



**First session**  
**Short-term Rental**  
**Alojamento Local**

# **Clean & Safe**



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

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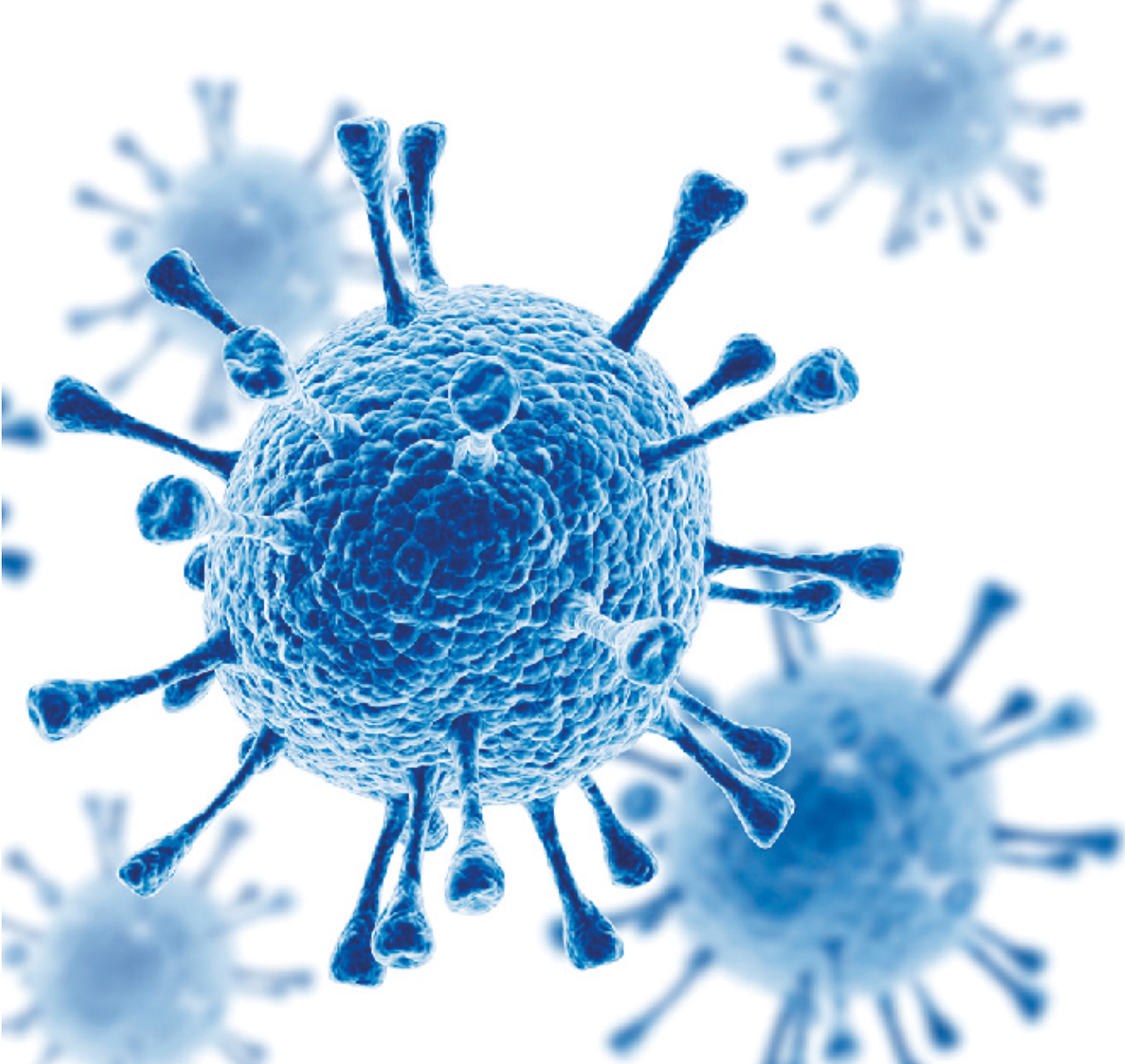
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In collaboration with  ALEP

Version – 02 | June 2020



# PROGRAMME

## CLEAN & SAFE

**01 > OVERVIEW**

**02 > AIMS**

**03 > CLEAN & SAFE STAMP**

**04 > CHARACTERIZATION SARS-CoV-2 | COVID-19**

**05 > INTERNAL PROTOCOL**

**06 > TRAINING, INFORMATION AND COMMUNICATION**

**07 > BASIC MEASURES IN THE PREVENTION AND CONTROL OF THE INFECTION**

**08 > PROCEDURES IN CASE OF A SUSPECTED INFECTION**



# 01 > OVERVIEW

## THE WORLD-WIDE COVID-19 PANDEMIC



# 01 > OVERVIEW

## ACKNOWLEDGE

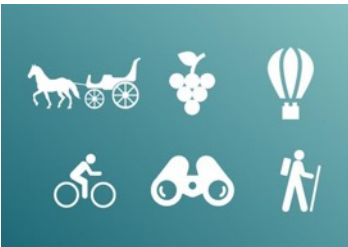
### BRANCHES OF THE TOURISM SECTOR



Enterprises



Travel agencies



Recreational  
tourism



Articulated with



CONFEDERAÇÃO DO  
TURISMO DE PORTUGAL

## UNDERTAKE ITS COMMITMENT

Compliance with recommendations released by



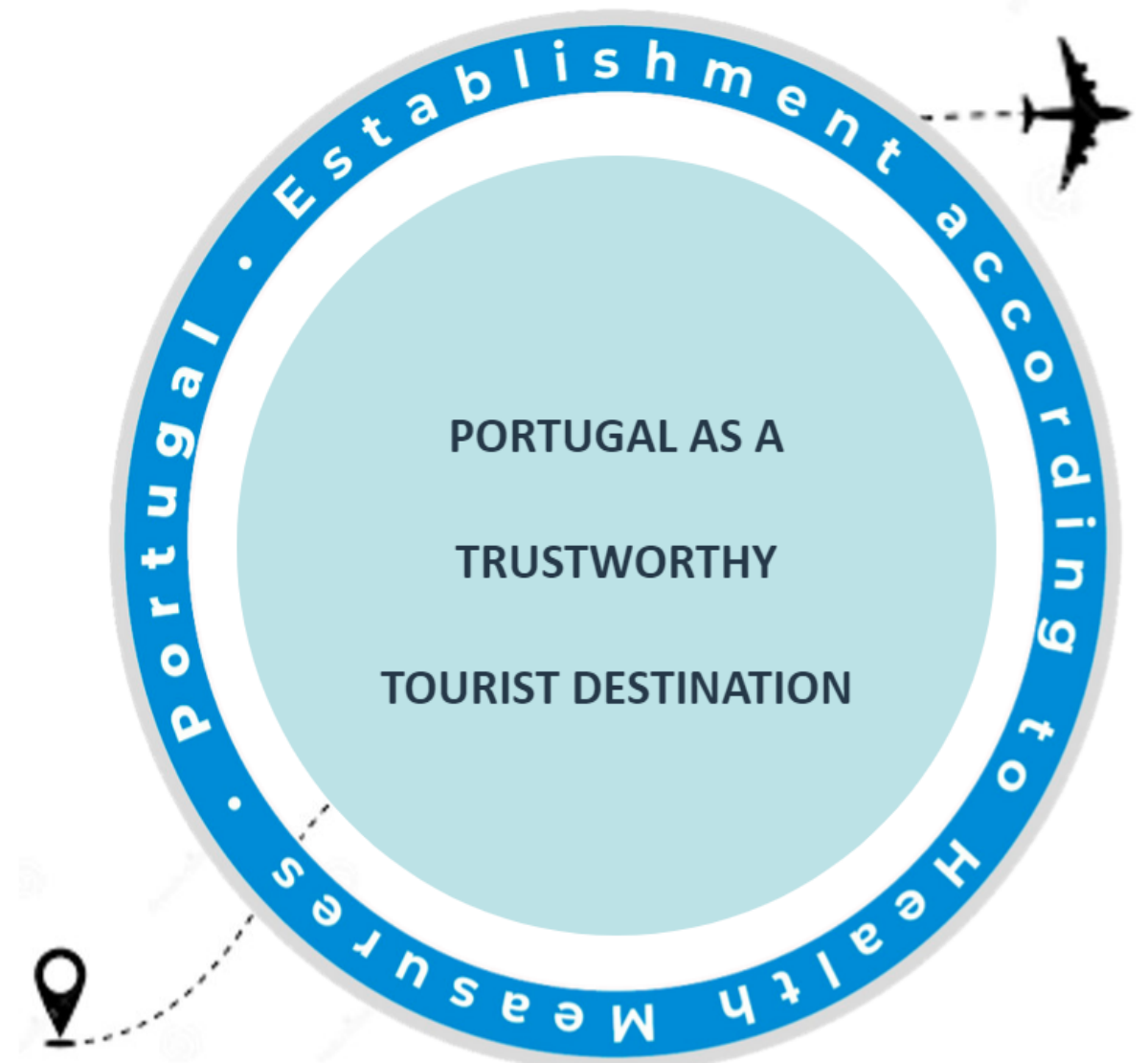
Articulated with



Reduce risk

Contamination of venues SARS-CoV-2 or other infections

## 02 > Aims



# CLEAN & SAFE STAMP

CORONAVIRUS  
COVID-19



## 03 > CLEAN & SAFE STAMP

### WHAT IS THE CLEAN & SAFE STAMP ?



It distinguishes tourist activities which are compliant with hygiene and cleaning requirements for the prevention and control of COVID-19 and other possible infections according to the recommendations of the Directorate-General for Health – DGS.



## 03 > CLEAN & SAFE STAMP

### THE IMPORTANCE OF THE STAMP



### RENEW AND IMPLEMENT TRUST



### CLIENTS | BUSINESS PARTNERS

Ensuring a safe experience



## 03 > CLEAN & SAFE STAMP

DO YOU HAVE TO APPLY FOR THE C&S STAMP?

COST

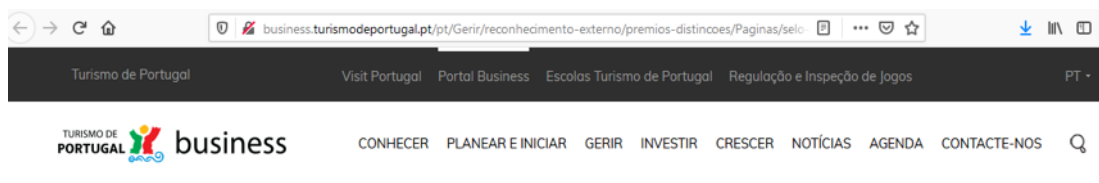
Applying for the Clean & Safe Stamp is optional



FREE OF  
CHARGE

## 03 > CLEAN & SAFE STAMP

### How to request it?



Selo "Estabelecimento Clean & Safe" para as empresas do Turismo

Selos e distinções 05.05.2020

The stamp will be associated with the entity's registration number : RNET, RNAAT, RNAVT or RNAL



NOTE: If the entity is associated to more than one number, both forms should be filled in.

