITATION

CLEANING PROFESSIONALS SHOULD USE (ACCORDING TO THE ACTIVITY)

**LONG-SLEEVED
GOWN/WATER
RESISTANT APRON**
(clothes worn to/from
work should not be
used)



**SINGLE USE
GLOVES**
(resistant to
disinfectants)



SAFETY GOGGLES



FITTED FACE MASK
(replaced when
humid)



BOUFFANT CAP



**SHOE
COVERS**



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

PPE (PERSONAL PROTECTIVE EQUIPMENT) | SANITATION

HOUSEKEEPING

LONG-SLEEVED
GOWN/WATER
RESISTANT APRON



SINGLE USE
GLOVES
(resistant to
disinfectants)



SAFETY GOGGLES



PROTECTIVE MASK FFP2



BOUFFANT CAP



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

PPE (PERSONAL PROTECTIVE EQUIPMENT) | MASKS



Instituto Português da Qualidade

MASKS USED MUST FOLLOW SPECIFIED REGULATIONS
FOR COVID -19

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

PPE (PERSONAL PROTECTIVE EQUIPMENT) | MASKS

User(s)	Type of Mask	Qualified regulation	Technical Specifications
Health professionals and patients (Level 1)	FFP2 FFP3	PPE	EN 149:2001+A1:2009
	Surgical mask Type II e IIR Single use	Medical device	EN 14683:2019



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

PPE (PERSONAL PROTECTIVE EQUIPMENT) | MASKS

User(s)	Type of Mask	Qualified regulation	Technical Specifications
Professionals in frequent contact with the public (Level 2)	Surgical mask type I Single use	Medical device	EN 14683:2019
	Alternative masks for frequent contact with the public, single use or reusable. <ul style="list-style-type: none">• Minimum filtration performance of 90%• Breathability of at least 8l/min• Allows 4 hours of uninterrupted use without degradation of the particle retention capacity or of the breathability• No performance degradation over its lifetime (maximum number of times that can be reused)	Textile product	EN 14683:2019 EN ISO 9237:1995



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

PPE (PERSONAL PROTECTIVE EQUIPMENT) | MASKS

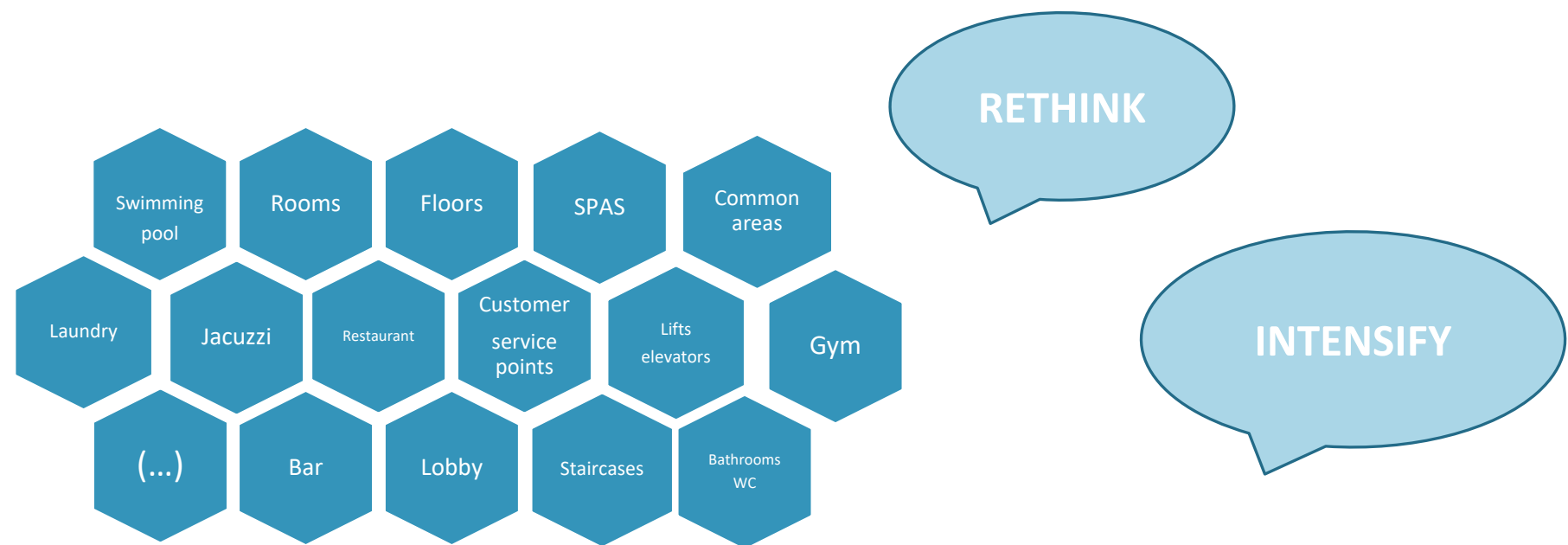
User(s)	Type of Mask	Qualified regulation	Technical Specifications
Professionals who are not telecommuting or the general population for authorized outlets in the context of confinement (Level 3)	Alternative masks for infrequent contact, single use or reusable. <ul style="list-style-type: none">• Minimum filtration performance of 70%• Breathability of at least 8l/min• Allows 4 hours of uninterrupted use without degradation of the particle retention capacity or of the breathability• No performance degradation over its lifetime (maximum number of times that can be reused)	Textile product	EN 14683:2019 EN ISO 9237:1995 EN 13274-7:2019



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING AREAS /EQUIPMENTS

SANITISING ROUTINE | Frequent disinfection



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING AREAS / EQUIPMENTS

INTENSIFY SANITISING ROUTINES| Frequent disinfection

Frequently touched surfaces, at least 6 times a day, although this procedure may need to be more frequent (depending on the user flow)

