



**Coimbra
Health School**
Polytechnic of Coimbra

VOLUME III

Social Accommodation in the context of COVID-19

COORDINATION
Marta Jorge de Vasconcelos Pinto

In collaboration with:



BIOSPHERE
Portugal

COLLECTION

Risk management in epidemic and pandemic situations in higher education



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Infographics Glossary

C Compliant

NC Not compliant

NA Not applicable



SUSTAINABLE DEVELOPMENT GOAL #2
Erase Hunger



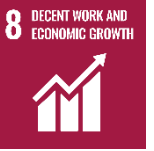
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Preamble

Coimbra Health School in collaboration with Biosphere Sustainable Lifestyle  has developed a set of practical guides on health and safety applied to the higher education sector based on the requirements and criteria established by the Portuguese Directorate-General of Health (DGS), World Health Organization (WHO) and governmental and sectoral organizations, aiming to support higher education institutions in normalizing teaching activity in the current pandemic context.

The experience provided in these practical guides results from the collaboration between Environmental Health Technicians (EHT) and Occupational Hygiene and Safety Technicians (OHST) with proven experience in the management of Safety and Health and work in Public Health.

The pandemic has revealed the high relevance of EHT and OHST, so often overlooked and undervalued. Never as much as now, attention had been drawn to occupational health and safety and environmental health. Organizations, authorities and companies are currently facing new and important challenges in the fight against the pandemic, in order to protect the health of their workers and students. It is therefore significant, in times of emergency and health response, to reinforce the importance of measures to be implemented, but also their close relationship with the 17 United Nations Sustainable Development Goals (SDGs). Thus, this document establishes the connection between the proposed actions and the correspondent SDGs.

Environmental Health encompasses multiple aspects of human health and quality of life determined by physical, chemical, biological, social and psychological factors in the environment. It is also contemplated the evaluation, correction, reduction and prevention of these factors, with potential to adversely affect the health of current and future generations.



The effects and results of Occupational Health and Safety measures have an impact on health and well-being and if work is recognized as a determining factor for health, it is imperative to relate it to public health. The COVID-19 epidemic being a Public Health emergency has serious implications for activities and working conditions, as well as for workers' health and safety.

Since contacts between people are a strong vehicle of contagion and spread of the virus, they must be kept to the minimum necessary level. The employer has an obligation to ensure that workers have safe and healthy conditions in all aspects of their work. In the current context of the COVID-19 pandemic, it is up to top management and the respective Occupational Health Services, mandatorily composed of Occupational Health and Safety Technicians and Occupational Physicians, to establish the technical conditions that ensure the implementation of infection prevention measures of workers by SARS-CoV-2 in the workplace and the transmission of the COVID-19 disease.

In the current pandemic context - as before - EHT and OHST are particularly fundamental in accessing and disseminating reliable and up-to-date information and in the risk management and assessment process with a view to implementing prevention and control measures, as well as in the development and review of contingency plans, all in close collaboration with public health authorities.

All the information contained in this collection of practical guides results from consultation with public sources, complemented and validated by its authors, with particular focus on the Technical Guidelines issued by the Directorate-General of Health in the context of the COVID-19 pandemic.

The Guidelines of the Directorate-General of Health are a reference for conduct and good practices, in order to minimize the risk of transmission of SARS-CoV-2 and the impact of the disease. Although not law, they can have the force of law by governmental determination, and their non-compliance can be sanctioned since the disrespect of the guidelines issued by the administrative authorities is susceptible to integrate the crime of disobedience.

The recommendations presented in this document are valid on the date of its publication, in view of the natural and necessary constant updating, issued by the competent health authorities. Whenever appropriate, this guide will be updated and made available for public consultation.



Introduction

The exceptional scenario experienced since March 2020 and the consequent imposed or adaptive changes resulting from the pandemic led to the living of a reality different from that known until then, creating an immeasurable challenge to the management of organizations.

The reality experienced for many months, dictated the closure of classroom activities and due to the declaration of a state of emergency, the enforcement of home office and virtual service regime. In addition to the described scenario, there are substantial transversal impacts to all sectors of economy, with the certainty of the existence of a coexisting reality of “before and after COVID-19”. In addition to the management of a higher education institution, which is characterized by being a stimulating activity, there are countless internal and external challenges and threats.

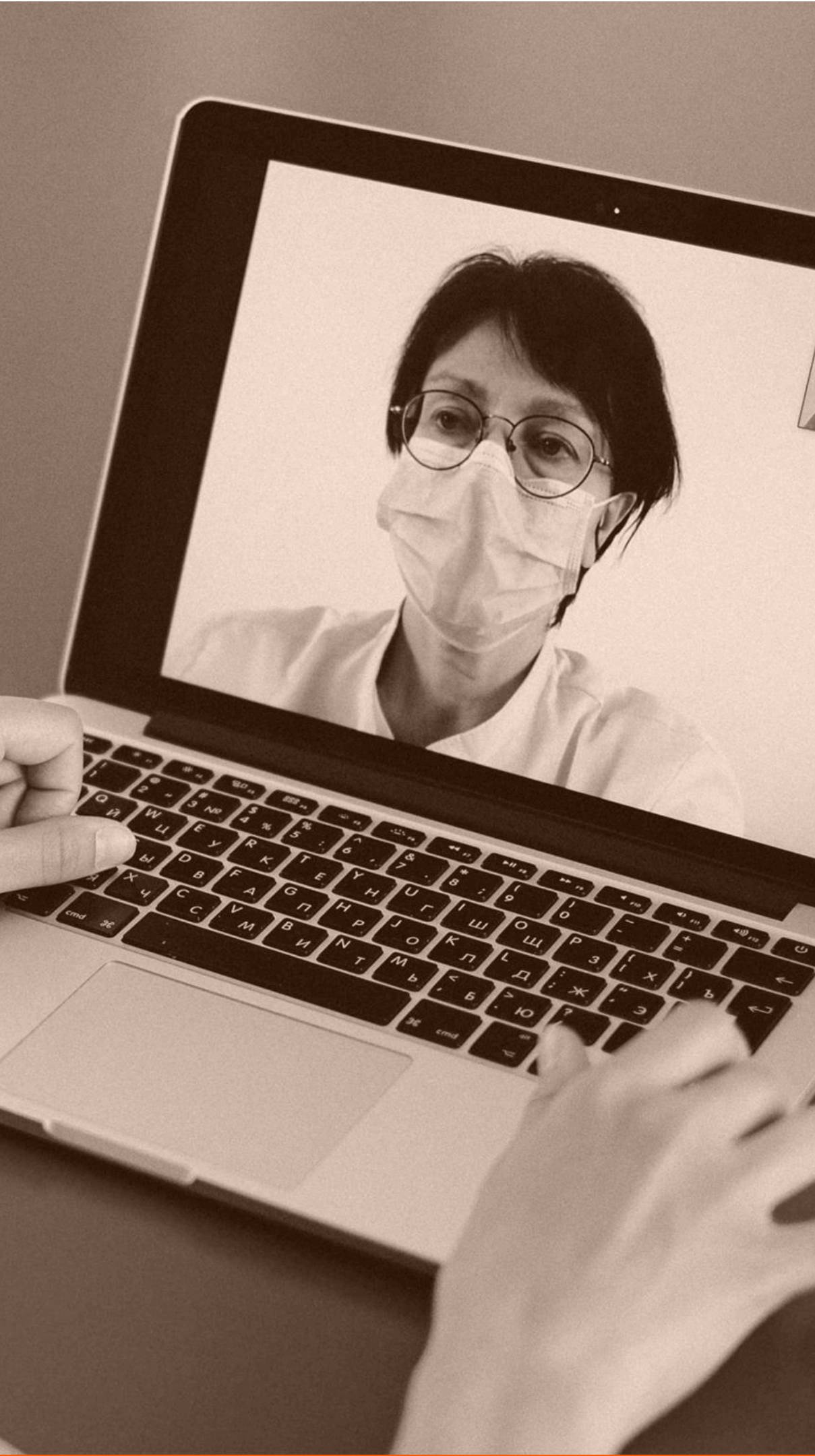
In the words of Albert Einstein: "The crisis is the best blessing that can happen to people and countries, because the crisis brings progress (...) It is in crisis that invention, discovery and large strategies are born". At the moment, the crisis has a name and a surname: it is called the COVID-19 pandemic (Sars-CoV-2).