Comply with the procedures set in the «Declaration of Commitment»



Available on the digital platforms of Turismo de Portugal and Balcão Único Eletrónico related to tourist entity registration:

- ✓ National Register of Tourist Enterprises (RNET)
- ✓ National Register of Tourist Entertainment Agents (RNAT)
- ✓ National Register of Travel and Tourism Agents (RNAVT)
- ✓ National Register of Accommodation (RNAL)

# 03 > CLEAN & SAFE STAMP FOR SHORT-TERM RENTALS

eportugal.gov.pt  
o seu portal de serviços públicos

Tudo ▾ O que procura? 🔍

📁 Serviços

🏛️ Legislação

📑 Fiscalização

📄 Registo de Atividade

IR PARA O SERVIÇO →

📄 Cessação de Atividade

IR PARA O SERVIÇO →

📄 Alteração de Dados

IR PARA O SERVIÇO →

📄 Alojamento Local - Declaração - Estabelecimento Saudável & Seguro

IR PARA O SERVIÇO →

📄 Alojamento Local - Cancelamento da Declaração - Estabelecimento Saudável & Seguro

IR PARA O SERVIÇO →



MENU eportugal  
o novo portal de serviços públicos

Tudo ▾ O que procura? 🔍

🏠 PT Área reservada

Início > Espaço Empresa > Balcão do Empreendedor

BALCÃO DO EMPREENDEDOR

1 Pesquisar

2 Escolher

3 Realizar serviço

3 Realizar serviço

Alojamento Local - Declaração - Estabelecimento Saudável & Seguro

Qual a finalidade?  
A declaração "Estabelecimento Saudável & Seguro" ("Clean & Safe") é uma comunicação prévia feita pelo representante ou sócio gerente do estabelecimento, que se compromete a seguir um conjunto de requisitos de limpeza e higiene. Após a entrega da declaração o representante ou sócio gerente poderá utilizar o selo "Clean & Safe" nas suas instalações e plataformas.

Alenquer

Realizar serviço »  
Procedimento totalmente eletrónico com certificação digital através de, por exemplo, o Cartão de Cidadão.

Entidades | Procedimento | Documentação | Custo e validade | Mais Informações | Critérios | Perguntas

Câmara municipal da localidade (selecione no mapa à direita)

Selecione no mapa a localidade pretendida:

1. Escolha o distrito/região

Versão de im

2. Escolha a câmara

Alenquer ▾

## 03 > CLEAN & SAFE STAMP

### REQUEST

### AFTER SUCCESSFULLY SUBMITTING



The Declaration of Commitment



The request is validated by the Autoridade de Modernização Administrativa (AMA), which will certify the “Clean & Safe” Stamp as well as its logo.



## 03 > CLEAN & SAFE STAMP

WARRANTS COMMITMENT BY BUSINESS PARTNERS



## 03 > CLEAN & SAFE STAMP

### WARRANTS COMMITMENT BY BUSINESS PARTNERS

Supplier  
Qualification

Other  
Activities

Business  
Partners

Tourism  
Sector  
Applies  
Clean & Safe  
Stamp

Request document that certifies the implementation of an internal protocol that will ensure the necessary hygiene measures to avoid risks of contagion and guarantee safe procedures.



## 03 > CLEAN & SAFE STAMP

### VALIDATION

- ✓ This stamp is valid until 30<sup>th</sup> April 2021.



### SUSPENSION

- ✓ Inability or failure to comply with any requirements of the form.
- ✓ Obligation to inform via platform, "Balcão Único Eletrónico", suspending the display of the Clean & Safe Stamp.

## 03 > CLEAN & SAFE STAMP

### AUDIT

Turismo de Portugal, in coordination with the competent entities (ASAE), will carry out random audits to adhering establishments.

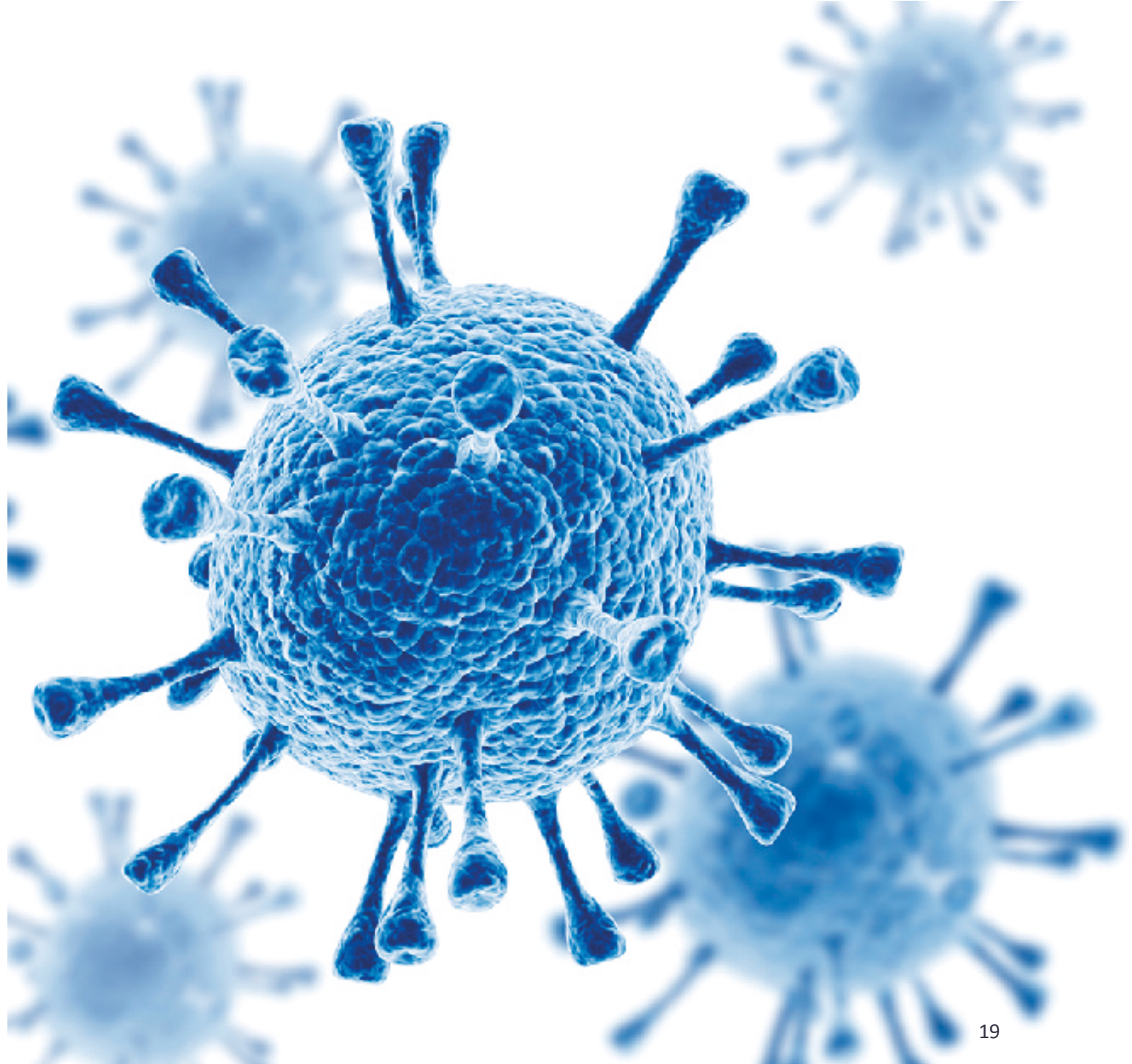


CHARACTERIZATION

SARS-COV-2 | COVID-19

# CORONAVIRUS

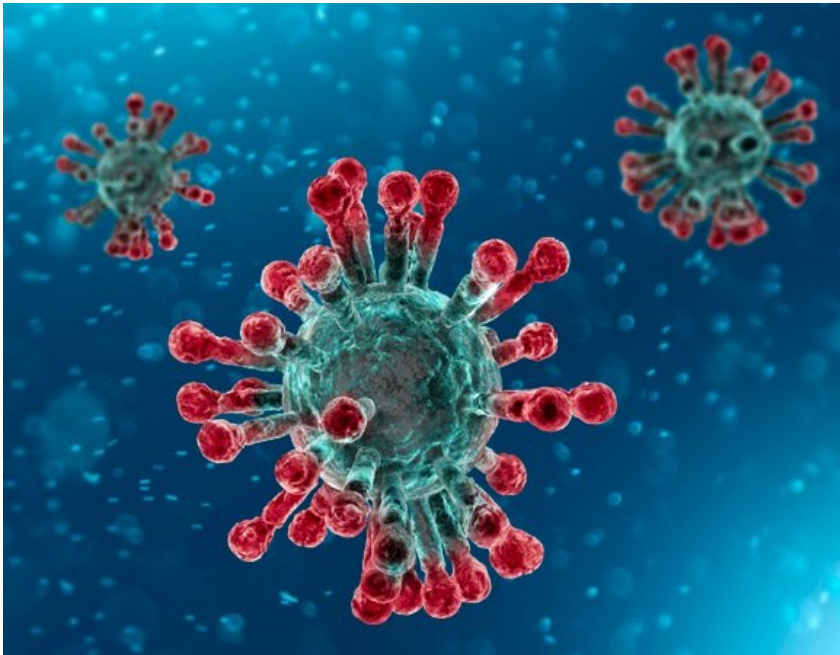
## COVID-19





## 04 > CHARACTERIZATION CORONAVIRUS | SARS-CoV-2 | COVID-19

### CORONAVIRUS | SARS-CoV-2 | COVID-19



> Family *Coronaviridae*

> There are **eight coronaviruses** known that infect and can cause illnesses in the human being.

