



LAMEGO

Hotel & Life

INTERNAL PROTOCOL - COVID-19 - LAMEGO HOTEL & LIFE

1. Coronavírus disease - Covid -19

Coronaviruses are a family of viruses known to cause disease in humans and are quite common around the world. The infection gives rise to nonspecific symptoms such as cough, fever or difficulty breathing, or present as a more serious illness, such as pneumonia. The incubation period for the new coronavirus is 2 to 14 days. This means that if a person remains well 14 days after contacting a confirmed case of coronavirus disease (COVID-19), it is unlikely to have been infected. After exposure to a confirmed case of COVID-19, the following symptoms may appear:

- Difficulty breathing
- Cough
- Fever

In general, these infections can cause more serious symptoms in people with weaker immune systems, older people, and people with chronic diseases such as diabetes, cancer and respiratory diseases.

2. The Covid-19 transmission

From what is known from other coronaviruses, transmission of COVID-19 occurs when there is close contact (perimeter up to 2 meters) with an infected person. The risk of transmission increases the longer the period of contact with an infected person. The droplets produced when an infected person coughs or sneezes (respiratory secretions that contains the virus) are the most important route of transmission. There are two ways in which a person can become infected:

- Secretions can be directly expelled into people's mouth or nose (perimeter up to 2 meters) or can be inhaled into the lungs;
- A person can also become infected by touching surfaces or objects that may have been contaminated with respiratory secretions and then touch your own mouth, nose or eyes.

3. Suspected case

The classification of a case as a suspected coronavirus disease (COVID-19) should follow a clinical and epidemiological criterion. The following definition is based on information currently available at the European Center for Disease Prevention and Control

Cough
OR
Fever
OR
breath

Epidemiological

Travel history for areas with active community transmission in the 14 days before the onset of symptoms

OR

Contact with confirmed case or probable infection by COVID-19, in 14 days before symptom onset

OR

Health professional or person has been in an institution of health care where patients with COVID-19

4. Prevention procedures

4.1 Signaling and Information

- Customers are informed of the existence of this internal protocol and will be able to consult it through our website www.lamegohotel.pt and at the hotel reception. This document will also be made available to all employees.
- There will be information on how to comply with the basic precautions for prevention and infection control in relation to the outbreak of the Coronavirus COVID-19, in the various hotel receptions and on our website, all the necessary link for you to consult the information online.

4.2 Hygiene equipment

- The establishment has alcohol-based antiseptic solution dispensers at the main entrance and exit of the hotel, on the floors of the rooms, at the entrance to the restaurants, bar, main reception, and common sanitary facilities.
- There is liquid soap for hand washing and paper towels in all sanitary facilities.

4.3 Hotel hygiene plan

- All areas of frequent contact (door handles, washbasin taps, tables, benches, chairs, handrails, elevator buttons, among others) are disinfected at least six times a day, using appropriate detergents and recommended.
- The most critical equipment used after each use is disinfected, such as automatic payment terminals.
- Sanitary facilities are disinfected at least three times a day with the recommended products.

- In the areas of restaurants and beverages, the cleaning of utensils, equipment and surfaces will be reinforced and direct manipulation of food by customers and employees will be avoided as much as possible.
- Disinfection of the outdoor pool according to internal procedures.
- Air renovation of rooms and enclosed spaces is done regularly.
- Cleaning and disinfection of the bucket and mop after each use and this equipment must be distinguished by area. It is advisable to clean the floor twice a day

4.4 Room cleaning

- The cleaning of the rooms must be done at two different times, by two different teams, one at each time.

The first team collects the clothes, and about two hours later the second team cleans and disinfects the room.

- Do not shake the clothes on the bed and remove them without shaking, rolling them from the inside out, without touching the clothes against the body.

- Transport the clothes and put them directly in the bag for this purpose and send immediately to laundry.

- After collecting the clothes, clean the bedroom furniture with the recommended products.

- Machine wash separately and at high temperatures for bed linen / towels (about 60°C).

- Wash and disinfect the bathroom, starting with taps, washbasins and drains, followed by furniture, bath and shower, toilet and bidet, which must be cleaned with degreasing detergent.
- Rub the toilet well with the toilet brush and flush the water with the toilet brush still inside so that it is also clean. Drain the toilet brush and wash and disinfect its support.
- With another clean, single-use cloth, wash the outside of the toilet, starting with the top, followed by the top of the toilet and all the exterior parts with the same disinfectant.
- Wash the floor of the premises, open the windows in the area and let it air dry.
- Disinfect the TV controls and all handles

5. Employees

5.1 Training

- All Employees received training and / or specific information on:
 - Internal protocol for the COVID19 coronavirus outbreak.
 - How to comply with basic infection prevention and control precautions in connection with the COVID-19 coronavirus outbreak, including the following procedures:
 - Hand hygiene: wash your hands 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 dry;
 - Respiratory etiquette: cough or sneeze into the flexed forearm or use a tissue, which then it should be thrown away immediately and wash your

hands after coughing or sneezing and after blowing, avoid touching your eyes, nose and mouth with your hands;

- Social conduct: change the frequency and form of contact between workers and between them and customers, avoiding (when possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and food sharing, utensils, glasses and towels.

