



**Coimbra
Health School**
Polytechnic of Coimbra

VOLUME II

Scientific and Cultural Events 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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Datasheet

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Marta Jorge de Vasconcelos Pinto

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Coimbra Health School – Polytechnic of Coimbra

AUTHORS

António Costa Barbosa

Célia Alcobia Gomes

Fernando Mendes

Hélder Simões

João José Joaquim

Marta Vasconcelos Pinto

Paulo Servo

Rui Branco Lopes

EXTERNAL EXPERTS

Francisco Silva | CTCV | Centro Tecnológico da Cerâmica e do Vidro

Henrique Guisado | HVG | CONSULTORIA E FORMAÇÃO PROFISSIONAL, UNIPESSOAL LDA

Pedro Carrana | Câmara Municipal de Coimbra

Rita Caetano | USP Póvoa de Varzim, Vila do Conde

INSTITUTIONAL PARTNERS

Associação Ibero-Americana de Engenharia de Segurança do Trabalho

Biosphere

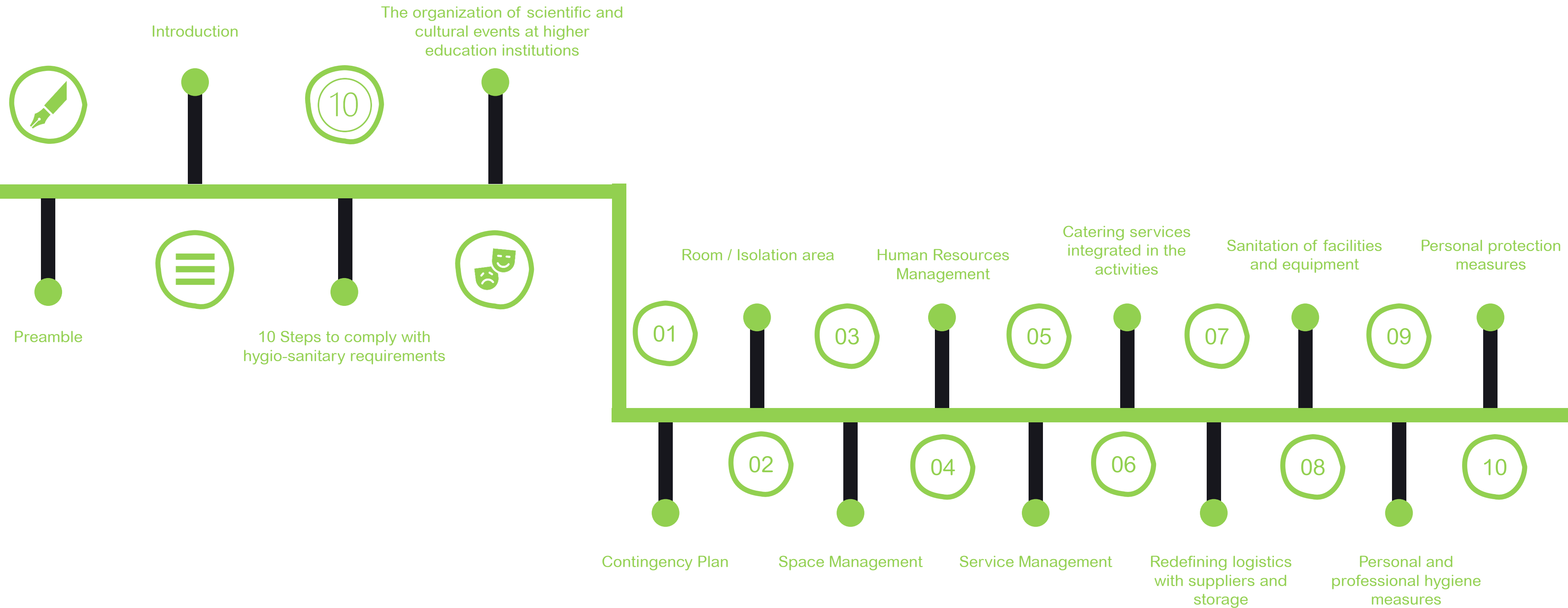
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SUSTAINABLE DEVELOPMENT GOAL #2
Erase Hunger



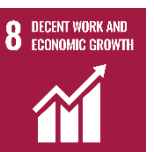
SUSTAINABLE DEVELOPMENT GOAL #3
Establish Good Health and Well-Being



SUSTAINABLE DEVELOPMENT GOAL #4
Provide Quality Education



SUSTAINABLE DEVELOPMENT GOAL #6
Improve Clean Water and Sanitation



SUSTAINABLE DEVELOPMENT GOAL #8
Create Decent Work and Economic Growth



SUSTAINABLE DEVELOPMENT GOAL #9
Increase Industry, Innovation, and Infrastructure



SUSTAINABLE DEVELOPMENT GOAL #10
Reduce Inequality



SUSTAINABLE DEVELOPMENT GOAL #11
Mobilize Sustainable Cities and Communities



SUSTAINABLE DEVELOPMENT GOAL #16
Guarantee Peace, Justice, and Strong Institutions



SUSTAINABLE DEVELOPMENT GOAL #17
Build Partnerships for the Goals

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 – Scientific and Cultural Events in the Context of COVID-19, which constitutes Volume II 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 in the events organization 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 Human resources management

05 Service management

06 Catering services integrated in the activities

07 Redefinition of logistics with suppliers

08 Cleaning of facilities and equipment

09 Personal and professional hygiene measures

10 Personal protection measures

the organization of scientific and cultural events at higher education institutions

One of the main challenges of Higher Education Institutions is to "anticipate scenarios for the future" and produce knowledge that contributes to the construction of ideas for the well-being of communities.