LIFTS
ELEVATORS

STAIRCASES

CLIENT
SERVICE
POINTS

COMMON
AREAS

Floors



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING AREAS / EQUIPMENTS

INTENSIFY SANITISING ROUTINES| Frequent disinfection

Bathrooms
WC

Depending on the user flow, at least 3 times a day

1st taps, wash basins and drains



2nd cabinets



3rd tub and/or shower



4th toilet and bidet
– use of cloth on the outside



Use toilet brush on the inside



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING AREAS / EQUIPMENTS

INTENSIFY SANITISING ROUTINES| Frequent disinfection

Laundry



Changing/locker
rooms
employees



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING AREAS | DINING AREAS

INTENSIFY SANITISING ROUTINES | Frequent disinfection

RETHINK



- ✓ Remove decorative pieces from tables
- ✓ Replace individual menus by menus that don't need to be handled or that can easily be disinfected (examples: QR Code | handwritten placards | Menus printed on disposable tablecloths)
- ✓ Remove all *flyers* and print media
- ✓ Set tableware when diners are present, ensuring that it has been properly sanitised beforehand.



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

CUSTOMER SERVICE

Avoid exposure to shared seasoning containers (examples - olive oil, vinegar and salt containers)

Avoid exposure to cutlery, coffee/tea equipment and sugar sachets

Eliminate water served in a jug or by waiting staff. Water should be served in disposable bottles

Promote use of individual cutlery and napkin paper bags/pouches

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

CUSTOMER SERVICE

RETHINK

Standing services, as well as self service stations, namely buffets and food dispensers are not advisable since social distancing and good infection control cannot be guaranteed.



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING EQUIPMENT

FOOD AREAS



✓ Reinforce all procedures






ENFORCE COMPLIANCE
WITH PREVENTIVE
MEASURES

Ware-washing machines should wash all used utensils at the required wash and rinse temperature (80-90°C) and with the appropriate detergents and sanitisers.

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING SPECIFIC AREAS| FOOD AND BEVERAGES

COVID-19



ORIENTAÇÃO

Maria da Graça Gregório de Freitas

Digitally signed by Maria da Graça Gregório de Freitas
DN: c=PT, o=Direção-Geral da Saúde, cn=Maria da Graça Gregório de Freitas
Date: 2020.05.08 10:02:55 +01'00'

NÚMERO:

023/2020

DATA:

08/05/2020

ASSUNTO:

COVID-19
Procedimentos em estabelecimentos de restauração e bebidas

PALAVRAS-CHAVE:

COVID-19; SARS-CoV-2; Coronavírus; Estabelecimentos de Restauração e Bebidas

PARA:

Estabelecimentos de Restauração e Bebidas

CONTACTOS:

medidassaudepublica@dgs.min-saude.pt

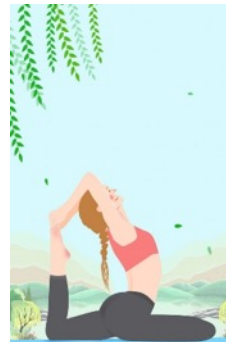
02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING FACILITIES

INTENSIFY SANITISING ROUTINES| Frequent disinfection

Gym

Promote outdoor sports activities, limiting the number of participants per activity to 5, ensuring social safe distance .



Lobby



Apartments in Condominiums
Reach an agreement with the condominium and inform clients of agreed procedures.

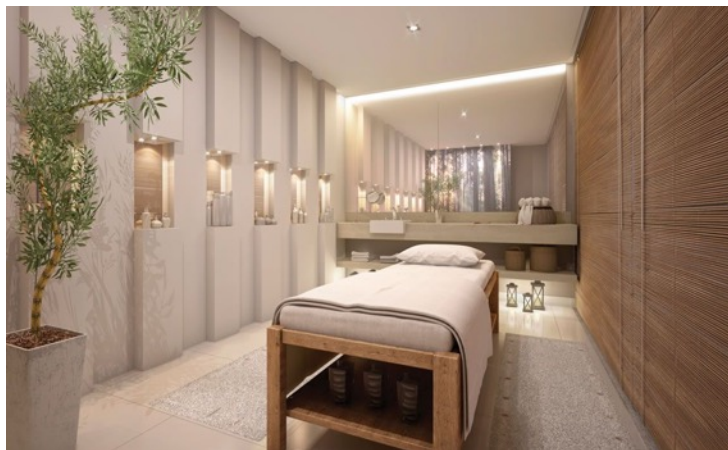
02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING FACILITIES

INTENSIFY SANITISING ROUTINES| Frequent disinfection

SPAS

In-between client sanitation



Employees should wear **face mask /visor** during customer service, **especially if performing a treatment at a shorter distance then recommended** by the Direção-Geral da Saúde – Directorate-General for Health.

