



Pedras da Rainha
Atividades Turísticas, S.A.



Coronavirus-Covid 19

Internal Protocol for Pedras da Rainha Touristic Complex

Individual proceedings of protection, equipment and products available

- Sanitizing of hands: Wash hands frequently with water and soap for at least 20 seconds or use sanitizer containing 70% alcohol covering all the area and rub until dry.
- Respiratory etiquette: Always cough or sneeze to the up arm or use tissues, that must be immediately put in the bin.

Wash hands after coughing, sneezing or blowing nose. Avoid touching eyes, nose or mouth with hands.

- Social behavior: Change the frequency and the way of contact between staff and between these and guests, avoiding, as much as possible, the proximity to a minimum of 2 mts, shaking hands, kissing, sharing working places, presential meetings, sharing food, tools, glasses and towels.
- Daily monitoring: Of the fever to be registered at the beginning of work.

Available equipments

- Individual protection for all staff
- Individual protection for guests
- Stock of cleaning products, including wet tissues of one use, containing disinfectant, bleach and alcohol to 70%
- Dispensers with antiseptic solution next to the points of way in and out, at the entrance of the restaurant, bar and WC's.
- Antiseptic vaporizer for disinfection of the accommodation units and public areas.
- A place for isolation of persons that may be detected with suspicious or confirmed cases of Covid-19.

Emergency telephone numbers:

- Fire brigade – 281 322 122
- GNR – 281 329 030
- Police – 281 322 022
- Maritime Police – 916 613 515
- NHS 24 – 808 24 24 24
- Doctor in Taviclínica – 281 380 660

The establishment ensure

Daily Routines in the general areas

- Wash and disinfection of surfaces where staff and guests circulate, to ensure the control and prevention of infections and for antimicrobial resistance.
- Cleaning of surfaces and objects of common use (counters, electric switches, door handles and knobs) several times a day.
- Replace the dry cleaning or w/ hoover by the wet cleaning.
- To refresh the air in rooms and closed spaces.
- The disinfection of the pool to be done according to the internal protocol.
- In food & beverage areas, its reinforced the sanitizing of kitchen tools, outfits and surfaces and avoided to the maximum, the direct manipulation of food by guests and staff. (See protocol for restaurant).

Daily routines of sanitizing in the accommodation

- Specific care in the changing of bed linen and cleaning of rooms, with adequate protection and in two separate times (internal protocol nº3).
- The removal of bed linen must be done without shaking, folding it from outside to inside and immediately sent to the washing machine.
- Wash separate in the washing machine and at high temperature (60° C), the uniforms of staff and bed linen and towels.

General Rules

- It is the responsibility of the Manager to ensure that all the measures stipulated are fulfilled.
- Any daily occurrence, will be registered by a member of staff in reception and communicated to the manager.

- A scale of duties will be elaborated weekly, to name the person responsible for the daily register of any occurrence.
- The present protocol has been implemented in useful time and specific education was given to all staff.

Cabanas de Tavira, Portugal

11th of May 2020

The Manager

António Almeida Pires

Annex

Internal protocols established

Protocol n°1

Daily at the start of the work, the temperature of each member of staff will be monetized and put down in a form, as fit or inapt.

Protocol n°2

Washing and disinfection of surfaces in areas of circulation and accommodation, will be done by using a disinfectant alcoholic solution of 70%. All the surfaces are sprayed daily. In common areas, it will be done twice a day.

Regarding the accommodation, on each new arrival, the unit will be completely disinfected by dusting all around. On regular maid service days, all surfaces of contact (kitchen, WC and others) will be cleaned with bactericide.

Protocol n°3

The changing of linen will be done in two times: removal of the bed linen from outside to inside and carried in an appropriate bag to the industrial laundry, where it will be treated to a temperature above 60°C.

Towels and tea towels also removed and put in bags to follow the same procedure.

Internal protocol for using the Pool

- Sunbeds grouped two by two and at least with two meters apart to another set of sunbeds.
- Availability of disinfectant material for hands, in the pool area.
- Availability of material for disinfection of the chairs, to be done by the users themselves, after previous use.
- Chairs in the pool are disinfected, especially the armrests, early in the morning.