



CONTINGENCY PLAN COVID-19



PENAFIEL PARK

hotel · spa





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1- PREVENTION ACTION

1.1-General procedures for the prevention of contagion

- Reinforcement of hygiene measures, with intensification of disinfectants, in all common areas of the hotel and regular disinfection of surfaces in common areas (elevator buttons, door handles, stair railings);
- Create Isolation Space
- Meetings, only what is strictly necessary;
- Privileging communications with suppliers and employees by email or mobile phone;
- Aerate the areas.

1.2 - Basic Prevention Rules

- Avoid close contact with people who have symptoms of respiratory diseases;
- Adopt respiratory etiquette measures: cover your nose and mouth when sneezing or coughing (with tissue or with your arm, never with your hands; throw the tissue in the trash);
- If you have symptoms of respiratory disease, use masks to limit the spread of these diseases;
- Do not share food, utensils, glasses and towels. Use a spoon to help yourself;
- Avoid touching your eyes, nose or mouth with dirty hands;

Handwashing

- Wash your hands frequently with soap and water or use an alcohol-based solution;
- Hand washing should take between 40 and 60 seconds;
- If you have just done so, do not touch the door handle directly, use your elbow or a paper towel to open it;
- Wash your hands whenever you blow, sneeze or cough;
- Hand washing must go through the following stages:



After washing your hands, you can proceed with disinfection.

Disinfection without previous cleaning is not effective. Hygiene is essential. The products to be used in hand hygiene and disinfection are as follows:



	Product name	Contact time	Dosing
SANITIZATION OF HANDS	Gojo Fresh Berey	60 sec	Pure
	Feritex - Fer SL Rosa		
HAND DISINFECTION	Germoderm	30 sec	Pure

2- ACTING IN CASE OF EMERGENCY

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

2.1 - General procedures in case of suspected infection

1. 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.
2. Place in isolation in the room for this purpose, and maintain contact at a distance.
3. The patient must immediately contact the Health line 24 (808 24 24 24).
4. Distribute the appropriate PPE's (gloves, masks, disposable gowns, shoe covers) to the people involved.
5. Provide disinfection of sites
 - If you are a collaborator, isolate and disinfect the workplace;
 - If you are a customer, isolate and disinfect the common areas where you passed.
6. Inform all persons who have been in contact with the infected person, to remain vigilant and warn in case of suspicious signs or symptoms.

2.2 - Procedures in case of Suspected Infection of Workers

1- Any worker with signs and symptoms of COVID-19 and 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", defined in the Contingency Plan.

2- The direct manager must immediately contact the Security Coordinator;

3- The sick worker (suspected case of COVID-19) already in the isolation area, contacts the SNS 24 (808 24 24 24);

4- The SNS 24 health professional asks the sick worker about signs and symptoms and epidemiological link compatible with a suspected case of COVID-19. After evaluation, the SNS 24 informs the Worker.

5- After assessment, if the SNS 24 informs the Worker about non-validation, the worker informs the Safety Coordinator of the non-validation, and the latter must inform the responsible Occupational Physician.

6- After evaluation, if the SNS 24 informs the Worker about the validation:

- DGS activates INEM, the National Health Institute Doutor Ricardo Jorge and the Regional Health Authority, beginning epidemiological research and contact management

The direct head of the Worker informs the employer of the existence of a suspicious case validated in the company.

- The sick worker must remain in the isolation area (with a surgical mask, as long as their clinical condition allows), until the arrival of the team from the National Institute of Medical Emergency (INEM), activated by DGS, which ensures transportation to the Hospital of reference;
- Other workers' access to the "isolation" area is forbidden (except for workers designated to provide assistance);
- 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.
- The rules for surveillance with close contacts referred to in point 2.13 must be followed.

2.3 - Procedures in case of suspicion of infection by Customers

1- The sick person should not leave the hotel.

2- Any Customer with signs and symptoms of COVID-19 and epidemiological link, or who identifies another Customer with criteria compatible with the definition of suspected case, must inform the reception by telephone.

3- You should not go to the health center, private office or the hospital emergency room;

4- 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.

5- If, instead, the Client is not in his Accommodation Unit, then he must be moved to the Isolation Room referred to in point 2.4.

6- If the suspicious person is a Customer, the hotel should contact the SNS 24 (808 24 24 24);



7- Wait for the instructions of the health professionals who will assist you and the clinical decision.