Whenever there is **close** contact with clients, **ensure thorough hand wash before and after treatment.**

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING FACILITIES

SPECIFIC SANITATION PROCEDURES

Swimming pools
Jacuzzi
Food service areas
Bathrooms and toilets
Laundry circuit



ORIENTAÇÃO

Maria da Graça
Gregório de
Freitas

Digitally signed by Maria da
Graça Gregório de Freitas
DN: cn=PT, o=Direção-Geral da
Saúde, cn=Maria da Graça
Gregório de Freitas
Date: 2020.03.13 20:47:44 Z

NÚMERO: 008/2020

DATA: 10/03/2020

ASSUNTO: Infecção por SARS-CoV-2 (COVID-19)
Procedimentos de prevenção, controlo e vigilância em hotéis

PALAVRAS-CHAVE: COVID-19; SARS-CoV-2; Coronavírus; Hotéis; Serviços de Saúde e Segurança do Trabalho; Plano de Contingência; Vigilância; Prevenção; Controlo

PARA: Hotéis

CONTACTOS: Programa de Prevenção e Controlo da Infecção e Resistências aos Antimicrobianos: ppcira@dgs.min-saude.pt

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING SPECIFIC AREAS

SWIMMING POOLS

- ✓ Standard procedures

Pools



Suspected case

- ✓ Replace water
- ✓ Chlorine according to Internal protocol

Orientação n.º 8/2020, DGS

JACUZZI

- ✓ Regularly empty, wash and disinfect
- ✓ Refill with clean, chlorine-disinfected water

Jacuzzi



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING SPECIFIC AREAS

CHILDREN'S EQUIPMENT

Doesn't apply, in most cases, unless it is a house with children's equipment in the garden.

**SANITISING TOYS IN COMPLIANCE WITH
DGS PROCEDURES**
Orientação n.º 14/2020

- ✓ Ensure procedures



In case of an incident

- ✓ Conduct thorough cleaning and disinfection



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING FACILITIES

INTENSIFY SANITISING ROUTINES | Frequent disinfection

Rooms



Housing



Apartments



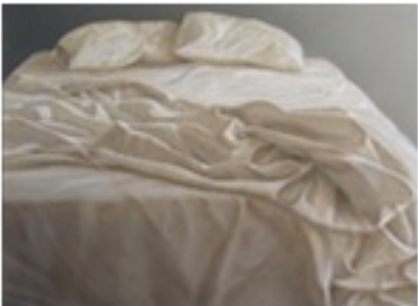
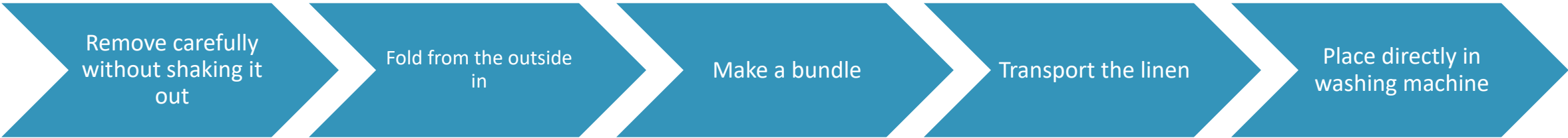
02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING SPECIFIC AREAS

ROOMS

Two distinct teams operate | 1st TEAM

Removing linen (Bedding and towels)



Don't hold it close

This will minimize the possibility of dispersing virus through the air

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING SPECIFIC AREAS

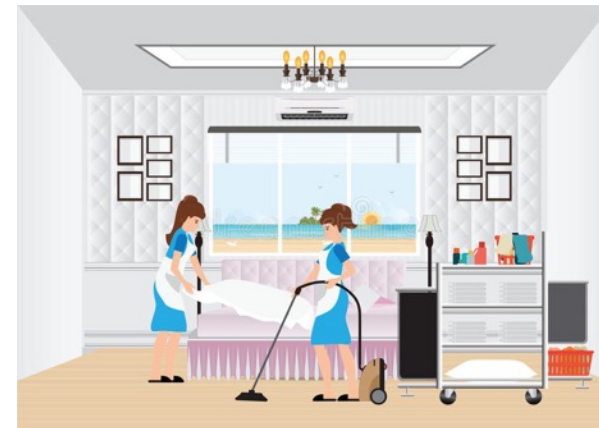
ROOMS

Cleaning, disinfecting, changing bed linen and towels



Two distinct teams operate | 2nd TEAM

At least 2 to 3 hours interval between these two tasks



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING SPECIFIC AREAS – AL (Short-term rentals)



Note: It is not always feasible to have two distinct teams when cleaning apartments and houses.

Suggestion: Start with removing the linen. Then focus on other areas of the space before returning to bedroom cleaning.

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING SHARED ROOMS



- Rethink room layout in terms of maximum occupancy.
- Set specific internal procedures for each situation.
- Follow set treatment procedures for bedding and towels.
- When there are lockers, these should be sanitised before and after each guest's stay.

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING SPECIFIC AREAS

LAUNDRY

Orientação n.º 8/2020, DGS

Taking care of laundry

Place directly in
washing machine



Disinfection

80-90°C
10 minutes

≥ 60°C
30 minutes

30-40°C +
Adequate
disinfection cycle

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING SPECIFIC AREAS

LAUNDRY

IF NO LAUNDRY IS AVAILABLE



Pack the laundry in a water resistant bag , fasten it
and send off to laundry service.

Employees' uniforms

All laundry should be handled by the organisation
and not taken home to be taken care of.