> SARS-CoV – China - 2003

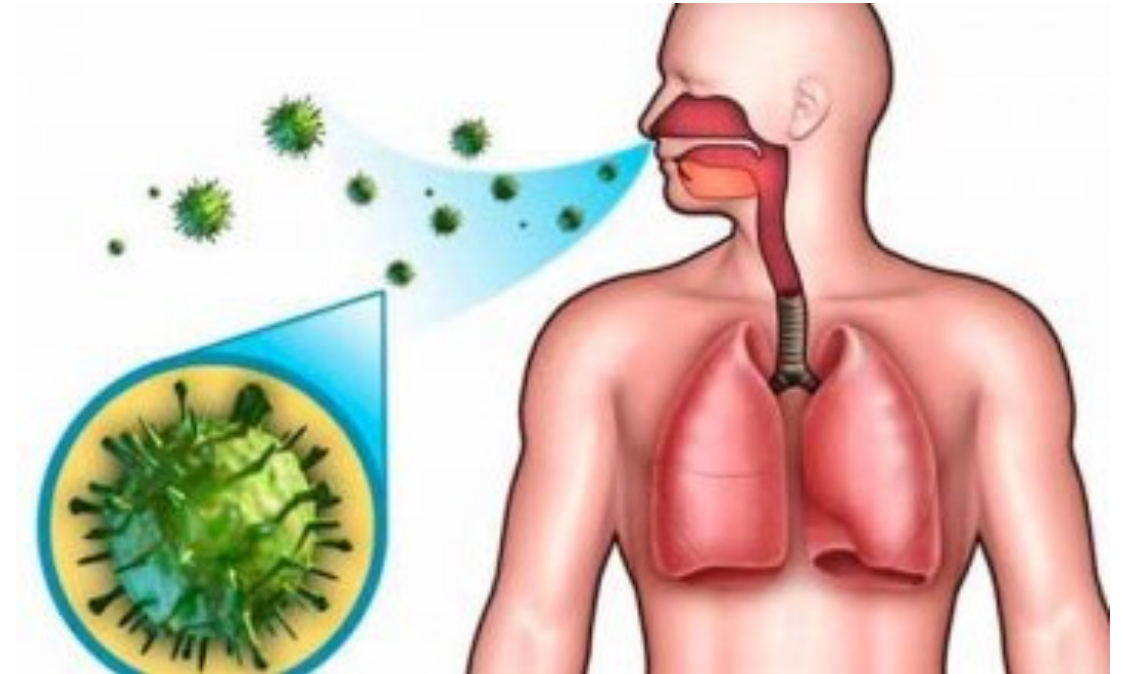
> MERS-CoV – Middle East, 2012

## 04 > CHARACTERIZATION CORONAVIRUS | SARS-CoV-2 | COVID-19

### CORONAVIRUS | SARS-CoV-2 | COVID-19

**SARS-CoV-2**, the illness designated by COVID-19, was identified for the first time in December 2019, in China.

- > It affects the respiratory system
  - ✓ Anyone can have mild to severe symptoms (cold to pneumonia).



## 04 > CHARACTERIZATION CORONAVIRUS | SARS-CoV-2 | COVID-19

### CORONAVIRUS | SARS-CoV-2 | COVID-19

#### Understanding the names

##### **Name of the virus: SARS-CoV-2**

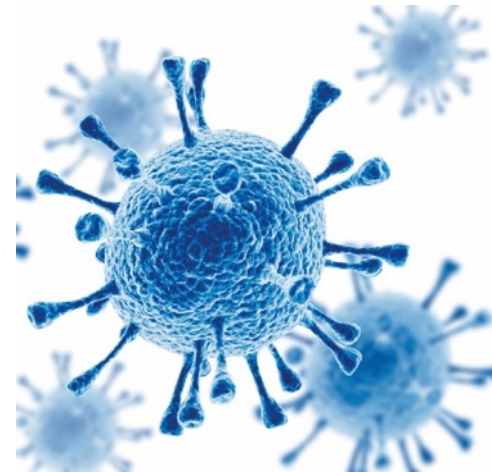
Severe **A**cute **R**espiratory **S**yndrome Corona **V**irus **2**

*The first one was identified in 2002*

##### **Name of the illness: COVID-19**

Corona**v**irus **d**isease 20**1**9

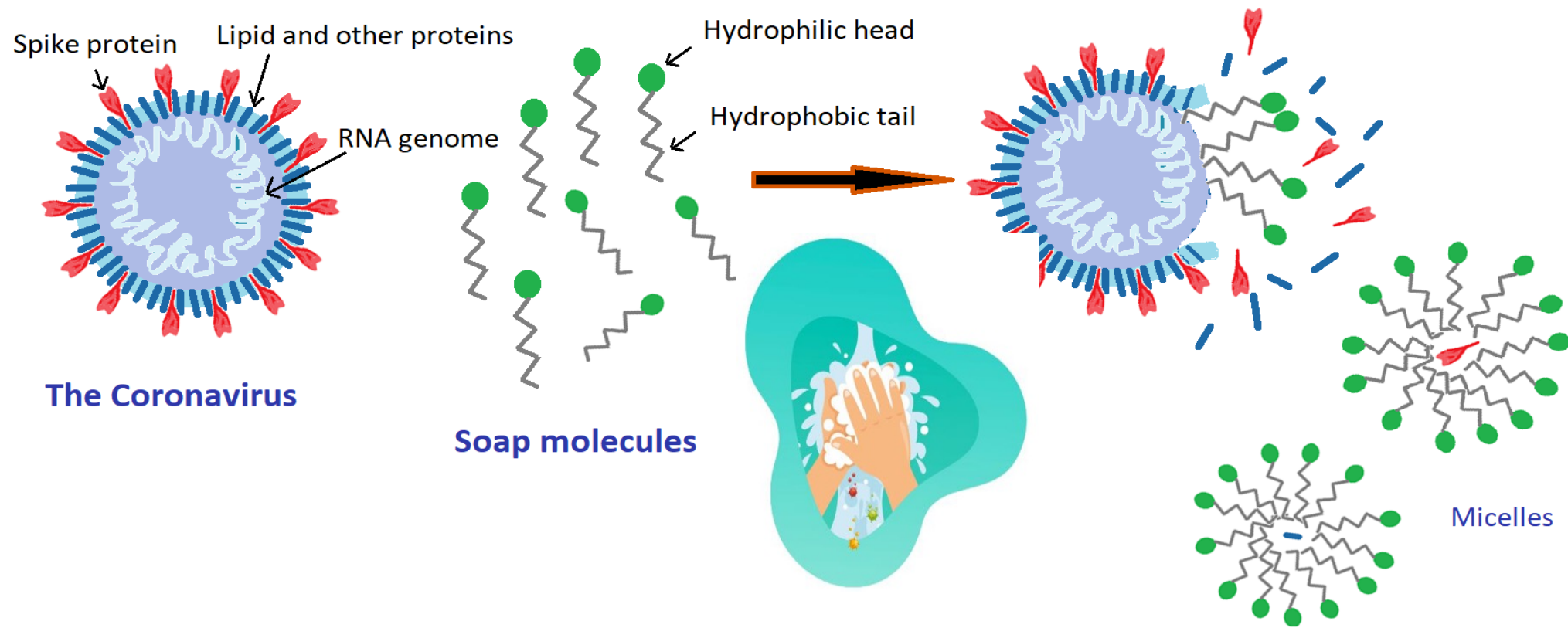
*Refers to the name of the virus and the year of identification*



**SARS-CoV-2**  
is the infectious agent of  
**COVID-19**

## 04 > CHARACTERIZATION CORONAVIRUS | SARS-CoV-2 | COVID-19

### STRUCTURE OF THE SARS-CoV-2 | INACTIVATION OF THE VIRUS BY THE ACTION OF SOAP



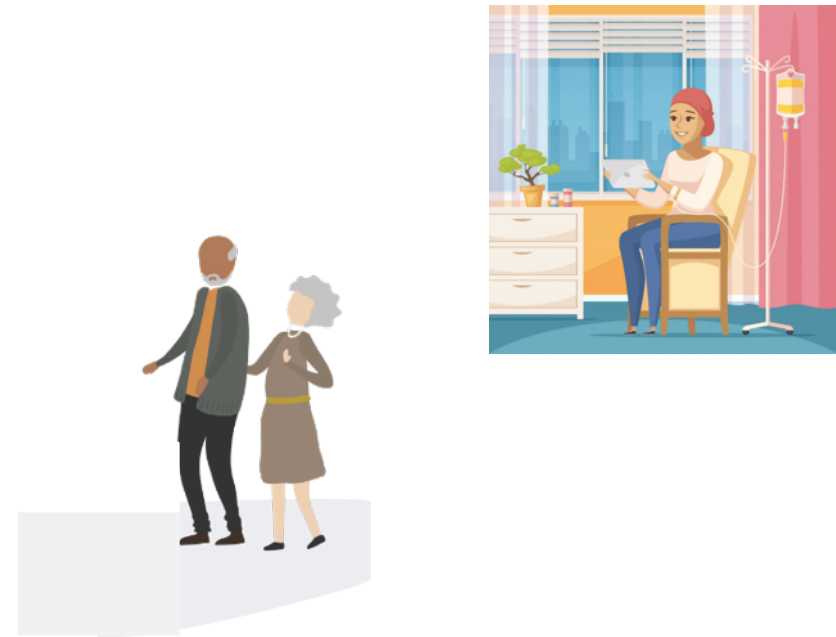
## 04 > CHARACTERIZATION CORONAVIRUS | SARS-CoV-2 | COVID-19

### INFECTION RATE



- 80% of the cases present mild symptoms
- 15% present severe cases needing emergency medical care
- 5% might need Intensive Care with the use of artificial ventilation
- Higher death rate on people >70 with chronical illnesses attached

### WHO IS MORE VULNERABLE?



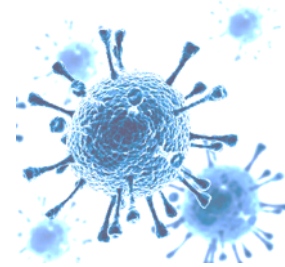


## 04 > CHARACTERIZATION CORONAVIRUS | SARS-CoV-2 | COVID-19

### ENVIRONMENTAL RESISTANCE

The virus can persist on a surface under several conditions:

- Surface type
- Temperature
- Humidity of the environment (dry environment – less time)
- Initial viral charge that originated the exposure



Frequency of sanitising must be increased, so that there's no chance for the virus to accumulate on surfaces

## 04 > CHARACTERIZATION CORONAVÍRUS | SARS-CoV-2 | COVID-19

### SPREAD OF CORONAVIRUS CASES IN THE WORST-HIT COUNTRIES



### PROPHYLAXIS | TREATMENT

IS THERE A  
TREATMENT ?

IS THERE A  
VACCINE ?

THERE ARE TREATMENTS REGARDING THE SIGNS  
AND SYMPTOMS OF THE INFECTION

THERE IS NO VACCINE.  
AS A NEW VIRUS, RESEARCHES ARE BEING  
UNDERTAKEN FOR ITS DEVELOPMENT

## 04 > CHARACTERIZATION CORONAVIRUS | SARS-CoV-2 | COVID-19

### SARS-CoV-2 TRANSMISSION BY FOOD



**There are no evidences that SARS-CoV-2 can be transmitted by food.**

The screenshot shows the EFSA website interface. At the top, there's a navigation bar with links like 'Home', 'News', 'Discover', 'Science', 'Publications', 'Applications', and 'Engage'. The main headline is 'Coronavirus: no evidence that food is a source or transmission route', dated 9 March 2020. Below the headline is a large image of red coronavirus particles. The text states that EFSA is monitoring the situation and that there is currently no evidence that food is a likely source or route of transmission. It also mentions that EFSA's chief scientist, Marta Hugas, said that experiences from previous outbreaks of related coronaviruses (SARS-CoV and MERS-CoV) show that transmission through food consumption did not occur. The page includes social media links for Twitter, LinkedIn, and Facebook, and a sidebar with 'Subject area' (Biological hazards) and 'Related News' (Parma Summer School 2020 'One Health' to be held online, Listeria in frozen vegetables: how to reduce risks, New grant opportunity: capacity building).

