

Paladim & Alagoa Mar

H O T E L S

IMPLEMENTED MEASURES COVID-19, Registration of stamp "Clean & Safe", Nr. 683 Aparthotel Paladim, Nr. 852 Aparthotel Alagoamar

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FRONT OF THE HOUSE



1. Reservations

- Train Front office to answer to guests/travel agents/Tour operators about any questions of implemented health and safety measures
- Follow cancellation policies defined by hotel or national legislation.
- Encourage whenever possible guests to have early check in or late check out
- Inform guests of implemented measures Covid-19 before arrival (published in www.paladimalagoamar.com)



2. Before check in

- Whenever possible leave an apartment unoccupied for next 24 hours before new arrival.
- Reduce occupancy in each floor:
 - Assign apartments as far each other's as possible. (Ex: alternate numbering).
 - Do not assign apartments face to face.
 - Do not assign apartments next to each other's (only when requested).



3. Check in

- WEAR FACE MASK
- Provide hand sanitizer in entrance.
- Provide shoe sanitizer in entrance.
- Checkup of body temperature on arrival:
 - A guest with body temperature superior than 38°C need to be directed to isolation room and contact local health services (SNS24 line).
- Only 1 person at a time with all documents at the reception desk, rest of group/family wait on lounge with luggage
- Encourage guests to make a registration of passport/ID with a document reader by themselves and disinfect after every use
- Check in from 3 p.m. ahead
- INDIVIDUAL PROTECT EQUIPMENT; Provide a mask/hand sanitizer to guest if necessary (stock of individual protect equipment need to be equivalent of maximum capacity of hotel)
- Provide acrylic protection at the reception desk and mark floor to help to maintain social distance.
- Provide to guests a number of WhatsApp and address of email to encourage contact the reception instead of physical contact (as well by central telephone) for any information, requests to housekeeping, handyman's work, room service or reservations of excursions.
- SINGALING E INFORMATION
 - Provide written information about the measures taken by the hotel with regard to COVID-19 at reception and in information board (if possible in TV channel of hotel).
- Provide information on how to comply with basic infection prevention and control precautions in relation to the COVID-19 coronavirus outbreak.
- Do not provide welcome drink.
- CONDUCT: Regulations of maintaining in public areas, housekeeping, laundry, timetable and reservation system in restaurant, bars and entertainment (if available) in many languages;
- Promote use of debit/credit card (contactless) instead of cash;
- Disinfect pens after every use.

4. Customers referral

a. Public áreas

- Provide information of:
 - Hygienic standard of apartment, bath rooms and changing rooms;
 - Information of laundry service.
- Provide hand sanitizer in entrance, outside of elevators, bars and restaurants and outside of public toilet.
- **HYGIENIC PLAN**; Reinforce hygiene of public areas, especially critical areas subject to greater contact, such as door handles, elevator buttons, light switches and counters, among others (6 times a day); cleaning of floor (2 times a day) and toilets (3 times a day)
- Renew air from rooms and enclosed spaces regularly.
- Remove brochures, magazines, books and newspapers.
- If possible, travel agents to use only information board instead of dossier.
- Reduce number of tables and chairs at reception in order to promote a social distance of 2 m.
- Liquid soap for washing hands and paper towels, in all sanitary facilities.

b. Elevators

- Post safety instructions in the elevator, including maximum capacity and encourage use of stairs;
- Place markings on the floor, to maintain social distance;
- Reinforce the cleaning of the elevator floor and areas, with special attention to the elevator buttons;
- Provide hand sanitizer near elevators