The central role that higher education institutions have assumed in the creation and diffusion of knowledge in our societies, demands for an increasing collective responsibility of all those involved in the leadership of the prevention process, as a way to manage risk, including social events that have proved to be one of the main sources of contagion in pandemic times.

There is an urgent need to create a plan including procedures to minimize the risk of spreading infectious diseases in scientific and cultural events, explaining the methodology, principles and practices that should govern the organization of scientific and cultural events before, during and after the event.

The starting point is the existence of a level of risk, which must be reduced by an effort to manage and control that risk.

Generalist and typified measures, for example, the number of participants in scientific and cultural events, do not guarantee in a sustained way that the level of risk is acceptable and can turn the sustainability of these events unfeasible. All measures, which may be decided or taken, must have a plausible justification that effectively demonstrates that they have a reasonable impact on improving the security conditions appropriate to each event.



All the measures recommended in this Guide were developed in line with the best practices and known rules. These rules are those that apply to society in general, adapted to the reality of each scientific or cultural event.

The main objective is that in each scientific or cultural event, held in higher education institutions, remains only an acceptable level of risk.



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 higher education institutions, 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. Institutions 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.

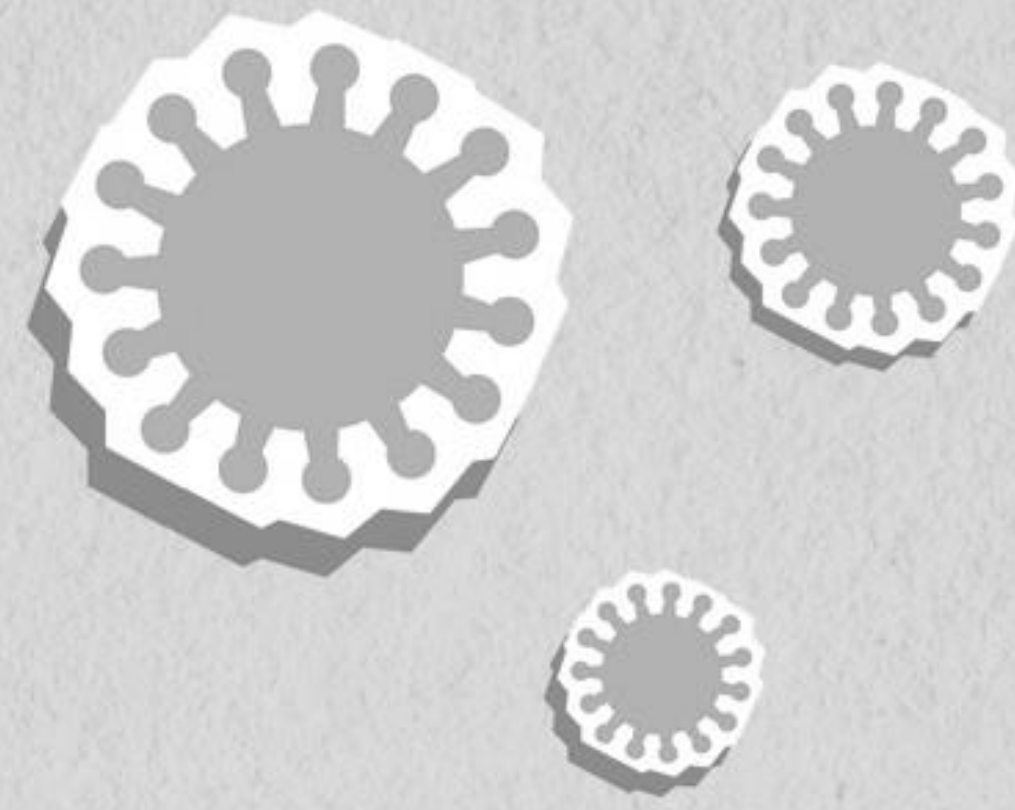
In order to consecrate information about the safety measures adopted in relation to COVID-19, the employer must provide for the elaboration of specific procedures for workers and users, as a binding resource for compliance with the current hygiene and sanitary measures. It is recommended to prepare summary documents in simple, clear and bilingual language or graphics, considering the specific use of spaces for social and collective restoration by entities and 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 educational institution in the face of an emergency or pandemic situation and how to recognize and act before a user 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)			



02 | Room / Isolation area

Following the definition of specific procedures resulting from the Contingency Plan, the higher education institution 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 (users, 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. The institution should also consider the establishment of circuits to be privileged to use when an employee with symptoms goes to the “isolation” area. When moving with the worker with symptoms, the places with the greatest number of people on the premises should be avoided.