### SARS-CoV-2 TRANSMISSION BY FOOD



Keep it clean



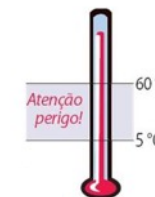
Keep raw food apart from  
cooked food



Cook the food thoroughly



Use secure water and raw  
materials



Keep the food at secure  
temperature

## 04 > CHARACTERIZATION CORONAVIRUS | SARS-CoV-2 | COVID-19

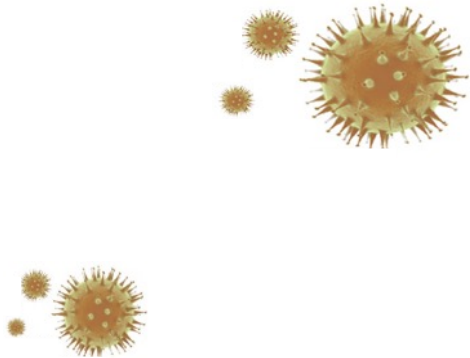
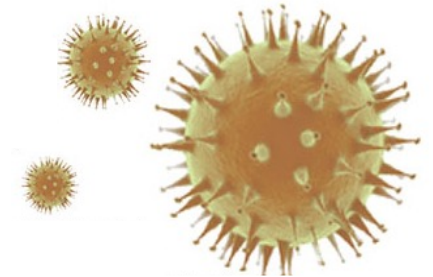
### INCUBATION PERIOD

Day 1

Exposure to the virus



Incubation period 2 – 14 days



## 04 > CHARACTERIZATION CORONAVIRUS | SARS-CoV-2 | COVID-19

### MAIN SIGNS AND SYMPTOMS

#### Common symptoms:

Fever: 83-99%  
Loss of Appetite: 40-84%  
Fatigue: 44-70%  
Loss of smell: 15 to 30%  
Shortness of breath: 31-40%  
Cough: 59-82%  
Coughing up sputum: 28-33%  
Muscle aches and pain: 11-35%

#### In severe disease:

Difficulty waking  
Confusion  
Bluish face or lips  
Coughing up blood  
Persistent chest pain  
Decreased white blood cells  
Kidney failure  
High fever

**ATTENTION**

People can be **asymptomatic**, that means they're infected but without any symptom.

Be aware and practice preventing behaviours  
as social distancing, personal conduct and  
hygiene rules



### TRANSMISSION MODE OF THE INFECTION | PERSON TO PERSON

Through respiratory droplets

COUGH

SNEEZE

TALK



These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.  
Spread is more likely when people are in close contact with one another.



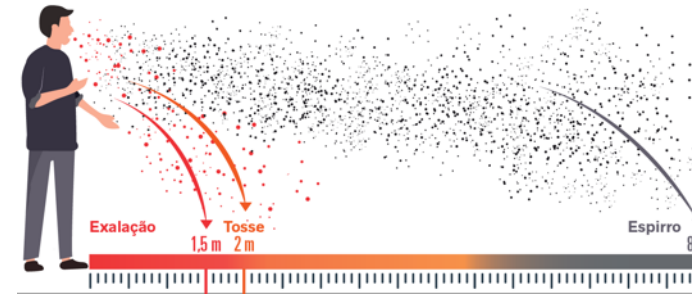
**MEDIDAS GERAIS**  
ETIQUETA RESPIRATÓRIA

### TRANSMISSION MODE OF THE INFECTION | INDIRECT CONTACT WITH OBJECTS AND SURFACES

Touching or **hand shaking**

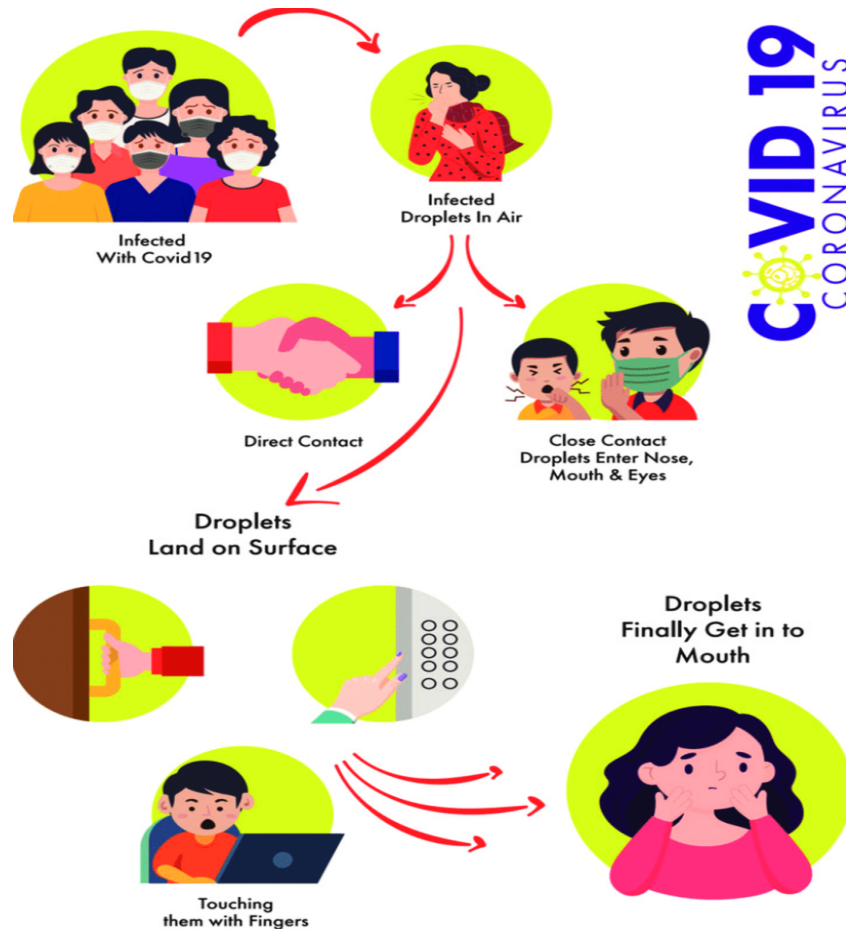


Contacting with contaminated  
**objects or surfaces**



## 04 > CHARACTERIZATION CORONAVIRUS | SARS-CoV-2 | COVID-19

### TRANSMISSION MODE OF THE INFECTION



### TRANSMISSION MODE OF THE INFECTION





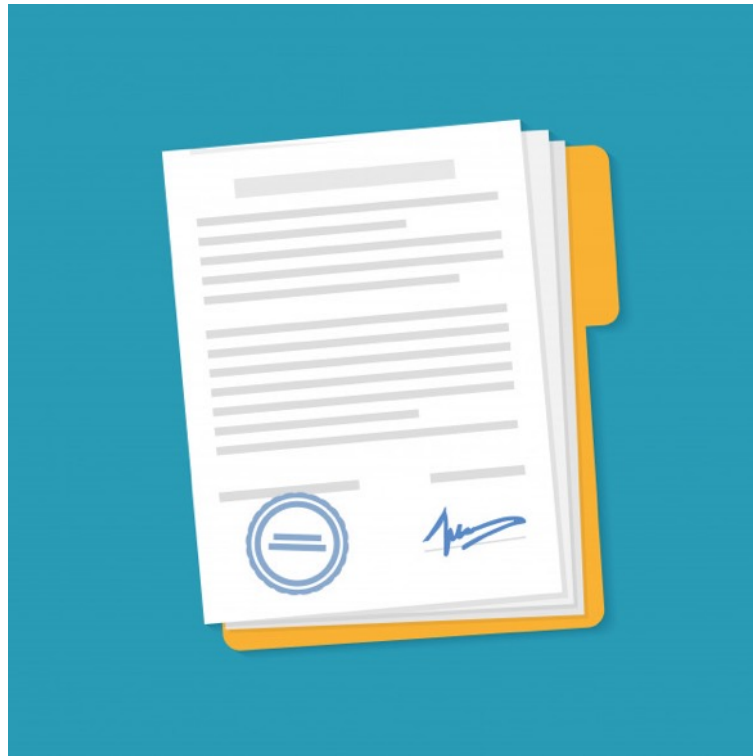
# INTERNAL PROTOCOL

**CORONAVIRUS**  
COVID-19



## 05 > INTERNAL PROTOCOL

### MODEL OF THE INTERNAL PROTOCOL

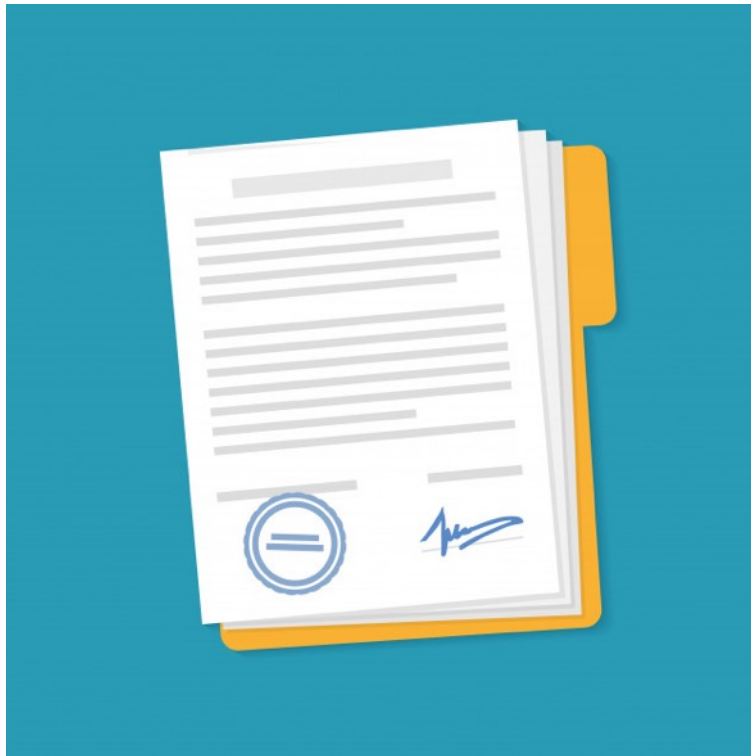


Any entity certified with the Clean & Safe stamp must adopt an Internal Protocol

- ✓ Tailored according to its own characteristics
- ✓ Specified and adapted to each entity
- ✓ Compliant with hygiene and cleaning requirements for the prevention and control of COVID-19



### MODEL OF THE STRUCTURE FOR THE INTERNAL PROTOCOL



#### Overview

#### Aims

Requirements for the Prevention and Control of the Infection

Training, Information and Communication

Procedures in Case of Suspicion of Infection

Facilities, Circuits e Spaces

Cleaning and Sanitation

Waste Disposal Management

Procedure Records / Incidents

# Training, Information and Communication

**CORONAVIRUS**  
COVID-19



## 06 > TRAINING, INFORMATION AND COMMUNICATION

### CREATING AND EMPOWERING THE TEAM

#### MULTITASKING TEAM



Defining levels of responsibility and everybody involved in the Internal Protocol.



IDENTIFY A LEADER

## 06 > TRAINING, INFORMATION AND COMMUNICATION

### DEFINING TEAM | SCHEDULES AND SHIFTS

Reducing the contact among employees by adopting a mirror team system:

- ✓ 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.