8- The health professional of the NHS 24 questions about signs and symptoms and epidemiological link compatible with a suspected case of COVID-19. After evaluation, the SNS 24 informs about the validation or not validation.

9- After evaluation, if the SNS 24 informs about the non-validation, the Enterprise must inform the Client of this non-validation.

10- After evaluation, if the SNS 24 informs about the validation, the DGS activates INEM, the National Institute of Health Doutor Ricardo Jorge and the Regional Health Authority, starting the epidemiological investigation and contact management.

11- The sick Client must remain in the isolation area (with a surgical mask, as long as their clinical condition permits), until the arrival of the team from the National Institute of Medical Emergency (INEM), activated by DGS, which ensures transportation to the Hospital of reference;

12- Access by other Clients or Workers 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 for surveillance with close contacts referred to in point 2.13 must be followed.

2.4 - Isolation Room

Room 107

This Isolation Area has the following characteristics:

- Natural ventilation and / or mechanical ventilation system;
- Smooth and washable coatings;
- Sanitary installation for exclusive use, located inside the Isolation Room, or in its vicinity;

The Isolation area is equipped with:

- Telephone;
- Chair or couch;

- Kit with water and some non-perishable foods;
- Waste container (with non-manual opening and plastic bag);
- Alcohol-based antiseptic solution (inside and at the entrance of this area);
- Paper wipes and single-use cleaning wipes moistened with disinfectant;
- Surgical mask (s);
- Disposable gloves;
- Thermometer;
- Collection bags of used clothes.

These products are stored in the respective Economatos and reserved for emergency needs.

2.5-Levels of responsibility of all stakeholders in the Plan

The following table summarizes the levels of responsibility of all stakeholders in the Plan

INTERVENING	RESPONSIBILITY
Direction	Validate this Contingency Plan
Direction	Follow the guidelines and recommendations issued by the authorities
	Maintain the internal Contingency Plan, respecting these guidelines and recommendations and adapting to the specificities of each unit
	Coordinate the implementation of this plan with all teams
	Carry out the necessary information, training and training to all groups of professionals from different areas of the hotel or accommodation about COVID-19 and how to comply with basic preventive precautions and infection control;
	To convey information, training and training to the Housekeepers and to the Teams designated for the removal of the clothes and to make beds of washed out; and to perform cleaning



Purchasing and Savings Management	<p>Guarantee the stocks of all necessary products and materials, defined in this Contingency Plan:</p> <ul style="list-style-type: none">- Kit with water and some non-perishable foods;- Waste container (with non-manual opening and plastic bag);- Collection bags of used clothes. <p>- Alcohol-based antiseptic solution;</p> <p>- Stock of single-use cleaning materials (cleaning cloths, single-use cleaning wipes moistened with disinfectant);</p> <p>- Bleach, 70º alcohol, alcohol-based antiseptic solution (SABA) and all chemicals defined in 1.3 and 2.6.</p> <p>- Visitor kits;</p> <p>- Surgical mask (s);</p> <p>- Disposable gloves;</p> <p>- Thermometer;</p> <p>- Personal Protective Equipment for changing clothes in the rooms and cleaning and disinfecting the facilities:</p> <ul style="list-style-type: none">- Dress,- Non-sterile, disposable nitrile gloves,- Protective goggles- Respiratory protection masks type FFP2.
Reception and other departments in contact with the Client	<p>In the event that any Client reports suspicions, immediately contact the Director.</p>



Direction or Heads of Section	Contact the Governess General, in order to guarantee the removal of any non-washable materials from the Isolation Room, in the case of a space that is not Out-of-order and the placement of the products and equipment listed as part of the Room of Isolation
	Accompany the Client or Worker with suspected illnesses to the isolation area
	Make contact for the Saúde 24 line in the event of a Customer with suspicions
Any worker who suspects illness	Inform direct management (preferably by telephone).
	Go to the isolation area, defined in the Contingency.
	In the isolation area, contact SNS 24 (808 24 24 24);
	After assessing the case by the SNS 24, the worker must inform the Head of the validation, or not validation, of the suspected case.
Heads of Section	As soon as you know about the suspicion, immediately contact the Hotel Director
	As soon as you know the validation, or not validation, of the suspected case, contact the Hotel Director immediately.
Administrative	Inform the responsible Occupational Physician whenever there is a suspicion and as soon as you know the validation, or not, of the case suspect
Responsible Occupational Physician	Carry out the steps provided for in the Law on Medicine at Work
	Maintain contact with DGS on the case in question
General Housekeeper	Coordinate the removal of any non-washable material from the Isolation, if it is a space that is not out-of-order
	Coordinate the placement of the products and equipment listed as the be part of the Isolation area
	Coordinate tasks Assigned teams for the removal of clothing and making washing beds; and to perform cleaning
Teams assigned to remove clothes and make beds washed	Comply with that defined in point 2.8 to 2.12, under the coordination of the General Governess
Teams designated to carry out the cleaning	Comply with that defined in points 2.8 to 2.12, under the coordination of the General Governess
Spa Coordination	Coordinate the treatments of Swimming Pools and SPA, according to the established in 2.7
Maintenance Technician Pools	Carry out the treatments of the Pools and SPA, according to the established in 2.7 and under the Coordination of the Director and the Maintenance Company