The Pandemic will continue to affect the normal functioning of higher education institutions from an academic, organizational and functional point of view, so it is necessary to take into account, in a conscious way, the need to adopt strategies for dynamic adjustment of action plans, creating conditions for the necessary adaptations and corrections that allow, at each moment, to respond effectively to the needs that may arise.

With this set of practical guides, we intend to contribute to the continuity of academic and non-academic activities with the serenity that the Public Health emergency scenario determined, associated with the contingencies imposed by the competent authorities and with the certainty of the value that face-to-face teaching model imprints on the civic and academic education of students.



10 Steps to comply with hygio-sanitary requirements

The current practical guide – Social Accommodation in the Context of COVID 19, which constitutes Volume III of the Collection – Risk management in epidemic and pandemic situations in higher education, aims to serve as support and practical guidance for the implementation of security measures recommended by DGS and to reinforce and promote the dissemination of good practices to the scientific and cultural events organizing activities within higher education institutions.

There are 10 steps outlined for the implementation of the hygio-sanitary measures required in the current pandemic context, explaining, in each of the stages, the actions that must be taken with a view to meeting the public health requirements.



10 Steps to comply with hygio-sanitary requirements

01 Contingency Plan

02 Room / Isolation area

03 Space management

04 Common spaces and areas

05 Human resources management

06 Service management

07 Cleaning of facilities and equipment

08 Cleaning of rooms

09 Personal and professional hygiene measures

10 Personal protection measures

Social accommodation in higher education institutions

The widening and democratization of higher education, in a context of greater social inclusion and well-being of students, constitutes one of the main challenges for higher education institutions, based on the creation of contexts of inclusion and equity of access, but also of equal fruition, promoting knowledge sharing and guaranteeing humanist-based education.

Higher education is, admittedly, one of the greatest factors of equity and social and economic development of societies. It is known that accommodation weighs heavily on families' budgets. Social housing proves to be a strategic tool to create better conditions for attending higher education, contributing to a reduction in the costs borne by students.

With restrictions on contact and cohabitation, due to the COVID-19 pandemic, social housing in higher education institutions, where students share rooms and common spaces, becomes a risk. For this reason, the immediate alternative is to reduce the number of available beds, prioritizing the safety and health of the resident students.

Protecting the user of social housing in higher education institutions will only be possible through the understanding and compliance with a set of rules and regulatory principles for its use, which result from the need for collective use of services and facilities by its residents, as well as concrete conditions of its functioning. It is therefore imperative that guidelines are set, to which all workers in these spaces are subject, as well as its residents, regardless of the length of their stay or their status.



The rules are those that apply to society in general, adapted to the reality of each institution of accommodation and social action.

All the measures recommended in this practical guide were developed in line with the best practices and known rules.



01 | Contingency Plan

A Contingency Plan is a preventive, predictive and reactive document outlining the strategic and operational structure to be observed during or after any type of emergency, disaster or event, with the aim of helping to control and minimize any negative consequences. This document presents a set of procedures that are alternative to the normal functioning of institutions offering Social Accommodation, whenever any of their usual functions is impaired by an internal or external contingency.

It covers planning how your main services or products can be continued and how the recovery of economic and social activity should be processed.

As determined by the offices of the Ministers for Modernization of the State and Public Administration, Labour, Solidarity and Social Security and Health*, higher education institutions must prepare their specific Contingency Plan for COVID-19 in close coordination with health and safety at work services and in line with Guideline no. 006/2020 of the General Directorate of Health. Higher Education Institutions and their Administrative Units dealing with Social Action and Accommodation must also adopt procedures for the prevention and control of infection, as well as the detection and surveillance of possible cases of COVID-19, in line with the recommendations of the competent authorities. At the same time, Guideline no. 008/2020 of the Directorate-General of Health establishes the procedures for prevention, control and surveillance in hotels, with specific guidelines on important measures that can be applied to the social accommodation sector.

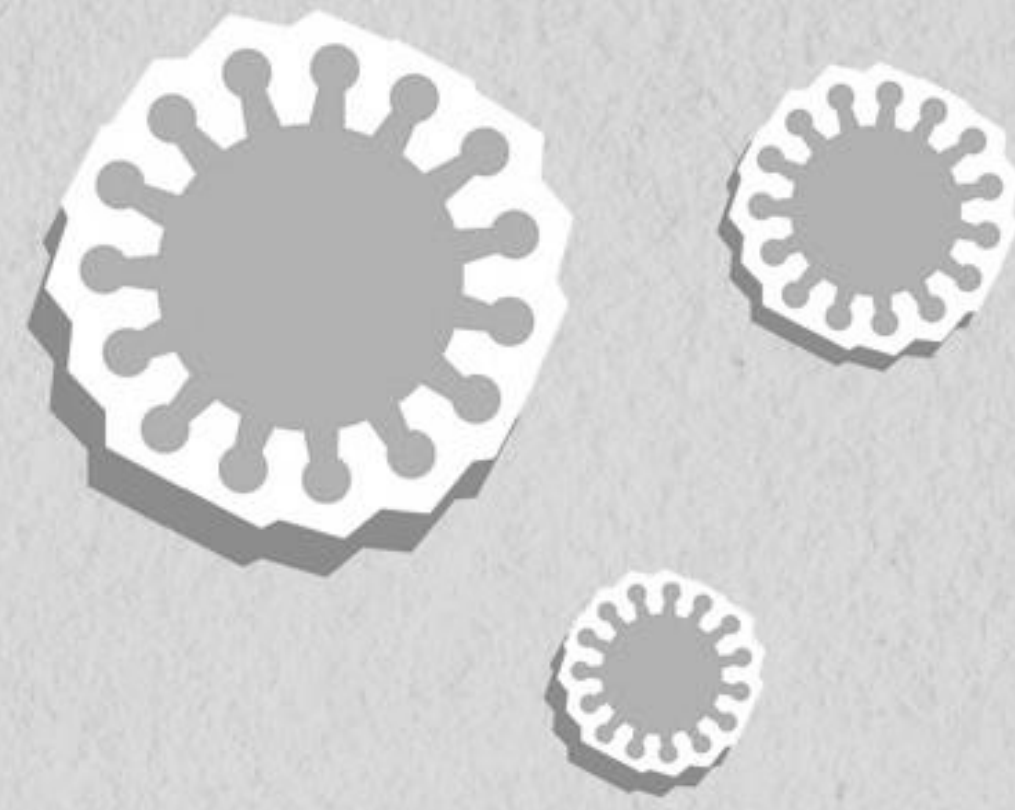
In order to consecrate information about the safety measures adopted in relation to COVID-19, the employer must provide for the elaboration of specific procedures for workers and students, as a binding resource for compliance with the current hygiene and sanitary measures. It is recommended to prepare summary documents in simple, clear and bilingual language or graphics, considering the potential use of social accommodation by students integrated in mobility or international cooperation programs.

The document should also be made public and disseminated to workers and other interested parties, informing them especially about the main measures adopted by the Administrative Unit in the face of an emergency or pandemic situation and how to recognize and act before a student or worker with suspected COVID 19 disease.

* Order no. 2836-A/2020 of March 2, 2020.

