

Health and Safety Internal Protocol for Covid-19



Hotel do Carmo
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1. Introduction

The World Health Organization has declared COVID-19 pandemic as a public health emergency of international level. To avoid risks and infections it was, firstly, elaborated a Contingency Plan and, secondly, this Internal Protocol in which it establishes all the necessary procedures to prevent, control and monitor the safety of our employees and guests.

Hotel do Carmo fully complies with the requirements set by *Turismo de Portugal* (Portuguese Tourism Office) according to the Directorate-General for Health (DGS) guidance. The Hotel is now accredited with *Turismo de Portugal* CLEAN and SAFE certification.

2. Procedures addressed to workers:

- Training to all staff about the protocol and its procedures to each section
- Comply with basic precautions to prevent and control COVID-19 infection which includes:
 - Hands Hygiene: hands wash well and often with water and soap for a minimum of 20 seconds or use hand disinfectant that contains at least 70% of alcohol and cover your hands completely and until it's dry.
 - Health Aware: cough or sneeze to your forearm or use a paper tissue and immediately throw it to garbage; always sanitize your hands after coughing or sneezing and after blowing your nose; Avoid any contact with eyes, nose and mouth with your hands
 - Social distancing: Compliance with distancing between employees and also with customers avoiding (when possible) close contact, shake-hands, kisses, shared working spaces, face-to-face meetings and sharing food, tools, glasses and towels
- Comply with daily monitoring of fever symptoms (check body temperature and register the value and registration time duly provided by staff), check your cough or trouble breathing. Any worker that comes to work with flu symptoms will go home
- Shift responsible: Have one available worker to comply all rules to prevent and/or to stay alert if there is any suspected case – trigger all the procedures if there is a suspected infection (guide the patient with symptoms towards isolation (if it is the case), provide necessary assistance and reach the Regional Health Service)
- Stick information posters in service areas
- Information over the transportation from home to the Hotel
- Hotel entrance – different clock-in times (shift adjustments to avoid clusters)
- Workers must hold their hair or use it short
- We advise all workers against excessive use of personal adornments (wristband, rings, etc.)
- Write staff name to control entrance (instead of fingerprint)

- Definition of Personal Protective Equipment (PPE's) by section: to whom wearing mask, gloves or other equipment – check section below
- Training on the correct use of PPE's (placement, usage and removal)

Locker rooms:

- Set DGS posters about the correct way to wash your hands
- Special measures in regards to clothing, uniform, lockers – all gear used inside the Hotel cannot be used outside and vice versa
- Restrict entrance to locker rooms (one staff at a time)
- Waste collection with non-manual opening and a plastic bag, liquid soap and wipes do dry off

Kitchen:

- Social distancing, hands wash well and often, etiquette awareness, limited staff
- Reinforce measures of HACCP (Hazard Analysis and Critical Control Point)
- All dishes washed at high temperatures
- If necessary, wash by hand, dry it wipes and not towels
- Mandatory PPE equipment: gloves, masks, hair nets

Lunchroom:

- Limited seats and 50% of room capacity
- Set different lunch schedules
- It's mandatory to wash hands or to disinfect with an alcohol sanitizer dispenser in the lunchroom
- Upon each meal every employee must disinfect the area taken

Housekeeping:

- Comply with DGS guidance towards surface cleaning and clothes handling inside the establishment:
- Mandatory PPE equipment: masks and gloves
- Social distancing, hands wash well and often, and limited staff to its essential
- Particular care disinfecting the bathrooms and wash it off with water 10 minutes after disinfectant products usage
- Workers should understand which products to use (detergents and disinfectants), the precautions with its usage, dilution and safety conditions appliance, how to protect from cleaning procedures of spaces and how to assure safe ventilation during cleaning and disinfection
- Individual objects handling in the rooms (remote control, telephones, door handles, etc.) are going to be disinfected with at least a 70% alcohol sanitizer