2.6 - Sanitation protocol for emergency situations

- Reinforcement of cleaning with bleach (Aro) under higher concentrations and more frequently;
- Germisan (alcoholic solution) most frequently disinfects the surfaces of common public areas (restaurants, bars, reception, kids club, block levels, elevators, etc.);

This includes the disinfection of elevator buttons, door handles, handrails, buffet lines and all places where a sick person may have placed their hands;

- Strengthening the frequency of hand hygiene and disinfection with Germoderm
- The dishes used by the patient in the room must be disinfected with Aro 5% before being washed with the rest of the dishes.

To avoid spreading the virus, this washing must be done by the Housekeeping, more specifically by those who went to the room, in the closest Housekeeping cup.

If it is necessary for someone to go to the room where the infected customer is, or to have contact with him, it is essential to use gloves and a mask, which must then be immediately disposed of in closed bags.

2.7-Disinfection of Swimming Pools and SPAs

If the patient has recently used any pool, the surfaces of that pool where people circulate should be washed and disinfected.

The cleaning and disinfection of the pool must be carried out with the usual procedure, replacing the water and proceeding to chlorination as defined in an internal protocol.

The jacuzzi - it is recommended to empty all the water, followed by washing and disinfection; refill with clean water and disinfected with chlorine in the appropriate amount, according to the internal protocol.

2.8- Protection of professionals responsible for maintaining customer accommodation

People who take care of the bedding or bedroom of a suspected or confirmed case and people who clean in hotels and accommodation, provided they comply with the recommended protective measures and ensure control of exposure to the risk of transmission, do not run unnecessary risks. However, the risk of transmission can nevertheless be real in the event of an accident, or if the recommended protective measures are not fully complied with.

All professionals responsible for maintaining the clients' accommodation have training and training and are protected with the appropriate PPE.

The Hotel has two teams defined (in two spaced intervals):

- One for removing clothes and making washing beds;
- Another to perform the cleaning.

During the phase of possible epidemic or in the face of a suspected case of COVID-19, the teams in charge of the treatment of bed linen and the cleaning of the rooms, are more exposed to the risk of aerosols, so they must protect themselves, in particular, with the suitable protective equipment (PPE):

- Mask;
- Plastic apron over the uniform and gloves (preferably disposable, nitrile).

Uniforms and personal protective equipment (PPE) must be different, depending on the type of intervention or task and the risk of exposure.

The uniform of these professionals should not be taken to wash at home - it must be washed in a machine, in the unit's laundry, at high temperatures. Preferably, leave a washing machine only for the clothes of the affected customers and the uniforms of the professionals.

After changing the bedding and towels in the room of the suspected or sick person with COVID-19, it is desirable to also wait a while (latency period) to start cleaning the rooms.

2.9- Change of clothes in the rooms and cleaning and disinfection of the facilities:

Since the bed linen change intervention generates aerosols, you will have to separate the two interventions: linen change and cleaning. There must be a waiting time between these two tasks - respect a time of at least 2-3 hours between removing sheets and bedding and towels, and cleaning floors and surfaces.

It is necessary to equip the professionals responsible for removing clothes and cleaning, with:

- Beat;
- Non-sterile gloves;
- Respiratory protection mask type FFP2.

When removing bed linen and towels, the following rules must be followed:

- Do not shake the bedding;

- Remove it without shaking it, rolling it inwards, making a “wrap”;
- Do not touch clothing against the body;
- Transport the clothes and put them directly in the washing machine;

The laundry must be washed at the highest temperature 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 a final disinfection cycle in the machine, with a disinfectant suitable for this type of laundry and compatibility with the machine.

The waste collected in the room must be packed in a tightly closed first bag, which is then deposited in the 2nd bag. The 2nd bag must be identified as biological waste and treated by incineration or autoclaving.