Follows a set of requirements that should be taken into account:

	C	NC	NA
There are informative signs (preferably bilingual) on the good practices to be adopted to prevent the spread and contagion by COVID-19 (mandatory to wear a mask, hand hygiene, social distance, circulation circuits, space hygiene)			
Workers know how to act on suspected and confirmed cases of COVID-19 - contact SNS24 Line (808 24 24 24) and proceed according to the instructions provided			
Workers who develop signs or symptoms suggestive of COVID-19 during their work shift are considered suspicious cases and are guided to the isolation area. SNS24 Line (808 24 24 24) is contacted			
Any of the workers (in their respective areas of activity) should be responsible for initiating the procedures in case of suspected infection (accompanying the person with symptoms to the isolation area, providing the necessary assistance and contacting the national health service)			
The student who has symptoms of COVID-19 should not leave the accommodation unit. He must remain in his room and call SNS24 line (808 24 24 24). The SNS Line will indicate the student, if it so chooses, to the referral hospital			



02 | Room / Isolation Area

Following the definition of specific procedures resulting from the Contingency Plan, the Social Accommodation Unit must set up an isolation room or area (see Guidance DGS no. 006/2020 of 26/02). For this purpose, a clearly defined location (room, office, section, zone) must be set to isolate people (students, workers and other interested parties) suspected or confirmed with COVID 19.

In the definition of the isolation room or area, the circuits to be carried out in the event of a suspected or confirmed case must be considered, and it is imperative that the places with the greatest number of people in the premises are avoided. Along these circuits, the mandatory use of a protective mask must be checked in accordance with the guidelines of the health authorities, and the proper physical distance between possible accompanying persons and respiratory etiquette rules must also be guaranteed. Attention should also be given to the need to remove textile and decorative materials (in the event that a room is reserved for the isolation of suspected or confirmed cases), facilitating hygiene operations after occupation.

The choice of the isolation area must meet the guidelines of the DGS in terms of characteristics and materials, namely:

	C	NC	NA
Natural ventilation, or mechanical ventilation system			
Smooth and washable coatings (<u>no rugs, carpets or curtains</u>), bathroom (whenever possible), stock of cleaning materials, surgical masks and disposable gloves			
Dispenser with alcohol-based antiseptic solution at the entrance and inside the premises			
Telephone with external connection, chair or couch for rest and comfort of the user, pending validation of the case and possible redirection			
Thermometer, non-manual opening waste container, waste bags, collection bags for used and/or contaminated clothing			
Kit with water and some non-perishable food			

When cleaning and disinfecting surfaces in quarantine or isolation areas, after occupation by a suspect or confirmed patient (see DGS Guideline no. 014/2020 of 21/03), workers must comply with the following procedure:

	C	NC	NA
Wear waterproof gown, mask, glasses/visor and disposable gloves resistant to disinfectants			
Wait at least 20 minutes after the sick person, or suspected of being sick, leaves the isolation area to start cleaning procedures			
Prepare the bleach solution (sodium hypochlorite) with original concentration of 5% or more of free chlorine, diluting to 0.1% - 1 part of bleach to 49 equal parts of water (see Annex I of Guideline no. 014/2020)			
Wash surfaces first with water and detergent			
Then spread the bleach solution evenly over the surfaces			
Leave the bleach to act on the surfaces for at least 10 minutes - read the manufacturer/supplier's instructions. <u>This step is crucial</u>			
Then rinse the surfaces only with hot water			
The washing and disinfection of the floor must be carried out at the end, in a way equivalent to that described for the surfaces			
Allow to air-dry			

In the disinfection of isolation areas and/or in large spaces, where it is assumed that confirmed cases of COVID-19 may have been in physical presence, the hydrogen peroxide steam disinfection method may be used, using specific equipment. This disinfection is carried out after previous cleaning and only if the area is totally empty, following the manufacturer/supplier's instructions for the safe use of this disinfectant.

03 | Space management

The management of available space and the redefinition of installed capacity in social accommodation facilities is one of the main measures to be adopted by institutions that manage social action. Units with external access to the accommodation, or with independent accommodation, may have some flexibility in adjusting their installed capacity, since these allow for greater social distance. However, it is important to define gap periods between stays (pay attention to the safety data sheets for cleaning and disinfection products with regard to the procedures for use, the respective performing times and ventilation of the spaces, as well as the number of cleaning staff and laundry service responsiveness).



Considering the pandemic scenario and the consequent displacement of students to their respective areas of residence, the possibility of eliminating multiple occupancy rooms should be considered, whenever possible, giving preference, in terms of primary occupation, to housing spaces with private bathroom.

Compliance with the following general recommendations applicable to activities with user service should also be considered:

	C	NC	NA
The allocation of publicly accessible spaces follows the maximum indicative occupancy rule of 0.05 persons per square meter of area (0.05 persons/m ²)			
The maximum capacity of the space is affixed in specific document, visible to the public			
Use of mask is mandatory			
Hand hygiene is promoted before entering and leaving each space			
Students' body temperature is monitored, upon authorization, at the entrance to the premises			
The layout of the various spaces is adjusted in order to avoid agglomerations and the minimum distance of 2 meters between the participants, placing, whenever necessary, a physical barrier or signage when the distance cannot be guaranteed			
The access queues to administrative or activities areas, or any other common area, comply with the minimum distance of 2 meters between participants, using signs, such as marks and signs on the floor, informational poster, or with the help of employees through reinforced verbal information			
Independent and one-way entry and exit circuits are created, duly signposted and demarcated (e.g. pavement marking)			

(Cont.)

	C	NC	NA
Frequent air renewal is guaranteed according to DGS guidelines			
The doors remain open in order to avoid frequent touching of surfaces and to allow better air circulation within the spaces.			
The hygiene of furniture and common use equipment available in the space is guaranteed			
The contact between collaborator and participants in carrying out the activity is reduced to the essential minimum and always with the necessary protections			
A distance of 2 meters between participants and collaborators is reinforced and maintained			
There is information in the rooms and common areas, regarding the measures adopted by the Unit in terms of COVID-19			
The rooms are as minimalist as possible, removing as many decorative items as possible			

Signage reinforcement

Signage reinforcement on the premises, particularly those that involve public service, should be organized in order to avoid formation of queues or agglomerations, ensuring a distance of 2 meters between people by signalling of circuits and use of physical distance markers (vertical or on the floor). The reinforcement of signs with information on the location of rooms and common areas should be considered, so that students can go to the desired location/service without having to constantly resort to staff members.

	C	NC	NA
Disclosure materials are used for the prevention and spread of contagion by Covid-19 (audio-visuals, sound, information spots in several languages, posters, or using the materials available on the official website of the DGS)			
The printed information provided is wrapped with materials that allow them to be cleaned			

04 | Common spaces and areas

- Redefining the layout of spaces
- Ventilation of common areas

Redefining the layout of spaces

The redefinition of the layout and circuits inside the social housing units are basic measures in order to avoid agglomerations and the existence of extended waiting periods in activities related to the management of the domestic activities carried out by the students. The provision of spaces and areas of common use, namely, kitchen, study rooms, social rooms, laundry facilities or collective sanitary facilities should be weighed, whenever possible, and there should be an increased reinforcement in airing, hygiene measures (in particular of surfaces) and use of a mask.

The space meant for the reception and entry of the accommodation unit should be as wide and functional as possible. Whenever possible and required, the interposition of physical barriers (acrylic) should be considered. Reception or check-out activities for students are normally previously scheduled and processed during the staff working hours in the facilities. However, the following rules extended to other activities associated with student accommodation, should be considered:

	C	NC	NA
The entry and exit of students (check-in and check-out) is previously scheduled. It is not advisable to assist more than one student at the same time			
There are signs to outline distances to be respected			

Redefining the layout of spaces

(Cont.)

	C	NC	NA
There are, whenever possible, independent and one-way entry and exit circuits duly signposted (e.g. pavement marking)			
It is not advisable to provide and use study rooms or social rooms			
If students are expected to use social rooms or study rooms, an adjustment should be made to the lay-outs in order to respect the minimum distance of 2 meters between their users, who must be properly equipped with a mask, ensuring the respective physical distance			
In the kitchen, pantry or dining room, the maximum occupancy rule of 0.05 people per square meter of area must be observed (setting the layout of the seats diagonally can facilitate the maintenance of the safety distance)			
The occupation of spaces (kitchen, social room, study room, common areas) should allow for a spacing of at least 2 meters between each person			
Alternatively, waterproof physical separation barriers are used between students who are facing each other and a distance between tables of 1.5 meters is applied			
Groups of more than 6 people are not allowed to remain			

Sanitary facilities for common use are liable places leading to agglomerations, thereby requiring additional measures.