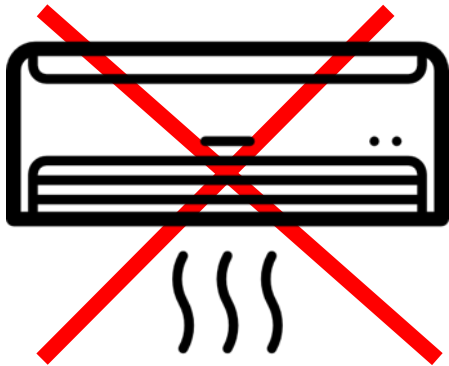


02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING SPECIFIC AREAS

BATHROOMS AND TOILETS

Hot air hand dryers are
not recommended



single use paper towels

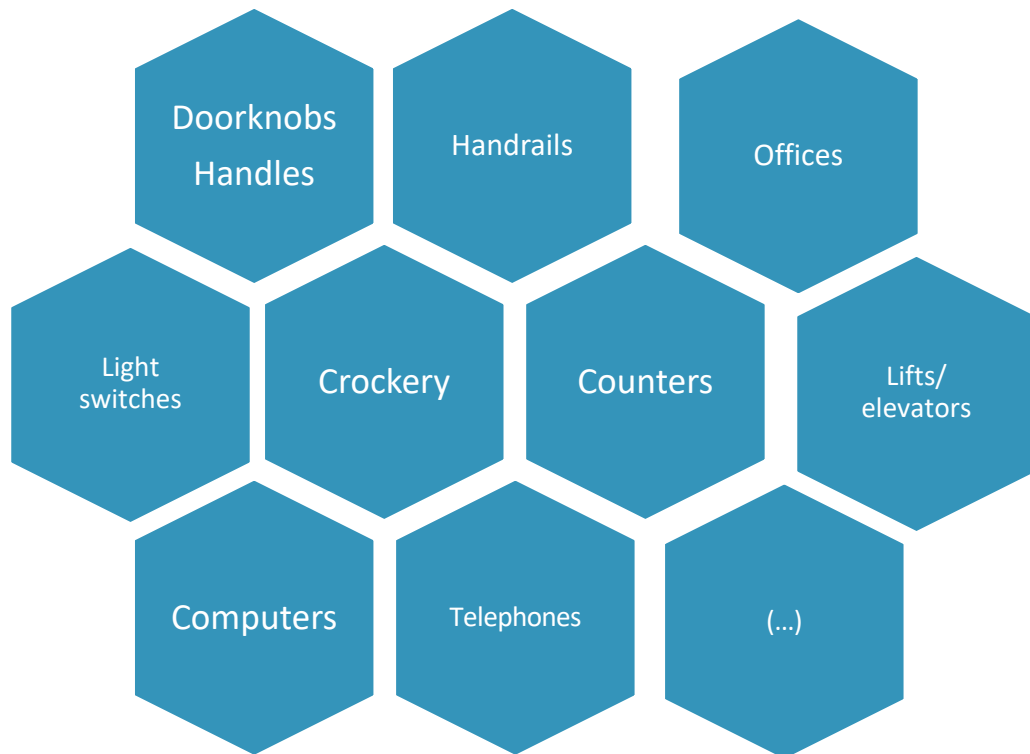


Apartments and houses – sole use
by occupants – towels



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

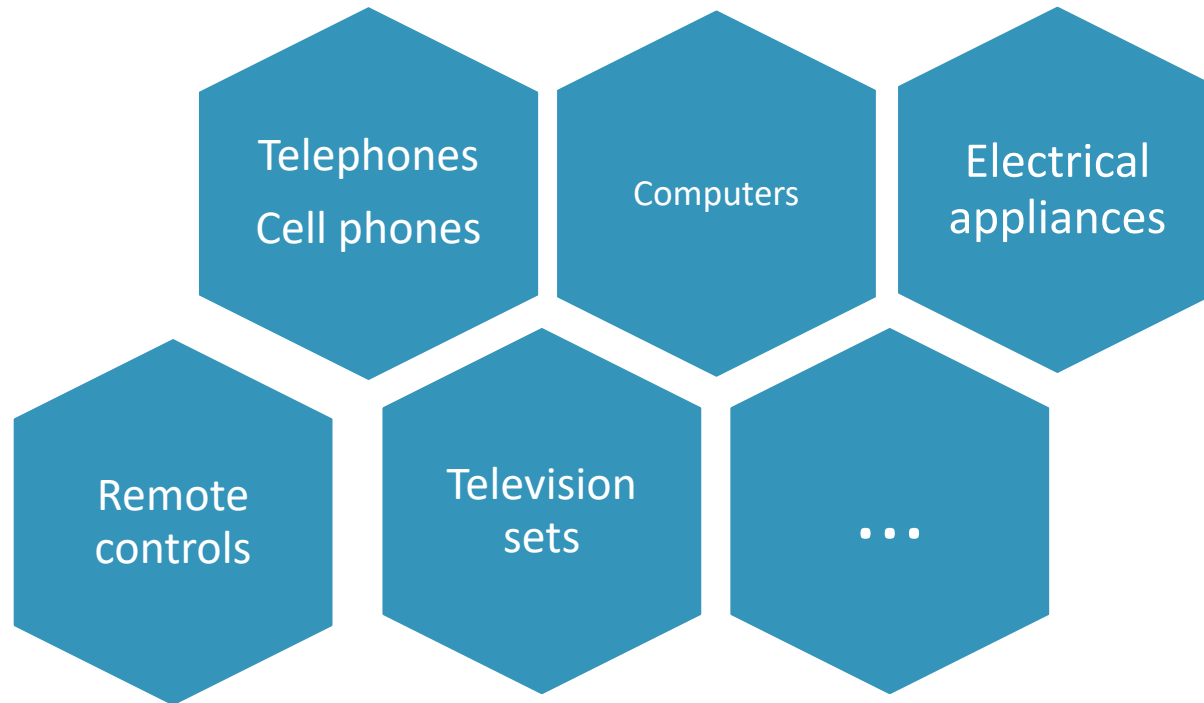
SANITISING FACILITIES / EQUIPMENT



Touchless payment options should be encouraged (as little physical contact as possible)

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING FACILITIES / EQUIPMENT



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITATION | CLOTHING

CLOTHING | EVERYDAY WEAR

- ✓ Use once
- ✓ Carefully remove clothing without shaking the items out
- ✓ Keep in a closed bag
- ✓ Wash at $\geq 60^{\circ}\text{C}$ (in accordance with manufacturer's washing instructions)
- ✓ Attention to detergent

SPECIFIC EQUIPMENT FOR ACTIVITIES

Treat according to manufacturer's recommendations



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING MEANS OF TRANSPORT

Sanitising measures taken for means of transport

After use

According to each
manufacturers'
recommendations



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING MATERIALS | COMMON AREAS

USE cleaning cloths that are preferably single use and disposable

Counters, tables, chairs, office chairs, etc.