5. Apartaments

- Remove from apartments:
 - Menus and directory of hotel.
 - Minimize decoration
- Protect remote controls with plastic

a. Housekeeping

- For your protection and for recommendation of WHO housekeeping is done every 2 days (or less or any if guests wish), cleaning do not include kitchen counter and dish washing.
- Put individual protect equipment before entering to guests' apartments.
- During housekeeping guests cannot maintain inside of apartment
- As changing bedlinen provoke aerosols; it is advisable to separate the two interventions: cleaning and linen (example: 2 different teams) and to allow a waiting time between these two tasks - respect a time, whenever possible, of at least 2-3 hours between removing sheets and bedding and towels and making the cleaning floors and surfaces.
- Undress the room, being careful not to shake bedlinen and towels or replace them near body. Remove bedlinen, wrapping them from the outside and put them in a bag, preferably closed.
- Disinfect apartment from the furthest area to the area closest to the door and from top to bottom, leaving the bathroom to the end.
- Ensure the disinfection of all furniture, including critical equipment such as remote controls, telephones, switches, door handles, side tables and bedside tables, etc.
- Disinfect bathroom, with particular attention to taps, bathtub handles, countertops.
- Prefer wet cleaning instead of dry cleaning and using a vacuum cleaner

- Use cleaning cloths for single use, different and exclusive for the bedroom area and for the bathrooms;
- The bathroom cleaning bucket and mop must be different from the cleaning bucket and mop to be used in the room;
- The laundry must be washed at the highest temperature that it can withstand (depending on the thermoresistance) - heat disinfection cycle (at least 60°C for 30 minutes, or between 80-90°C, with 10 minutes of heat contact with the clothing) ;
- If the laundry cannot be washed hot, it must be washed in the machine at a temperature between 30-40°C and at a final disinfection cycle in the machine, with a disinfectant suitable for this type of laundry and compatibility with the machine.
- In the absence of a washing machine, pack clothes and put them in a waterproof bag, closing it tightly and taking it to the laundry and depositing the clothes directly into the machine;
- Washing the cushions and blankets whenever the customer changes.

b. Isolation area in case of suspect of contamination

Isolation room is situated at 2nd floor at Alagoamar (key at reception), with bed, window, washable clothing, bath room, stock of cleaning products, facemasks and disposable gloves, thermometer, autonomous waste container, waste and laundry bags, kit with water and some snacks.

CONTINGENCY PLAN ACTION IN CASE OF SUSPICION

In case of suspected infection with COVID-19 in the hotel, follow these recommendations to prevent contagion:

b.1 - General procedures in case of suspected infection

1. Give the patient (suspected case COVID-19) a face mask, as long as their clinical condition permits. The mask must be put on by the patient himself.
2. Ask the patient to follow to isolation room, maintain contact at a distance.
3. The patient must immediately contact the Health line 24 (808 24 24 24).
4. Provide disinfection of sites
 - If the patient is a worker, isolate and disinfect the workplace;
 - If the patient is a customer, isolate and disinfect the common areas where you passed.
5. Inform all persons who have been in contact with the infected person, to remain vigilant and warn in case of suspicious symptoms and signs.

b.2 Procedures in case of suspicion of infection of guest

- 1- The sick person must not leave the hotel.
- 2- Any guest with symptoms of COVID-19, or who identifies another suspected guest, must inform the reception by telephone.
- 3- The guest should not go to the health center, private clinic or hospital;
- 4- If the guest is inside apartment when having symptoms and signs, he must remain in the room, which will work as an Isolation Room.
- 5- If, instead, the guest is not inside apartment, then he must be moved to the Isolation Room referred to in point b.3.
- 6- If the suspicious person is a guest, the hotel should contact the SNS 24 (808 24 24 24);
- 7- Wait for the instructions of the health professionals who will assist and give a clinical decision.
- 8- The health professional of the SNS 24 will make questions about symptoms, signs and epidemiological link compatible with a suspected case of COVID-19. After evaluation, the SNS24 informs about the validation or not validation.
- 9- After evaluation, if the SNS 24 informs about **the non-validation**, the hotel must inform the Customer of this non-validation.
- 10- After evaluation, if the SNS 24 informs about **the validation**, the DGS activates the National Institute of Medical Emergency (INEM).
- 11- The sick guest must remain in the isolation area (with a face mask, as long as their clinical condition permits), until the arrival of the team from (INEM), activated by DGS, which ensures transportation to the referral hospital;

12- Access by other guest or worker to the isolation area is prohibited (except for workers designated to provide assistance);

13- The isolation area 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.

