Well, come!
HOSTELS & GUESTHOUSES

Internal Protocol & Clean and Sanitation Plan

Algarve Hostel

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This protocol exposes the set of measures and procedures that aim to mitigate the risks of infection by SARS-CoV-2 in the accommodation units of Well'Come! Hostels and Guesthouses. It must be followed by staff, customers, suppliers and all those who deal with us everyday. It is intended that by knowing and following this protocol in its entirety, everyone involved has sufficient information about the behaviors to be adopted and the risk of infection and contagion is reduced, maintaining a quality and excellence service that has always characterized us and affirming once more Portugal as a trusted tourist destination.

1. PREVENTION PROCEDURES

1.1. Facilities

1.1.1. Signage and Information

The protocol is available in paper at the FrontDesk and also in electronic format, with the URL address posted in a visible place.
All information provided by the DGS (National Health Authority) on how to comply with the basic precautions for prevention and infection control in relation to the outbreak of coronavirus COVID-19 (in poster and leaflet format) is displayed in the accommodation, following the provisions of the Contingency Plan.
All internal rules / procedures that guests must comply with are duly indicated on the accommodation's website, on the premises and on the online booking platforms.

1.1.2. Hygiene Plan

Washing and disinfection is carried out, in accordance with Annexe I of this Internal Protocol, on all surfaces where employees and customers circulate, ensuring the control and prevention of infections and resistance to antimicrobials.

Common use surfaces and objects in common areas (light switches, door handles, controls, counters, cabinet handles) are cleaned and disinfected at least 6 times a day. In private areas (rooms), it is carried out whenever there is a check-out and the entry of new customers.
Wet cleaning is preferred over dry cleaning.

There is a regular renewal of air in the rooms and enclosed spaces, keeping the windows and doors to the outside open, whenever possible.

The buckets and mops are reusable, disinfected after each use, and their use is differentiated by area.
The same is true of all cleaning cloths.

1.1.3. Isolation Area

If it is suspected that an employee may be infected, this person will be directed to the nearest room and will be conceded exclusively to the nearest toilet.

If this happens with a guest, he/she must stay in the room and the bathroom that is closest to this room will be defined as private and exclusive. The employee or the person responsible, will deliver a kit containing:

- *Hand Sanitizer*
- *Pen and paper to register the body temperature*
- *Thermometer*
- *Water bottle*
- *Non-perishable foods*
- *Disposable gloves and face masks*
- *Dustbin and bag (Non-manual opening)*

1.1.4. Bedding and Towels

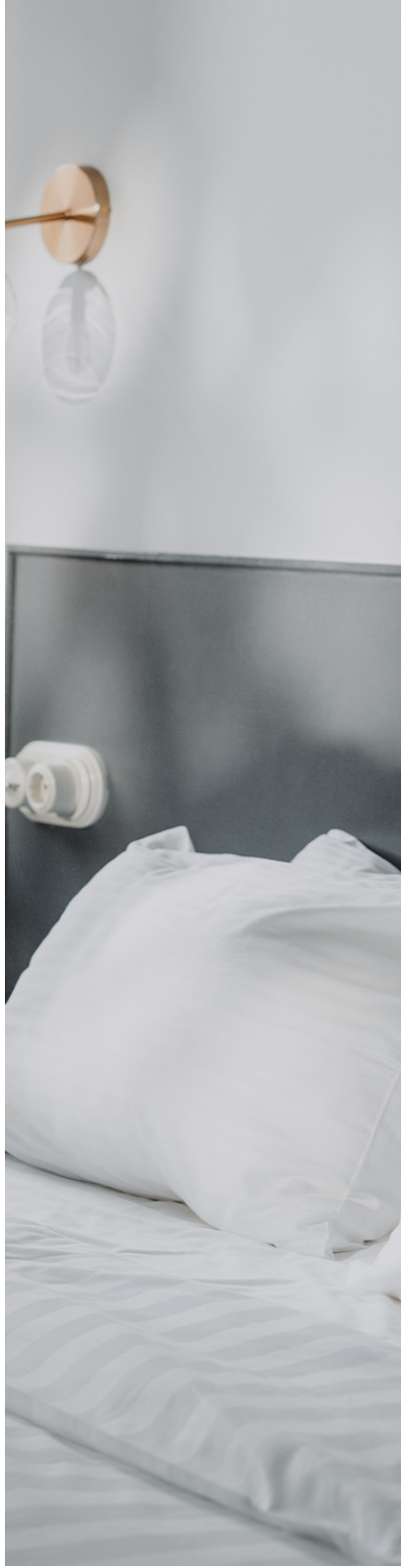
The bed linen and towels are removed, carefully, without shaking. Staff must roll it outwards, without touching the body, and then place it in the appropriate bag, which is closed and carried to the cargo area and later taken by the outsourced company that does the laudry service.

