



# FINCA LA CABAÑA

c/Cayetano Aníbal, 25 - 18150 Gójar (Granada)

## COVID 19 CONTINGENCY PLAN

In accordance with the guidelines and recommendations of the Institute for Spanish Tourism Quality (ICTE) in the current COVID-19 context, which requires the establishment of protocols to avoid the risk of community contagion and necessary protection measures for both workers and guests, those responsible for rural accommodation tourist housing Finca La Cabaña have drawn up this contingency plan that defines the strategies and decision-making to be followed to minimize health and hygiene risks due to COVID-19.

Finca La Cabaña is a rural accommodation for full rental, so it does not have a permanent reception service in the establishment, nor a restaurant service, nor daily cleaning staff. Both the management and customer reception services as well as the cleaning and laundry services have been subcontracted to external companies that already have their own contingency plans and that, in any case, for the provision of their services, will have to submit to the measures and instructions contained in the contingency plan of Finca La Cabaña.

Only the gardening service is carried out by the company's own personnel, for whom a suitable protocol is drawn up, also contained in this contingency plan.

Through this protocol, Finca La Cabaña assumes a firm commitment to risk management, implementing the necessary measures to minimize it, which will be part of all accommodation processes and coordinating them with each other.

At the same time, it is guaranteed that own and external workers receive sufficient and adequate information and training for the implementation of the contingency plan, which will be supervised to assess its effectiveness and modified if necessary.

External service providers will be informed of all the prevention measures that have been established.

### **Person in charge**

Mr. José Antonio Losada, representative of the property, is appointed as the person responsible for the implementation, management, development and supervision of the contingency plan. He will be in charge of the strict compliance of the plan.

## **Material resources**

The material resources available for the correct execution of the contingency plan are listed below:

- 300 ml hydroalcoholic gel dispensers.
- 5000 ml hydroalcoholic gel can.
- Disposable surgical masks.
- FFP2 masks.
- Nitrile gloves.
- UV-C ozone germicidal ultraviolet lamp.
- Detergents.
- Bleach.
- Cloths, mops and textile cleaning material.

## **General provisions**

Provisions that directly affect all persons involved in the various work processes necessary for the cleaning and maintenance of the estate:

- They will keep, at all times, the safety distance of 2 meters, established by the health authorities.
- They will maintain a correct hygiene, washing their hands frequently with soap and water and, where appropriate, with a disinfectant solution.
- They should wash their hands immediately after sneezing, blowing their nose, coughing, touching potentially contaminated surfaces (money, mail, etc.), following the protocol established for this in this plan.
- At all times, make use of appropriate protective equipment as defined in this contingency plan.
- Access the estate with clean clothes.
- Wash work clothes at a temperature above 60°C.
- Respect the correct use and maintenance of masks, gloves and PPE that they use.
- Disinfect frequently, during the time they remain on the estate, objects of personal use (glasses, mobile phones, etc.) with soap and water or a disinfectant solution.
- Avoid greeting with physical contact, including shaking hands.
- Do not share work equipment or devices with other employees. In case there is alternation in the use of certain equipment or devices, they must be cleaned and disinfected between uses to reduce the risk of contagion.
- Get rid of any personal hygiene waste, especially disposable tissues, as well as PPE, immediately, in the container provided for this purpose, next to the laundry.

### **Accommodation requirements**

Since Finca La Cabaña is rented in its entirety, it is considered as the only room, occupied by a family unit or group. In any case, the following measures will be applied in the rooms:

- In the bathroom there will be a bin with a lid, bag and non-manual operation.
- The decoration will be minimized as much as possible.
- The extra duvets and pillows will be removed from the rooms and stored in the office.

### **Specific requirements for the reception and welcome service**

- The person responsible for reception must request, at the time of booking confirmation, the acceptance of the security measures implemented in this contingency plan.
- At the time of reception, interpersonal safety distances must be observed.
- The client must be received wearing a mask.
- All the information related to the state, restaurants, tourist attractions, etc. It will be provided to the client by sending by mail the PDF Finca La Cabaña Operation Manual and the PDF Electrical Appliances Manual, which have been drawn up for this purpose.
- Online pre-checking will be recommended, as well as payment by transfer.
- Make sure to deposit the keys in a container with disinfectant, as well as disinfect the remote control at the end of the stay.
- Make available to the client surgical masks, if requested.
- Make sure that the client is provided with a disinfectant solution, distributed in the kitchen, living room, reading room and entrance hall.

