



HOTEL AVEIRO CENTER

INTERNAL PROTOCOL

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1. PREVENTION PROCEDURES

1.1 IN THE FACILITIES

1.1.1 Signaling and Information

- Customers may have knowledge and access to this Internal Protocol regarding the outbreak of COVID-19 coronavirus at the reception or by e-mail (upon request);
- We provide information on how to comply with basic infection prevention and control precautions in relation to the COVID-19 coronavirus outbreak.

1.1.2 Hygiene plan

- Washing and disinfection, in accordance with the present internal protocol, of the surfaces where employees and customers circulate, guaranteeing the control and prevention of infections and resistance to antimicrobials.
- Cleaning, several times a day, surfaces and objects in common use (including counters, light and elevator switches, door handles, cabinet handles).
- Wet cleaning should be preferred over dry cleaning and using a vacuum cleaner.
- Air renovation (natural ventilation is preferred) of rooms and common spaces carried out regularly.
- In the pantry and bar area, a reinforcement of the cleaning procedures of utensils, equipment and surfaces and avoidance of direct handling of food by customers and employees as much as possible.
- For the floor, washing is carried out with hot water and common detergent, followed by disinfection with a solution of bleach diluted in water, with a cleaning frequency of at least twice a day.
- In common sanitary facilities, washing is carried out, preferably, with a product that contains detergent and disinfectant composition, at least three times a day.
- Complimentary water and kettle are disinfected between stays, thus having a specific hygiene protocol:
 - o Complimentary water is removed from the room and washed in the dishwasher at high temperatures;
 - o The kettle is disinfected with the disinfectant.

1.1.3 Adequacy of the selected isolation room

- Room (room no. 008) to isolate people who may be identified as suspected cases or confirmed cases of COVID-19, with natural ventilation and mechanical ventilation system. It should have smooth and washable coatings, bathroom, stock of cleaning materials, surgical masks and disposable gloves, thermometer, autonomous waste container, waste bags, used clothing collection bags, kit with water and some non-perishable food.

1.1.4 Adequacy of accommodation units

- Specific care for changing bed linen and cleaning rooms, favoring two spaced intervals with adequate protection.
- The removal of bed linen and towels is carried out without shaking or shaking, winding it in the outside, without touching the body and transporting it directly to the washing machine.
- Separate machine washing at high temperatures for bed linen/towels (about 60°C).
- Whenever possible, use of single-use cleaning equipment that will be discarded after use.
- Non-single-use equipment will be cleaned and disinfected after use.

1.1.5 Hygiene equipment

- Existence of alcohol-based antiseptic solution or alcohol-based solution dispensers near the entry/exit points, and whenever applicable per floor, reception, elevators and common sanitary facilities.
- Existence of liquid soap for hand washing and towels for individual use, in the common sanitary facilities.

1.2 FOR THE EMPLOYEES

1.2.1 Training

- All employees received specific information and/or training on:
 - Internal protocol on the COVID-19 coronavirus outbreak.
 - How to comply with basic infection prevention and control precautions for covid-19 coronavirus outbreak, including procedures:
 - hand hygiene: hand washing frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70° alcohol, covering all surfaces of the hands and rubbing them until they are dry.
 - respiratory etiquette: cough or sneeze into the flexed forearm or use a tissue, which should then be immediately thrown into the trash; sanitize hands always after coughing or sneezing and after blowing; avoid touching the eyes, nose and mouth with your hands.
 - social conduct: changing of the frequency and form of contact between employees and between them and guests, avoiding (whenever possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and sharing of food, utensils, glasses and towels.
- In 2020 and 2021, some of the employees received external training by Turismo de Portugal in order to raise awareness of the minimum procedures of cleaning, hygiene and basic prevention and control measures of COVID-19. The remaining employees received internal training on the same topic.
- How to comply with the guidelines of the Directorate-General for Health for surface cleaning and treatment of clothing in establishments.

1.2.2 Equipment – Individual and collective protection

- Employees are equipped, depending on their role, with mask or visor, gloves and apron.
- The uniform of the employees is washed separately in the machine and at high temperatures (about 60°C).
- Existence of acrylic protection on the reception desk.

1.2.3 Designation of those in charge

- The reception employee is responsible for triggering the procedures in case of suspected infection (accompanying the person with symptoms to the isolation room, providing the necessary assistance and contacting the national health service).

1.2.4 Conduct

- Self-monitoring of the employees' body temperature, according to Decree-Law No. 20/2020 of May 1, which alters the exceptional and temporary measures related to the pandemic of the disease COVID-19. Exclusively for reasons of protecting the health of oneself and others, body temperature measurements are performed on employees for the purpose of access and permanence in the workplace. If temperature measurements are higher than normal body temperature, the employee is prevented from accessing the workplace.

