

PREVENTION AND CONTROL MEASURES AGAINST COVID-19 INFECTION



Considering the importance of the infection caused by COVID-19, ZITUR GUEST HOUSES (Vale Fuzeiros Nature Guest House - Alte Tradition Guest House) adopted all the requirements defined by Turismo de Portugal, in accordance with the guidelines of the Health Authorities, allowing to be considered and registered as a “CLEAN & SAFE ESTABLISHMENT”.

Accordingly, specific responsibilities, procedures and measures were adopted to mitigate the consequences of this infection on the fulfilment of the activities carried out in our Guest Houses.

We inform all our customers that ZITUR (Vale Fuzeiros Nature Guest House - Alte Tradition Guest House) will take the following measures to prevent Covid-19 in order to ensure the safety and comfort of everyone:

Individual Protection Behaviour:

- No greeting physical contact;
- Sanitation with alcoholic hydra solution after each hand contact;
- Distance of 1 meter for everyone and 4 meters for patients or suspects;
- Avoid gatherings;
- Anyone with fever, cough or difficulty breathing should be considered a suspected case;
- Mandatory use of mask for employees and recommended for guests;
- Contacts with someone sick require use of mask FP2.

What we do to protect you:

- Elaborated a detailed **Protocol of Measures Available** at Reception;
- **Dispensers with antiseptic solution** available in all areas of the Guest House;
- **Guest Houses fully disinfected** following recommended antiseptic products;
- **Cleaning and disinfection of contact surfaces in public areas with bleach** (sodium hypochlorite solution) in a concentration of at least 5% free chlorine, and 70º alcohol, for metallic or other surfaces that are not compatible with the bleach;
- **Toilets** are prepared with disposable **paper towel dispensers**;
- **Aeration of the Guest House** areas, according to the daily plan, ensuring air renewal of at least three times a day;
- **Defined location for isolation** in suspected or confirmed cases.
 - Room with WC and living area, ventilated, with direct access to the outside and **properly equipped**, with: (Disposable kit with masks, surgical gown and gloves, thermometer, disinfectant, kettle, non-perishable foods, cereals, milk, juices, fruit pulp, cookies, waste container and used clothing collect bags);
- **Food and beverage services:**
 - All shared food service items (service cutlery, juice jars, bread knife, etc.) have been replaced by alternatives for individual usage;
 - Buffet service not available.

Procedures in the case of a Client or Employee suspected to be with COVID-19 at the Guest House:

- The person suspected to be infected should not leave the Guest House. Must stay in his room, call the Guest House's administrative area professionals who will call SNS24 (808 24 24 24) to assess the case and contact the Local Health Authority;
- Do not go to the health center, private doctor office or hospital emergency room;
- Wait for the instructions of the health professionals who will assist you on clinical decisions;
- Mandatory usage of mask FP12;
- The Local Health Authority may choose to send the person to the referral Hospital in the area or not, depending on the patient's clinical situation;
- In suspected cases of COVID-19, cleaning and linen professionals must wait for the result of the laboratory diagnosis confirmation, before starting the laundry and cleaning procedures.