



## COVID-19 PANDEMIC –HYGIENIZATION AND SAFETY INTERNAL PROTOCOL

# CLEAN & SAFE CERTIFICATION

### 1. PREVENTION PROCEDURES

#### 1.1. At CASA DA TAPA 7 premises

##### 1.1.1. Signalling and information to customers

1.1.1.1. How to comply with basic precautions for prevention and infection control in relation to COVID-19 outbreak.

1.1.1.2. Learn more: <https://www.ecdc.europa.eu/en/news-events/online-micro-learning-activities-on-COVID-19>

1.1.1.3. Learn more: <https://www.ecdc.europa.eu/en/publications-data/leaflet-information-self-isolation-and-quarantine-after-exposure-covid-19>

1.1.1.4. Ensure that customers know the existence of and have access to this Internal Protocol, also available at our website ([www.casadatapa.com](http://www.casadatapa.com))

##### 1.1.2. Hygienization plan: carried out exclusively after customer checkout

1.1.2.1. Wet washing and disinfection of surfaces and areas where customers circulate, ensuring control and prevention of infections and resistance to antimicrobials.

1.1.2.2. Cleaning of surfaces and objects of common use such as light switches, access keypad screens, door handles, cupboard handles, television remotes, outdoor furniture.

1.1.2.3. CASA DA TAPA 7 uses wet cleaning, suitable for wooden, stone, ceramic or metal surfaces.

1.1.2.4. Air renewal of rooms and enclosed spaces is always done after customer checkout

1.1.2.5. In areas of the kitchen and dining room, enhanced sanitizing of utensils and equipment.

#### 1.2. Employee training

1.2.1. Internal Protocol regarding COVID-19 coronavirus outbreak.

1.2.2. How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including procedures:

1.2.2.1. Hand hygiene: wash your hands frequently, with soap and water, for at least 20 seconds or, alternatively, use hand sanitizer (>70% alcohol), as recommended by health authorities.

1.2.2.2. Respiratory etiquette: cough or sneeze into your arm or use tissue paper that you should immediately throw in the trash; hand hygiene always after coughing or sneezing; avoid touching your eyes, nose and mouth with your hands.



### 1.2.2.3. Social conduct:

1.2.2.3.1. Privileging customer contact exclusively through digital channels or by telephone;  
Access the premises via keyless access.

1.2.2.3.2. In case of an emergency not solvable through contactless channels such as telephone; WhatsApp; SMS or email, staff will establish physical proximity contact with the customer always using Personal Protective Equipment (PPE), complying with distancing rules and respiratory etiquette recommended by health authorities;

1.2.3. After customer checkout, when accessing *CASA DA TAPA 7* to carry out hygiene and cleaning tasks, staff is informed that must carry out daily self-monitoring to assess fever (measure body temperature).

1.2.4. How to meet the health authorities' guidelines for surface cleaning and treatment of clothes in hotels.

1.2.5. *CASA DA TAPA 7* staff clean and sanitize areas, using Personal Protective Equipment (including: gown, cap, visor, mask, shoe protection) as appropriate.

## 2. EQUIPMENT

### 2.1. Protective equipment

2.1.1. Personal Protective Equipment for staff: adequate for the number of employees (1).

2.1.2. Personal Protective Equipment for clients: available for up to 6 persons (6).

### 2.2. Hygiene equipment

2.2.1. Alcohol-based antiseptic solution dispenser at the entrance to the house (kitchen).

2.2.2. Alcohol-based antiseptic solution dispensers in sanitary facilities (1 indoor bathroom + 1 outdoor toilet)

### 2.3. Waste container with non-manual opening + plastic bag

### 2.4. Single use disinfectant:

2.4.1. Bleach

2.4.2. Alcohol (min. 70 degrees)



### 3. ADEQUACY OF THE SELECTED SPACE FOR ISOLATION

**3.1. Isolation area for customers with complaints of symptoms or detected as suspected or confirmed cases of COVID-19:** Reading/Games' room with direct access to an outside toilet, for exclusive use.

**3.2.** Small room, without carpets or curtains, with natural ventilation, smooth and washable coverings, sofa bed, sofa for rest and comfort, Wi-Fi, books and music, basic food kit, alcohol-based disinfectant, paper towels, disposable gloves, thermometer.

**3.3.** Outside toilet, for exclusive use:

3.3.1. liquid soap

3.3.2. paper wipes

3.3.3. stock of cleaning supplies

3.3.4. **EMERGENCY KIT COVID-19 - RED BOX with inscription KIT COVID-19**

3.3.5. Surgical masks

3.3.6. Disposable gloves

3.3.7. Thermometer

**3.4.** Waste container, non-manual opening.

3.4.1. Waste bags

**3.5.** Waste collection bags (e.g. 100Lt garbage bags)

**3.6.** BASIC FOOD KIT: water + some non-perishable foods (eg salted crackers + toast)

**3.7. INTERNAL CIRCUIT TO BE PRIVILEGED / CONTINGENCY PLAN**

3.7.1. Go to COVID-19 ISOLATION AREA:

3.7.2. The client who is symptomatic should go to the designated isolation area, accessing through the dining room the small lounge - games'/reading room - with garden views and a door with direct access to the lawn and the outside toilet.