14- The rules of surveillance with close contacts referred to in point b.5 must be followed

b.3 - Isolation Room

Paladim & Alagoamar hotels (for customers) Copa nº 2 on the 2nd floor in Alagoamar (the key at the reception)

Paladim & Alagoamar hotels (for employees) Cup on the 1st floor in Paladim (the key in the place that everyone is aware of)

Isolation room has following characteristics:

- window;
- washable clothing;
- Bath room;

Isolation room is equipped with:

- Chair and bed;
- water and snack;
- Waste container (with non-manual opening and plastic bag);
- Alcohol-based antiseptic solution;
- Paper wipes and disinfectant;
- Face mask (s);
- Disposable gloves;
- Thermometer;
- Bags for collecting used clothes.

b.4 - Levels of responsibility

Managers (Carlos Oliveira, Saija Oliveira)	Validate this contingency plan applicable to hotel
Quality, Environment and safety department (Eng Inês Santos)	Monitor and adopt guidelines and recommendations issued by the authorities, coordinate with all teams the application of the protocol and form and inform what is necessary
Purchasing and economics Management (Fernando Figaldo, Purchasing manager and Helena Fernandes, Housekeeper)	Guarantee the stocks of all necessary products and materials
Reception (receptionist on service)	In case of suspicion, inform management, accompany the guest with suspected Covid-19 to the isolation room
Any worker who suspects Covid-19	Take mobile phone, go to the isolation room, contact SNS24 (808 24 24 24), after assessing the case by SNS24, the worker must inform the validation or not validation of Covid-19
Responsible health care of workers	HEALTH SERVICES <i>Previa safe tel. 289 393 711</i>

b.5 The Surveillance Rules with Close Contacts

The surveillance of close contacts should be as follows:

SURVEILLANCE OF CLOSE CONTACTS	
“High risk of exposure”	“Low risk of exposure”
<ul style="list-style-type: none"> • 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; • Avoid traveling; 	<ul style="list-style-type: none"> • Be contactable for active monitoring during the 14 days since the date of the last exposure. • Daily self-monitoring of COVID-19 symptoms, including fever, cough or difficulty breathing; • Monitoring of the situation by the occupational physician.

c. Cleaning of the "isolation" area and / or room of the confirmed case (decontamination)

In case of confirmed case, interdict the apartment until the decontamination (cleaning and disinfection) is validated by the Local Health Authority.

In this situation, housekeeping should:

- Provide the cleaning and disinfection (decontamination) of the “isolation” area by 2 different teams:
 - o Dirty circuit - One for removing clothes;
 - o Clean circuit - One to perform cleaning.
- Undress the room, taking care not to shake clothes or replace them near your body. Remove the clothes, wrapping them from the outside and put them in an identified closed bag;
- Remove the curtains and send to laundry, including the bathroom curtain, if applicable;
- Pack the waste in a first closed bag, which must be packed in a second bag, identified as biological waste to be sent to a specialized company; • Ban the room for 2-3 hours;
- Disinfect the apartment.

6. F&B

Depending on the local context and instructions from national health authorities, it may be necessary to consider closing or limiting access to F&B (eg, only making services available to hotel guests).

HYGIENIZATION PLAN

- The bucket and mop for the floor are usually reusable, so you must ensure that these devices are cleaned and disinfected at the end of each use. The bucket and mop must be distinguished by area. For example: the bucket and mop used in bathrooms, should not be used in eating areas, or in other public spaces.
- For the floor, the washing must be carried out with hot water and common detergent, followed by disinfection with a solution of bleach diluted in water. It is recommended that the cleaning frequency is at least twice a day.
- In sanitary facilities, washing should preferably be carried out with a product that contains detergent and disinfectant in its composition because it is easier to apply and disinfect. It is recommended that the frequency of cleaning the floor is at least 3 times a day.

a. Restaurants

- Reduce the capacity of restaurants, to guarantee social distance.
- Promote the use of outdoor spaces.
- Make the reservation recommended to avoid clusters.
- Provide hand sanitizer.