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 (no rugs, carpets or curtains), 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			
Allow to air-dry			

03 | Space management

- Space capacity
- Capacity and use of vehicles of the educational institution
- Signage reinforcement
- Common spaces and areas accessible to participants
- Ventilation of common areas

Space capacity

The management of the space available for holding events and redefining installed capacity is one of the main measures to be taken by higher education institutions with regard to the organization of academic activities. Avoiding agglomerations and the existence of extended waiting periods are essential towards breaking contagion chains. Nevertheless, it is possible to predict the occurrence of peaks of affluence in a timely manner and to implement rules for its effective and correct management.

	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			
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)			

Space capacity

(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 students and staff is reduced to the essential minimum and always with the necessary protections			
A distance of 2 meters between students and staff is reinforced and maintained			
The participant is informed how the activity will be carried out, circulation circuits and rules or possible restrictions applied			

Capacity and use of vehicles of the educational institution

The organization of academic events and scientific and cultural activities often includes welcoming individuals external to the institution, which may imply the need to transport guests.

The use of own vehicle or hired services should be encouraged. If not possible, the institution ensures transportation while guaranteeing that:

	C	NC	NA
The use of car parks is done in an organized and safe way, in strict compliance with the rules of social distance, environmental hygiene, in order to avoid agglomerations of people and unnecessary incidents			
There is special parking for people traveling in the institution's vehicle and for people traveling in their own vehicle			
A passenger pick-up point is ensured to guarantee social distance			
Vehicles run maximum at two thirds of their capacity			
The use of mask is mandatory			
Alcohol-based antiseptic solution (one container per vehicle in a location accessible to both the driver and passengers) is provided, as well as at the pick-up and drop-off points			
Transport passengers only in the rear seats and avoid direct and close contact with the driver			

Capacity and use of vehicles of the educational institution

(cont.)

	C	NC	NA
Place belongings in the luggage compartment autonomously and independently, whenever possible			
Ensure measures to reduce contact between participants and employees			
Daily cleaning and disinfection of vehicles is guaranteed (according to Guideline 014/2020)			
Minimum frequency of cleaning and disinfection of surfaces with frequent touch is guaranteed (handles, glasses, buttons, seats, carpets, seat belts, interior handles)			
There are cleaning materials for single use on internal surfaces of the vehicle with which the user was in contact, namely cleaning cloths, cleaning wipes for single use (moistened with disinfectant, 70% alcohol)			
Vehicle windows are kept open during transport, if possible, to allow constant air circulation from the inside to the outside of the vehicle			
People are sensitized to keep their hands on their laps while traveling and to avoid handling and touching surfaces inside the vehicle			
There is a Sanitation Plan for the vehicle covering the workstation, as well as all the general physical spaces of the vehicle and respective registration			

Signage reinforcement

Signage reinforcement is one of the key factors applicable to the management of scientific and cultural events, which may involve the physical presence of several stakeholders. The waiting and administrative areas should be organized in order to avoid formation of queues and agglomerations, ensuring a distance of 2 meters between people by signalling of circuits and use of physical distance markers (vertical or on the floor).

	C	NC	NA
Disclosure materials are used for the prevention and spread of contagion by SARS-CoV-2 (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 it to be cleaned between activities			

Common spaces and areas accessible to participants

Public access sanitary facilities can be seen as places prone to agglomerations, requiring additional measures.

	C	NC	NA
The circulation of people to the sanitary facilities occurs in circuits where it is possible to maintain the adequate distance between passers-by and the place(s) where activities take place or where the gathering of participants is expected			
Maximum capacity for sanitary facilities 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.

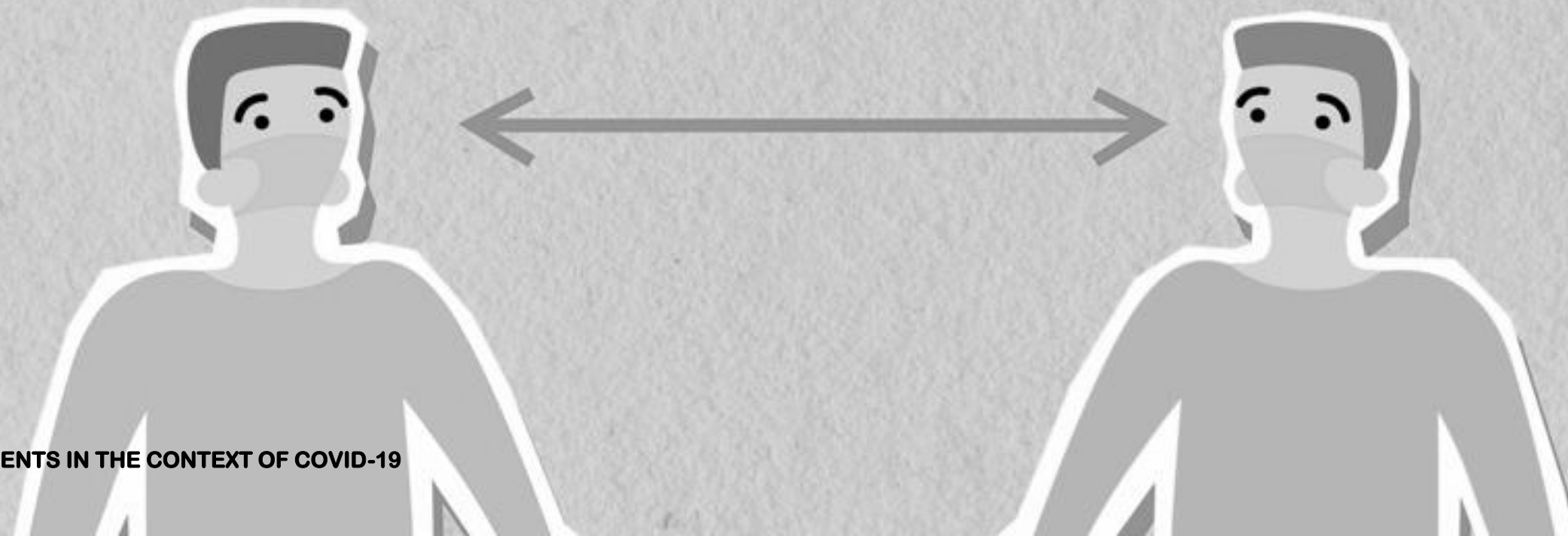
The risk of using HVAC systems (Heating, Ventilation and Air Conditioning) is considered to be very low, as long as the rules for safe use, namely maintenance, are complied with*.