	C	NC	NA
The maximum capacity of sanitary facilities for common use is defined			
In the sanitary facilities there are devices for washing hands with soap and drying hands with single-use paper towels, and dispensers of antiseptic solution and non-manual waste containers are available			
Sanitary facilities are sanitized according to DGS Guideline no. 014/2020			
Dryers that produce air jets are not used			
Doors are kept open whenever possible			

Ventilation of common areas

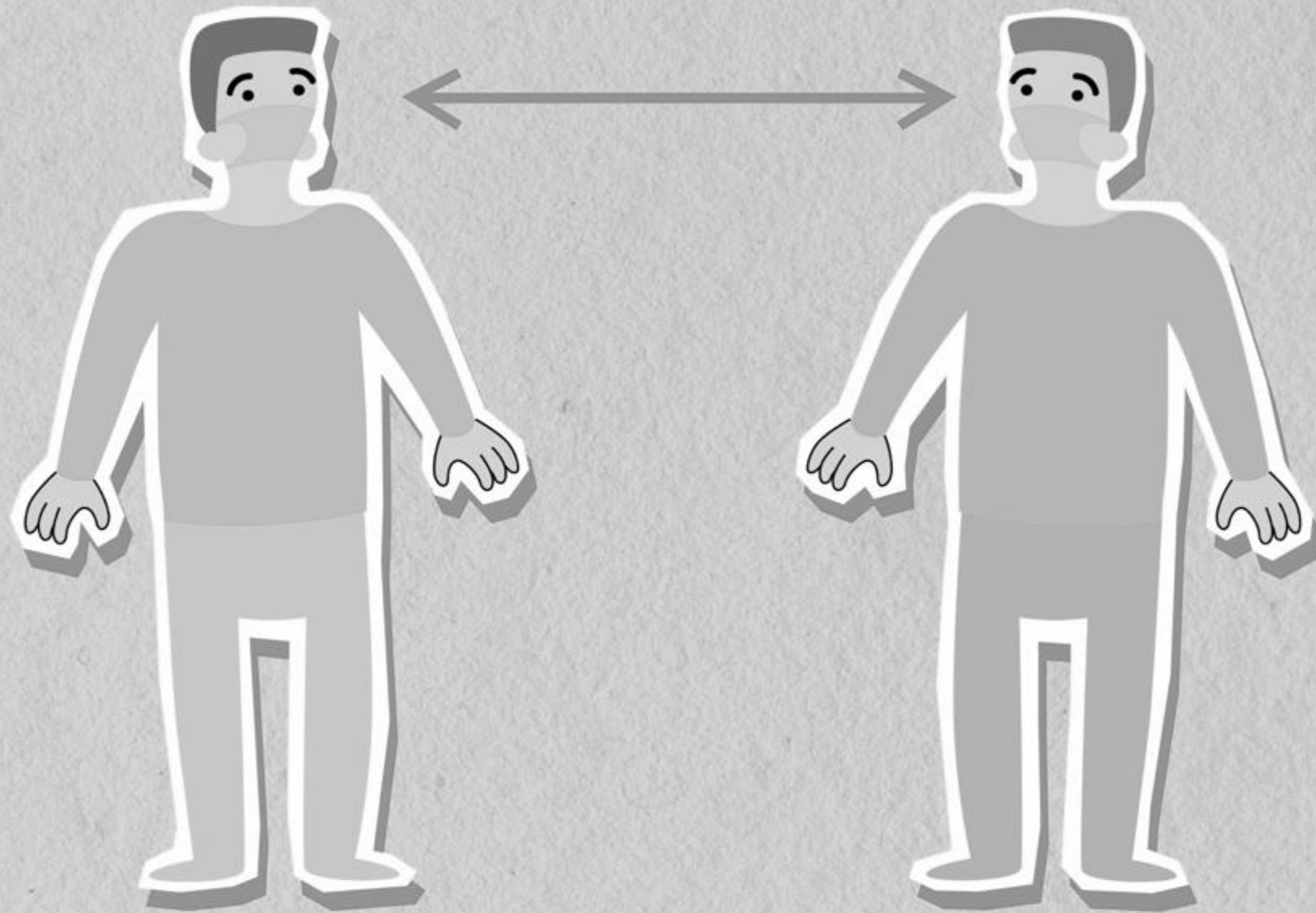
Based on current scientific evidence and considering the risk of transmission associated with the spread of respiratory droplets produced when an infected person coughs, sneezes or speaks, additional measures must be implemented by establishments serving the public with respect to ventilation and aeration of spaces.

The risk of using HVAC systems (Heating, Ventilation and Air Conditioning) is considered to be very low, as long as the rules for safe use, namely maintenance, are complied with*.

	C	NC	NA
Good ventilation of the spaces is ensured (at least 6 air renewals per hour), with natural ventilation, through the opening of doors/windows or through mechanical air ventilation (HVAC system)			
Proper cleaning and maintenance of the air conditioning and/or mechanical ventilation systems is guaranteed			
If air conditioning is used, the extraction mode is used and never the air recirculation			

* DGS Guidance 23/2020

05 | Human Resources Management



- Conducting meetings with staff
- Shift management

Conducting meetings with staff

The training and information of workers represents the central axis in the risk management process, as a means of conveying good practices to be applied. Non-face-to-face communication channels (video conferencing) should be privileged. The institution must resort to alternative ways of working or carrying out tasks, namely through the use of home office, videoconferences and remote access of customers. Consideration should be given to strengthening the technological infrastructures for information and communication, in order to keep workers updated about the new measures and procedures to be implemented in the various areas, particularly in health security, as well as to discuss the challenges of the future. This reinforcement should also be re-balanced with a view to the need for constant use of this type of infrastructure in confinement scenarios, with high resource to synchronous classes.

Institutions have a central role to play in protecting the health and safety of their workers, just as they are crucial in limiting the negative impact on the economy and society. On the other hand, consultation with workers is a legal requirement and can be implemented by collecting inputs to streamline the implementation of new measures. Thus, it is very important that the Contingency Plans are developed and updated with the information provided by the Directorate-General of Health and contributes from staff, in order to comply with the recommendations regarding prevention and infection control.

Conducting meetings

	C	NC	NA
Preference is given to individual work over team work. Teams are reduced to the maximum and the rotation of workers in different teams is avoided			
Workers are informed and trained in basic respiratory etiquette procedures, sanitation of hands, surfaces, machines and work equipment, mask placement and removal procedures and social conduct			
Workers are trained in the specific procedures to be adopted in the case of a suspicious case in the institution			
Information and training activities are carried out within the scope of COVID-19 (privileging the recommendations “ <i>simulation exercises</i> ”)*			
The information and training activities are promoted by intranet, e-mail, applications and electronic platforms, among other alternative communication channels, which ensure, whenever possible, physical distance			

* <https://www.ecdc.europa.eu/sites/default/files/documents/simulation-exercise-manual.pdf>.

Shift management

As far as possible, it is advisable to create teams in order to ensure that in a situation of need, illness or absence of any member, work can be guaranteed. Thus, the possibility of creating shifts or mirror teams should be considered, in order to lower the likelihood of contagion and, in the event of this, to make it easier to circumscribe and avoid spread.



06 | Service management

The institution must identify all critical points associated with the service and reception of new students, analysing the preventive measures with regard to their logistics and organization, hygienic, economic and communication measures, and any individual characteristics and needs of the students must be considered.

Access management

The accommodation unit must ensure the control and logistical organization of the number of student arrivals and departures, with a special focus on strict compliance with the rules for space capacity. In order to effectively manage the entrance activities of students from the accommodation unit, which are expected to be more time consuming and prone to agglomerations, a first contact with the student must be established in order to confirm the reservation and schedule concrete date and time for check-in. This contact will provide an opportunity to make a brief summary of the measures adopted, so that, upon arrival, the student is already more familiar with the measures adopted in the unit (what to do at check-in, what will be delivered and made available in terms of services, documents and protective equipment). At check-in, the receptionist must have all the information previously prepared, so that the process is quick and avoids unnecessary contacts, such as filling in the entry register or filling in additional information. Upon departure, the student must be informed about the working hours of the reception, as well as the need to open the bedroom window, whenever possible.