## 06 > TRAINING, INFORMATION AND COMMUNICATION

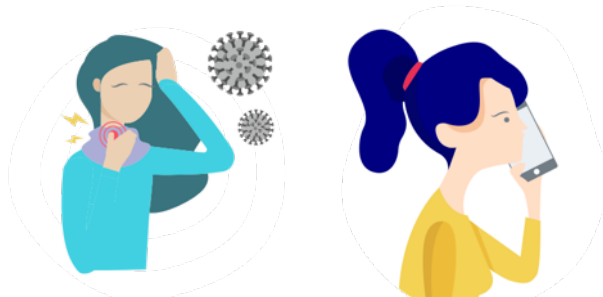
### DEFINING RESPONSIBILITIES

#### ✓ PPE'S MANAGEMENT – Personal Protection

Equipment



#### ✓ Activate procedures in case of suspicion of infection by any employee or client



#### ✓ Team management and insurance of the implementation and compliance of the sanitation plan and its monitoring



#### ✓ Sanitising supplies control management



#### ✓ Biohazard Waste Management (when applicable)

## 06 > TRAINING, INFORMATION AND COMMUNICATION

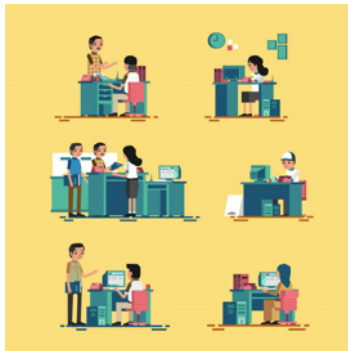
### ATTENTION | SETTING UP WORK GROUPS

It is important to assess:

Employees who by their activities and/or tasks might be exposed to a higher risk of infection by SARS-CoV-2

(eg: employees at customer service points and housekeeping departments).

Whenever possible and if the entity's activity allows it, promote teleworking and conference call meetings





## 06 > TRAINING, INFORMATION AND COMMUNICATION

### ATTENTION | SETTING UP WORK GROUPS

#### It is important to assess:

Employees considered at risk – With chronic illnesses

- Possibility of not working at customer service points



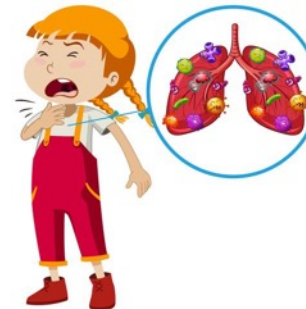
Heart disease



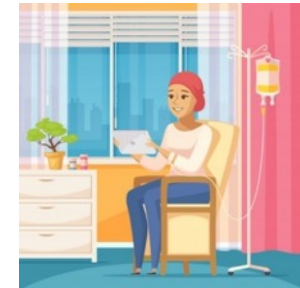
Immunodeficiency



Respiratory illnesses

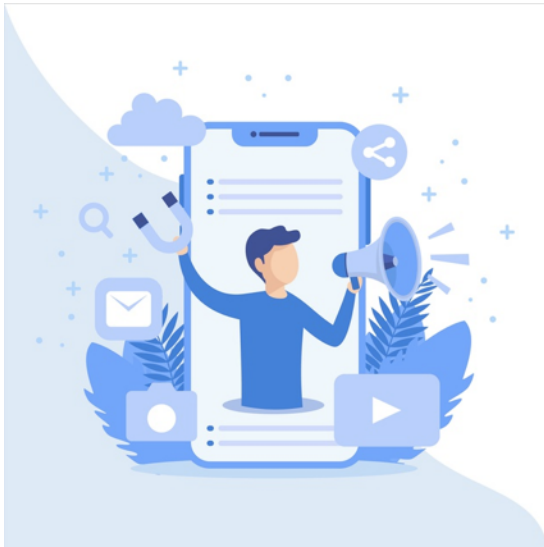


Oncological illnesses



## 06 > TRAINING, INFORMATION AND COMMUNICATION

### EMPLOYEES' TRAINING AND INFORMATION



DGS provides on its website pamphlets and various documents to display

- **Internal protocol** concerning the pandemic COVID-19.
- **Basic measures for the prevention and control of the infection:**
  - ✓ Hand sanitation
  - ✓ Respiratory etiquette
  - ✓ Social conduct
- **Daily self-monitoring of the symptoms** COVID-19.
- **Cleaning and disinfection of surfaces and laundry** guidelines in establishments.

## 06 > TRAINING, INFORMATION AND COMMUNICATION

### SIGNAGE SYSTEM AND INFORMATION | CLIENTS

- ✓ Use of PPE'S – Personal Protective Equipment: Which, How and When to use



- Basic measures for the prevention and control of the infection:
  - ✓ Hand sanitation
  - ✓ Respiratory etiquette
  - ✓ Social conduct

- ✓ Internal Protocol (IP)

- Inform the client how to access to the IP
- Information given to clients BEFORE their arrival



SUGGESTION: Information provided by e-mail after reservation/purchase of the service confirmation

## 06 > TRAINING, INFORMATION AND COMMUNICATION

### COMMUNICATION WITH SUPPLIERS AND OTHERS ENTITIES

Redefining contact strategies with suppliers



- ✓ Prevent the supplier from entering the establishment, leaving all material at the entrance that will be received by an employee, preferably without contact with the supplier.
- ✓ Limiting the access to the interior of the installations of professionals external to the service, unless needed
- ✓ Avoid paper billing and invoices, choosing e-format instead.

## 06 > TRAINING, INFORMATION AND COMMUNICATION

### SIGNAGE SYSTEM AND INFORMATION | CLIENTS

#### CHECK-IN ACCESS CONDITIONS

- ✓ Postpone stay if you show any symptoms of COVID-19.
- ✓ Postpone stay if you have been in contact with a Positive Case of COVID-19 14 days prior to the arrival.

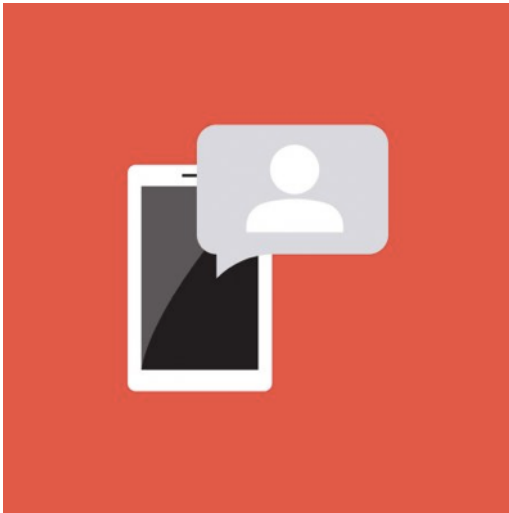
#### INFORMATION AND AWARENESS AT THE CHECK-OUT

- ✓ The client should inform the accommodation if he/she develops symptoms coinciding with COVID-19 within 14 days after leaving the accommodation.

## 06 > TRAINING, INFORMATION AND COMMUNICATION

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### IMPORTANT CONTACT LIST



EMPLOYEES

SUPPLIERS

OFFICIAL ENTITIES



# BASIC MEASURES OF PREVENTION AND CONTROL OF THE INFECTION

## CORONAVIRUS COVID-19



### SELF MONITORIZATION OF SYMTOMS

**Daily body temperature reading** (not to be recorded unless duly authorised by the user).



fever

Surveillance for **cough symptoms and breathing difficulties.**



cough



Breathing difficulties

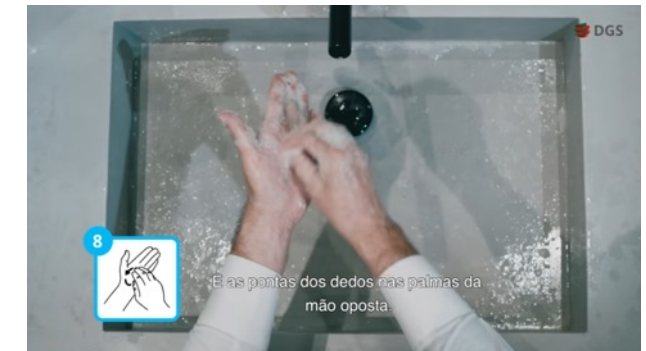
## 07 > BASIC MEASURES OF PREVENTION AND CONTROL OF THE INFECTION | EMPLOYEES

### PERSONAL HYGIENE

#### WASH | DESINFECT HANDS FREQUENTLY

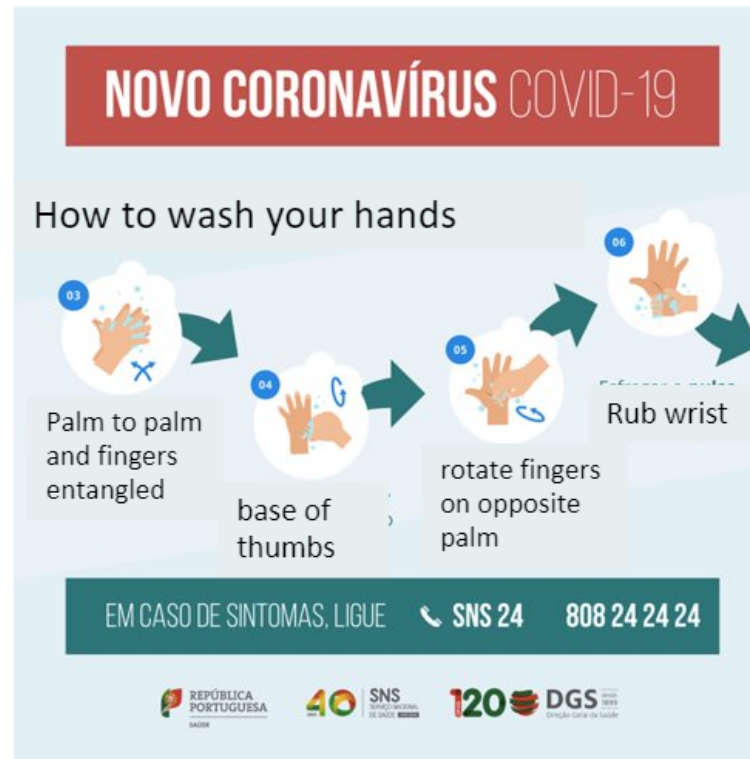
Wash your hands frequently with water and soap or an alcohol-based disinfectant.