	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

04 | Human Resources Management

- Conducting meetings with staff to communicate the new hygiene measures to be implemented
- Shift Management



Conducting meetings with staff to communicate the new hygiene measures to be implemented

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. Consultation with workers is a legal requirement and can be implemented by collecting input from workers to streamline the implementation of new measures.

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. Thus, it is very important that the Contingency Plans are developed and updated with the information provided by the Directorate-General for Health, in order to comply with the recommendations regarding prevention and infection control.

	C	NC	NA
Preference is given to individual work over team work and, when this is not possible, teams are reduced to the maximum and the rotation of workers in the formation of 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, as well as on 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			

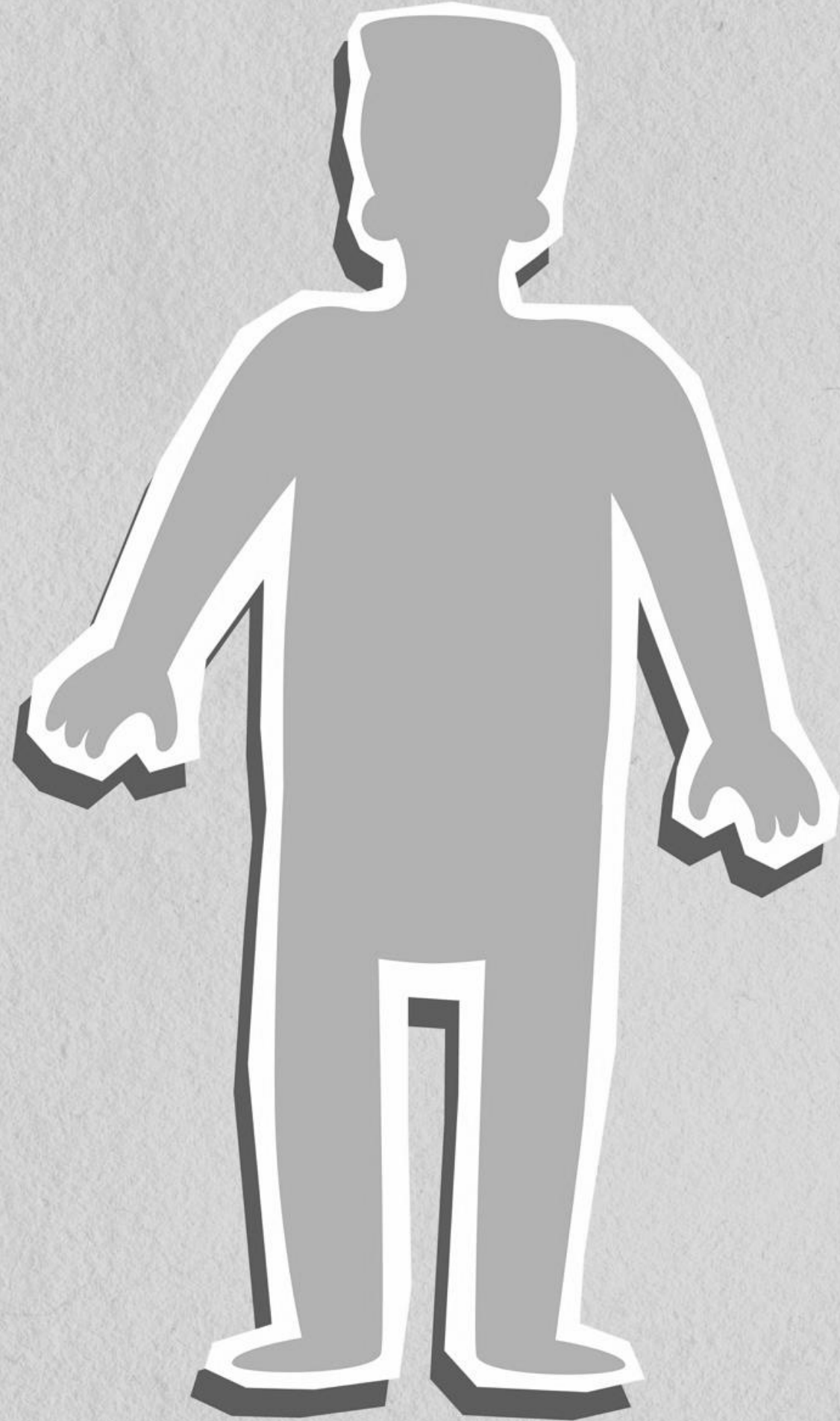
* <https://www.ecdc.europa.eu/sites/default/files/documents/simulation-exercise-manual.pdf>.