- Menus printed on disposable tablecloths, Provide QR code
- Ensure minimum contact / communication between the employee and the guest.
- Closed buffet, replaced with set menu and a la carte.
- Choose to use more individually packaged items, such as cutlery, sugar, ketchup, vinegar, olive oil, sweets, cereals, etc.
- Place the dishes on the tables in the presence of the customer
- Disinfect tables and chairs after use.
- Reinforcing the hygiene of utensils, equipment and surfaces and avoiding direct handling of food by customers and employees as much as possible



b. Bars

- Reduce the capacity of bars, to ensure social distance.
- Remove the seats from the counter area.
- Promote the use of outdoor spaces.
- Provide hand sanitizer.
- Keep fruits for drinks in a closed container.
- Ensure the minimum contact / communication between the employee and the guest.
- Placement of menu boards
- Disinfect tables and chairs after use.



c. Room Service

Room service can be the safest way to provide F&B services at the hotel.

- Cover all food and drinks;
- Use pre-packaged disposable napkins or individually wrapped napkins;
- Before delivering the room service, call the guest to inform about the delivery of the service and the amount to be paid and the form of payment. Leave the car outside the apartment door, knock on the door and move away for a safe distance (2 m).
- If using elevators to deliver room service orders, you must be the only user.
- Give the guest clear expectations of when their food will arrive, taking into account that it may take a little longer to be delivered.
- Track all room service requests and after about an hour, call the guest to collect the car. Do not leave cars in the hall for too long.
- Room service cars must be disinfected after use.



d. Kitchen

- Reinforce hygiene, increasing the cleaning frequency, between each meal period.
- All packaged food and products must be cleaned or quarantined before entering the kitchen.

e. Storage room

- Manage stocks of all cleaning materials and personal protective equipment required for at least two weeks or more, if there is difficulty in delivery by the supplier.
- Purchase food and other items strategically, considering the immediate needs for delivery times and plan the smallest possible number of deliveries per day, with deliveries spaced throughout the shift.
- Choose to use more individually packaged items, such as sugar, ketchup, vinegar, olive oil, jams, cereals, etc.
- When receiving the goods, immediately place them in a segregated space of the store, unpack the items, disinfect them and only then store them in an area for sanitized products.
- All perishable products must be disinfected before being stored in the refrigeration / freezing units.
- Non-perishable items can be left for a few days in the “quarantine” and only afterwards disinfect and store them in clean places.
- Suppliers' shipping boxes must not be used in the hotel's internal circuits.
- Shipping cars must be disinfected after use.

7. Leisure

Depending on the local context, hotel conditions and instructions from national health authorities, it may be necessary to consider closing or limiting recreational areas.

- Limit the capacity according to the area, in order to allow a social distance of 2 meters, with the exception of customers who share the same room or are from the same family.



a. Library

- Closed and books are removed.



b. Games room

- Closed.



c. Swimming pools

- The use of footwear in outdoor showers, public toilets and outdoor pool areas is mandatory.
- Distance of 2 meters inside the pool between each family / group
- The use of equipment, such as inflatables, in compliance with physical distance rules, should be avoided
- Organize the sun loungers in order to allow a safe distance of 2 m radius. Exception made for guests sharing the same room or family up to a maximum of 5 people, ensuring the safety distance from other customers.
- Disinfect the sunbeds:
 - o After use (disinfectant available);
 - o Every day
- Encourage use of towels in sunbeds (for rent at reception)
- Disinfection of the pool, keep chlorine at the highest possible level, within legal limits.

8. Check out

- Check out until 11 a.m.
- Create a separate check-out area
- Key card will be left in a box, to be disinfected;
- Place markings on the floor at the reception and acrylic on the desk, to maintain social distance;
- Provide hand sanitizer to the guest.

BACK OF THE HOUSE

9. Training and information

All Employees received specific information and / or training on:

- Internal protocol for the COVID-19 coronavirus outbreak.
- How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including the 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% of alcohol, covering all surfaces of the hands and rubbing them until they are dry.
 - respiratory tag: When coughing or sneezing cover your mouth and nose with your forearm or with tissue paper that should be placed immediately in the trash; avoid touching the 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.
- How to perform daily self-monitoring to assess fever, check for cough or difficulty breathing.
- How to comply with the guidelines of the Directorate-General for Health for cleaning surfaces and treating clothes in establishments.