



HOTEL DIGHTON

INTERNAL PROTOCOL "CLEAN & SAFE"

Hotel Dighton

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COVID -19

MESSAGE OF HOPE

Aware of the concerns that COVID-19 is causing around the world, Hotel Dighton would like to re-emphasize its commitment to the health and safety of all our Clients and Employees in these uncertain times. Our thinking is with all those affected in different countries, their families and loved ones.

We want to ensure that we continue to monitor the COVID-19 outbreak closely and follow the guidelines of the World Health Organization and the Portuguese General Health Department to ensure that we are prepared to deal with current circumstances.

All employees have received specific training and cleaning and hygiene measures have been strengthened to provide a safe and clean environment.

We are offering, and will continue to offer, flexible terms and conditions with our Best Available Rate. However, due to the uncertainty of the current situation, we are offering flexibility on all reservations.

For any questions, please email: reservas@hotel-dighton.com

Dighton Hotel is committed to welcoming clients for business and leisure. Whether you are planning to travel now or in the future, you can count on the same service excellence and attention to detail that our guests expect from our Hotel.

We sincerely hope that the current circumstances will improve very soon and we want to thank you for your loyalty.

We wait for you, because we like to have you here.





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1. PREVENTION PROCEDURES

1.1 ON FACILITIES

1.1.1 Signs and Information

*** Ensure that customers are aware of and have access to this Internal Protocol on the outbreak of coronavirus COVID-19**

- Through the email confirmation of the accommodation reservation and through a paper copy, for consultation, available at Front Desk.

*** Make available the information on how to comply with the basic precautions for prevention and control of infection in relation to the outbreak of COVID-19 coronavirus:**

- Forms of transmission of the coronavirus COVID-19

. By respiratory droplets (particles larger than 5 microns) - the respiratory droplets spread when the infected person coughs, sneezes or talks and can be inhaled or land in the mouth, nose or eyes of people who are close by;

. By direct contact with infectious secretions - the contact of the hands with a surface or object infected with SARS-CoV-2 followed by contact with the mouth, nose or eyes;

. By aerosols, in therapeutic procedures that produce them.

- Symptoms associated with coronavirus infection COVID-19

. In most cases it presents as mild to moderate respiratory symptoms, similar to seasonal flu;

. Cough, fever, difficulty breathing;





- . In more severe cases it can lead to severe pneumonia with acute respiratory failure, renal and other organ failure and eventual death;
- . The incubation period (between exposure and appearance of symptoms) is estimated to be between 2 and 14 days. Asymptomatic people can also transmit this virus.

*** General prevention measures**

- . Whenever you cough or sneeze you should do so by covering your mouth with the inside of your elbow or into a tissue which you should immediately throw away. You should NEVER cough or sneeze into your hands;
- . Avoid any direct and/or close contact, especially with people suffering from respiratory infections and/or fever;
- . Meticulously wash your hands regularly and/or whenever there is direct contact with other people (e.g. handshake, etc.) or surfaces handled by several people (e.g. door handles, luggage handles, etc.) with soap and water or alcohol-based solution. You should NEVER touch your mouth, eyes or nose before washing your hands properly;
- . Disinfect all surfaces regularly.

1.1.2 Sanitation Plan

- . Wash and disinfect, in accordance with this internal protocol, surfaces where employees and customers circulate, ensuring the control and prevention of infections and resistance to antimicrobials.
- . Cleaning and disinfection, six times a day, of surfaces and objects of common use (including counters, table surfaces, sofa armrests, light and lift switches, handles, window handles and cabinets).
- . Wet cleaning is preferred over dry cleaning and the use of vacuum cleaners.
- . The air renewal of the rooms and enclosed spaces is done regularly.





- The bucket and mop for the floor are usually reusable, so cleaning and disinfection of this equipment must be guaranteed at the end of each use. The bucket and mop should be different for the different areas. For example: the bucket and mop used in bathrooms should not be used in food areas or other public spaces.
- For the floor, washing should be performed with hot water and common detergent, followed by disinfection with bleach solution diluted in water. The cleaning frequency should be at least twice a day.
- In sanitary facilities, washing should be performed with a product containing detergent and disinfectant in its composition because it is easier to apply and disinfect. The frequency of cleaning of the floor should be at least 3 times a day.
- In spaces where children may be playing, cleaning should be carried out several times a day.