Access management

	C	NC	NA
The entry and exit of students (check-in and check-out) is previously scheduled. It is not advisable to assist more than one student at the same time			
It is ensured that students remain within the reception space and other common areas for as long as strictly necessary			
Students are informed, in advance, about all the measures adopted to ensure the sanitation of the space (by telephone, creation of a separator on the website linked to the topic where the adopted measures can be consulted, creation of documents or procedures that can be sent via email to the student)			
After each check-in and check-out, the receptionist disinfects the reception desk, payment terminals, keyboard, pen (if used) and hands			
The receptionist informs the student of the location of the room and the shortest way to access it			
There are sufficient stocks to cover the needs for maximum student capacity, ensuring the availability of equipment, human resources			
The student is informed and there is information affixed in a visible place, of the obligation to proceed with the disinfection of the luggage (ensure that the disinfectant to be used does not corrode or damage the luggage)			
The room key is disinfected upon delivery and return			

Billing and payments

	C	NC	NA
Payments via online platforms are preferred: Homebanking, PayPal, MBWay			
In the case of onsite payments, bank card or MBWay payments are given priority (favouring contactless solutions), ensuring that the participant is the only one handling the card and that payment terminal is disinfected after each use			
In the case of cash payment, the hand hygiene of the staff member and the participant is ensured at the end of the process			
Direct contact is avoided when handling money: the participant must put the money down and the staff member collects it; repeating the process in case of change, without contact between the two of them			
The management and billing of the activity or reservation is organized with advance payment and electronically			

Redefining logistics with suppliers

The organization of social accommodation, depending on its dimension, can present constraints related to the simultaneous management of several suppliers. In an emergency or pandemic scenario, specific procedures for receiving goods should be reinforced, with a special focus on redefining routines, schedules and circuits.

	C	NC	NA
A procedure for receiving and storing materials, equipment, products and eventually foodstuffs is defined			
A schedule for receiving products is defined so that it does not coincide with periods of greater workload			
Workers have specific training on the principles of receiving and storing goods			
Orders are made through digital media (e.g., e-mail). If it is necessary to process orders in person, it must be previously scheduled and in a service area, in order to avoid circulation through the institution's facilities			
The simultaneous reception of products and/or foodstuffs from different suppliers is avoided			
PPE is used exclusively when receiving material (mask, visor, gloves, apron or disposable gown, disposable foot protector)			
Hand washing and disinfection is guaranteed before and after receiving the products			
The outer packaging (secondary or tertiary packaging) is discarded and removed before storing the products			
There are specific and sufficient containers for the placement of waste			

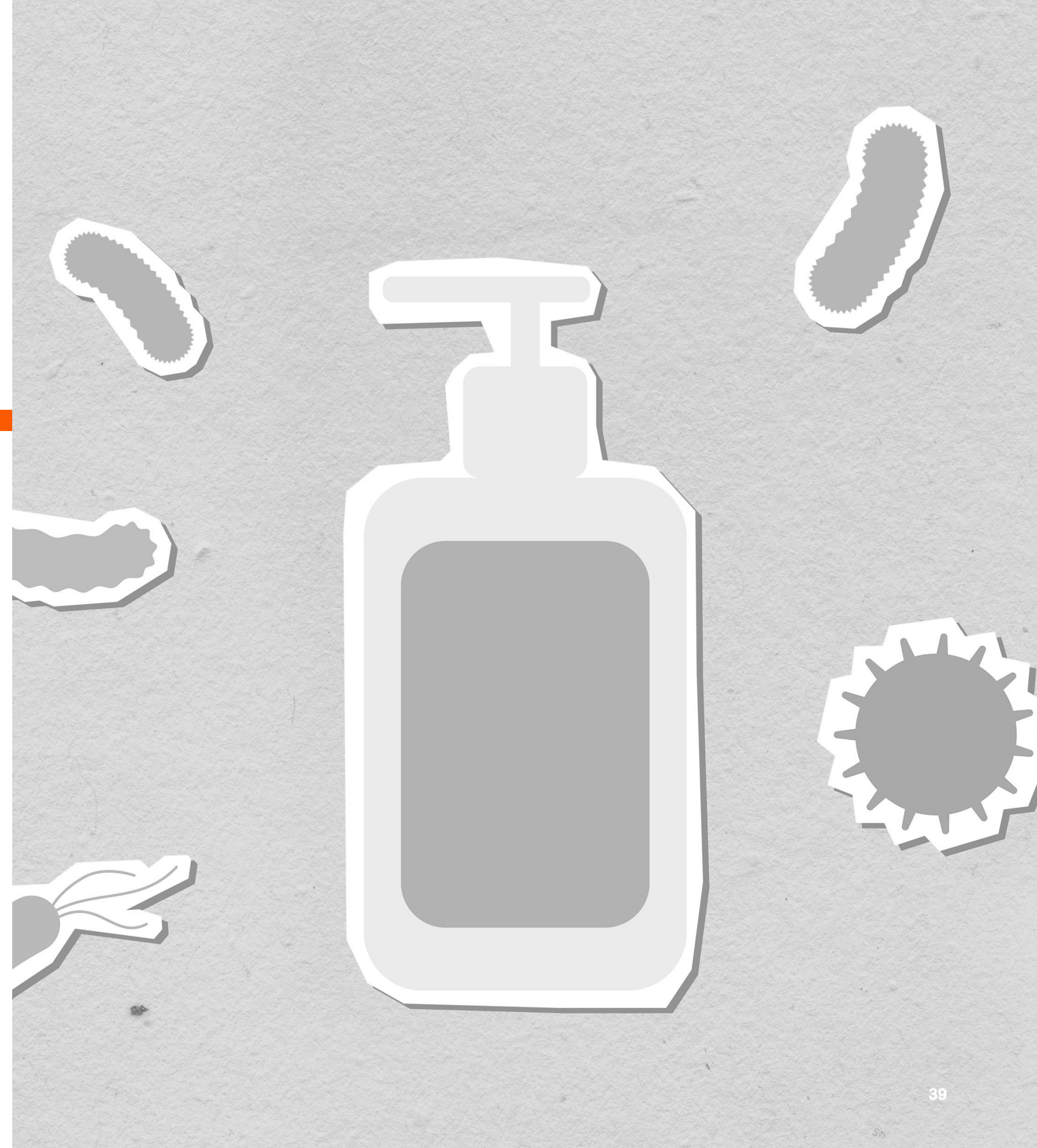
Redefining logistics with suppliers

(Cont.)

	C	NC	NA
Delivered goods wait, whenever possible, for a period of 24 hours in a ventilated place before being transported inside the unit			
The goods reception area is regularly cleaned with certified products and workers are trained in how to use them			
The delivery of goods is made through the entrance/service area (where contact details of the responsible person or reception can be posted), to avoid unnecessary contacts as much as possible			
Suppliers and external persons do not enter the premises, namely in clean areas (storage room, clean pantry for receiving goods)			
The delivery of goods follows the circuit created in order to minimize the movement and crossing of people, equipment and materials			
Antiseptic solution dispensers are installed in the goods reception area for hand hygiene			
Exclusive PPE is used for the reception of material (mask, visor, gloves, apron or disposable gown, disposable foot protector)			
Hand washing and disinfection is ensured before and after receiving the products			
Disposal and removal of outer packaging (secondary or tertiary packaging) is carried out before storing the products			
There are proper and sufficient containers for the placement of waste			

07 | Sanitation of common facilities and equipment

Notwithstanding the involvement of all workers in the development and implementation of the new measures defined in the Hygiene Plan, a staff member responsible for the implementation and monitoring of hygiene measures should be appointed. It is up to everyone to report to the competent institution or entities, situations of non-compliance with the implemented measures that may determine danger to Public Health.