The bed linen and towels that belong to the accommodation, if used, are removed following the same proceedures:, placed in a closed plastic bag, carried to the laundry area and washed at high temperatures (about 60°).

1.1.5. Hygiene Equipments

Hand Sanitizer dispensers are available at the entrance / exit area of the accommodation, at the reception and in the common areas.

Soap dispensers and disposable paper towels are also available in all bathrooms and kitchens, for hand washing.



1.2. Employees

1.2.1. Training

All employees received specific information / training on:

- Internal Protocol on the COVID-19 outbreak;
- How to comply with basic prevention and control precautions for the COVID-19 outbreak, including the following procedures:

Hand hygiene: *wash hands frequently with soap and water, for at least 20 seconds or use hand sanitizer that has at least 70° of alcohol, covering all surfaces of the hands and rubbing them until they are dry;*

Social conduct: *change the frequency and form of contact between workers and between them and guests, avoiding (when possible) close contact, handshaking, kissing, shared working places, face-to-face meetings and sharing of food, utensils, cups and towels;*

How to comply with the **guidelines of the Nation Health Authority** *on cleaning surfaces and disinfecting accommodation's bedding and towels*

Respiratory etiquette: coughing or sneezing onto the flexed forearm or using a tissue, which must then be immediately thrown away, always clean your hands after coughing or sneezing; avoid touching the eyes, nose and mouth with your hands;

How to comply with **daily self-monitoring** *to assess fever, check for cough or difficulty breathing;*

1.2.2. Personal Protective Equipment (PPE)

All employees have Personal Protective Equipment (PPE's) according to their role in the accommodation:

- Reception Team: mask, disposable gloves (if necessary)
- Housekeeping Team: mask, disposable gloves, disposable protective suit, glasses / visor

1.2.3. Point of Contact

Each team manager is responsible for ensuring that the procedures described in the Protocol are followed by all members of his team.
The person responsible for initiating the procedures (Point of Contact) in case of suspected infection is:

Point of Contact – *Fernanda Dueire Costa (933971023)*
Alternate Point of Contact (1) – *Catiza Rodrigues Lopes (963365713)*
Alternate Point of Contact (2) – *Cristiana Vieira (939806652)*

1.2.4. Conduct

All employees must carry out daily self-monitoring to assess fever, cough or difficulty breathing.
Behaviors to be adopted by the staff:

- *Maintain social distance between colleagues and guests and avoid physical contact (including handshaking);*