Shif 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.

05 | Service management

The institution must identify all critical points associated with the organization of events with face-to-face activities, analysing preventive measures with regard to their logistics and organization, hygienic, economic and communication measures. Therefore, aspects related with participants' ages, group profiles and pertinent individual characteristics should be considered.



Access management

The institution must guarantee the control and logistical organization of the number of entrances and exits of participants, with a special focus on strict compliance with the rules for space capacity. In the implementation of activities where a greater number of participants is expected, the higher education institution should promote frequent contacts with other operators and partners with a view to joint articulation and the creation of synergies and common procedures, in order to ensure the use of these areas/spaces in an organized and safe manner, in strict compliance with the rules of physical distance, environmental hygiene, organization of schedules and parking in order to avoid crowds of people and unnecessary incidents.

	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)			
There are physical barriers that limit the proximity between staff and participants (for example, acrylics, tapes or separating bays, marks and signs on the floor in order to control queues)			
Social distancing, respiratory etiquette and disinfection of hands are guaranteed at the entrance and exit of spaces			
There is, whenever feasible, a staff member to manage the entry and exit of participants in the space, in order to avoid agglomerations			

Access management

(cont.)

	C	NC	NA
Conditions are met for people to remain inside the space only for the strictly necessary time			
Waiting situations for service inside establishments are avoided, and institutions should preferably use prior registration mechanisms (online, email, telephone)			
In advance, participants are informed of the measures/plan/protocol that the institution has in force			
In advance, participants are informed about the required PPE to carry out the activity			
There are sufficient stocks to cover the needs in maximum capacity of people, guaranteeing the availability of equipment and human resources			
Logistics for the disclosure of specific schedules is reinforced, and the participant is warned about the importance of complying with these with a view to alleviating possible queues or crowds in the same space			

Before the start of activities

The anticipation of the development of the activity as well as early contact with the stakeholders are fundamental steps. The development of activities and events may include the influx of people flows in different periods, and it is recommended to collect and process information through an online questionnaire about the health status of the participants, possible contact with positive cases and the respective term of responsibility, respecting the General Data Protection Regime.

Another important step focuses on the prior collection of data necessary for the implementation of the activity and formalization of it by digital or other alternative means (google forms, e-mail, telephone), and the necessary data for invoice must be requested, as well as information about payment methods that avoid direct contact (wire transfer, MBNet, Credit Card).

	C	NC	NA
A strategic point of information for participants is defined, regarding the hygiene and health rules to be adopted and to better control their application			
The disclosure of preventive measures implemented is reinforced, with an emphasis on compliance for the good and safety of all (do not touch surfaces, keep physical distance, avoid forms of greeting that involve physical contact, respiratory etiquette, hand washing frequently)			
It is guaranteed that microphones, headphones and other equipment cannot be shared and their hygiene is guaranteed			
Environmental hygiene of spaces and equipment is ensured according to the Sanitation Plan			
All areas susceptible to a high concentration of people are avoided			
Confined spaces with limited capacity are avoided			

Welcoming participants

	C	NC	NA
Avoid all forms of physical contact between participants and staff (handshake, touch, kiss, hug)			
At any time during the reception or briefing, a minimum distance of 2 meters between people is guaranteed			
Whenever possible, priority is given to moments of reception and/or briefings in outdoor areas			
In the impossibility of ensuring reception in the outdoor areas, social distance and ventilation and frequent air renewal are guaranteed, privileging the opening of doors and windows			