2.10. Maintenance of environmental surfaces

Coronavirus (MERS-CoV-2) can probably survive for hours on dry surfaces and up to 6 days on surfaces with humidity.

Wet cleaning is always preferable to dry cleaning. Avoid

using a vacuum cleaner to clean floors.

The use of a vacuum cleaner is not appropriate, because it sets the droplets in motion in the air, in which the virus may be contained and transforms them into aerosols.

Personnel responsible for cleaning floors and surfaces must be equipped with:

- An impervious smock, or plastic apron over the uniform,
- Liquid resistant single use gloves,
- Surgical type mask.

The following procedure must be followed for the double cleaning of floors and surfaces:

- a) Clean surfaces from top to bottom and towards the cleanest areas to the dirtiest ones;
- b) Use cleaning cloths for single use, different and exclusive for the bedroom area and for the bathrooms;
- c) The bathroom cleaning bucket and mop should be different from the cleaning bucket and mop to be used in the bedroom;



d) To wash surfaces: detergents in common use can be used;

e) For disinfecting surfaces: the World Health Organization (WHO) advises the use of

- Bleach (sodium hypochlorite solution) in a concentration of at least 5% free chlorine, and

- Alcohol at 70%, for metallic or other surfaces, which are not compatible with the bleach, in order to avoid corrosion or damage.

2.11. Cleaning and Disinfection of Surfaces:

If there is blood, respiratory secretions or other organic fluids:

- Absorb liquids with absorbent paper;

- Apply the bleach diluted in water in the proportion of one measure of bleach, to 9 equal measures of water;

- Leave to act for 10 minutes;

- Iron the place with water and detergent;

- Rinse only with hot water; and

- Allow to air dry;



Mask should be used in dilution and bleach application; open the windows for ventilation of the space.

For common surface disinfection:

- Wash first with water and detergent;
- Apply the bleach diluted in water in the following proportion: one measure of bleach in 49 equal measures of water; leave the bleach to act for 10 minutes;
- Rinse only with hot water and allow to air dry;

The sanitary facilities must be washed and disinfected with a mixed cleaning product that simultaneously contains detergent and disinfectant in the composition, as it is easier and faster to apply and act;

▣ furniture and some equipment can be disinfected after cleaning, with wipes moistened with disinfectant or alcohol at 70°. Clean the bedroom furniture first;

If there is a kitchen or kitchenette, wash the dishes in the dishwasher at high temperature; cleaning and disinfecting cabinets, countertops, tables and chairs, not forgetting to disinfect cabinet and door handles; then clean and disinfect the tap, washbasin and drain.

Clean walls up to arm's length.

Remove the curtains and send to wash, including the bathroom curtain; Clean

the furniture;

Çbath wings:

Wash the bathroom, starting with the taps, washbasins and drains of these, then move on to the furniture, then the bath or shower, toilet and bidet;

The same procedure is repeated for the shower, not forgetting to clean the shower thoroughly, unscrew the shower head and wash and disinfect.

Toilet:

- Apply the product that has the function of detergent and disinfectant simultaneously, inside and outside the toilet;
- Leave the product to act for 10 minutes to make the desired effect;
- Rub well inside with the toilet brush;
- Flush the water with the toilet brush still inside the toilet so that it is also clean;
- Drain the toilet brush;
- Wash and disinfect the toilet brush holder.

External toilet art:

With another clean single-use cloth, wash the outside of the toilet, starting with the top (the least dirty), followed by the top of the toilet and all exterior parts with the same detergent / disinfectant; then rinse only with hot water and let it dry.

There are facilities

Finally, wash the floor of the premises.

Open the windows in the area and let it air dry.

2.12 - Personal Protective Equipment (PPE) for contact with a suspect - How to use it?

- Put on the mask and adapt it correctly
- Wear the protective coat
- Put on the shoe covers
- Put on two pairs of gloves, covering the gown with the second pair.

After these measures are taken, wait for the arrival and intervention of the rescue and emergency means.

