

# Hotel São Miguel

## INTERNAL PROTOCOL

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### **PREVENTION PROCEDURES**

## **1. IN THE FACILITIES**

### **1.1.1 Signaling and Information**

- Customers will be able to have knowledge and access to this Internal Protocol regarding the COVID-19 coronavirus outbreak through our website: [www.hotelsaomiguel.pt](http://www.hotelsaomiguel.pt)
- 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 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, door handles, cabinet handles).
- Preference will be given to wet cleaning, over dry cleaning and the use of vacuum cleaner.
- Air renovation of rooms and common spaces carried out regularly.
- In the pantry and bar area, a reinforcement of the cleaning of utensils, equipment and surfaces and to avoid as much as possible the direct handling of food by customers and employees.
- For the floor, the washing is performed with hot water and common detergent, followed by disinfection with a bleach solution diluted in water, with the cleaning frequency, at least, twice a day.
- In common sanitary facilities, washing is performed, preferably, with a product that contains detergent and disinfectant composition, at least three times a day.

### **1.1.3 Adequacy of the selected space for insulation**

- Location (room 26) to isolate people who can be detected as suspected cases or confirmed cases of COVID-19, with natural ventilation. It has smooth and washable linings, bathroom, stock of cleaning materials, surgical masks and disposable gloves, thermometer, autonomous waste container, waste bags, bags for used clothes, kit with water and some non-perishable foods.

### **1.1.4 Adequacy of accommodation units**

- Specific care for changing bed clothes and cleaning rooms, privileging two time spaced intervals with adequate protection.
- The removal of bed sheets and towels is carried out without shaking, rolling it outwards, without touching and transporting it directly to the washing machine.
- Washing separately at the machine and at high temperatures of the bed linen / towels (about 60°C).
- Whenever possible we will proceed to the 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 Sanitation equipment**

- Existence of antiseptic alcohol-based or alcohol-based solution dispensers near the entry / exit points, and whenever applicable by floor, at the reception, common sanitary facilities, breakfast room and laundry.
- Existence of liquid soap for washing hands and towels for individual use, in common sanitary facilities.

#### **There is a kit at the reception of the Hotel with the following items:**

- - Alcohol gel disinfectant
- - Facial masks
- - Disposable gloves
- - Protective apron (disposable)
- - Disposable biodegradable waste bag
- - Thermometer
- - Used clothes bag (disposable)

## **1.2 FOR EMPLOYEES**

### **1.2.1 Training**

- All employees received specific information and / or training about:
  - o Internal protocol for the COVID-19 coronavirus outbreak.
  - o How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including the procedures:
    - o Hand hygiene: wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70° of alcohol, covering all surfaces of the hands and rubbing them until they are dry.
    - o Respiratory etiquette: cough or sneeze into the forearm or use a tissue, which should then be immediately thrown away; always wash your hands after coughing or sneezing and after blowing; avoid touching the eyes, nose and mouth with your hands.
    - o 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.

### **1.2.2 Equipment - Individual and collective protection**

- The Hotel has in high number, personal protective equipment for all its employees.
- Employees are equipped, depending on their role, with a mask, gloves, visor and apron.
- The employees' uniform is washed separately in the machine and at high temperatures (around 60°C).
- Existence of acrylic protection at the reception desk.

### **1.2.3 Designation of those in responsible**

- The reception employee is responsible for triggering the procedures in case of suspected infection (accompanying the person with symptoms to the isolation space, providing the necessary assistance and contacting the Azores Healthcare line).
- Reception staff are well informed about COVID-19 in order to safely perform the tasks assigned to them and avoid the possible spread of COVID-19 inside the establishment.
- Employees are provided with the necessary information to inform guests about the establishment's policy in terms of established preventive measures or other services that guests may need (for example, medical and pharmaceutical services available in the area or at the establishment itself).
- Information will be reinforced about social detachment measures with costumers, along with frequent hand hygiene and respiratory etiquette as a form of hospitality.
- Guests with respiratory symptoms are advised to stay in their rooms until they are given new indications / instructions by the Azores Healthcare Line.

### **1.2.Behavior**

- Exclusively for the sake of own health protecting and others, body temperature measurements are done on workers for the purpose of accessing and staying at 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:**

- o Keep the distance between employees and customers and avoid physical contact, including handshakes;
- o Do not enter and leave the establishments with working uniform;
- o Keep your hair caught up,
- o The excessive use of personal ornaments (bracelets, threads, rings, etc.) is not recommended;
- o Breaks and meal times are scheduled to avoid encounters in the staff / dining areas.
- The merchandise will be received only and exclusively through the rear access door, thus preventing suppliers from having to enter the hotel areas. Respect the minimum distance of 1 meter without physical contact with any employee: The receipt of paper invoices and 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 when handling, diluting and applying them in safe conditions, how to protect themselves during cleaning procedures and how to ensure good ventilation during cleaning. cleaning and disinfection (there is a dossier with all the safety data sheets for all products used, which is consulted whenever necessary).