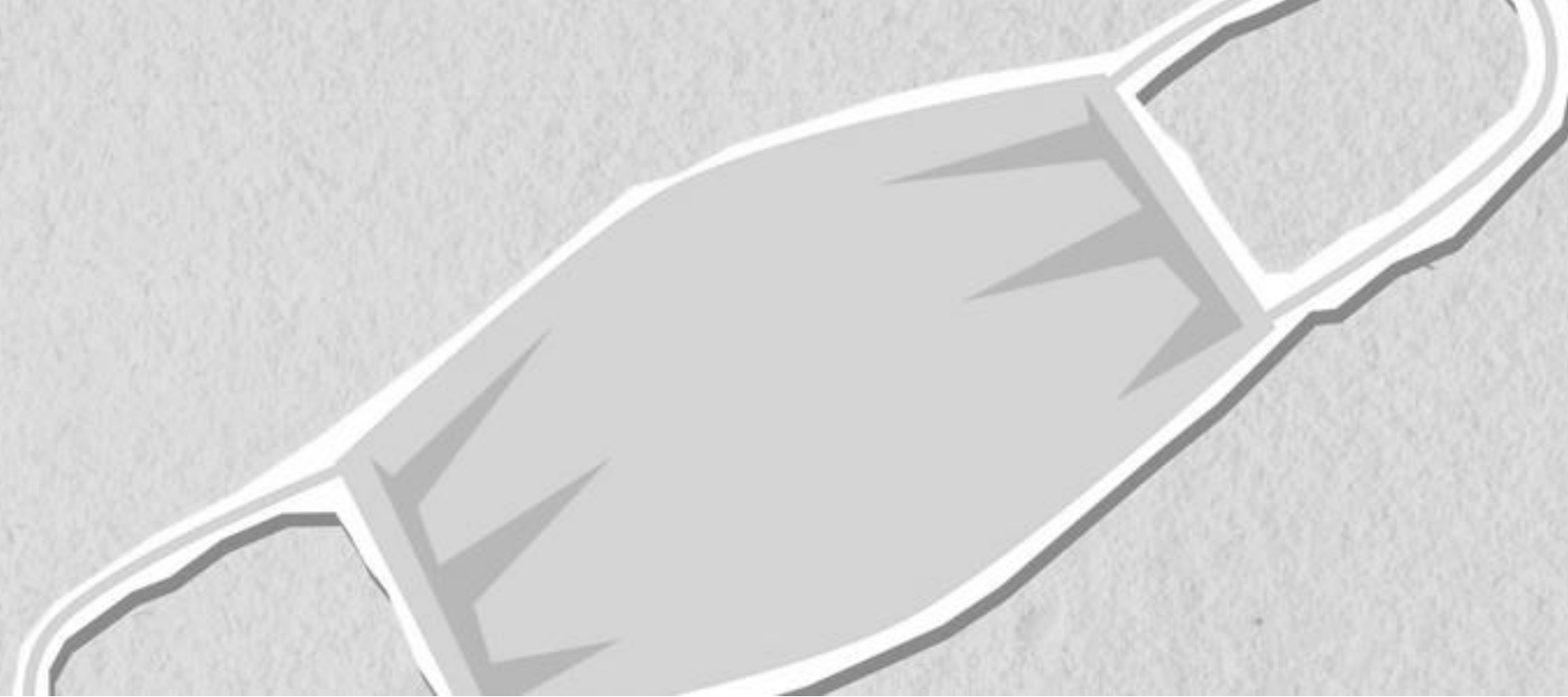
During the development of the activity

The early dissemination of information to participants, as well as the reinforcement by various means of communication are fundamental steps. In turn, the establishment and prior disclosure of the schedule of activities and reinforcement of compliance with schedules can avoid unnecessary incidents. While the activity develops or at the end, getting feedback from participants may occur in order to know their perception of the measures adopted to deal with the COVID-19 pandemic, as well as their degree of satisfaction, negative aspects and opportunities for improvement. It is suggested, for example, the creation of a brief online questionnaire, intuitive and easy to fill.

	C	NC	NA
The participant must be previously informed about how to use the personal protective equipment, the sanitary facilities and other support infrastructures, the need to always comply with the instructions of the institution's staff and all measures adopted for the normal development of the activity; and the non-sharing of material or objects between participants or between staff and participants without having disinfected them before			
Close contact between staff and participants is avoided to the minimum			
Whenever the use of a mask is not possible (when there is a need for interpretation of sign language, for example), complementary measures are adopted in terms of space allocation, greater time lag in the activity schedule, ensuring physical distancing or the creation of differentiated circuits			
The activity is planned so that participants and staff can frequently clean hands and equipment			
No printed material is available, such as programs, brochures, pamphlets			

Billing and payments

	C	NC	NA
When necessary, 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, hands hygiene of both 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			



06 | Catering services integrated in the activities

- Privileging ticket/service reservations over WALK-IN
- Layout of furniture and redefinition of entry and exit circuits
- Participants' service
- Plate up
- Cleaning of dishes, utensils and equipment in a washing machine

Privileging ticket/service reservations over WALK-IN

The holding of events in higher education institutions traditionally enhances the possibility of establishing cooperation in informal environments. In a pre-pandemic regime, coffee and meal breaks are stimulated. In the current scenario and considering the strict implementation of hygienic and sanitary measures with a view to breaking the chains of infection transmission, it is recommended to use the spaces for social and collective catering, which are expected to be largely accustomed to the measures to be implemented.

	C	NC	NA
Pre-meal scheduling mechanisms are encouraged and privileged, in order to avoid waiting situations for service in establishments or outside spaces			
The acquisition of tickets and payment by digital means is privileged			
If the (co)existence of a physical ticket sales point is necessary, it is equipped with a physical barrier, acrylic type with side flaps and service opening, with reinforcement of the marking on the floor that ensures adequate social distance			
In the act of payment, contactless ways are used (computer applications or contactless cards) or, if coins and banknotes are used, hands are sanitized after handling			
After each use, the payment terminal is disinfected using a wet disinfectant wipe			
All workers wear an appropriate mask according to the recommendations of the competent authorities			
Information is disseminated through the available means (email, website, social networks)			

*Orientação nacional, baseada no Centro Europeu para Prevenção e Controlo das Doenças (ECDC)

In the event that the available social and collective catering facilities are not used for coffee breaks or light meals, additional care should be taken in the preparation and provision of food services. It should be ensured, with regard to the origin and place of preparation, that the physical spaces where foodstuffs are made comply with the hygiene and sanitary requirements applicable to the sector; ensuring compliance with the prerequisites and principles of the HACCP system.