USE DIFFERENT CLEANING TOOLS TO
SANITISE BATHROOMS AND TOILETS
(including bucket and mop)



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING MATERIALS | WC

CLOTH for cleaning wash basin
Example: **yellow**



CLOTH for cleaning toilet (exterior)
Example: **red**



No need for a cloth for interior of toilet (it should be cleaned with a toilet brush)



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING MATERIALS | ALL-PURPOSE DETERGENTS OR CLEANERS

Use all-purpose detergents for surface cleaning

REQUEST
TECHNICAL FACTFILE AND SECURITY DATA OF PRODUCTS



FOOD AREA
ADEQUATE
PRODUCTS
RECOMMENDED
BY THE
FOOD SAFETY
AUTHORITIES

FICHA TÉCNICA

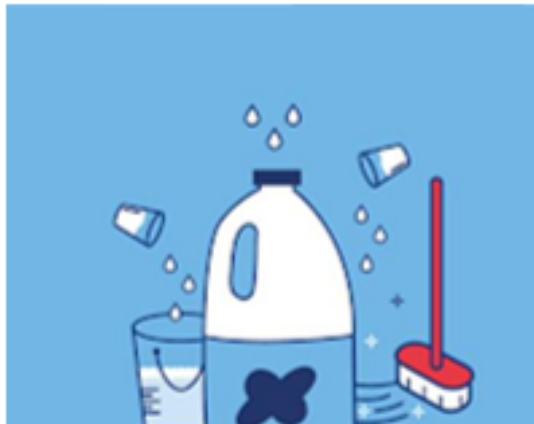
FICHA DE INFORMAÇÃO E SEGURANÇA DE PRODUTOS QUÍMICOS		FSPQ
MATERIAL SAFETY DATA SHEET (MSDS)		
1. IDENTIFICAÇÃO DO PRODUTO E DA EMPRESA		
Nome Comercial do Produto: Identificação da Empresa:		
2. COMPOSIÇÃO E INFORMAÇÕES SOBRE INGREDIENTES		
PREPARADO: Mistura NATUREZA QUÍMICA: DESINFETANTE HOSPITALAR		
INGREDIENTES OU IMPUREZAS QUE CONTRIBUAM PARA O PERIGO:		
Nome químico ou genérico	nº CAS	Faixa de concentração
CLORETO DE ALQUIL DIMETIL BENZIL AMÔNIO (Quaternário D-decilo)	8001-54-5	35% a 40%
CLODRATO DE POLIHEXAMETILENO BIGUANIDA (PHMB)	27089-27-8	4% a 5%
3. IDENTIFICAÇÃO DE PERIGOS		
PERIGOS MAIS IMPORTANTES: Produto desinfetante		
SAÚDE HUMANA:	Quando puro, pode causar irritação à pele e mucosas e pele.	
AMBIENTAIS:	O produto é solúvel em água e possui ação detergente e bactericida.	
FÍSICO-QUÍMICOS:	Não classificado como produto perigoso.	
PERIGOS ESPECÍFICOS:	Não classificado como produto perigoso.	
CLASSIFICAÇÃO DO PRODUTO QUÍMICO:	Não classificado como produto perigoso.	
VISÃO GERAL DE EMERGÊNCIAS:	Produto com efeito bactericida.	
4. MEDIDAS DE PRIMEIROS SOCORROS		
Inalação:	Em condições normais de utilização, não há riscos.	
Contato com a pele:	Poderá causar irritação na pele quando puro. Lavar as partes atingidas com água corrente e sabão neutro, se persistir a irritação, procurar ajuda médica.	
Contato com os olhos:	Poderá causar irritação aos olhos. Lavar com água em abundância, mantendo as pálpebras bem abertas. Remover lentes de contato e se persistir irritação, consultar um oftalmologista.	
Ingestão:	Remover o remanescente da boca. Lavar a boca com água fresca. Não provocar vômito. Nunca pôr nada na boca de pessoa inconsciente. Consultar imediatamente o Centro de Intoxicações ou Serviço de Saúde mais próximo, levando consigo a ficha de segurança do produto.	

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING MATERIALS | WHO RECOMMENDATIONS ON DISINFECTANTS

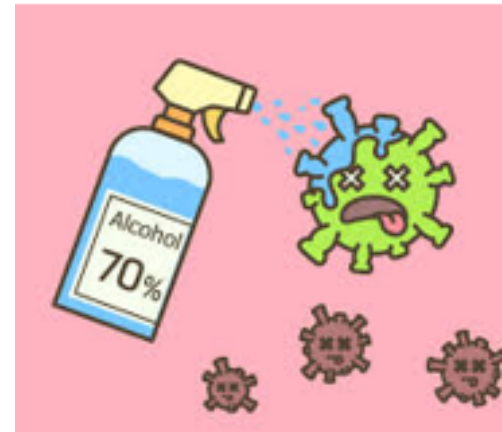
Use of Bleach

(active ingredient: Sodium Hypochlorite)
Chlorine solution of at least 5% strength



Use Isopropyl alcohol 70%

Metallic surfaces or others that may be damaged or destroyed if bleach is applied



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING MATERIALS | WHO RECOMMENDATIONS ON DISINFECTANTS

Sodium dichloroisocyanurate Tablets
(similar effect to bleach)



Quick to prepare, dissolve when needed for maximum effect

Solutions combining detergents with disinfectants
in spray bottle (combine 2 to 1)



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING PRODUCTS

Disinfectant cleaning wipes
(Quick cleaning for high touch surfaces)



USE

- One cleaning wipe per surface and discard it in the waste bin

**LEAVE TO
DRY**

- Let surface air dry after using cleaning wipes. The product is more effective when surfaces remain damp for a few minutes

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING PRODUCTS AND EQUIPMENT

Comply with the manufacturer's recommendations, label instructions and technical fact files.