5.2 Equipment

- Personal protection

- There is personal protective equipment for all employees, adjusted to their function, such as: mask, gloves, visor, glasses, gown or apron, cap and shoe covers. Everyone should respect the need to replace the material whenever necessary, adopting good practices for using it, not neglecting the other safety measures, such as the safety distance, during its use.

- Floor and cleaning employees must wear a mask, goggles, gloves

- Restaurant and bar employees must wear a mask during the entire work period, respecting all safety rules during placement, use and removal. - Kitchen staff must wear a mask during the entire work period, respecting all safety rules during placement, use and removal.

- Reception staff must wear a mask during the entire work period, respecting all hygiene and safety rules

5.3

- The Team leader 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 asking the client to contact the national health service, or if necessary , make contact), .

In the event of an overnight occurrence, the Night auditor will be the person responsible for initiating these procedures

5.4 Conduct

- Daily monitoring fever, cough or difficulty breathing. The body temperature control of all employees will be done at the team's door. If the employee has a temperature equal to or greater than 38.0°, he will not be able to enter the service and should be considered a suspicious case. All employees must disinfect their hands when entering the premises, and wear a mask.

- Behaviors to be adopted by the team:

- Maintain distance between employees and customers according to the recommendations of the DGS;

- Properly sanitize your hands before entering the service, several times a day and whenever necessary, following all the instructions of the DGS;

- Before entering the service, the employee must monitor the fever at the hotel entrance;

- Do not enter and leave the establishment with the uniform and at the end of each shift it must be washed at least 60% in a machine independent of the clothes in the rooms;

- The employee must correctly use the personal protective equipment as defined in the internal protocol;

- Disinfect all shared equipment at each shift change;

5.5 Stock of cleaning and sanitizing materials

- There is a stock of cleaning materials for single use proportional to the size of the project, including cleaning wipes moistened with disinfectant, bleach and alcohol at 70% or higher.
- There are dispensers or refills of antiseptic alcohol-based solution or alcohol-based solution.
- There are waste containers with non-manual opening and plastic bag. - There are refills for washing hands with liquid soap and paper towels.

6. Customers

- Personal protective equipment (gloves and masks) is available for customers to purchase at an additional cost.

6.1 Conduct:

- Hand hygiene with alcohol based solution at the entrance and exit of the hotel;
- Respect the distance of at least 2 meters between people (except cohabitants);
- It is mandatory to use a mask inside the establishment, always using the prop properly and in accordance with the recommendations of the National Health System;
- Respect the lift capacity (now only 2 people), except if they are cohabiting;
- If you show signs or symptoms of COVID-19, you must immediately inform the hotel reception, privileging the telephone contact;

7. Procedures

- In case of suspected infection, the person in charge accompanies the person to the isolation area and requests that the person contact the health 24, or else he makes the contact himself. The isolation area will be room Nº 127, with natural ventilation, smooth and washable coverings where the person can rest pending confirmation of the case and eventual transport by INEM.
- The route to be privileged will be from the outside so that the person with symptoms avoids passing other people when a suspicious case occurs.
- The person must remain in the room until the arrival of INEM and the access of other people to the isolation area will be prohibited (except those designated to provide assistance).
- The Hotel will collaborate with the local Health Authority in the identification of contacts close to the person (suspected case validated).

8. Procedures for monitoring close contacts

Close contact is considered to be a person who has no symptoms at the moment, but who had or may have had contact with a confirmed case of COVID-19. The kind of exposure of close contact, will determine the type of surveillance. The close contact with confirmed case of COVID-19 can be:

- **High risk of exposure, defined as:**

- Employee of the same workstation (office, room, section, zone up to 2 meters) of the case;
- Employee or visitor who was face-to-face with the confirmed case or who was with him in closed space;
- Employee or visitor who shared with the confirmed case crockery (dishes, glasses, cutlery), towels or other objects or equipment that may be contaminated with sputum, blood, respiratory droplets).

- Low risk of exposure (casual), defined as:

- Collaborator or visitor who had sporadic (momentary) contact with the case confirmed (eg in motion / circulation during which there was exposure to 15 respiratory droplets / secretions through face-to-face conversation greater than 15 minutes, cough or sneeze);

In addition to the aforementioned, in the case of a case confirmed by COVID-19, active surveillance procedures for close contacts should be activated, regarding the onset of symptoms.

For the purpose of managing contacts, the Local Health Authority, in close coordination with the person in charge, must:

- Identify, list and classify close contacts (including casual contacts);
- Carry out the necessary follow-up of contacts (call daily, inform, advise and refer if necessary).

The surveillance of close contacts should be as follows:

High Exposure Risk Low Exposure Risk

- Active monitoring by the Local Health Authority for 14 days since the last exposure.

- Daily self-monitoring of COVID-19 symptoms, including fever, cough or difficulty breathing.
- Restrict social contact to what is essential.
- Be contactable for active monitoring during the 14 days since the date of the last exposure.

It is important to :

- In addition to the daily monitoring of the temperature by the security guard, the employee can and should self-monitor his temperature, being able to request the thermometer whenever necessary;
- If symptoms of COVID-19 are found and the employee or visitor is at the workplace, PROCEDURES IN A SUSPECTED CASE must be initiated;
- If no symptoms appear within 14 days of the last exposure, the situation is closed for COVID-19.