- **Behaviors to be adopted by the staff:**
 - Keep the distance between employees and guests and avoid physical contacts, including handshakes;
 - Do not enter and leave the establishment with the establishment's uniform;
 - Keep your hair up;
 - Excessive use of personal adornments (bracelets, threads, rings, etc.) is not recommended;
 - Breaks and meal times are scheduled to avoid encounters in the staff/dining areas.
- The merchandise will be received solely and exclusively through the back-access door, thus preventing suppliers from having to enter within the hotel areas. Respect the minimum distance of 1 meter in the absence of physical contact with any employee: The receipt of invoices and paper guides will be avoided, whenever possible, the electronic format will be the option.
- Cleaning professionals have external training on the products they use, the precautions to be taken with their handling, dilution and application in safe conditions, how to protect themselves during cleaning procedures and how to ensure good ventilation during cleaning and disinfection (there is a dossier with all the safety data sheets of all products used that can be consulted whenever necessary).

1.2.5. Stock of cleaning and hygiene materials

- Stock of cleaning materials for single use proportional to the dimensions of the establishment, including single-use cleaning wipes moistened in disinfectant, bleach and 70° alcohol.
- Dispensers or refills of antiseptic alcoholic based solution or alcohol-based solution.
- Waste container with non-manual opening and plastic bag.
- Equipment for washing hands with liquid soap and single use towels.

1.2.6 Schedules / Shifts

- Staff changing rooms and cafeteria will be cleaned and disinfected at least twice a day;
- The Night auditor, at the end of the shift, removes the clothes that are in the office and puts in the laundry to be washed and disinfected;

1.3 FOR THE GUESTS

1.3.1 Equipment – Individual Protection

- The hotel provides (at an additional cost) to guests, protective equipment, namely individual kits with mask, disinfectant gel and gloves.
- A dustbin is available at the entrance/exit of the hotel, specifically for the disposal of masks, gloves or other disposable protective material. Features non-manual opening lid.

1.3.2 Conduct

- It is allowed to remain in common spaces as long as the social distance is respected.

1.3.3 Check-in

- A document is previously made available to the guests to fill in the mandatory personal data, allowing to maximize social distancing. Check-in will be made this way, whenever possible.

- As little paper as possible is used, always suggesting sending invoice by email. In all emails is sent information about the application Government contact tracing- StayAway COVID.
- Upon arrival of guests, they are questioned about the possibility of sanitizing the luggage.

1.3.4 Breakfast

- The hotel maintains the rates of accommodation with breakfast included. Currently, breakfast is buffet. The customer, upon check-in, must schedule a time for breakfast, to avoid crowding of people at the same time.

2. PROCEDURES IN CASE OF SUSPECTED INFECTION

2.1 ACTION PLAN

- The employee in charge will follow the following recommendations if a guest is suspected of infection:
 - The employee informs the General Director of the Hotel, Dr. Carla Santos;
 - The guest suspected of having COVID-19 will receive a surgical mask, if their clinical condition allows it (the mask must be placed by the patient himself);
 - The guest suspected of having COVID-19 is led to the isolation room - room 008 - with the appropriate distance
 - The guest suspected of having COVID-19 should immediately contact the Health Line 24 (808 24 24 24) so that their case is evaluated and monitored;
 - The guest suspected of having COVID-19 should not leave the hotel and should await instructions from healthcare professionals;
 - The Local Health Authority may choose to send the person to the reference hospital in the area or not, depending on the clinical situation;
 - Common areas where this guest has been will be isolated and disinfected;
 - After evaluation:
 - If the SNS 24 informs about the non-validation, the employee must inform Dr. Carla Santos of the non-validation that who must inform the work physician in charge;
 - If the SNS 24 informs about validation, the employee must remain in the isolation room (with surgical mask, if their clinical condition allows it), and wait for the SNS 24 guidelines;
 - Other workers' access to the "isolation" room is prohibited (except for employees assigned to assist);
 - The "isolation" room must be closed until the decontamination (cleaning and disinfection) is validated by the Local Health Authority. This ban can only be lifted by the Health Authority.
- The employee in charge will follow the following recommendations if an employee is suspected of infection:
 - Any employee with signs and symptoms of COVID-19 and epidemiological link, or who identifies an employee in the company with criteria compatible with the definition of a suspected case, will inform the direct manager (preferably by telephone), Dr. Carla Santos, and will go directly to the "isolation" room – room 008.
 - The employee affected, when in the isolation room, shall contact SNS 24 (808 24 24 24);

- After evaluation:
- If the SNS 24 informs about the non-validation, the employee must inform Dr. Carla Santos of the non-validation, who must inform the work physician in charge;
- If the SNS 24 informs about the validation, the employee must remain in the isolation room (with surgical mask, if their clinical condition allows it), and wait for the SNS 24 guidelines;
- Other employees' access to the "isolation" room is prohibited (except for workers designated to assist);
- The "isolation" room must be closed until decontamination (cleaning and disinfection) is validated by the Local Health Authority. This ban can only be lifted by the Health Authority.

2.2 DECONTAMINATION OF THE ISOLATION ROOM

- Decontamination of the isolation room 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 same, as indicated by the Directorate-General for Health.
- Waste produced by patients suspected of infection will be stored in a closed plastic bag, which must be segregated and sent to the licensed hospital waste management operator with biological risk.