After referring the patient to the health unit, remove the PPE's as follows:

- Unscrew the smock, undress by the top only touching the outside of the smock and simultaneously removing the outer gloves with the sleeves and taking off the shoe covers;
- Remove the mask taking care to touch only the posterior elastic bands;
- Put everything in a closed bag that must be identified with the following signs:



2.13- Monitoring of Nearby Contacts

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

	HIGH RISK OF EXPOSURE	LOW RISK OF EXPOSURE
DEFINITIO	<p>Worker at the same work station (office, room, section, zone up to 2 meters) in the case;</p> <p>Customers who were housed in the same room as the Case;</p> <p>Worker or Client who was face-to-face with the Confirmed Case or who was with him in an enclosed space;</p> <p>Worker or Customer who shared with the Confirmed Case crockery (plates, glasses, cutlery), towels or other objects or equipment that may be contaminated with sputum, blood, respiratory droplets.</p>	<p>Worker or Client who had sporadic (momentary) contact with the Confirmed Case (eg in movement / circulation during which exposure to respiratory droplets / secretions through face-to-face conversation for more than 15 minutes, coughing or sneezing).</p> <p>Worker (s) or Client who provided assistance to the Confirmed Case, provided they have followed the preventive measures (eg, proper use of the mask and gloves; respiratory label; hand hygiene).</p>

	HIGH RISK OF EXPOSURE	LOW RISK OF EXPOSURE
DEFINITIO	<p>Active monitoring by the Local Health Authority for 14 days since the last exposure;</p> <p>Daily self-monitoring of COVID-19 symptoms, including fever, cough or difficulty breathing;</p> <p>Restrict social contact to what is essential;</p> <p>Avoid Traveling;</p> <p>Be contactable for active monitoring during the 14 days from the date of the last exhibition;</p>	<p>Daily self-monitoring of COVID-19 symptoms, including fever, cough or difficulty breathing;</p> <p>Monitoring of the situation by the occupational physician, in the case of workers.</p>

Letter to deliver at check-in

Penafiel Park Hotel & Spa



COVID-19: Contingency Plan

- Individual Protection Plan implemented:
 - ✓ No contact in compliance
 - ✓ Rubbing with alcoholic hydra solution after each manual contact
 - ✓ Distance of 1 meter for all people and 4 meters for patients or suspects.
 - ✓ Avoid clusters.
 - ✓ Anyone who has a fever, cough or difficulty breathing should be considered a suspect case
 - ✓ if they are sick, wear a mask to avoid contaminating others
 - ✓ if there is a necessary contact with someone who is sick, wear an FP2 mask

- Dispensers with antiseptic solution available in all areas of the unit;

- The toilets are prepared with disposable paper towels in dispensers;

- Cleaning and disinfection of contact surfaces in public areas with bleach (sodium hypochlorite solution) in a concentration of at least 5% of free chlorine, and alcohol at 70%, for metallic or other surfaces that are not compatible with the bleach.

- Accommodation units completely disinfected with recommended antiseptic products;

- The aeration of the unit is guaranteed by a daily plan for areas, ensuring air renewal at least three times a day.

- Defined location for isolation in suspected or confirmed cases. Room with WC and living area, ventilated, with direct access to the outside and properly equipped, with:
 - ✓ Disposable kit with masks, surgical gown and gloves;

- ✓ Thermometer;
 - ✓ Disinfectant;
 - ✓ Kettle;
 - ✓ Non-perishable foods, cereals, milk, juices, fruit pulp, cookies;
 - ✓ Waste container and used clothing collection bags;
- In food and beverage services, we guarantee that all items of shared food service (service cutlery, juice jars, bread knife, etc.) have been replaced by alternatives for individual use.
- Banquet service with a minimum distance of 60 cm between customers;
- In case of the presence of a sick person or suspected of being sick by COVID-19 at the hotel, we will act:
- ✓ The sick person should not leave the hotel. You must stay in your room and call the professionals in the hotel's administrative area, so that they can call the SNS24 line (808 24 24 24) who will assess the case and contact the Local Health Authority;
 - ✓ You should not go to the health center, private office or the hospital emergency room;
 - ✓ Wait for the instructions of the health professionals who will assist you and the clinical decision;
 - ✓ Placing a surgical mask on the person;
 - ✓ The Local Health Authority may choose to send the person to the reference Hospital in the area or not, depending on the patient's clinical situation;
 - ✓ In the suspected cases of COVID-19, the cleaning and laundry professionals waited for the result of the laboratory diagnosis to confirm the suspected or not suspected case, before starting the procedures for removing the clothes and cleaning;



PENAFIEL PARK
hotel - spa

Notice of changes related to F&B

Dear Guests,

In accordance with the COVID-19 contingency plan, in food and beverage services, we guarantee that all shared food service items (service cutlery, juice jars, bread knife, etc.) have been replaced by alternatives for individual use.

Penafiel Park Hotel & Spa