



Hotel Camarão

INTERNAL PROTOCOL

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1. PREVENTION MEASURES

1.1 ON THE PREMISES

1.1.1 Signage and Information

- To ensure that customers are aware of and have access to this Internal Protocol regarding the COVID-19 coronavirus outbreak, information about its existence at the time of booking will be sent/provided and a copy in digital format will be available whenever requested.
- Placards will be placed with information on what are and how to comply with the basic precaution measures for prevention and infection control in relation to the COVID-19 coronavirus outbreak, mainly at the reception, at the accesses to the various floors, at the restaurant's access and by the disinfectant gel dispensers.

1.1.2 Sanitization Plan

- Washing and disinfection, in accordance with this internal protocol, of the surfaces where employees and customers circulate, ensuring the control and prevention of infections and resistance to antimicrobials.
- Cleaning surfaces and objects in common use several times a day (including counters, light switches, door handles and cabinet handles).
- Preference for wet cleaning, over dry cleaning and exclusive use of a vacuum cleaner with HEPA particulate filter.
- Renovation of air in closed rooms and spaces done regularly throughout the day.
- In the catering area, an assisted Buffet model was chosen for the breakfast period, with the creation of a separation in transparent acrylic that prevents direct handling of food by customers. The sanitization of utensils, equipment and surfaces is to be reinforced, even though the manipulation of the above will always be carried out by the same operator equipped with the appropriate individual protection equipment.
- After each meal, all kitchenware and tablecloths will be removed, having the latter being immediately sent to the laundry room and put in the washing machine. The tables will be adequately cleaned and disinfected after each use
- At the end of each breakfast period, the room will be ventilated, cleaned and disinfected.
- The bucket and mop for cleaning the floors are properly cleaned and sanitized at the end of each use. This equipment is only used in the spaces to which they are assigned.
- The floors will be washed with hot water and adequate detergents, followed by a disinfection with a bleach solution diluted in water 1/20. In common areas, cleaning frequency is at least twice a day.
- In toilets, washing is performed with a product that contains detergent and disinfectant in its composition, since it is easier to apply and disinfect.
- In areas where children might play, cleaning will be reinforced several times a day.

1.1.3 Adequacy of the space selected for isolation on the 3rd floor

- A place was created to isolate people who can be detected as suspected or confirmed cases of COVID-19, with natural ventilation and a mechanical ventilation system. This place has smooth and washable coverings, a bathroom, stock of cleaning materials, surgical masks and disposable gloves, thermometer, autonomous waste container, waste bags, used clothes collection bags, kit with water, kitchenette and some non-perishable foods.

1.1.4 Adequacy of the Accommodation Units

- The process of the accommodation units adequacy starts with aeration, followed by ozone treatment, cleaning and disinfection, and ozone treatment one more time.
- All chemical cleaning agents are duly approved and the procedures follow the instructions of the health authorities.
- Bed linen and towels will be washed separately and in washing machines at high temperatures (around 60°C).
- Pillows will be replaced whenever guests check-out. They will then be taken to be disinfected in the dryer at a temperature above 60°C, followed by a 3-day quarantine.
- The TV and air-conditioning remote controllers will be available in plastic bags, which will be replaced whenever a client checks-out.
- In the rooms only the essentials will be available, however the guests can request extra pillows or blankets, which will be given in sealed bags and properly sanitized.

1.1.5 Sanitization Equipment

- Dispensers with alcohol-based antiseptic solution or alcohol-based solution will be available by the entrance/exit, by the stairs in each floor, by the restaurant entrance and at the reception.
- Liquid soap for handwashing and paper towels will be available in the toilets of the common areas.
- A rug with a disinfecting solution for shoes will be placed by the entrance outside.