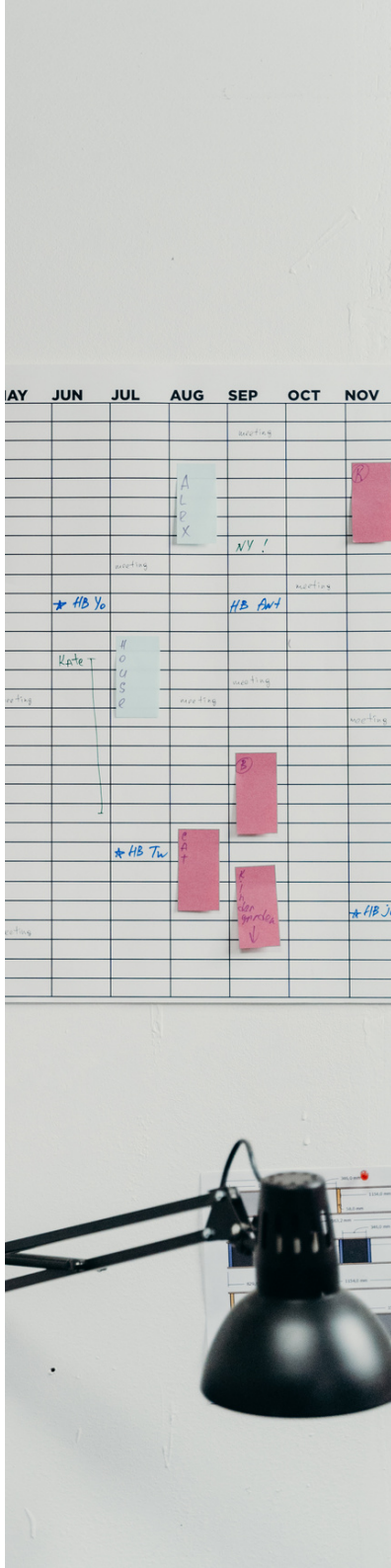
- Maintain the recommended daily cleaning and disinfection of all materials, surfaces and work equipment;
- Wear a face mask whenever you are in direct contact with guests and / or colleagues;
- In the dining area / staff area, keep adequate distance and, if possible, alternate the break times;
- Do not use an excess of personal adornments (bracelets, threads, rings) and, if possible, keep your hair up;
- Know all the cleaning products to be used (detergents and disinfectants), the precautions to be taken when handling, diluting and applying them in safe conditions, how to protect yourself during cleaning procedures and how to ensure good ventilation. during cleaning and disinfection.

1.2.5. Stock of cleaning and disinfection materials

All cleaning and disinfection materials and equipment indicated in the protocol are in sufficient stock in the housing.

1.2.6. Teams Shifts

Work schedules are designed taking into account the accommodation's needs and observing non-turnover in the workplace. If it is possible and justified, for the applicable functions, there may occasionally be collaborators in the teleworking regime.
Routine tasks and activities are adapted to ensure the least possible contact between employees and teams performing tasks in the same shift.
The Housekeeping team assigns, whenever possible, a specific team to the accommodation that is subdivided in the tasks of collecting bed linen and towels, and cleaning the rooms and common areas.



1.3. Guests

1.3.1. Personal Protective Equipment (PPE)

At check-in, inside reception and common areas, specially when other people are present, guests must present themselves with their personal protection face mask. If they do not have a face mask, this are available for purchase at the frontdesk, and in sufficient numbers according to the capacity.