Washing helps eliminate the virus in contact with your hands



## 07 > BASIC MEASURES OF PREVENTION AND CONTROL OF THE INFECTION | EMPLOYEES

### PERSONAL HYGIENE | INFOGRAPHIC EXAMPLES TO DISPLAY

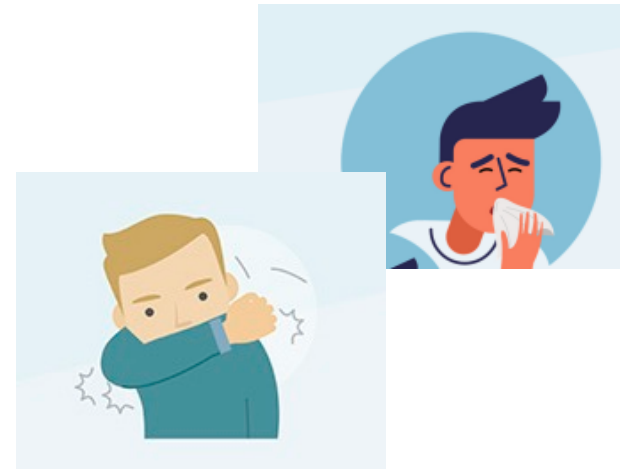


## 07 > BASIC MEASURES OF PREVENTION AND CONTROL OF THE INFECTION | EMPLOYEES

### PERSONAL HYGIENE

#### BREATHING ETIQUETTE MEASURES

- Cover your mouth and nose with a tissue when you cough or sneeze
- Throw used tissues in the bin
- If you don't have a tissue, cough or sneeze into your elbow, not your hands



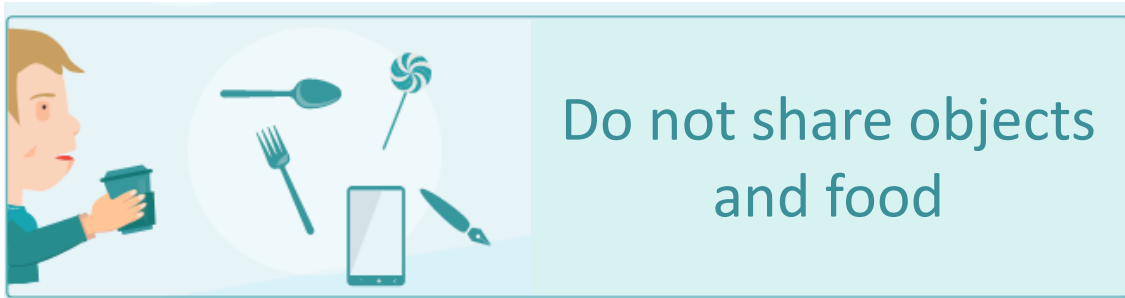
Wash your hands with soap and water for at least 20 seconds

## 07 > BASIC MEASURES OF PREVENTION AND CONTROL OF THE INFECTION | EMPLOYEES

### PERSONAL HYGIENE CONDUCT



Avoid touching  
your face



Do not share objects  
and food

### Neater appearance:

- ✓ Absence of personal adornments
- ✓ Trimmed beard;
- ✓ Tied up hair;
- ✓ Clipped and clean fingernails.
- ✓ Careful with wearing makeup

(by using a face mask it can augment dermatological problem risks).



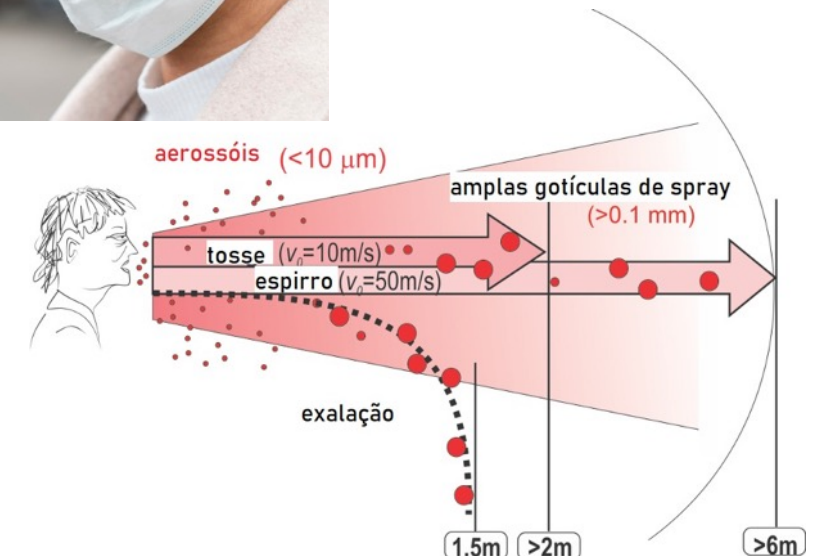
### SOCIAL CONDUCT



**Avoid physical contact (people)**

- ✓ Conference Call Meetings;
- ✓ Smaller work teams;
- ✓ Stagger start and leaving time.
- ✓ Preference side-by-side or back-to-back workplaces

- ✓ Use of Mask or Visor (according to Decreto-Lei n.º20/2020).

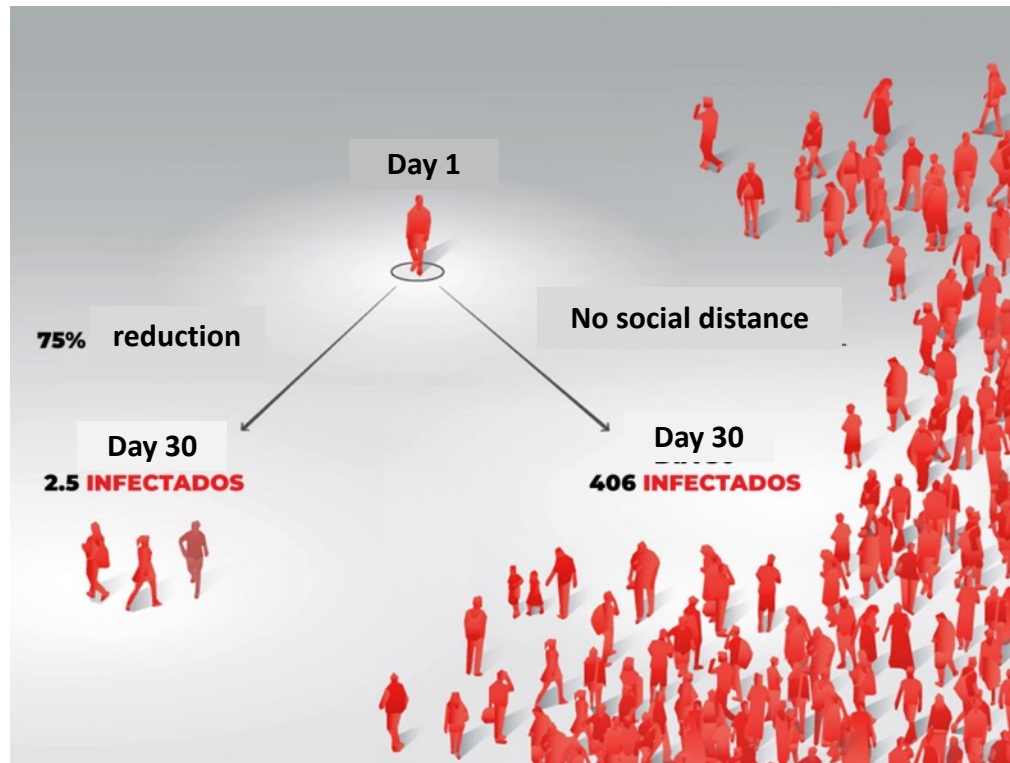


USE OF MASK



## 07 > BASIC MEASURES OF PREVENTION AND CONTROL OF THE INFECTION | EMPLOYEES

### SOCIAL DISTANCE



### PERSONAL PROTECTIVE EQUIPMENT (PPE) | WHICH PPE?



**WATER RESISTANT  
GOWN**

**SINGLE USE GLOVES**



**VISOR**



**SHOE COVERS**



**SAFETY GOOGLES**



### PERSONAL PROTECTIVE EQUIPMENT (PPE) | WHICH PPE?

#### CERTIFIED MASKS



**PROTECTIVE MASK FFP2**



**FITTED FACE MASK  
(replace when humid)**

#### ATTENTION

**Non-surgical Mask, community or for social use,** intended for the general public, non-certified nor certified.



### PERSONAL PROTECTIVE EQUIPMENT (PPE) | HOW TO USE THE PPE



**COVID-19**

- **MASKS** are for **SINGLE USE** only
- **NON** reusable
- **NOR** washable

An illustration of a woman in a grey lab coat and black skirt standing next to a blue trash bin. She is holding a white mask and disposing of it into the bin. Below the text, there is a crossed-out icon of a washing machine, indicating that masks should not be washed.



### PERSONAL PROTECTIVE EQUIPMENT (PPE) | HOW TO USE THE PPE



### ATTITUDES AND BEHAVIOURS



All workers **are informed** about **compliance with the safety recommendations and procedures** provided for in the **Internal Protocol** under COVID-19 and the **obligation to report situations of non-compliance** that may constitute a danger to Public Health to the company or competent authorities.

### PLACING ALCOHOL- BASED ANTISEPTIC SOLUTION DISPENSERS

Encourage their use (e.g. posters) in higher flow locations

Entry/exit of establishments AL



Client Service Points or  
*check-in*



Places where ticket dispensers are  
located



Means of transportation



### PLACING ALCOHOL-BASED ANTISEPTIC SOLUTION DISPENSERS

Encourage their use (e.g. posters) in higher flow locations

WC entrances



Entrances of Elevator/Lift



Meeting Points for outdoor activities



Entrances to dining areas | canteens

(only applicable to accommodation establishments with these areas)



## 07 > BASIC MEASURES OF PREVENTION AND CONTROL OF THE INFECTION | FACILITIES

### CLEANING AND DISINFECTION OF SURFACES / COMMON AREA OBJECTS

All **surfaces** can be **means of transmission**, but the risk varies depending on the **frequency of handling, touching or use**.

**Increase** the **procedures** and **frequency** of cleaning and disinfection of critical equipment with the use of degreasing detergent, followed by a disinfectant.

CLIENT SERVICE POINTS | COUNTERS |  
WAITING LOUNGES



TELEPHONES | KEYBOARDS PC



DOORKNOBS | HANDRAILS | ELEVATOR/LIFT  
BUTTONS



## 07 > BASIC MEASURES OF PREVENTION AND CONTROL OF THE INFECTION | FACILITIES

### CLEANING AND DISINFECTION OF SURFACES / COMMON AREA OBJECTS

**Intensify sanitising routines** of crucial equipment:

ATM TERMINALS | POS



TRANSPORT VEHICLES AND SPORTS EQUIPMENT | ADVENTURE





### CLEANING AND DISINFECTION OF SURFACES / COMMON AREA OBJECTS

**Single-use cleaning equipment** must be disposed of or discarded after use.



When single-use is **not possible**, **cleaning** and **disinfection** should be carried out **after use** (e.g. **buckets** and **cables**)



**Possibility of its exclusive use** when there is a **CONFIRMED** case

### SUPPLY REINFORCEMENT



**Hand sanitiser** (alcohol-based antiseptic solution) in strategic places along with information on hand sanitizing procedures



**Surgical Mask**



**Single-use Gloves**

(to be used by workers assisting the person with symptoms (suspected case))



**Paper towels** for drying hands, in toilets and other places where hand sanitising is possible.



**Waste container** with non-manual opening and a plastic bag.

### SELF MONITORIZATION OF SYMTOMS | RECOMMENDATION

Daily body temperature reading.



**FEVER**

#### **Disclaimer**

- 36% infected exhibit fever
- Asymptomatic cases are the biggest problem
- Taking antipyretics can mislead employees and customers

Surveillance of other symptoms



**COUGH**



**RESPIRATORY  
DIFFICULTIES**

## 07 > BASIC MEASURES OF PREVENTION AND CONTROL OF THE INFECTION | CLIENTS

### USE OF PPE

#### Personal Protection Equipment Kits

- ✓ Mask
- ✓ Gloves
- ✓ Antiseptic gel
- ✓ Other relevant equipment



Available to customers according to the maximum capacity of the establishment following guidelines issued for the sector.