Keep properly labelled, closed and stored in original packaging

Store in closed space, properly identified

AFTER SANITISING:

Wash, disinfect and dry all cleaning and disinfecting tools and equipment



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING PLAN

ESTABLISH / ELABORATE A SANITISING PLAN AND POST IT IN A VISIBLE SPOT

WHAT?

- Zones, Surfaces, Equipment, Tools, ...

HOW?

- Method | Products to be used and usage

WHEN?

- Frequency of actions












WHO?

- Responsible for operations and checklist

NOTE:

Cleaning and disinfecting should be intensified, as opposed to former set working schedules.

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

Sanitising Area	Action	Product	Dosage	Tools	Method	Frequency
 counters, countertops, stove and chimney	clean remove grease		10 ml / 1 L water	 Spray, Cloth, Soaking	⇒ Apply product using spray, a cloth or soaking ⇒ To remove residual dirt, spritz water or use a clean cloth	When necessary
 floors	clean		10 ml / 1 L water	 Bucket, Floor scrub brush, Sponge mop/ mop	⇒ Collect debris or waste ⇒ Rinse with clean water ⇒ Apply detergent and let it stand ⇒ Scrub floor ⇒ Rinse with clean water ⇒ Dry with sponge mop or mop	Daily
 walls, windows, mirrors, cabinets, WC	clean		10 ml / 1 L water	 Spray, Cloth soaked in product	⇒ Spray surface ⇒ Clean surface with paper towel or flannel cloth ⇒ Buffer with paper towel or dry cloth for extra shine	When necessary
 windows and mirrors	clean disinfect		20 ml / 1 L water	 Spray, Cloth soaked in product	⇒ Spray surface ⇒ Clean surface with paper towel or flannel cloth ⇒ Buffer with paper towel or dry cloth for extra shine	When necessary
 floors	clean disinfect		20 ml / 1 L water	 Bucket, Floor scrub brush, Sponge mop/ mop	⇒ Collect debris or waste ⇒ Rinse with clean water ⇒ Apply detergent and let it stand for 15-20min to remove soiled items ⇒ Rinse with clean water and dry with sponge mop / mop	 Daily

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING PLAN | LOGBOOK OF ACTIONS

It is advisable to keep a sanitation logbook of actions carried out, recording the person responsible for the action and its frequency.

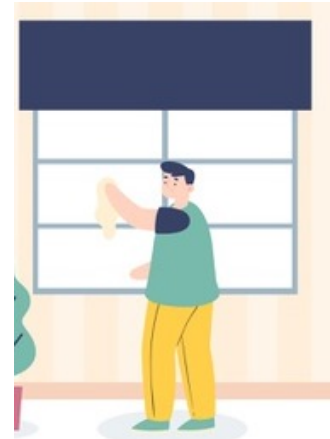
Area/ tools or equipment/ means of transport	Date	Time	Person responsible	Obs.

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING PLAN | METHOD

Cleaning and disinfection should always be performed

- ✓ **Top to bottom**
- ✓ **Cleanest to dirtiest**



Walls and
ceilings

Surfaces above
the floor
(countertops,
chairs,...)

Existing
equipment

WC

Floors

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING FACILITIES | METHOD

STANDARD DISINFECTION OF SURFACES

1ST

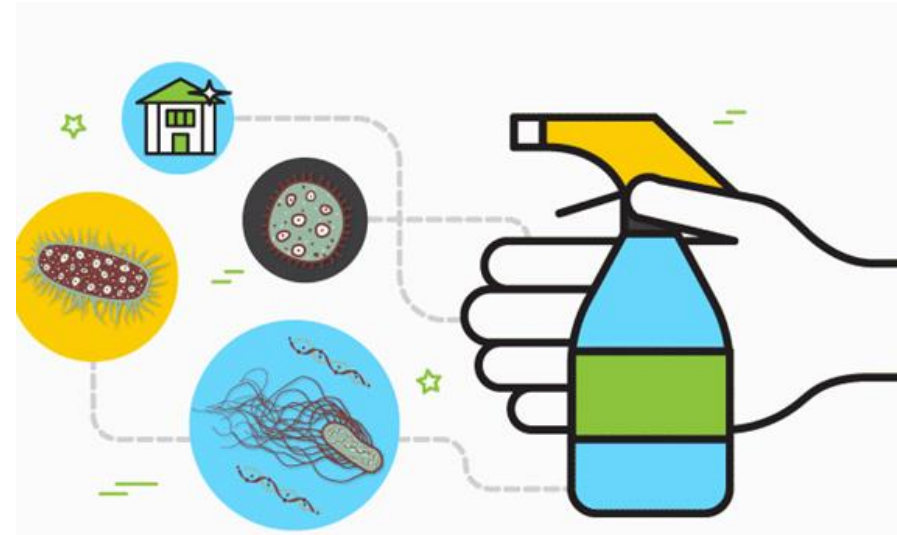
- Wash with water and detergent

2nd

- Apply bleach
- Let it remain on the surface for 10m

3rd

- Rinse with hot water
- Air dry



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING | METHOD

**DAMP CLEANING IS MORE ADVISABLE THAN DRY
CLEANING**

Don't vacuum floors



This will minimize the possibility of dispersing
virus through the air

unless the vacuum cleaner has a water tank which collects the dirt and debris in the water. The tank must be emptied and washed between changes in spaces.