Sanitation Plan

Cleaning and disinfection of surfaces and spaces must be carried out with increased frequency in accordance with DGS Guideline no. 014/2020.

	C	NC	NA
There is a sanitation plan and it is updated			
The plan is affixed in a visible place			
There is a cleaning registration system with identification of the person responsible and the frequency with which it is performed			
Cleaning professionals are well familiar with the products to be used (detergents and disinfectants), the precautions to be taken when handling, diluting and applying them in safe conditions, how to protect themselves during cleaning procedures and how to ensure good ventilation of the spaces during cleaning and disinfection			
Waste containers with non-manual opening and plastic bag (50 or 70 microns thick) are provided for easy cleaning and disinfection			
All single-use equipment used to clean spaces is eliminated or discarded after use			
When single use is not possible, cleaning and disinfection of the respective equipment is provided after each use (e.g. buckets and broomsticks)			

Sanitation Plan

(Cont.)

	C	NC	NA
Cleaning and disinfection of all reusable equipment (bucket and mop, etc.) is guaranteed at the end of each use			
The bucket and mop used in bathrooms are not used in eating areas or other public spaces			
Compressed air equipment is not used to clean spaces, due to the risk of aerosol recirculation			
Surfaces and objects of frequent touch must be cleaned at least 6 times a day - see DGS Guideline no. 014/2020 (e.g. handrails, door handles, elevator buttons, switches)			
There are specific cloths and mops for each risk area/type of surface to be cleaned			
All the material to be reused (mop heads, bucket and handle) is placed in plastic bags and transported to the cleaning/disinfection area/room, where it is washed/decontaminated with its own solution			
Then it is placed in an inverted position and allowed to dry			

Special attention should be paid to cleaning the reception area, due to the presence and circulation of people.

	C	NC	NA
At least six times a day and whenever necessary, using suitable detergents, disinfect all areas of frequent contact (for example, door handles, washbasin taps, tables, benches, chairs, handrails, etc.). Register all cleaning actions (identification of the sanitized area, date, time, signature)			
This process must be carried out when there are no students in the space, in order to safeguard the appropriate distances (2 meters)			

Cleaning Technique

The success of preventive public health measures applicable according to the phase of response to the pandemic situation depends essentially on the collaboration of citizens and institutions. In this area, it is essential to encourage and safeguard the specific role of establishments, namely those that deal directly with the general public.

Thus, additional care measures must be taken when cleaning facilities and cleaning and disinfecting surfaces. Establishments must ensure that cleaning follows the following technique:

	C	NC	NA
It is done wet – do not use dry vacuum cleaners in public areas, unless they are vacuum cleaners with a water tank. In these cases, the deposit must be dumped and washed in between each of the areas to be vacuumed			
It is always carried out from top to bottom and from the cleanest to the dirtiest areas:			
1. Walls and ceiling			
2. Above-ground surfaces (benches, tables, chairs, handrails, others)			
3. Existing equipment in the areas			
4. Sanitary facilities			
5. Floor - last to clean			

The cleaning of sanitary facilities must start with the taps, washbasins and drains, then moving on to the furniture, and lastly the bath or shower (not to forget curtains), toilet and bidet:

	C	NC	NA
When cleaning the toilet, the inside is cleaned only with the toilet brush:			
1. If there is urine or feces, flush the toilet first			
2. Do not pour bleach or product containing ammonia into the urine, as it causes a gaseous reaction which is harmful to health			
3. Apply the detergent product with disinfectant; leave it for at least 5 minutes			
4. Scrub well inside with the toilet brush			
5. Pull the toilet flush with the toilet brush still inside the toilet so that it is also cleaned			
6. Flush again without toilet brush inside			
The cleaning of the outside of the toilet follows the following steps:			
1. Spread the detergent/disinfectant on the top of the toilet and on the covers;			
2. Rub with the cloth: first the covers and only after the outside of the toilet (on top and on the sides);			
3. Wipe with water only;			
4. Allow to air dry;			
5. Clean and disinfect the flush button well (should be used with alcohol at 70°-80°)			
At the end of cleaning, all taps are disinfected again (cloth moistened with disinfectant)			

When cleaning and disinfecting the surfaces of areas containing blood or other organic products (vomiting, urine, feces), the following indications must be followed:

	C	NC	NA
Wear resistant gloves, waterproof apron and goggles, absorb spill as much as possible with absorbent paper so as not to spread liquids and immediately place the paper in the non-manual opening waste container with Group 3 hospital waste bag			
Then apply the bleach solution in the dilution of 1 part of bleach in 9 equal parts of water			
Leave at least 10 minutes; cover the affected area with wipes so that people do not step on it and place the sign of zone with cleaning in progress			
Wash the dirty area with water and common detergent; rinse only with water and allow to air dry			

Cleaning Materials

Establishments must ensure that:

	C	NC	NA
There are different cleaning materials (for exclusive use) according to the risk level of the areas to be cleaned			
The cleaning cloths are for single use and disposable (use and throw away), differentiated by a colour code, for each of the areas, according to the risk level:			
• Benches, tables, chairs, armchairs for restaurants and offices, among others: BLUE			
• Meal tables and food preparation areas: GREEN			
• Bathrooms: cloth only for wash basin: YELLOW			
• Toilet: cloth for the toilets (outside): RED			
The inside of the toilet is scrubbed with the toilet brush and disinfectant-based detergent			
Cleaning and disinfection of all reusable equipment (bucket and mop, etc.) is guaranteed at the end of each use. The bucket and mop used in bathrooms are not used in eating areas or other public spaces			

Cleaning frequency

The cleaning of surfaces of frequent touch must be carried out with disinfectant-based detergent in order to achieve hygiene more quickly and effectively (product containing in its composition, detergent and disinfectant simultaneously (2 in 1)).

	C	NC	NA
The cleaning of surfaces of frequent touch is performed at least 6 times a day			
In the restaurant/cafeteria areas, quick cleaning is guaranteed when the customer leaves, before the table is occupied again (table, chair and other contact surfaces)			
When hygiene is not guaranteed right after the user leaves, signs indicating the state of hygiene are used (table not cleaned/do not seat)			
Door handles are cleaned at least once an hour			
The floor should be washed with hot water and common detergent, followed by disinfection with a bleach solution diluted in water, at least 2 times a day			
Sanitary facilities are preferably sanitized with a product that contains detergent and disinfectant composition at least 3 times a day			

Cleaning and disinfection products

Establishments must ensure that:

	C	NC	NA
Product data sheets and safety data sheets are available			
Manufacturer's instructions available on product labels and safety data sheets are followed			
Chemical products remain properly labeled, closed and preserved in their original packaging			
Chemical products are stored outside the areas where food is handled, in a closed and properly identified place (and out of reach of children or people with special needs)			
The detergents to be used are those commonly used in the context of food hygiene			
Recommended disinfectants are used, namely: bleach (sodium hypochlorite) with at least 5% free chlorine in its original form and 70% alcohol, or rapid disinfection products in the form of wipes moistened in the disinfectant and supplied in a special dispenser (making it easy to take 1 by 1 without contaminating them)			
If wipes are used, they are used on a single surface only			
The metallic parts of the surfaces or those that are not compatible with the bleach, are disinfected with 70% alcohol or another compatible product			
The spaces are ventilated when using bleach or similar product (open the windows to ventilate and renew the air)			
Preference is given to ECO products			