1.2 FOR STAFF MEMBERS

1.2.1 Training

- All staff members received training on specific information, such as:
 - The Internal Protocol regarding the coronavirus COVID-19 outbreak.
 - How to comply with daily self-monitoring to assess fever, check for cough or difficulty breathing.
 - Caring for work clothes/uniforms that can never be used outdoors.
 - Need to reduce or eliminate personal adornments.
 - How to comply with the Direção-Geral de Saúde guidelines on how to clean surfaces and handle clothing in establishments in accordance with the Internal Protocol.
 - How to comply with the basic precaution measures for prevention and infection control for the COVID-19 coronavirus outbreak, including the procedures:
 - Hand sanitizing: washing hands frequently with water and soap, during at least 20 seconds, or using hand disinfectant with at least 70% of alcohol, covering all surfaces of the hands and rubbing them dry.
 - Breathing etiquette: coughing or sneezing on the forearm or using a tissue, which should then be immediately thrown away; hand sanitizing always after coughing or sneezing and after blowing the nose; avoid touching the eyes, nose and mouth with your hands.
 - Social conduct: altering the frequency and form of contact among workers and between staff members and customers, avoiding (when possible) close contact, handshakes, kisses, shared workstations, face-to-face meetings and the sharing of food, utensils, glasses and towels

1.2.2 Equipment – Individual Protection

- Enough available stock for all staff members (For Reception: mask, gloves and protection visor; For Cleaning: mask, gloves, protective glasses, protective coat, pants, shoes and hair cap; For Buffet: protective coat, mask and protection visor).
- Staff uniforms are washed separately in washing machines at high temperatures (around 60°C).

1.2.3 Appointment of those Responsible

- The employee working at the Reception is responsible for initiating the procedures in case of suspected infection (accompanying the person with symptoms to the isolation space, providing the necessary assistance and contacting the national health service).

1.2.4 Conduct

- All employees must carry out daily self-monitoring to assess fever, cough or difficulty breathing.
- Behaviours to be Adopted by the Staff:
 - maintain distance between staff members and guests and avoid physical contacts, including handshakes
 - not entering or leaving the establishment with the establishment's uniform
 - keep hair tied up
 - avoid excessive use of personal adornments (bracelets, necklaces, rings, etc.)
 - cleaning shoes at the entrance on the humid carpet to disinfect the shoe soles
 - taking breaks and staggered mealtimes to avoid encounters in staff areas
- Cleaning staff were instructed on the products to be used (detergents and disinfectants), the precautions on handling them, dilution and application in safe conditions, how to protect themselves during cleaning procedures and how to ensure good ventilation during cleaning and disinfection.

1.2.5 Stock of Cleaning and Sanitizing Material

- Stocks of single-use cleaning materials are available, such as bleach and 70° alcohol.
- Dispensers or refills of antiseptic alcohol-based solutions or alcohol-based solutions.
- Waste container with non-manual opening and plastic bags.
- Equipment or refills for handwashing liquid soaps and paper towels.

1.2.6 Scales/Shifts

- Work schedules/shifts have been adjusted to the new reality and model of work organization.
- Rules/phases of cleaning moments of accommodation units are defined and aim to protect the health of our employees and to ensure the best sanitary conditions for our customers.

1.3 FOR CUSTOMERS

1.3.1 Individual Protective Equipment – Masks and disinfectant wipes will be available for all customers.

1.3.2 Conduct

- Definition of simple and clear rules for staying in common spaces accessible to everyone in different languages. Information about the shoe disinfection mat placed outside the unit and about the disinfection of luggage carried out on arrival.

2. PROCEDURES IN CASE OF SUSPECTED INFECTION

2.1 PLAN OF ACTION

- The employee in charge will accompany the suspect of infection to the isolation space, provide the necessary assistance and contact the National Health Service. Afterwards the appropriate kit is placed in the isolation space, which is stored at the reception, in the respective space.

2.2 DECONTAMINATION OF THE ISOLATION PLACE

- Decontamination of the isolation area will be carried out whenever there are positive cases of infection and reinforcement of cleaning and disinfection whenever there are patients suspected of

infection, especially on surfaces frequently handled and most used by the suspect, as indicated by the Direção-Geral da Saúde. This service can be performed by the internal team or by external contracting, whichever is considered more appropriate.

- The waste produced by patients suspected of infection will be stored in a plastic bag closed with a clamp, which will then be segregated and sent to licensed operators for the management of hospital waste with biological hazard.

3. RECORD OF ACTS/INCIDENTS

- there are updated records of all operations carried out as well as of the incidents that occurred.