	C	NC	NA
The conditions for placing and protecting foodstuffs in the transport process are guaranteed (carried out in vehicles suitable for transport)			
Used containers allow food to be kept at appropriate temperatures			
Food transport vehicles are sanitized and disinfected before, during and after use (and whenever necessary), and are in good condition			
It is privileged the use of foods that do not need preparation, raw foods previously cleaned, foods that do not need heating or refrigeration such as: bread, fruit, nuts, dehydrated, canned food, local or regional products accessible at the moment and for immediate consumption			
The packaging and transport procedures for clean and dirty dishes are followed, namely if a full catering service is hired (with provision of foodstuffs, dishes, equipment and personnel)			
The procedures for packing and transporting clean and dirty clothes, if applicable, are followed			
The transport, packaging and handling of crockery and cutlery is facilitated through the use of individual packages/kits, preferably single-use/disposable in order to avoid unnecessary handling and contamination			
The sharing of dishes, clothes, utensils and objects is not allowed			

Layout of furniture and redefinition of entry and exit circuits

The redefinition of installed capacity leads, partially or totally, to a change in the layout of service furniture or support for catering or cafeteria activities that may take place within the organization of events, with direct implications for the definition of circuits that would normally not be set during pre-pandemic activity.

	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 capacity of event support areas, dedicated to the restaurant and cafeteria is limited to 50% of the respective capacity			
The maximum capacity of the space is affixed in specific document, visible to the public			
Independent, one-way entry and exit circuits are created, duly signposted and demarcated (e.g. pavement marking)			
Users of social and collective catering spaces are prohibited from changing the orientation of tables and chairs			
Due to the difficulty of guaranteeing the distance between people, standing places are not recommended			
Self-service operations are prohibited, namely buffets, food and condiment dispensers that involve direct contact with utensils or equipment by the user (jars, tongs, serving cutlery)			
Utensils for common use and decorative purpose were removed, such as cruets, salt shakers, napkin holders, jars/vases or other objects			

Layout of furniture and redefinition of entry and exit circuits

(Cont.)

	C	NC	NA
Impervious physical barriers of separation are used between customers who are face to face and there is a gap between tables of 1.5 meters			
The seating arrangement is diagonally designed to facilitate keeping the safety distance			
It is not allowed to occupy places facing each other or side by side at a distance of less than 2 meters			
In the service or counter lines, if a queue can be formed, customers are encouraged to maintain a distance of at least 2 meters. It is recommended to use signs of the place where they must wait for their turn			
The waiting line outside the restaurant or cafeteria guarantees the distance conditions, namely through appropriate signs and information			
A distance of 2 meters between participants and staff is reinforced and maintained			

Participants' service

If used as a resource, service in collective catering establishments is usually carried out in a line, with the distance between staff and participants, guaranteed by the interposition of furniture to support the service. However, care must be reinforced and the take-away regime can be considered for subsequent meal in an outdoor place duly prepared for this purpose.

	C	NC	NA
At the entrance, hand hygiene rules, social distance and respiratory etiquette are complied with			
The distance of at least 2 meters between people is respected			
When transporting foodstuffs, crockery, cutlery, or any other utensil or object, workers ensure that the routes taken are not interrupted with other tasks			
The handling of dirty dishes is carried out in order to avoid cross-contamination and sources of contamination			
After each of these operations, hand hygiene and PPE (surgical masks and gloves) change or hygiene (visors, goggles and social masks) are carried out according to the established rules			
The mentioned rules will be indispensable for take-away services			
Take-away services privilege delivery to the wicket			

Plate up

The hygiene and food safety requirements should be reinforced, as an effective means of implementing measures to manage the risk of infection transmission through direct and indirect contact.

	C	NC	NA
Plating up is managed and processed in a line and in the shortest possible time, in order to avoid queues and allow for the lowest possible time handling of dishes and utensils to be delivered to the customer			
Cutlery is delivered individually, preventing the user from collecting these utensils			
All equipment and utensils that come into contact with food remain clean and disinfected, are manufactured with suitable materials and are kept in good condition and in good maintenance			
All equipment and utensils that come into contact with food are installed in order to allow proper cleaning of the equipment and the surrounding area			

Plate up
(Cont.)

	C	NC	NA
Plating up area			
<ul style="list-style-type: none"> it is clean, organized and exclusive for the purpose 			
<ul style="list-style-type: none"> support benches are properly cleaned and disinfected 			
<ul style="list-style-type: none"> the vats where the food is placed, are properly cleaned and disinfected, before being used 			
<ul style="list-style-type: none"> the accumulation of water on the pavement, grease or food spills are avoided 			
<ul style="list-style-type: none"> knives and other utensils used for cooked food are intended exclusively for this purpose, and are sanitized before and after each use 			
After cleaning, all utensils are placed in perfectly clean drawers or in any other place protected from contamination			

Cleaning of dishes, utensils and equipment in a washing machine

The reinforcement of hygiene and food safety measures are fundamental in a perspective of control of transmission by indirect contact. Crockery and cutlery should preferably be washed in the machine with a high temperature cycle (80-90°C), with special care to be taken by the employee after the dirty dishes have been handled, to proceed with full hand hygiene or changing gloves. As an additional measure and considering the risk of infection, before removing the clean dishes from the wash machine, all its contact points must be sanitized.

