

GOOD PRACTICES IN THE CONTEXT OF THE "COVID-19 ALERT PERIOD"

Portugal is in a "State of Alert", in view of the emergence of COVID-19, so it is imperative to adopt extraordinary and temporary measures to avoid the spread of the new Coronavirus, whose responsibility should be shared by all social, economic, public, private, collective or individual actors.

It must, however, remain possible to donate surplus food, as donor entities continue to produce and people in need of this food must not be forgotten. It is therefore important to continue to help as many people as possible to have access to sufficient, healthy and safe food.

However, as the beneficiaries of donated food often belong to sensitive/immune groups, the hygiene standards that apply in the area of food safety, already known and implemented, must now be reinforced during the process of preparation, packaging and food delivery so that unnecessary and avoidable risks are not promoted.

As a first note, the information that volunteers, who participate in the donation chain, will not be able to put this noble activity at risk, should they have been in contact with a positive and/or even suspected coronavirus infection, they should not develop any activity in the field of food donation, but should remain at home and articulate directly with the NHS, by calling SNS24-808242424, following the NEW CORONAVIRUS | COVID-19 recommendations.

If there are no contraindications, that is, if the volunteers do not manifest any symptoms of respiratory infection (cough, fever or difficulty in breathing), they can collaborate in the donation of food (to show up at the institution), following the rules below.

In this sequence, some Measures/Rules that can prevent the transmission of the COVID-19 virus are identified below:

I. General Rules:

All volunteers should be made aware of the compliance with the rules for respiratory protocol, proper hand washing, as well as the other hygienic and environmental control measures described below.

Institutions should also make sure that appropriate circuits are outlined, and should be restricted or limited to entry by people outside the institution.

A. At the Institution:

I. **To promote the changing of clothes at the entrance of the Volunteers to the institution:**

Whenever the volunteer arrives from the street, they should be able to change their clothes and shoes. There should be a "clean" place with the clothes of the institution.

II. **To Promote hand washing during food preparation/packaging**

Hands should be washed frequently with water and soap/liquid soap, especially in the following circumstances:

Before entering and leaving the institution;

- After sneezing, coughing or blowing yourself up;
- After using the toilet facilities;
- After contact with urine, feces, blood, vomit or potentially contaminated objects;
- After receiving the donated food products/packages;
- During the preparation/packaging of food
- Before and after preparing, handling or wrapping food;
- After removing the gloves (if you use them);
- Whenever hands look dirty or contaminated.

Avoid touching the face (eyes, nose or mouth) with your hands, especially if they are dirty or possibly contaminated. Hands should be washed beforehand, according to the steps below, before touching these areas.

Steps for good hand washing and disinfection:

- ✦ Step 1: Do not open the taps with the hand. Whenever possible, use body parts that do not touch the face (forearm, elbow or foot if the tap is operated with the foot);
- ✦ Step 2: Wet your hands and wrists with running water;
- ✦ Step 3: Apply enough soap to cover wet hands and wrists;
- ✦ Step 4: Rub all surfaces, including the back of the hands, between the fingers and nails, and wrists for at least 20 seconds;
- ✦ Step 5: Rinse thoroughly with running water;
- ✦ Step 6: Dry your hands with a clean cloth or towel for individual use, or disposable towel. Provide crates for placing used towels near the sinks;
- ✦ Step 7: use a hand disinfectant that contains at least 70% alcohol which should be rubbed on the hands for at least 20 seconds to ensure full coverage.

III. To promote respiratory guideline measures:

Respiratory guideline measures to be adopted by volunteers in the donation chain include:

- Do not cough directly to other people and/or food and/or benches. Cough directly into a piece of paper, or part of the body (arm) that does not come into contact with other people or utensils. If you use paper, it should immediately be put in the trash;
- Do not sneeze directly at other people, use tissues, and immediately put in the trash;
- If you use your hands inadvertently to cover your mouth or nose, wash or disinfect them immediately;

IV. To promote measures of social distancing:

The social distancing should be implemented by all the volunteers:

- Do not share food, or personal items (glasses, mobile phones...);
- Change the frequency and form of contact between volunteers avoiding close contact (handshakes, kisses, shared workstation);
- They should be at a distance of at least 1 meter from each other at the post where they prepare and/or package the food.

V. To promote tighter hygiene and environmental control measures:

Hygiene and environmental control measures to be adopted constantly include:

- Clean surfaces frequently (tables, handrails, door handles, etc.).
- doors, lift buttons), several times a day, with a disinfectant cleaning product;
- Cleaning of reusable equipment, which should be properly cleaned and disinfected;
- The dishes used can be washed in the washing machine with a household detergent;
- The air in the rooms should be renewed frequently.

VI. To promote tighter hygiene in the preparation and packaging of food:

- To disinfect the outer surface of non-reusable containers/packaging of donated products after delivery and before storage, taking care to disinfect the surface on which they come into contact;
- To wash and disinfect reusable containers delivered by the beneficiaries;
- To disinfect frequently the workbenches and tables used in the preparation of food with appropriate cleaning products;
- Do not mix cooked and raw food during meal preparation;
- Wash raw food thoroughly;
- Cook/heat food to at least 60°C, keeping it at this temperature until delivery to the recipient;

B. During the delivery of food

I. During the trip:

- Maintain a distance of at least 1 meter between the volunteers;
- Use disinfectant gel, several times and whenever you need to bring your hand to your face;
- Always disinfect your hands after a food delivery;
- Keep the rules of hygiene and respiratory protocol;

II. Upon delivery of the food to the beneficiaries:

- It is important for volunteers to be able to inform beneficiaries that social distancing has to be done to protect them (volunteers move between various destinations and make contact with various people).

They should therefore:

- To promote a distance of at least 2 meters, between the volunteer and the door of the beneficiaries' home;
- Never enter the home of the beneficiaries;
- Disinfect their hands when arriving at the vehicle;
- Maintain the rules of hygiene and respiratory protocol;

C. Returning to the Institution

The volunteers should take steps to ensure that they do not contaminate the institution's facilities:

- Change clothes and wash your hands as already described above;
- Maintain hygiene rules and respiratory protocol;

Special attention should be paid to preventing the transmission of the Covid-19 virus.
Take care.

And take care of others!