### **Specific requirements for gardening and maintenance personnel**

The maintenance work will be carried out in the periods of time in which the house is unoccupied. In any case, there are services such as gardening that must be done weekly, so the staff in charge of the service must comply with the following rules:

- First, they must call the telephone at the entrance to notify their presence in the garden.
- The use of a mask will be mandatory, during the time they remain in the state.
- Keep a safe distance from guests, and avoid entering the house.
- Check the aerothermal system periodically, especially the cleaning of filters and grids.
- Once their service is finished, the staff will dispose of the PPE in accordance with the provisions of this contingency plan.

### **Specific requirements for cleaning staff**

- Cleaning staff must use appropriate personal protective equipment depending on the level of risk and, as a minimum, staff must use a mask and gloves.
- After each cleaning, the materials used and the protective equipment used will be safely disposed of, followed by hand washing.
- Gloves and masks must be disposed of according to their life span and the conditions in which they are used.
- The person in charge of the contingency plan will supervise that the cleaning staff are provided with the necessary personal protective equipment and that they act in accordance with the established procedures.

### **Cleaning plan**

For the cleaning and disinfection of the house, the personnel who carry it out will take into account and strictly comply with the following considerations:

- The cleaning of the house will be carried out exclusively during the days prior to the arrival of the client. Exceptionally, only in the event that the client requests it, an extra cleaning will be carried out. In this case, the cleaning staff will not agree to provide service in the rooms while the client remains inside, except for justified reasons.
- Special attention will be given to cleaning the areas of greatest contact (surfaces, knobs, wash basins, taps, handles, toilet flush button, protection barriers, air conditioning control, dryers, railings, terrace furniture, etc.).
- Surfaces must be cleaned with disinfectant products and both common areas and rooms will be properly aired.
- Authorised and proven disinfectant products must be used for cleaning. These must be used in accordance with the product safety data sheets and under safe conditions.
- Waste bags must be collected in such a way that they are closed and taken to the waste collection point.
- At the end of the cleaning of each space, the UV-C lamp will be installed in each one of them, timing its use for 10 minutes in bedrooms and for 10 minutes in the hall, 20 minutes in the living room and 10 minutes in the kitchen. The lamp will be controlled by means of the remote control, and during the time of intervention of the lamp, the space in question will remain closed.
- Once the cleaning of the house has been completed, the date of cleaning, duration and incidents will be recorded in the record book enabled in the office.

### **Requirements for cleaning rooms and bathrooms**

- Aeration of rooms and bathrooms.
- Replacement of towels and bed linen, which will be deposited in the existing bags for this purpose and will be taken to the office to be removed by the laundry

service, except for pool towels which will be washed by the cleaning staff.

- Cleaning will include walls, floors, ceilings, mirrors and windows, doors, furniture, drawers, cabinets, fan coils, as well as any decorative or functional element.
- Once the cleaning has been done and the dirty clothes have been removed (towels, sheets, duvet covers, mattress covers, pillowcases and quadrants, etc.), and before replacing the linen, the room will be disinfected by means of the UV-C lamp for ten minutes, closing the room during this time, after which the linen and towels will be replaced.

### **Kitchen Cleaning Requirements**

- Aeration by opening windows.
- All the dishes, cutlery, glasses, cups and other tableware that are part of the kitchenware will be washed in the dishwasher.
- The rest of the kitchen utensils, pots, pans, knives, buckets, etc. will be washed by hand with disinfecting detergent, as well as any other element in the kitchen, such as trays, oil cruets, bottles, etc.
- Special attention will be given to the cleaning and disinfection of the oven, microwave, fridge and freezer.
- Replacement of sponges and wiping cloths. The kitchen towels will be replaced with clean cloths, and the dirty ones will be placed in a bag that will be taken to the laundry and washed by the cleaning staff.
- Once the cleaning and removal of dirty cloths have been carried out, disinfection will be carried out using the UV-C lamp for ten minutes, closing the kitchen during this time, but leaving the pantry door open.