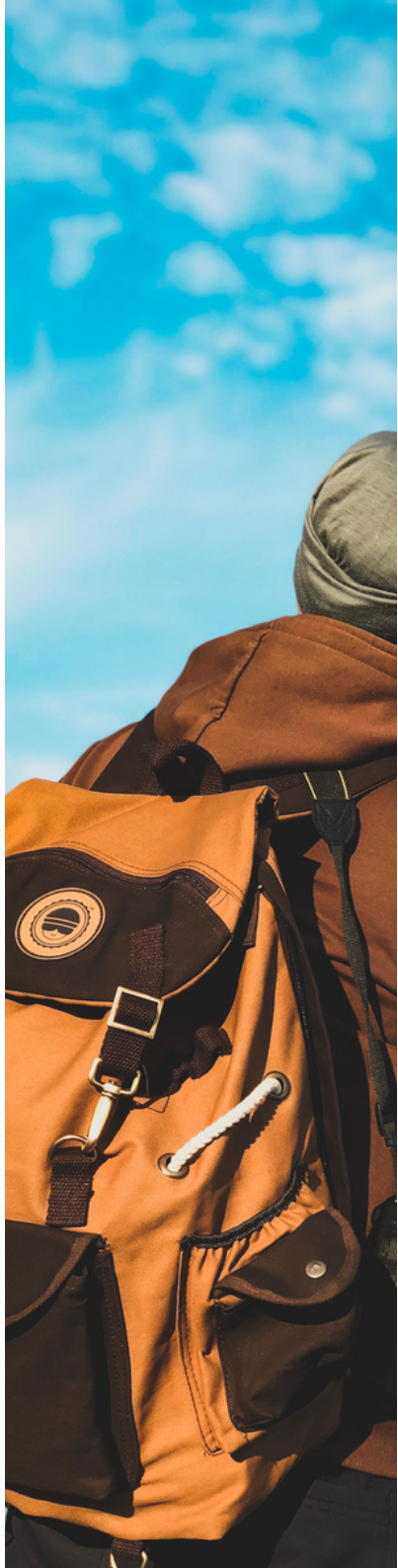
1.3.2.Conduct

Staying at our accommodation implies respecting and complying with the following rules:

- Use of a mask at the reception, common room, kitchen, terraces and outdoor patio, whenever interacting with the staff or with other guests;
- Respect the maximum capacity of 1 person at the reception for check-in;
- Comply with respiratory etiquette rules;
- Maintain the recommended social distance;
- In shared rooms, respect the advertised rules, do not use beds that were not allocated to you by the staff, under penalty of charging cleaning and disinfection costs;
- Respect the maximum capacity allowed in the common areas (3 people at a time in the kitchen, 2 people in the outdoor patio, 5 people in the living room and 10 people on the terrace);

In the event that a case arises that requires isolation during the stay and that it extends after the check-out date, this can only be extended (with the associated cost charged to the guest), if there is availability.

All information included in this Protocol is translated into Portuguese, English and Spanish and is made available to guests in paper format at the frontdesk and online, through an URL address posted in a visible area.



2. PROCEDURE IN CASE OF INFECTION OR SUSPECTED INFECTION

2.1. Action Plan

The guest must immediately contact the Reception, by phone, e-mail or message. The receptionist must inform the Point of Contact who accompanies the suspect of infection to the isolation room, provide him/her with the necessary assistance and contact the National Health Service if the guest is unable to do so (if foreigner guests). If the suspect case is an employee, this person should immediately contact the direct manager who in turn informs the Point of Contact.

2.2. Cleaning and Disinfection of the isolation area

The decontamination of the isolation area whenever there are positive cases of infection will be carried out with reinforcement of cleaning and disinfection procedures, especially on the surfaces frequently handled and most used, as indicated by the National Health Authority.

The storage of waste produced by patients suspected of infection is done in a plastic bag that, after being properly closed, will be segregated and sent to a licensed operator for the management of hospital waste with biological risk.