- When possible, disposable material will be used, to clean
- Guests clothing (sheets, towels, etc.): No shake or churn on bedding and towels removal, only to roll inside out without touching bodies and carrying directly to the laundry
- Wash in the washing machine and at high temperatures (around 60°C)
- Wash and disinfect all pillows when a new guest arrives
- Employees' uniforms must be washed separately in the washing machine and at high temperatures (around 60°C)
- The mop and the bucket that washes the floor are commonly reusable, therefore, this equipment is going to be washed and disinfected at the end of each application. This two equipment must be different in each area. For instance, the mop and the bucket used in bathrooms can't be used in food courts or other public areas
- The windows of all occupied rooms are going to be open every day
- Avoid walking in public areas and hallways if not necessary
- The rooms will only be clean after the guests show a negative PCR test in the Reception

Stockroom:

- Mandatory to wear mask
- Social distancing, hands wash well and often, limited staff
- All the new goods must be disinfected (unless it comes cold and go directly to the freezer)
- Create a list of suppliers that are allowed to enter the hotel
- All the suppliers who enter must take a body temperature check. Also, to wear mask and disinfect their hands before entrance
- Provide single use cleaning materials, including single use cleaning wipes moistened in disinfectant, bleach and alcohol of 70%
- Provide alcohol dispensers, plastic bags and equipment or refills to wash hands with liquid soap and paper wipes

On Service Lifts:

- Number of places are limited to two – maximum
- Regular cleaning of push buttons
- Lifts must be carefully cleaned, especially the most touched areas
- Disinfectant gel dispensers are provided in this area

In Offices:

- Mandatory to wear masks
- Social distancing, hands wash well and often, and limited staff
- Full knowledge of Contingency Plan and Protocol

3. Information to all guests:

Reservations:

- Provide information about this Internal Protocol
- Information about transfers rules before the entrance in the hotel

At the hotel's entrance:

- There will be two different doors, one for entrance and other to exit
- Disinfectant gel provided at the entrance
- Information about mandatory mask wear inside the hotel, hands disinfection and social distancing

Check In:

- There will be two different areas at the reception, one to check in and one to check out. Visible acrylic wickets towards guest assistance
- Provide information of all the introduced procedures
- Check in online option and encourage guests to send digital documents to the reception
- Provide disinfectant gel at the reception
- Personal Protection Equipment (PPE's) available to all guests (through payment)
- Disinfect reception counter always after one check in and one check out
- Floor points marked at the reception area and make sure every guest complies with social distancing
- Staff and guests are required to wear masks inside the hotel all the time
- Mandatory epidemiologic survey to all guests (ask if it was fill in the airport)
- Sweets at the reception are removed
- Tourism activities flyers in the lobby are removed
- Disinfect key rooms in front of the guest (while checking in and if guests ask to)
- Promote to the guest to keep the key room avoiding exchange at the reception
- Disinfect all the materials after its usage (pens, ATM equipment, etc.)
- Guests will be informed that the guestrooms will only be clean after showing a negative PCR test, at Reception

Inside the hotel:

- Lift capacity limited to a maximum of three persons
- Disinfectant gel provided at every lift entrance
- Increase cleaning of buttons and areas that are frequently pushed

Rooms:

- Rooms will be assigned by first floors to avoid lifts usage
- If possible, rooms with adjacent balconies will not be taken, except, if it is a room with no balcony
- Rooms will only be taken 24 hours after every check out
- Increase cleaning services mainly in bathrooms – check Housekeeping procedures
- Temporary shutdown of laundry services
- Removal of all directories, papers and envelopes of all rooms
- The guest rooms will only be clean by Housekeeping after the guests show a negative PCR test at Reception

Restaurant:

- Every meal must have a reservation, schedule must be determined to restrict restaurant capacity
- Entrance information – information provided at the entrance that guests must wait until they're guided to their table
- Disinfectant dispenser provided at the entrance
- Ask guests to take pictures of the menu to choose their meal
- Tables must be empty and only ready when guests have taken their places (including cutlery)
- Social distancing between tables (will be closed alternately between occupied/disinfection)
- During breakfast buffet our staff will be serving guests and individual portions will be provided
- After each guest leave, tables and chairs are going to be disinfected