### **Requirements for the removal and cleaning of textiles**

- Dirty clothes must be bagged by the cleaning staff, and the bag will remain closed until treatment in the laundry.
- Avoid shaking the dirty clothes. In the case of linen, avoid placing it on the floor.
- Staff should wash their hands after each handling of dirty laundry.
- Dirty textiles will be washed at a minimum temperature of 60°C.
- The external laundry staff, who come to the property to collect dirty textiles or replace those already washed, must notify their presence by calling the entry phone, must wear a mask and will respect the safety distance from the guests at all times.

## ANNEX I. WHO RECOMMENDATIONS FOR HAND WASHING

# How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

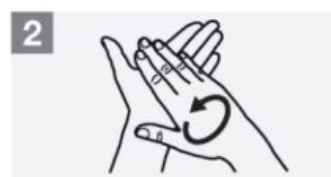
 Duration of the entire procedure: 40-60 seconds



Wet hands with water;



Apply enough soap to cover all hand surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



Palm to palm with fingers interlaced;



Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



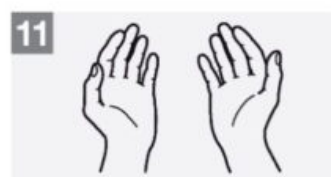
Rinse hands with water;



Dry hands thoroughly with a single use towel;



Use towel to turn off faucet;



Your hands are now safe.



World Health  
Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES  
Clean Your Hands

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## ANNEX II. CORRECT USE OF MASKS

### Hygienic masks in general population



Most people catch COVID-19 from other people with symptoms. However, there is increasing evidence of the role of people who are asymptomatic or have mild symptoms in spreading the virus. Therefore, under some circumstances, the use of hygienic masks in the general population could help reduce virus contagion.

This is only true if they are used correctly and in compliance with prevention measures to reduce community contagion.



If you have symptoms, stay at home and isolated in your room.



Stay 1-2 metres away from others.



Wash your hands frequently and thoroughly.



Do not touch your eyes, nose or mouth.



Cover your mouth and nose with your inner elbow when coughing or sneezing.



Use disposable tissues.



Remote work whenever possible.

A hygienic mask is a non-medical product that covers the mouth, nose and chin; it has straps for the head or ears.

UNE technical specifications have been published for manufacturing hygienic masks:

- Reusable ([adults](#) and [children](#))
- Non-reusable ([adults](#) and [children](#))



#### WHEN to use a mask?

- When you cannot maintain a safe distance at work, when shopping, in closed spaces or on the street.
- When using public transport.

#### WHO should wear a mask?

Healthy general population.



#### Use masks properly to avoid generating more risk



Wash your hands before putting it on.



The mask should cover your mouth, nose and chin at all times. It must adapt to your face.



Avoid touching the mask while wearing it.



For comfort and hygiene, masks should not be worn for more than 4 hours. If it gets wet or damaged, replace with another mask. Do not reuse masks unless they are marked as reusable.



To remove the mask: remove it from behind without touching the front, discard immediately in a closed bin and wash your hands.



Reusable masks should be washed according to the manufacturer's instructions.

21 April 2020

Consult official sources for information  
[www.mscbs.gob.es](http://www.mscbs.gob.es)  
[@sanidadgob](https://twitter.com/sanidadgob)

#ESTE  
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### ANNEX III. PROPER USE OF GLOVES

Gloves can create a false sense of protection, so hand hygiene before and after use is very important, especially if potentially contaminated surfaces have been touched.

Gloves must be changed as often as indicated by their use and according to the manufacturer's instructions. In any case, sanitizer can be applied to them to extend their use, but at any sign of deterioration (perforation, tearing, etc.) they must be replaced.

The correct way to remove the gloves without contaminating your hands is as follows:



### ANNEX IV. USEFUL ADDRESSES

#### **San Cecilio Clinical University Hospital**

Av. de La Investigación s/n

18016 Granada

Tel: 958 023 000

Open 24 h

#### **Vithas Hospital Granada**

Av. Santa María de la Alhambra, 6

18008 Granada

Tel: 958 808 880

Open 24 h

#### **Hospital HLA La Inmaculada**

Av. Dr. Alejandro Otero, 8

18004 Granada

Tel: 958 253 800

Open 24 h

#### **Local Medical Office Gójar**

Calle de la Iglesia, 1

18150 Gójar (Granada)

Tel: 958 508 483

Monday to Friday from 8 to 14 h