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING PLAN | METHOD

There are detailed specifications concerning cleaning and disinfection methods in the Directorate-General for Health (*DGS – Direção Geral de Saúde*) guidelines | ORIENTAÇÃO nº 14/2020



ORIENTAÇÃO

NÚMERO: 014/2020

DATA: 21/03/2020

Maria da Graça
Gregório de
Freitas

Digitaly signed by Maria da
Graça Gregório de Freitas
(DN: cn=PT, ou=Direção-Geral de
Saúde, cn=Maria da Graça
Gregório de Freitas,
Date: 20200321 12:54:13 Z)

ASSUNTO: Infecção por SARS-CoV-2 (COVID-19)
Limpeza e desinfeção de superfícies em estabelecimentos de atendimento ao público ou similares

PALAVRAS-CHAVE: Coronavírus; desinfeção, superfícies; estabelecimentos de atendimento ao público; outros estabelecimentos na comunidade; COVID-19

PARA: Estabelecimentos de atendimento ao público e população em geral

CONTACTOS: geral@dgs.min-saude.pt

Nos termos da alínea a) do nº 2 do artigo 2º do Decreto Regulamentar nº 14/2012, de 26 de janeiro, emite-se a Orientação seguinte:

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING ISOLATION SPACES | METHOD

Isolation space where suspected or confirmed cases of COVID-19 resided

1st

- Prepare bleach solution (Sodium Hypochlorite)

2nd

- Wash surfaces with water and detergent
- Evenly cover surfaces with prepared bleach solution
- Allow to remain on the surface for at least 10m

3rd

- Rinse with hot water
- Air dry



02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING ISOLATION SPACES | METHOD

CLEANING AND DISINFECTING TOOLS AND EQUIPMENT – SOLE USE



When disinfecting **isolation spaces** and/or **large areas** where suspected cases of COVID-19 may have occurred or possibly spread.

One can resort to hydrogen peroxide vapour disinfection by purchasing the equipment and supplies.

This disinfection is performed after initial cleaning and can only be done in an empty space (no person present).

For safe usage, comply with the manufacturer's/suppliers recommendations.

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING PLAN | DILUTING

Appendix I - bleach dilution chart

Bleach dilution for disinfecting isolation spaces in public establishments: bleach in its original Chlorine solution of at least 5% strength diluted 1 to 50 - one-part bleach to 49 equal parts of water.
This also applies to bathrooms and toilets and frequently touched surfaces.

ISOLATION SPACES

Original strength of bleach	To obtain one litre of bleach ready to use (1000 ppm)	
%	Volume of bleach	Volume of water
5	20 ml	980 ml

Original strength of bleach	To obtain five litres of bleach ready to use (1000 ppm)	
%	Volume of bleach	Volume of water
5	100 ml	4,900 litres

Original strength of bleach	To obtain ten litres of bleach ready to use (1000 ppm)	
%	Volume of bleach	Volume of water
5	200 ml	9,800 litres

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

SANITISING PLAN | DILUTING

1. Bleach disinfecting of common surfaces in public establishments: bleach in its original Chlorine solution of at least 5% strength diluted 1 to 100 - one-part bleach to 99 equal parts of water.

Original strength of bleach	To obtain one litre of bleach ready to use	
%	Volume of bleach	Volume of water
5	10 ml	990 ml

Original strength of bleach	To obtain five litre of bleach ready to use	
%	Volume of bleach	Volume of water
5	50 ml	4,950 litres

Original strength of bleach	To obtain ten litre of bleach ready to use	
%	Volume of bleach	Volume of water
5	100 ml	9,900 litres

REMAINING AREAS

02 > CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

CLEANING AND DISINFECTING SUPPLIES IN STOCK

Ensure stock of single use cleaning supplies:

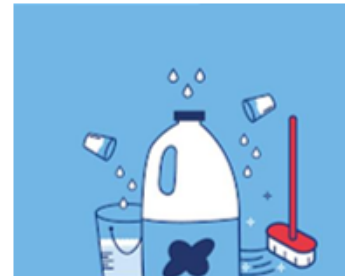
CLEANING CLOTH



DISINFECTING CLEANING
WIPES



BLEACH

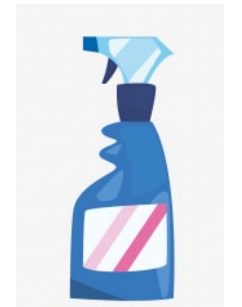


ISOPROPYL
ALCOHOL

70%



DETERGENT WITH
BLEACH



WASTE DISPOSAL MANAGEMENT

CORONAVIRUS
COVID-19



03 > WASTE DISPOSAL MANAGEMENT

WASTE DISPOSAL | ACCOMMODATION AND DOMESTIC WASTE

WASTE ARISING FROM SUSPECTED OR CONFIRMED CASES AND CARE PROVIDERS

Accommodation and domestic

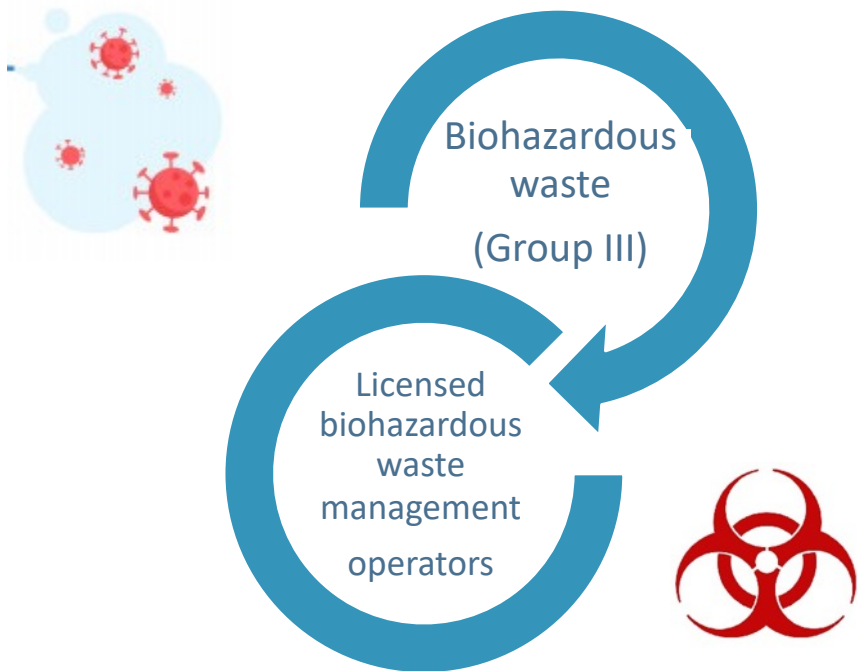


03 > WASTE DISPOSAL MANAGEMENT

WASTE DISPOSAL | BIOHAZARD WASTE

WASTE ARISING FROM SUSPECTED OR CONFIRMED CASES AND CARE PROVIDERS

Businesses, hotels and other accommodation with high customer flow



03 > WASTE DISPOSAL MANAGEMENT

WASTE DISPOSAL | BIOHAZARD WASTE

WASTE ARISING FROM SUSPECTED OR CONFIRMED CASES AND CARE PROVIDERS



ALL WASTE MUST BE COLLECTED WITH **NO PRIOR SELECTION**



All recyclable waste must be deposited in **Unsorted waste bin**

03 > WASTE DISPOSAL MANAGEMENT

WASTE DISPOSAL | URBAN WASTE | NOT SUSPECTED CASES

MAINTAIN SELECTIVE, RECYCLING POLICIES



Avoids waste treatment and landfill overload



MASKS, GLOVES AND TISSUES | UNSORTED WASTE



NEVER IN RECYCLING BINS



03 > WASTE DISPOSAL MANAGEMENT

WASTE DISPOSAL | LICENSED OPERATORS

LICENSED MANAGEMENT OPERATORS

Refer to SILOGR – Sistema de Informação de Licenciamento de Operações de Gestão de Resíduos

The screenshot shows the SILOGR web application interface. At the top, there is a header with the text "Sistema de Informação de Licenciamento de Operações de Gestão de Resíduos" and the APA logo. Below the header, there is a section titled "Sistema de Informação do Licenciamento de Operações de Gestão de Resíduos (SILOGR)" with a link for "Perguntas Frequentes". The main content area is divided into three sections: "Dados do estabelecimento" with input fields for "Nome do Estabelecimento" and "NIF"; "Concelhos e Códigos LER a pesquisar" with links for "Selecionar concelhos", "Selecionar operações", and "Selecionar códigos LER"; and "Concelhos e Códigos LER seleccionados" which is currently empty.

LOGBOOK OF ACTIONS

PROCEDURE RECORDS AND INCIDENTS | SUSPECT CASE

Date	Description of what happened	Measures taken	Observations

04 > LOGBOOK

LOGBOOK OF ACTIONS

INVENTORY OF ISOLATION SPACE

DATE OF INVENTORY	MATERIAL RESTOCK	OBS

04 > LOGBOOK

LOGBOOK OF ACTIONS

TRAINING ATTENDANCE

Date	Description	Name	Signature	Observations

INTERNAL PROTOCOL

OVERVIEW

AIMS

TRAINING, INFORMATION AND COMMUNICATION

- ✓ Team training and empowering
- ✓ Set responsibilities
- ✓ Inform customers
- ✓ Communication | Suppliers and other entities
- ✓ Contact list

BASIC MEASURES IN THE PREVENTION AND CONTROL

- ✓ Employees
 - Personal and social hygiene
 - PPE
- ✓ Facilities
 - Cleaning and disinfecting supplies
 - Surfaces and objects
- ✓ Customers
 - Self monitoring symptoms
 - PPE

PROCEDURES IN CASE OF A SUSPECTED INFECTION

- ✓ in charge
- ✓ Set isolation room accordingly
- ✓ Suspected case - guidelines
- ✓ Decontamination and isolation

COMMON AREAS AND CIRCUITS

- ✓ Social distancing
- ✓ Facilities and circuits
- ✓ Maximum occupation capacity
- ✓ Ventilation / air circulation

CLEANING AND DISINFECTION OF FACILITIES AND EQUIPMENT

- ✓ Sanitising facilities
- ✓ Sanitising equipment
- ✓ Sanitising clothing and linen
- ✓ Sanitising means of transport
- ✓ Sanitising supplies, tools & equipment
- ✓ Sanitising plans and records
- ✓ Stock supplies

WASTE DISPOSAL MANAGEMENT

- ✓ Common waste
- ✓ Biohazardous waste

LOGBOOK OF ACTIONS

- ✓ Sanitation
- ✓ Actions and Incidents
- ✓ Inventory of Isolation space
- ✓ Training



Clean & Safe

Translated by Cristina de Jesus | Escola de Hotelaria e Turismo do Oeste
Graciette Sanches | Escola de Hotelaria e Turismo do Estoril