Pool:

- Social distancing between guests (capacity down to 50%) and the space between lounge chairs is at least 1 meter
- Increase cleaning and disinfection of the pool
- Disinfectant dispenser provided on this area
- Disinfectant is provided for every guest to disinfect their lounge chairs before sitting

4. Procedures in the event of suspected case

Action plan

- The staff in charge (on duty) must direct the suspected patient to isolation, provide necessary assistance and contact Regional Health Service through the number: 808 24 24 20
- In case a guest is infected, he'll remain in its original room

- In case it's a hotel worker, he'll be directed to isolation which will be room 107, on the first floor
- The isolation room (room 107) has natural ventilation (with balcony), mechanical ventilation system (ceiling fan), and also has flat and washable coating. It's equipped with: telephone, chair, bed (to the worker's rest and convenience whilst awaits validation and probable transportation from Regional Health Service); television and telephone linked to the hotel's reception; water and food kit, waste container (non-manual opening and a plastic bag); alcohol sanitizer; paper wipes; surgical mask(s); disposable gloves; thermometer. In this area there is also an appropriately equipped bathroom, namely, with a soap dispenser and paper wipes, exclusively to suspected worker usage
- In case there is a detected case of any worker/guest, the route towards isolation will be through a service lift

Decontamination of the isolation area

- Whenever there is positive case the decontamination of the isolation area must be taken and the increase of cleaning and disinfection is required if there are suspected patients
- The waste storage produced by the suspected patients must be carefully handed and delivered in a plastic bag to the official health officer according to DGS
- If the case is confirmed, the isolation area must be closed until the decontamination validation (cleaning and disinfection) by the Regional Health Service. This interdiction can only be resolved by the Health Authority
- If there is a positive case, the Health Authority will be responsible for cleaning and disinfection of the isolation area
- Increase cleaning and disinfection, mainly on surfaces where the confirmed patient touches the most.
- The RHS maintains close attention with the doctor, releases information to the DGS with the measures implemented in the company and also the state of health of close encounters with the patient

5. Conclusion

The hotel has:

- Personal protection equipment (PPE) enough to all workers
- Personal protection equipment (PPE) available to every guest (total capacity of the establishment)
- Single use cleaning materials stock equivalent to its dimensions, including single use cleaning wipers moistened in disinfectant, bleach 70° alcohol solution
- Antiseptic alcohol dispensers or alcohol-based solution next to entrance and exit and, if applicable by floor, at the restaurant, bar entrance and sanitary facilities

- Non-manual waste container and plastic bag
- Isolation area to lead guests or workers with suspected cases or confirmed cases of COVID-19, ideally with natural ventilation or mechanical ventilation system and also with flat and washable coating, bathroom, cleaning materials stock, surgical masks and disposable gloves, thermometer, non-manual waste container, bags to collect used clothes and water and food kits
- Equipment to wash hands with liquid soap and paper wipes in the sanitation facilities

The hotel ensures:

- Washing and disinfection, according to the protocol, of surfaces where workers and guests move, ensuring control and prevention of resistance antimicrobial infections
- Cleanings throughout the day of surfaces and common objects (including counters, light switchers, lifts, door and closed handles)
- Instead of dry cleaning it is mandatory wet cleaning
- The air between halls and closed spaces is regularly renovated
- The pool disinfection and other equipment is carried according to the Protocol

The Protocol of cleaning and sanitization ensures:

- Special care over bedding clothes exchange and room cleaning according to Protocol
- Removal of bedding and towel clothing without shaking or churning, only to roll from inside out without touching bodies and delivering to laundry
- Separate washing machines and high temperatures of the worker's uniforms and bedding and towels clothes (around 60°C)

Information to all guests

All the information provided to guests are:

- How to comply to basic precautions of prevention and infection control in regards to COVID-19 outbreak
- Hotel's Protocol regarding COVID-19

Note: This Protocol is **valid until the 30th of April of 2022** and can be subjected to modifications according to the disease's evolution or new duties imposed by the law.