Use of Personal Protective Equipment by cleaning staff

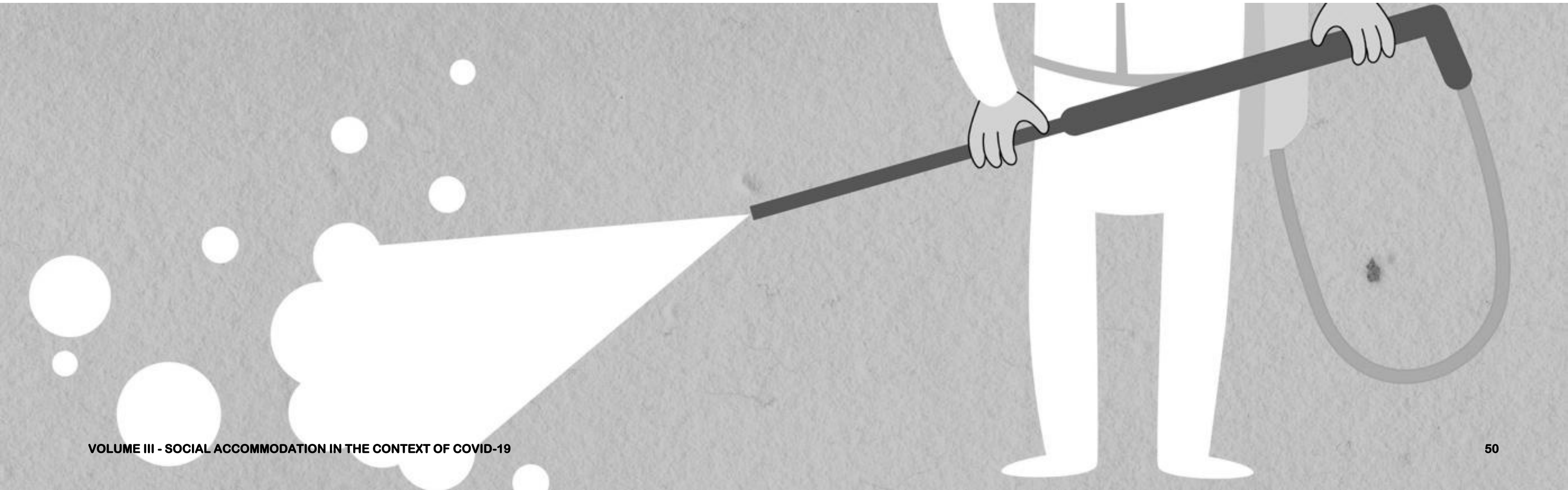
Establishments must ensure that workers who clean eating areas are not the ones who clean sanitary facilities.

At this stage of possible spread of the virus, cleaning professionals are advised to use:

	C	NC	NA
Waterproof gown, or waterproof apron over the uniform			
Mask well-adjusted to the face (surgical mask or FFP2)			
Disposable gloves resistant to disinfectant			
Uniform cleaned every day and proper footwear exclusive for cleaning			

08 | Cleaning of rooms

- Room cleaning and disinfection
- Cleaning and disinfection of sanitary facilities in the room
- Removing linen and towels
- Packing and transport of dirty laundry
- Room waste removal
- Washing and laundry processing
- Collection of crockery and cutlery



Room cleaning and disinfection

The regular cleaning of rooms in social housing units, depending on rules of Internal Regulations, is usually performed by its occupant(s). These spaces are areas of major risk of contamination and therefore need special attention. Whenever feasible, a gap period must be checked to start cleaning the rooms, with the previous opening of windows to reinforce the ventilation of the premises. Nevertheless, and considering the transversal need to proceed with deep cleaning and disinfection after students leave, basic rules must be complied with, in order to protect the safety of workers:

	C	NC	NA
Cleaning and disinfecting surfaces with blood, respiratory secretions or other organic fluids:			
1. open windows for space ventilation			
2. absorb liquids with absorbent paper			
3. apply bleach diluted in water in the proportion of 1 part of bleach to 9 equal parts of water			
4. leave for 10 minutes			
5. Clean with water and detergent			
6. rinse only with hot water and allow to air dry			

Room cleaning and disinfection

(Cont.)

	C	NC	NA
Common disinfection of surfaces:			
1. wash first with water and detergent			
2. apply bleach diluted in water in the proportion of 1 part of bleach to 9 equal parts of water			
3. leave for 10 minutes			
4. rinse only with hot water and allow to air dry			
Furniture:			
1. clean the bedroom furniture first			
2. furniture and some equipment must be disinfected after cleaning with wipes moistened with disinfectant or alcohol at 70°			
Remove the curtains and send them for washing, including the bathroom curtain, if applicable			

Cleaning and disinfection of sanitary facilities in the room

The bathrooms (private or of common use) are places of increased risk of contamination, considering the risk of transmission through indirect contact. In this domain, it is essential that the specific rules of hygiene and disinfection of these spaces are followed:

	C	NC	NA
Cleaning sequence:			
1. taps			
2. washbasins and drains			
3. furniture			
4. bath or shower			
5. toilet and bidet, if applicable			
Shower:			
1. clean the taps			
2. base and drain			
3. unscrew the shower head, wash and disinfect			

Cleaning and disinfection of sanitary facilities in the room

(Cont.)

	C	NC	NA
Toilet:			
1. apply the product with a detergent and disinfectant function, inside and outside the toilet			
2. leave for 10 minutes to work the desired effect			
3. rub well inside with the toilet brush			
4. flush the water with the toilet brush still inside the toilet so that it is also clean			
5. leave the toilet brush to drip off			
6. wash and disinfect the toilet brush holder			
Another clean and single-use cloth is used for the outside of the toilet, starting with the cover (the least dirty), followed by the top of the toilet and all outside parts with the same detergent/disinfectant			

Removing linen and towels

Depending on the rules of use in Internal Regulations, the handling of linen may be the responsibility of the student himself or, in specific situations, of the institution. Given that the action of changing bed sheets generates aerosols, the execution of this activity is considered critical in terms of contagion, and specific guidelines on safety rules for its performance must be given, whether carried out by workers or students:

	C	NC	NA
The application of a gap period between room cleaning and respective linen removal is checked, with reinforcement of aeration of the space and full opening of the bed linen			
All the linen and towels used in the rooms and sanitary facilities are considered as contaminated and handled with care, so as not to contaminate the environment or the uniform			
Different teams (or two professionals) are defined: one for removing linen and towels and making beds, and other for carrying out cleaning operations, in two separate intervals			
A period of 2 to 3 hours is expected between the operation of removing sheets and towels and cleaning the floors and surfaces			
Professionals in charge of removing linen and cleaning are equipped with a gown, non-sterile gloves, goggles and respiratory protection mask, type FFP2			

Removing linen and towels

(Cont.)

	C	NC	NA
The removal of bed linen and towels is carried out without shaking any of them, rolling them inwards without touching the body, placing them in a properly closed bag and transporting them directly to the laundry room			
Bags with dirty clothes are not filled to more than 2/3 of their capacity, so that they can be properly closed with a clamp			
Accommodated in a bag for contaminated clothes, it is reserved in specific container and identified until transport to the laundry			
Laundry professionals are aware of the high biological risk of laundry			
The clothes transport bags or trolleys are labeled with the information "Dirty/contaminated clothing" and are placed in an appropriate and closed place/area, protected from heat and well ventilated			
Students, if involved in these operations, are informed about the rules described			

Packing and transport of dirty laundry

	C	NC	NA
The linen and towels are delivered directly and without any stop, in the specific laundry zone for "dirty" in properly closed bags or transport cars			
After receiving it and without shaking, it is placed directly in the washing machine			
A washing machine is reserved specifically for the linen and towels from the rooms/toilets and another for other purposes (e.g. students' clothes, professional uniforms)			
If not possible to reserve a washing machine, internal disinfection of the machine drum between washes is ensured			
All containers, bags for transporting dirty/contaminated clothes or transport trolleys are washed and sanitized according to the requirements and guidelines provided for in the internal hygiene plans			
The reusable fabric transport bags are washed separately in their own cycle and according to the manufacturer's instructions			

Room waste removal

	C	NC	NA
The waste collected in the room is placed in a tightly closed first bag and deposited in a second bag. The second bag of white colour for biological waste Group 3 is subsequently treated by incineration or autoclaving			
The waste collection bags are filled to the limit of 2/3, in order to allow for their safe closure			
Direct waste handling is avoided			
The containers are easily sanitized, have a lid and are non-manually operated, remaining closed when used			
Handling and transportation of waste containers is limited to the strictly necessary			