Must the company have **free** personal protective equipment available for customers?

**No**

- ✓ Having personal protective equipment available to customers does not imply that it must be made available free of charge.

### SOCIAL CONDUCT

Definition of rules for staying in common spaces:

- ✓ Differentiated mealtimes
- ✓ Gym
- ✓ Common areas
- ✓ Pool
- ✓ User distancing in activities | transport | service

Definition of rules with a suspected case of any symptom compatible COVID-19.



CONTINGENCY PLAN  
IN CASE OF SUSPICION

# PROCEDURES IN CASE OF SUSPICION OF INFECTION

**CORONAVIRUS**  
COVID-19





## 08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION

### CONTINGENCY PLAN

Set of procedures to be followed when identifying a suspect case of COVID-19 by the entity.



Orientação n.º 6/2020, de 26/02/2020



### ORIENTAÇÃO

Maria da Graça  
Gregório de Freitas  
Digitally signed by Maria da Graça Gregório de Freitas, DN: cn=Maria da Graça Gregório de Freitas, o=Direção-Geral da Saúde, ou=Ministério da Saúde, c=PT, Date: 2020.02.27 08:22:04 Z

NÚMERO: 006/2020

DATA: 26/02/2020

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

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

PARA: Empresas

CONTACTOS: Direção de Serviços de Prevenção da Doença e Promoção da Saúde: [dspdps@dgs.min-saude.pt](mailto:dspdps@dgs.min-saude.pt); Programa Nacional de Saúde Ocupacional: [saudetrabalho@dgs.min-saude.pt](mailto:saudetrabalho@dgs.min-saude.pt)

Nos termos da alínea a) do n.º 2 do artigo 2.º do Decreto Regulamentar n.º 14/2012, de 26 de janeiro, emite-se a Orientação seguinte:

#### 1. Enquadramento

O empregador é responsável por organizar os Serviços de Saúde e Segurança do Trabalho (SST) de acordo com o estabelecido no "Regime jurídico da promoção da segurança e saúde no trabalho" (RJPSST - Lei n.º 102/2009, de 10 de setembro, na sua atual redação). É obrigação do empregador assegurar aos seus trabalhadores condições de segurança e de saúde, de forma continuada e

## 08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION

### APPOINTING THE PERSON IN CHARGE

Identify, **in each shift**, the employee responsible for **triggering procedures** in case of suspected infection



- ✓ **Escort** the person with symptoms to the isolation space
- ✓ **Provide** the necessary assistance
- ✓ **Establish** contact link with the national health service.

PRIVATE ACCOMMODATION



ENTREPRENEUR | MANAGER

## 08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION

### COMMUNICATION MEANS WITH THE PERSON RESPONSIBLE FOR TRIGGERING THE ACTION PLAN

Preferably by telephone



CLIENTS

EMPLOYEES

## 08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION

### SHARE INFORMATION WITH YOUR EMPLOYEES ON HOW TO IDENTIFY A SUSPICIOUS CASE

#### Symptoms:

Acute respiratory infection (fever, cough, shortness of breath and tiredness) whether requiring hospital care or not



#### Epidemiological criteria:

History of travel to areas with active community transmission in the 14 days prior to the onset of symptoms

or

contact with confirmed or probable covid-19 infection within 14 days prior to onset of symptoms

or

Health professional or person who has been in a health care institution treating patients with covid-19

## 08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION

### ISOLATION ROOM SUITABILITY



IN CASE OF NEED TO USE THE WC

Also define which WC is to be used

- ✓ Fresh air flow or **mechanical ventilation system**



#### **ATTENTION**

This recommendation exists, however, according to a more recent study, the mechanical ventilation system may contribute to the dissemination of the infection.

- ✓ Have plain and washable surfaces (e.g. no carpet or curtains)

ISOLATION ROOM SUITABILITY | EQUIPMENT AND CONSUMABLE ITEMS

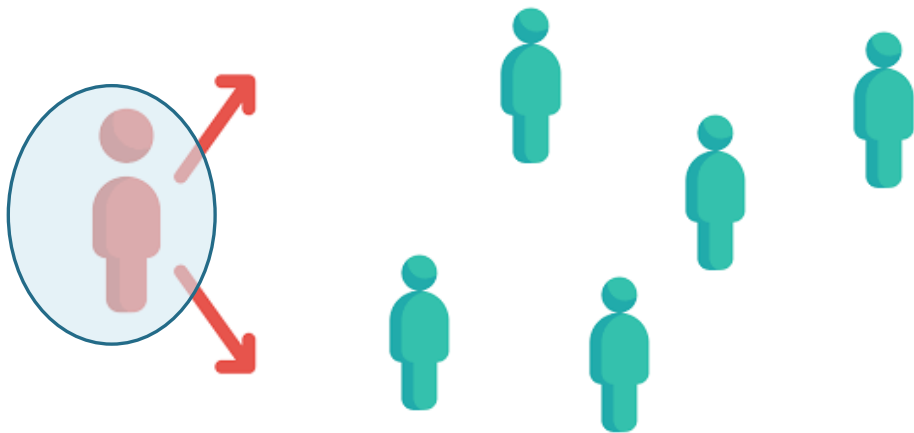
PURPOSE ROOM/ISOLATION AREA

Isolation areas aim to prevent employees or customers from being exposed to SARS-CoV-2 when a person is identified as having symptoms compatible with the disease.

Orientação nº 006/2020 to “isolation” area

Room Office Sector Zone	}	provided it meets the objective of <b>separating</b> the suspect case others in the establishment/company.
----------------------------------	---	--

Call SNS24 and comply with the guidelines issued by this line.





## 08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION

### ISOLATION ROOM SUITABILITY | EQUIPMENT AND CONSUMABLE ITEMS



- Thermometer | Registration sheet and pen



- Telephone



- Chair



- Kit with water and some non-perishable foods



- Waste container (non-manual opening and plastic bag)



- Alcohol-based antiseptic solution - SABA



- Paper towels



- Surgical Masks



- Disposable gloves

## 08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION

### ISOLATION ROOM SUITABILITY

**Circuits to run to the isolation room** in case of a Suspicious Case.

- ✓ Less flow of people
- ✓ The fastest possible



Set up an assessment drill to ensure that the established operations for your establishment have been properly understood.

## 08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION

### CONTACT LIST

**Have the following contacts available in the company, in an accessible place:**

Serviço de Higiene e Segurança do Trabalho



Occupational physician  
responsible for the health surveillance of company  
workers



Contact of Serviço Nacional de Saúde SNS 24



Contact list of the employees



08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION

CONTINGENCY PLAN

INFORM THE EMPLOYEE:

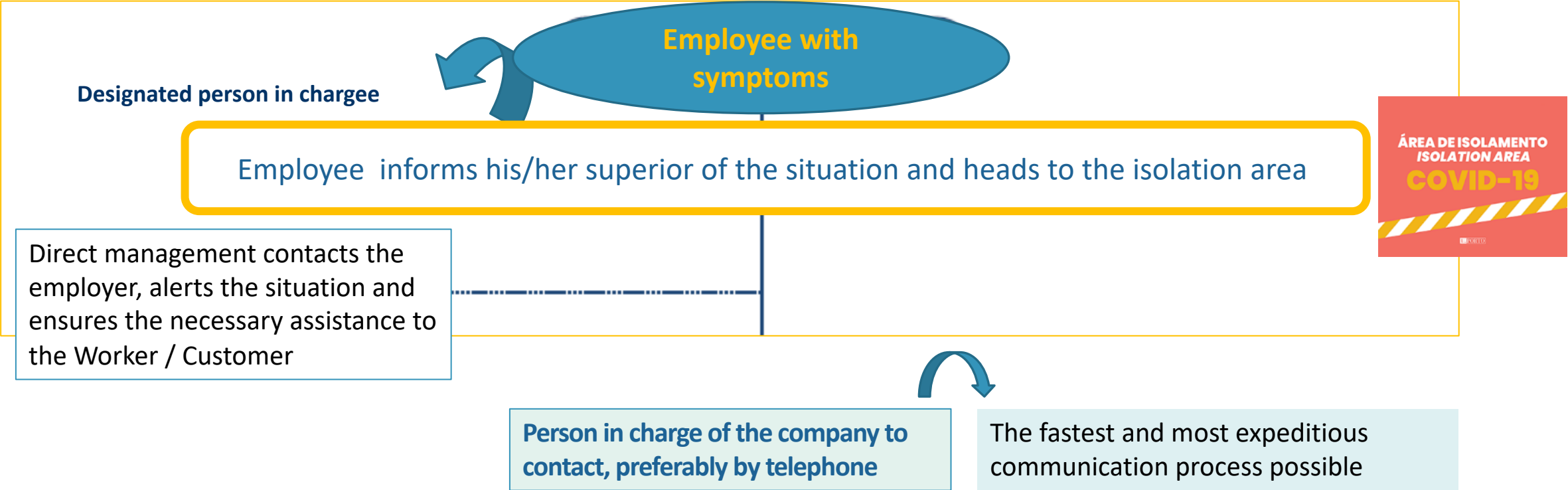


IF GOING TO WORK



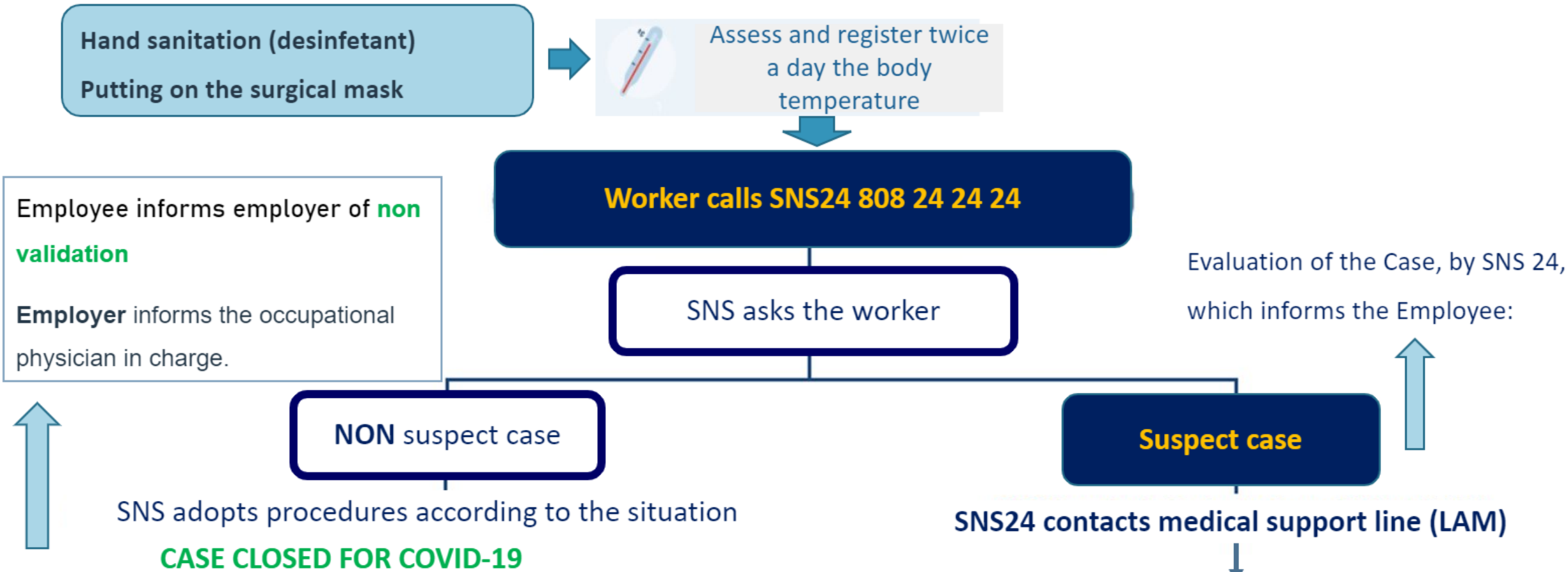
08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION

CONTINGENCY PLAN | ACTION IN CASE OF SUSPICION OF WORKER/CLIENT



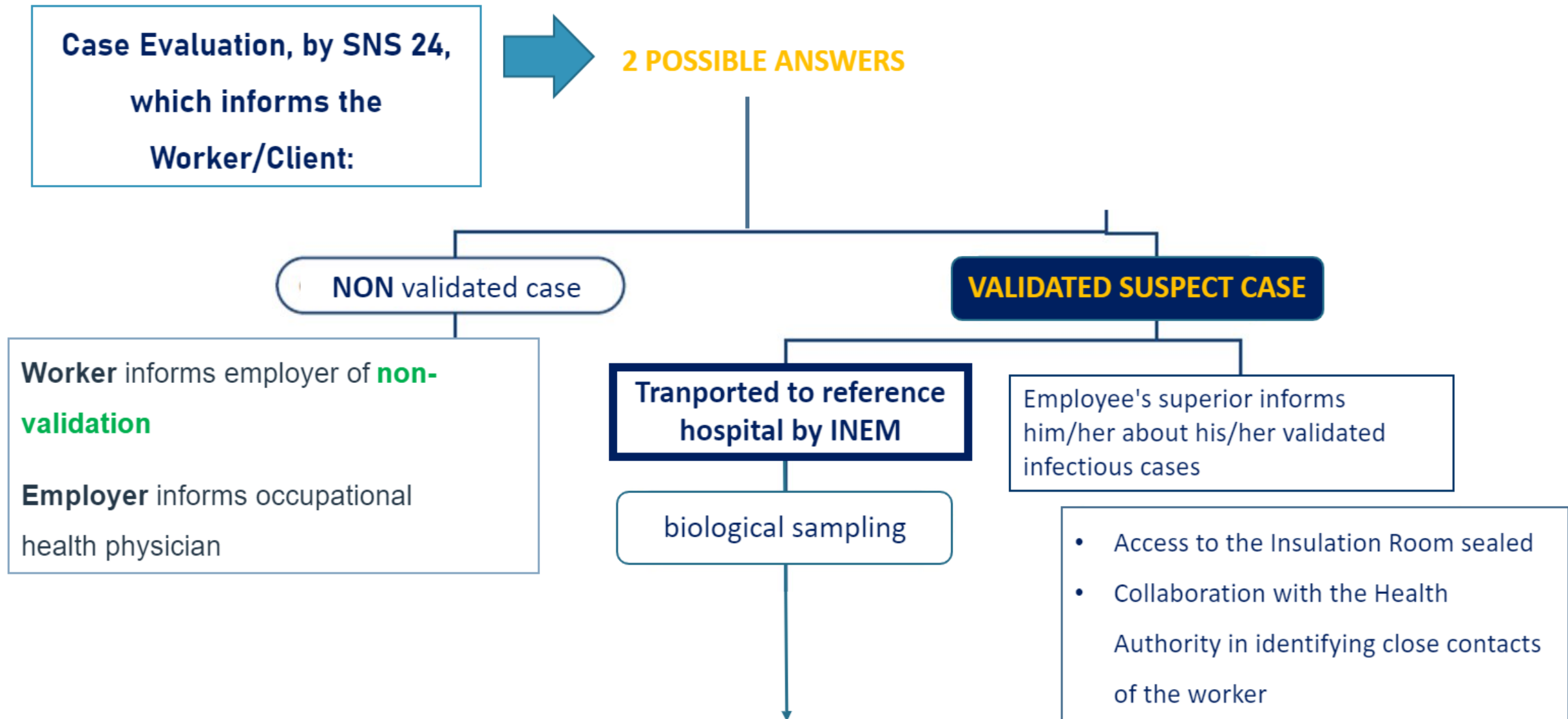
08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION

CONTINGENCY PLAN | ACTION IN CASE OF SUSPICION OF WORKER/CLIENT

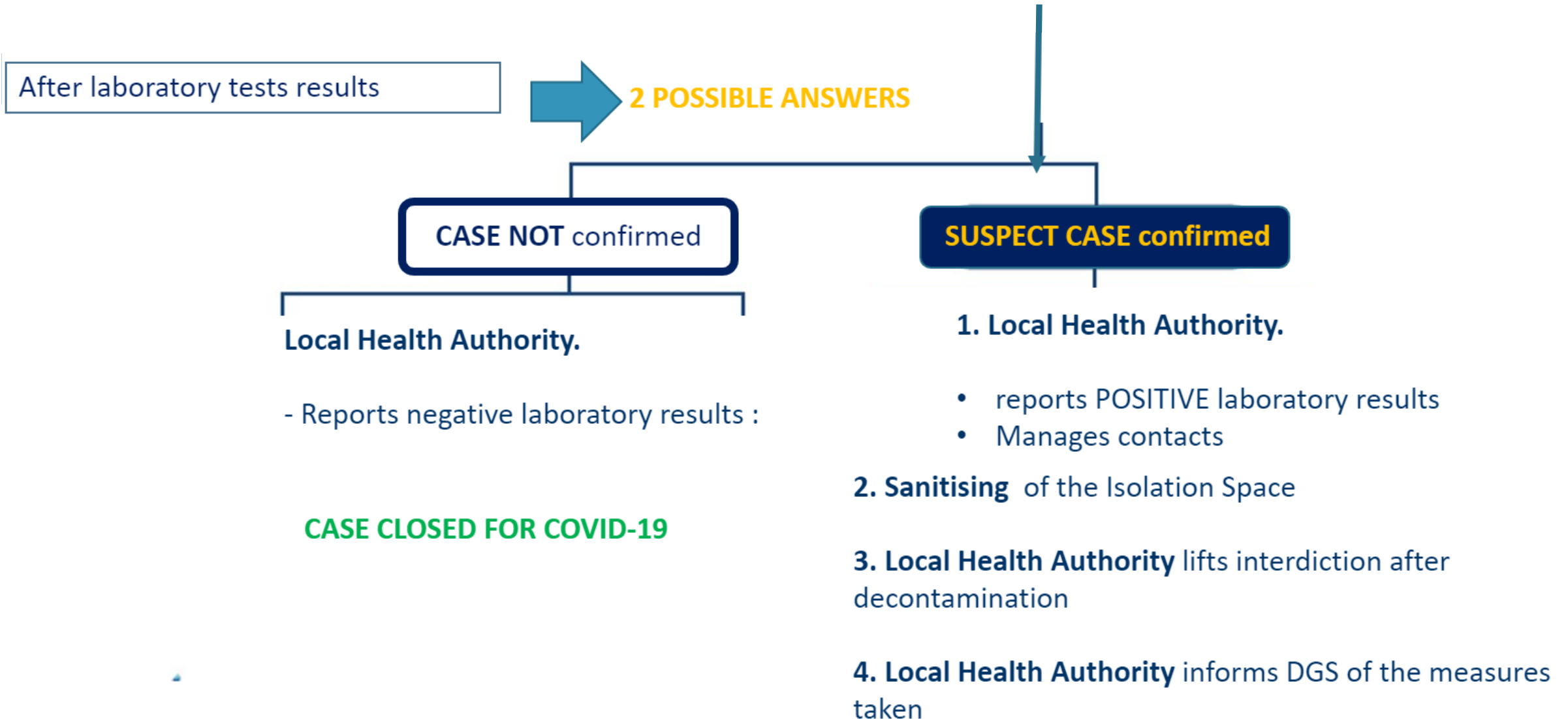




## 08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION



## 08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION



## 08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION

### CONTINGENCY PLAN | ACTION IN CASE OF SUSPICION OF WORKER/CLIENT

**AL's  
manager  
should also:**

#### INTENSIFY SANITISING ROUTINES SURFACES / OBJECTS / AREAS

- ✓ Frequently touched
- ✓ Most used by the confirmed patient
- ✓ Most probably to be contaminated.

#### **GIVE SPECIAL ATTENTION TO**

- ✓ Sanitising all places/areas where the confirmed patient was (including materials and equipment used)

## 08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION

### CONTINGENCY PLAN | ACTION IN CASE OF SUSPICION OF WORKER/CLIENT

**AL's  
manager  
should also:**



Collect the waste (bags) from the containers where the recovering took place (procedures to be addressed in the 2nd session)

## 08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION

### CONTINGENCY PLAN | DECONTAMINATION OF THE ISOLATION AREA

AL's  
manager  
should also:



**Local Health Authority**  
Lifts interdiction after decontamination



## 08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION

### CLOSE CONTACT “HIGH” RISK OF EXPOSURE

The type of exposure of close contact will determine the type of surveillance.



**Patient  
COVID-19**

- ✓ Shares the same job
- ✓ Was face-to-face or in the same enclosed space
- ✓ Shared dishes (plates, glasses, cutlery), towels or other objects or equipment that may be contaminated with:
  - phlegm or mucus
  - Blood
  - Respiratory droplets



## 08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION

### CLOSE CONTACT “**LOW**” RISK OF EXPOSURE

The type of exposure of close contact will determine the type of surveillance.



**Patient  
COVID-19**

- ✓ Momentary contact
- ✓ Aided Confirmed Case even if proper prevention measures were taken:
  - Mask
  - Safety goggles or visor
  - Gloves
  - Respiratory Etiquette
  - Hand hygiene

## 08 > PROCEDURES IN CASE OF SUSPICION OF INFECTION

NEXT SESSION'S CHALLENGE | DRAWING UP AN INTERNAL PROTOCOL



# 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

### DOCUMENTATION TO SUPPORT THE DEFINITION OF INTERNAL PROCEDURES

The Operational Guidelines issued by the Directorate General for Health in the framework of the COVID-19 pandemic serve as a benchmark of conduct and best practices to be followed in order to minimize the risk of transmission of SARS-CoV-2 and its impact. Thus, the objective is to raise awareness and promote the training of people/population and companies, so that they can adapt their activities.

However, these may be enforced by additional Government law when released.



# Clean & Safe

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