	C	NC	NA
Rules for using dishwashers:			
All food waste is removed			
Manual pre-washing is done with warm water and detergent			
Pre-washing in the machine is done at a temperature of at least 80°C			
The dishes are washed at a temperature of at least 80°C			
The dishes are rinsed at a temperature of approximately 80-90°C			

Cleaning of dishes, utensils and equipment in a washing machine
(Cont.)

	C	NC	NA
Rules for crockery storage:			
There is a safe and easily sanitized cupboard for storing crockery			
Cleaning and maintenance rules for dishwashers:			
1. Decalcify the machine frequently			
2. Regularly clean the fans and grids on top of the machines			
3. Disassemble and clean the filters after each service			
4. Sanitize the outside of the machine (door, handles, buttons, drawers, grids, displays, etc.)			

07 | Redefining logistics with suppliers

The organization of events, depending on their 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.



Redefining logistics with suppliers and storage

	C	NC	NA
A procedure for receiving and storing materials, equipment, products and foodstuffs is defined			
A schedule for receiving products/food products is defined so that it does not coincide with periods of greater workload			
The reception of materials, equipment and products (non-perishable) should be considered as early as possible in relation to the day(s) of the event			
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 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			

Redefining logistics with suppliers and storage

(Cont.)

	C	NC	NA
There are specific and sufficient containers for the placement of waste			
Delivered goods wait 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			
The food received is organized by expiration date, ensuring the primary distribution of those that are closest to the expiration date			
All food goods are sanitized before entering internal warehouses, positive or negative cold			

08 | Sanitation of 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

The 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 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 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 given 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 performed when there are no participants 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			

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 color 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 to 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			

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 service to people. A new social conduct should be adopted, namely in adjusting the frequency and form of contact amongst staff and between them and the participants, 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			
Staff who are supporting the catering service and in direct contact with food (storage, preparation, confection or at the counter service) wear hair protection and do not wear adornments (earrings, bracelets, threads, watches and the like)			

General rules

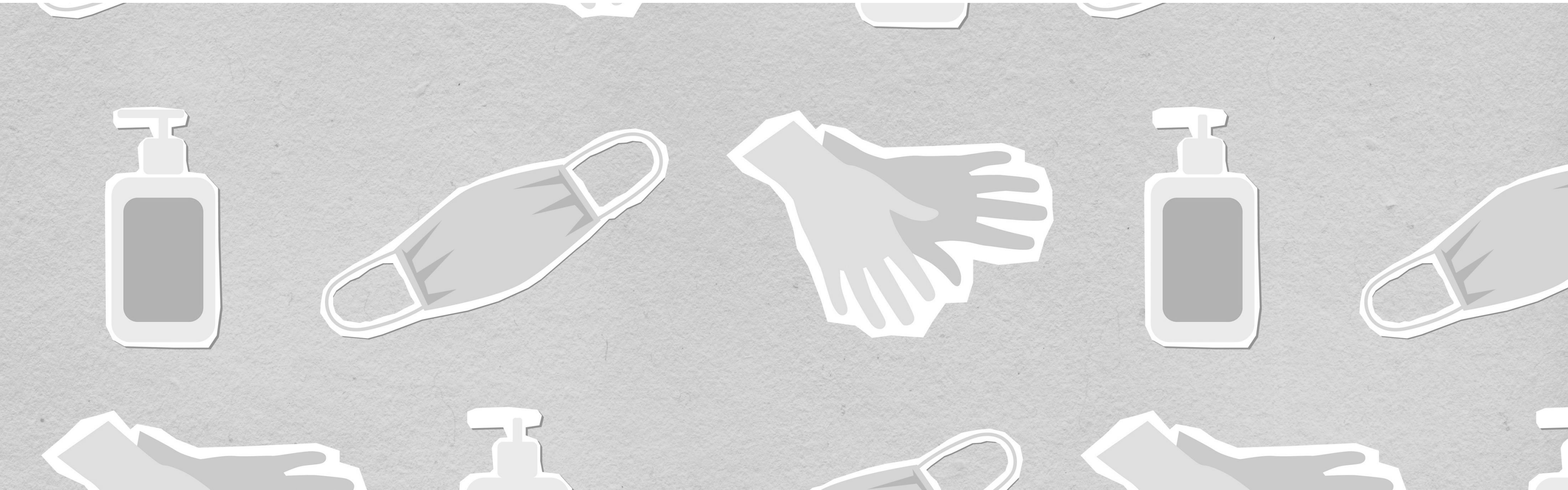
	C	NC	NA
Wash hands with water and liquid soap, scrubbing them well for at least 20 seconds			
Reinforce hand washing before and after contact with food and after contact with surfaces			
Alternatively, use an alcohol-based antiseptic solution for hand hygiene			
Comply with the respiratory etiquette			
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			
Taps should be, whenever possible, automatic			
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 is done on separate tables or ensuring the proper 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 and surfaces of frequent touch is guaranteed at the beginning and end of each occupation			

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

When opting for the use of uniforms or promotional clothing, the employer must provide suitable clothing and footwear exclusive to 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)			