ANNEXE I - Clean and Sanitation Plan

	AREA	FREQUENCY	TASK	PRODUCT	DOSAGE	PROCEDURE
LIVING ROOM	**Floors**	Daily (at least 2 times)	Clean Wash Disinfection	Multi-purpose Detergent (Apple) Therkey Bleach Gel Therlimpa	75ml / 5L of water 200ml/5L of water	Diluted Diluted
	Furniture	Daily (multiple times during the day)	Disinfection	70% Ethyl Alcohol	Automatic	Spray directly to a dry cloth and spread
	Equipments + door handles	Daily (multiple times during the day)	Disinfection	70% Ethyl Alcohol	Automatic	Spray directly to a dry cloth and spread
	Sofa	Daily (multiple times during the day)	Clean Wash	Multi-purpose Detergent (Apple) Therkey	Automatic	Apply directly on a wet cloth, scrub the surface and then rinse off.
KITCHEN	**Countertop (yellow cloth)**	Daily (multiple times during the day)	Clean Disinfection	Sanytol Kitchen	Automatic	Spray directly the surface , scatter with a wet cloth.
	Floor	Daily (at least 2 times)	Clean Wash Disinfection	Multi-purpose Detergent (Apple) Therkey Bleach Gel Therlimpa	75ml / 5L of water 200ml/5L of water	Diluted Diluted
	Walls	Daily	Clean Disinfection	Bleach Gel Therlimpa	Automatic	Apply on a sponge or wet cloth and clean the surface, then rinse off
	Equipments + Door handle (green cloth)	Daily (multiple times during the day)	Disinfection	Sanytol Kitchen	Automatic	Spray directly the surface , scatter with a wet cloth. Do not wash off

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	AREA	FREQUENCY	TASK	PRODUCT	DOSAGE	PROCEDURE
PRIVATE ROOM	**Floors**	After check-out and when needed	Clean Wash Disinfection	Multi-purpose Detergent (Apple) Therkey Bleach Gel Therlimpa	75ml / 5L of water 200ml/5L of water	Diluted Diluted
	Walls (orange cloth)	After check-out and when needed	Disinfection	Bleach Gel Therlimpa	Automatic	Apply directly on a wet cloth, scrub the surface and then rinse off.
	Bedding and towels	After check-out and when needed	Wash	Outsourced Laudry Service's Protocol	Outsourced Laudry Service's Protocol	Washing machine (60°) and dry machine
	Furniture + Door handle (orange cloth)	After check-out and when needed	Disinfection	Sanytol	Automatic	Spray directly the surface, scatter with a wet cloth. Do not wash off
DORMITORY	**Floors**	Daily (at least 2 times)	Clean Wash Disinfection	Multi-purpose Detergent (Apple) Therkey Bleach Gel Therlimpa	75ml / 5L of water 200ml/5L of water	Diluted Diluted
	Walls (orange cloth)	Daily	Disinfection	Bleach Gel Therlimpa	Automatic	Spray directly the surface , scatter with a wet cloth and wash off
	Bedding and Towels	After check-out and when needed	Wash	Outsourced Laudry Service's Protocol	Outsourced Laudry Service's Protocol	Washing machine (60°) and dry machine

ANNEXE I - Clean and Sanitation Plan

	AREA	FREQUENCY	TASK	PRODUCT	DOSAGE	PROCEDURE
BATHROOM	Floors	After check-out and when needed	Clean Wash Disinfection	Multi-purpose Detergent (Apple) Therkey Bleach Gel Therlimpa	75ml / 5L of water 200ml/5L of water	Diluted Diluted
	Walls (light blue cloth)	After check-out and when needed	Disinfection	Bleach Gel Therlimpa	Automatic	Apply directly on a wet cloth, scrub the surface and then rinse off.
	Sanitary ware (Light blue cloth – toilet use dark blue cloth)	Daily (multiple times during the day)	Disinfection	Sanytol Bathrooms	Automatic	Spray directly the surface, scatter with a wet cloth. Do not wash off For toilets, use toilet brush inside and a clean and wet cloth outside
ROOFTOP PATEO	Tables and chairs	Daily (multiple times during the day)	Clean Wash	Multi-purpose Detergent (Apple) Therkey	Automatic	Apply directly on a wet cloth, scrub the surface and then rinse off.
EMPLOYEES	Hands	When the task is complete	Wash Disinfection	Hand soap - Makro Horeca Profissional	Automatic	Apply soap, lather your hands by rubbing them together. Scrub your hands for at least 20 seconds and wash off. Use a disposable towel to dry.
		When the task is complete	Disinfection	Hand Sanitizer	Automatic	Apply the gel, rub it in thoroughly for about 20 seconds. Don't wipe or rinse off the gel.