Washing and laundry processing

	C	NC	NA
The laundry must be washed at the highest temperature it can withstand (depending on the thermoresistance) with a heat disinfection cycle (at least 60°C for 30 minutes, or between 80-90°C, with 10 minutes of heat contact with the clothes)			
If hot washing is not possible, a temperature cycle between 30-40°C and a final disinfection cycle are used in the machine, with disinfectant and compatibility with the machine			
In the absence of an internal laundry service, the clothes must be packed in a resistant, waterproof, tightly closed bag, and then taken to the external laundry service by placing the clothes directly inside the machine			

Collection of crockery and cutlery

	C	NC	NA
The collection of dishes is carried out in order to avoid direct contact (dirty hands/dishes)			
Single-use gloves are used whenever it is necessary to handle dirty dishes			
The transport of dirty dishes to the dirty pantry is organized and known by all staff, in order to avoid crossing with clean areas, thus avoiding so-called intersections in the "forward" circuit			
The dishes are sent directly to the dirty pantry for immediate washing, in order to avoid the accumulation of dishes in the dishwasher			
Crockery and cutlery should preferably be washed in a machine with a high temperature cycle (80-90°C)			
Rules for using dishwashers:			
<ul style="list-style-type: none"> • Removal of all food waste • Manual prewash with warm water and detergent • Pre-wash in the machine at a temperature of at least 80° • Wash at a temperature of at least 80°C • Rinsing at an approximate temperature of 80-90°C 			
If there is no machine or when it is necessary to wash some utensils by hand, hot and clean water is used			

Collection of crockery and cutlery

(Cont.)

	C	NC	NA
Dishes and utensils air dry, cloths are not used to dry the dishes			
After placing the dirty dishes to be washed, the employee proceeds with hand hygiene, replacing the gloves, if applicable			
After removing the clean dishes from the machine, they are placed in a closed cabinet			

09 | Personal and professional hygiene measures

- Reinforcement of hygiene and prevention measures
- General rules
- Use of social facilities and WC during service

Reinforcement of hygiene and prevention measures

Personal hygiene measures should be reinforced, particularly in situations where there is affluence, permanence and assistance to people. A new social conduct should be adopted, namely, in adapting the frequency and form of contact between staff and between them and the students at the accommodation establishment, avoiding (when possible) close contact, handshakes, kisses. Shared jobs, face-to-face meetings and sharing of food, objects and equipment are also discouraged.

	C	NC	NA
Workers are aware of the measures included in the Contingency Plan and know how to act on a suspected case of COVID-19			
The supply and use of PPE is guaranteed to workers in the handling of materials and utensils when placing tables, as well as before, during and after all preparations and hygiene operations			

General rules

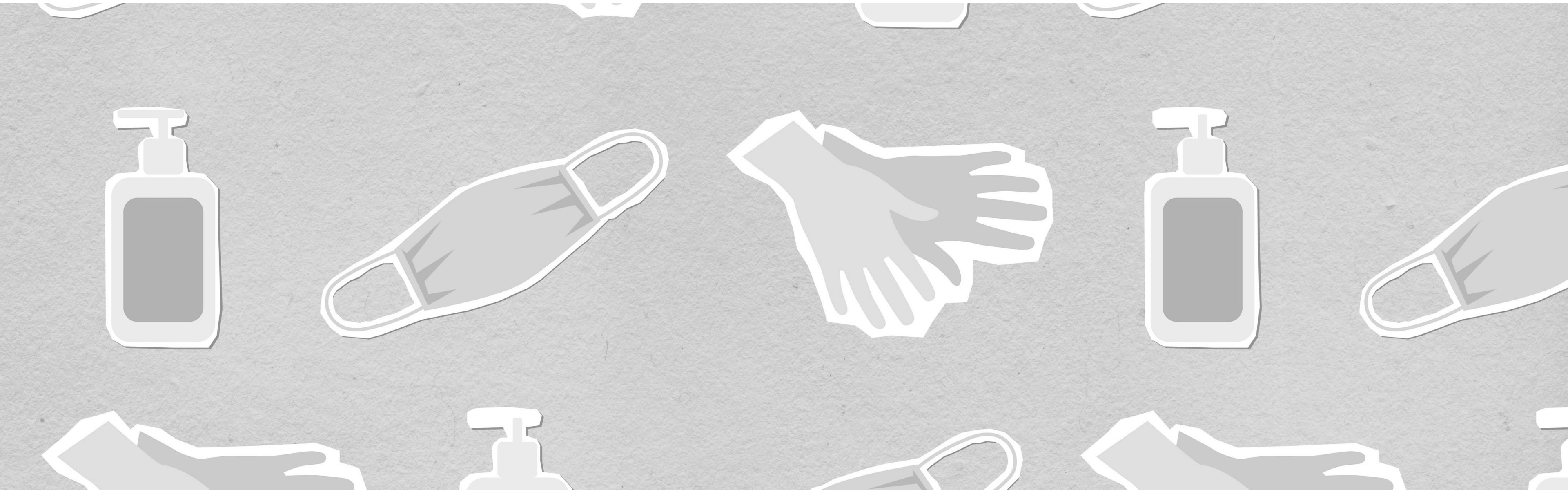
	C	NC	NA
Wash hands with water and liquid soap, scrubbing them well for at least 20 seconds			
Reinforce hand washing before and after contact with food and after contact with surfaces			
Alternatively, use an alcohol-based antiseptic solution for hand hygiene			
Comply with the respiratory etiquette			
Avoid touching the eyes, nose and mouth			
Promote possible social distancing measures			
Ensure compliance with the measures provided for in the Hazard Analysis and Critical Control Point (HACCP)			
Do not touch any material or utensil after it has been sanitized without complying with the proper hygiene and safety rules			

Use of social facilities and WC during service

	C	NC	NA
The use always occurs in times of reduced use of services and using circuits where it is possible to maintain the adequate distance between people who circulate and those who are seated at tables			
Dispensers of antiseptic alcohol-based solution are made available in the sanitary facilities and there is encouraging and explanatory information on hygiene			
The workers' sanitary facilities allow washing hands with soap and water and drying hands with single-use paper towels			
The use of dryers that produce air jets is not recommended			
Washbasins are accessible without the need to manipulate doors			
The use of the cafeteria/canteen/pantry/dining area by employees is done at separate tables or by ensuring the appropriate safety distance, ensuring also alternate shifts for meals and that the number of people is limited based on the maximum allowed in all workplaces			
Disinfection of each table, chair, equipment and work area is guaranteed at the beginning and end of each working day			

10 | Personal protection measures

- Purchase of personal protective equipment
- Uniform / Clothing



Purchase of personal protective equipment

The institution must ensure the purchase, in sufficient numbers, of personal protective equipment (masks, visors/glasses, gloves, foot protectors and washable plastic apron) to be distributed to workers according to existing areas and sections.

It should also ensure the availability of all the material and equipment necessary and adequate to the correct procedures during preparation and cooking, but also, all material that guarantees hygiene and safety (e.g.: equipment, PPE, detergents and disinfectants):

	C	NC	NA
Mask			
Masks are made available to workers, used correctly and their use is promoted			
Visor			
Its use is encouraged, in particular as a complement to the use of the mask during public assist tasks			
Gloves			
Gloves are made available to workers, used correctly and their use is promoted			
Workers are aware that the use of gloves to prepare and handle equipment or materials does not replace adequate and frequent hand hygiene			

Uniform / Clothing

The employer must provide suitable and exclusive clothing and footwear for the workplace, and the use of personal clothing over the uniform (e.g. jackets) is totally discouraged.

	C	NC	NA
Sufficient uniforms are available for changing whenever necessary			
The uniform is changed daily			
Staff members dress the uniform inside the premises			
The washing and disinfection of uniforms is carried out by the employer			
Staff uniforms are not washed at home			
Clothes and uniforms should be washed at a temperature of around 60° C (at least 60° C for 30 minutes, or between 80-90° C, with 10 minutes of heat contact with the clothes)			