### **1.2.5. Stock of cleaning and sanitizing materials**

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

## **FOR CUSTOMERS**

### **1.3.1 Equipment - Personal protection**

- Upon check-in, the hotel offers individual protection equipment free of charge, including individual kits with a mask, disinfectant gel and gloves (1 kit per person)
- At the reception of the hotel our customers can purchase personal protective equipment (additional charge)

### **1.3.2 Behavior**

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

### **1.3.3 Check-in**

- It is available in advance, via online, a document to the guest to fill with the required personal data, as well as a copy of some identification documents, allowing maximizing social distancing. Check-in will be, whenever possible, this way.
- Customer service is mandatory with a mask.
- It is mandatory to maintain the rule of social distance
- A disinfectant product will be available to customers at the reception.
- The customer must inform the reception when he / she intends to check out so that all accounts are finalized at the time of departure, avoiding waiting times that provide clusters of customers.
- It is advisable not to allocate rooms side by side except when requested by the customer.
- It is not advisable to transport the customer's luggage except in special cases where the receptionist must wear gloves for this purpose.
- The customer is informed about the measures taken by the hotel with regard to hygiene and safety rules, operational rules.

Move away from the counter whenever the guest approaches.

### **1.3.4 Breakfast**

- The hotel maintains accommodation rates with breakfast included.

## **2. PROCEDURES IN CASE OF SUSPECTED INFECTION**

### **1. ACTION PLAN**

#### **2.1.1 General procedures in case of suspected infection**

- Give the patient (suspected case COVID-19) a surgical mask, as long as their clinical condition allows it. The mask must be put on by the patient himself.
- Place in isolation in the customer's room or in a space created for the purpose, and maintain contact at a distance.
- The patient must immediately contact the Azores Health line (808 24 60 24).
- Distribute the appropriate PPE's (gloves, masks, disposable gowns) to the people involved.
- Provide disinfection of places
- If you are a collaborator, isolate and disinfect the workplace.
- If it's a customer, isolate and disinfect the common areas where he passed.
- Inform all persons who have been in contact with the infected person in order to maintain vigilance and warn in case of suspicious signs or symptoms.

#### **2.1.1.1 Procedures in case of suspected infection of Employee**

- Any worker with signs and symptoms of COVID-19 and an epidemiological link, or who identifies a worker in the company with criteria compatible with the definition of a suspected case, informs the direct manager (preferably by telephone) and goes to the “ isolation area ”defined by the hotel
- The sick worker (suspected case of COVID-19) already in the isolation area, contact the Azores Health Line (808 24 60 24)
- The sick worker must remain in the isolation area, until new indications are given, and if he has an indication to leave the Hotel to have the proper medical assistance, as his clinical condition requires, he must leave the hotel always and obligatorily. with mask.
- The access of other workers to the area of "isolation" is forbidden (except to those employees assigned to assist);
- The “isolation” area must be closed until the decontamination is validated (cleaning and disinfection).

#### **2.1.1.2 Procedures in case of suspected Client infection**

- The sick person should not leave the hotel.
- Any Customer with signs and symptoms of COVID-19 and an epidemiological link, or who identifies another Customer with criteria compatible with the definition of suspected case, must inform the reception by telephone.
- You should not go to the health center, private practice or the hospital emergency room;
- In the event that the Client is in his Accommodation Unit at the time of the complaint, he must remain in the room, which will function as an Isolation Room.
- If, instead, the Client is not in his Accommodation Unit, then he must be.
- If the suspicious person is a Customer, the hotel should contact Azores Healthcare Line (808 24 60 24);
- Wait for the instructions of the health professionals who will assist you and the clinical decision.
- The health professional at the Azores Health Line will make questions about signs and symptoms and epidemiological link compatible with a suspected case of COVID-19. After evaluation, the Azores Health Line informs about validation or non-validation.

- After evaluation, if the Azores Health Line informs about non-validation, the hotel must inform the Client of this non-validation.
- After evaluation, if the Azores Health Line informs about the validation, the DRS activates the defined protocol, starting the epidemiological investigation and contact management.
- The access of other Clients or Workers to the isolation area is prohibited (except for employees designated to provide assistance);
- The isolation area must be closed until the decontamination is validated (cleaning and disinfection).

## **2.2 DECONTAMINATION OF THE INSULATION PLACE**

The isolation area will always be decontaminated whenever there are positive cases of infection and the cleaning and disinfection reinforced whenever there are patients suspected of infection, especially on surfaces frequently handled and most used by it, as indicated by the. Regional HealthCare System.