3.7.3. There is SIGNAGE at the door of the COVID-19 INSOLATION ROOM

3.7.4. A client who feels sickness symptoms must wait, in the COVID-19 isolation space, for the arrival of the health and civil protection authorities, who, in case of confirmation of illness by COVID-19, guarantee both their treatment and isolation as well as that of your entire group, in the place of your responsibility, leaving the premises of *CASA DA TAPA 7*.

3.7.5. a client who feels sickness symptoms, while waiting in the COVID-19 isolation space, a small living room with WI-FI network, has at his disposal a basic food kit, a COVID-19 kit with health instruments and hygiene and disinfection products, as well as bed linen and access to the outside toilet through the terrace door, in addition to books.



#### 4. DESIGNATED LOCAL EMPLOYEE IN CHARGE:

- 4.1. *CASA DA TAPA 7* has a local house manager - CARLA GONÇALVES (+ 351) 961 577 937.
- 4.2. During the accommodation period at *CASA DA TAPA 7*, in the case a customer, through the available means of contact, indicates that he/she feels symptoms similar of a patient with suspected COVID-19 infection, our house manager:
  - 4.2.1. Reminds the client how to go to the COVID-19 isolation area, provided for in the *CASA DA TAPA 7* CONTINGENCY PLAN, which is an integral part of this herein "Internal Health and Safety Protocol" at *CASA DA TAPA 7*;
  - 4.2.2. Calls **health authorities** to report the client's symptoms (**in case of foreign citizens**). **Nationals contact directly health authorities.**
  - 4.2.3. Calls **Civil Protection** authorities.
  - 4.2.4. Facilitates access to the premises to health and civil protection authorities, following safety guidelines and using Personal Protective Equipment.
- 4.3. In case of a confirmed COVID-19 patient stay: following guidance from Civil Protection authorities, monitors the disinfection efforts of *CASA DA TAPA 7* after check-out.

#### 5. ADEQUACY TO THIS EXCLUSIVE OCCUPANCY LODGING UNIT

- 5.1. *CASA DA TAPA 7*, being an exclusive lodging unit per booking, only guarantees cleaning and Hygienization operations exclusively after checkout, following health authorities (DGS) guidelines.
- 5.2. Specific procedure when cleaning premises:
  - 5.2.1. remove dirty textiles from all rooms.
  - 5.2.2. sanitize WC and the whole house.
  - 5.2.3. finalize the beds, rooms and kitchen.
- 5.3. The removal of bed, bathroom and kitchen textiles is done:
  - 5.3.1. without stirring or shaking.
  - 5.3.2. curling outward
  - 5.3.3. without touching the body
  - 5.3.4. put in dirty laundry transport bags
  - 5.3.5. transported to the laundry for adequate washing.
- 5.4. Cleaning and disinfection:



- 5.4.1. Wet cleaning, whenever possible, suitable for the type of surfaces.
- 5.4.2. Non disposable cleaning equipment is cleaned and disinfected after use (e.g. buckets and handles).
- 5.4.3. Cleaning products (degreasing type), followed by disinfectant, in case they are not integrated.

## 6. SPECIAL COVID-19 - ACCOMMODATION RESERVATION AT *CASA DA TAPA 7* ENSURES

### 6.1. House reservation for single and exclusive client/group

- 6.1.1. Capacity: minimum of 2 people and maximum of 6 people
- 6.1.2. Price: see <https://www.casadatapa.com/prices> or through operator.

### 6.2. a client staying at *CASA DA TAPA 7* is guaranteed to have a collaborator, always contactable through usual contactless means (telephone/WhatsApp/SMS/email), who in the case of suspected COVID-19 infection, is responsible for streamlining local procedures:

- 6.2.1. By phone/WhatsApp/SMS/email, the house manager reminds the customer of the location of the COVID-19 isolation area, the **INTERNAL CIRCUIT TO BE PRIVILEGED/CONTINGENCY PLAN** (see 3.7) and other clarifications;
- 6.2.2. Contact SNS - SNS24 / 808242424 to notify the case of a client, **foreign citizen**, with complaints of symptoms of illness by COVID-19.  
**Nationals will contact health authorities directly;**
- 6.2.3. Warns the Civil Protection authorities;
- 6.2.4. **Does not accompany the sick client**, nor provide personalized assistance within *CASA DA TAPA 7* premises, respecting the precautionary measures indicated by health authorities, without prejudice of responding to requests from the health or civil protection authorities in case it is necessary to enter *CASA DA TAPA 7* to assist sick clients.
- 6.2.5. The decontamination of the isolation area, whenever there are cases of patients suspected of infection, mainly surfaces frequently handled, as indicated by the DGS, to be carried out by the services indicated by the Civil Protection.
- 6.2.6. All litter produced by patients suspected of infection, will be placed in a closed plastic bag (e.g. with a clamp), aggregated, and sent to a licensed operator in the management of hospital waste with biological risk, indicated by Civil Protection services.

The submission of this Declaration stems from the commitment that all requirements, previously validated, are fully met by *CASA DA TAPA 7*.