*** In Front Desk:**

- Telephone disinfection, and TPA terminals done regularly and/or after each use Non Residual Alcoholic Disinfectant product;
- Disinfection of the counter after each client's service with Non Residual Alcohol Disinfectant;
- Regular disinfection of the hands and/or after each direct contact (ex.: handshake, etc.) with Alcoholic Disinfectant Gel;

How to use the Alcoholic Disinfectant Gel: massage a portion of the gel into the hands, not forgetting the areas between the fingers and nails.

*** In the areas of Restaurants /coffee making:**

- Reinforcing the hygiene of utensils, equipment and surfaces and avoiding as much as possible the direct manipulation of food by clients and employees.





- Effective cleaning should be ensured when one client leaves and another one enters the same table.
- After lifting the tables, they should always be disinfected using Non Residual Alcoholic Disinfectant;
- Telephones disinfected regularly and/or after each use with Non Residual Alcoholic Disinfectant;

How to use the Non Residual Alcohol Disinfectant: spray directly on the surface to be disinfected or spray a disposable cloth/towel with disinfectant and pass on the surface to be disinfected.

- Keep the hygiene records of the various spaces/areas updated:
 - * ANNEX I: Hygiene records of the common spaces;
 - * ANNEX II: Common sanitary facilities hygiene register;
 - * ANNEX III: Sanitation record of the accommodation units;
 - * ANNEX IV: Sanitation register of service area compartments;
 - * ANNEX V: Register of sanitization of outdoor public spaces

1.1.3 Suitability of the selected space for isolation

- Rooms 427 and 428 located on the 4th floor, are exclusively destined to isolate people that can be detected as suspicious cases or confirmed cases of COVID-19, since it has natural ventilation and also a mechanical ventilation system, has smooth and washable coverings and a bathroom.
- A permanent stock of cleaning materials, surgical masks and disposable gloves, thermometer, self-contained waste container, waste bags, used laundry bags, kit with water and some non-perishable food should be guaranteed in these rooms by the Housekeeping Manager.
- Keep the isolation site inventory record up-to-date (ANNEX VI).





1.1.4 Suitability of accommodation units

- The change of bedding and cleaning of the rooms is carried out in two intervention times, spaced, and with adequate protection of employees, according to this protocol.
- The removal of bed linen and towels is done without shaking it or shaking it, rolling it outward to the inside, without touching the body and carrying it directly to the washing machine.
- Separate machine washing of bed linen/cotton linen (about 60°C) at high temperatures.
- Wash and disinfect the pillows whenever the client changes.
- Remove the TV and air conditioning controls (in case the client has not returned them at check-out) for proper disinfection and then place them in the sealed plastic bags for delivery to the next client, together with the keys to the accommodation unit.
- Place the "Clean & Safe" seal on the doors of the accommodation units after their cleaning and sanitization (the guest can only enter from there).
- Only put bedding, blanket or duvet and extra towels, if requested by the customer, and in this case always properly packed and with the seal "Clean & Safe".

1.1.5 Hygiene equipment

- * **Dispensers of alcohol-based antiseptic solution or alcohol-based solution are installed in the following locations:**
 - the main entrance hall;
 - the Reception Desk;
 - All meal tables;
 - Bar Counter;
 - Common sanitary facilities;





- **Service entrance;**
 - **Staff toilets;**
 - **Entrances/Exits from kitchen and pantries.**
- * Liquid soap dispensers for hand washing, paper towels and non-manual waste container with plastic bag are installed in the following locations:**
- **Common sanitary facilities;**
 - **Staff toilets;**
 - **Kitchen and pantries.**

1.2 FOR EMPLOYEES

1.2.1 Training

All employees have received information and/or specific training about:

- * This Internal Protocol on the Outbreak of Coronavirus COVID-19.**
- * How to comply with basic infection prevention and control precautions in relation to the outbreak of OVID-19 coronavirus, including procedures:**
 - **hand hygiene: wash hands frequently with soap and water for at least 20 seconds or use hand disinfectant that has at least 70° of alcohol, covering all surfaces of the hands and rubbing them up to ficarem dry;**
 - **respiratory label: cough or sneeze into your forearm fletido or use a tissue, which should then be immediately disposed of; always sanitize your hands after coughing or sneezing and after blowing; avoid touching your eyes, nose and mouth with your hands;**
 - **social behaviour: change the frequency and form of contact between employees and between employees and customers, avoiding (when possible) close contact, handshaking, kissing, shared workplaces, face-to-face meetings and sharing food, utensils, cups and towels;**





- placing a surgical mask (or other): wash your hands with soap and water or alcohol-based solution beforehand, position the mask in the correct position (the folding edge should be up and the colored part out), hold the mask by the support/elastic lines and adapt to each ear. Adjust the mask by the nose and chin, without touching the face of the mask;

- removal of surgical (or other) mask: wash hands with soap and water or alcohol-based solution, remove mask only by holding the support/elastic lines, place the mask in the appropriate container (group III waste - disposable white bag) and wash your hands again;

- reinforcement of good hygiene and food safety practices: to be followed throughout the preparation and confection phase, with special emphasis on hand washing, handling and storage of food and its correct confection (although there is no confirmation that the virus can be transmitted through food).

* How to comply with daily self-monitoring:

- . Self-assessment of the fever;
- . Checking the existence of cough;
- . Difficulty on breathing.

* How to comply with the guidelines of the Portuguese General Health Department for surface cleaning and treatment of clothes in establishments:

- Use of single-use cleaning equipment, which should be disposed of or discarded after use;

- When single use is not possible, cleaning and disinfection should be carried out after use (e.g. buckets and cables), as well as the guarantee of their exclusive use in the situation where there is a confirmed case in the establishment;

- Compressed air equipment should not be used for cleaning because of the risk of aerosol recirculation;





- Hygiene and cleaning planning should be related to linings, equipment and utensils, as well as objects and surfaces that are handled most (e.g. handrails, door handles, lift buttons, switches);
 - Surface cleaning and disinfection should be carried out more frequently using degreasing detergent followed by disinfectant.
- * Keep the register of training actions for employees updated (ANNEX VII).

1.2.2 Equipment - Personal protection

- In sufficient number for all employees (depending on their function: mask, gloves, visor, gown or apron, cap, shoe covers).
- . Administrative Employees (BackOffice): mask
- . Receptionists: mask, gloves, visor or glasses
- . Housekeeping staff: mask, gloves, visor or glasses, apron or gown, and cap.
- . Restaurant staff: mask, gloves, visor or glasses
- . Kitchen/Cooking Staff: mask, gloves, visor or glasses, apron or gown, cap.
- The employees uniform should be washed separately, by machine and at high temperatures (about 60°C).
- All employees are advised to leave their shoes at the door when they arrive home after work and put their clothes immediately to be washed.

1.2.3 Appointment of those responsible

- Employees responsible for triggering the procedures in case of suspected infection (accompany the person with symptoms to the isolation space, provide the necessary assistance and contact the National Health Service): will be the Manager on Duty.





- The Manager on Duty must always have in his possession an up-to-date contact list of all employees, suppliers and official entities, to be used in case of need of alert.

1.2.4 Conduct

. Daily self-monitoring for fever assessment, cough check or dificuldade breathing.

. Avoid the movement of employees between sections.

. It is forbidden for employees to move between different sections.

. Suppliers are forbidden access to any Section. The reception of goods can only be done by the garage from 10am to 4pm;

. Transportation guides, invoices and any other documentation preferably in digital format. All products that enter the economato are sanitized with antiseptic solution and only then stored.

* How to act among colleagues, with customers and ways of presentation / compliance:

. Keep the distance between colleagues (at least 2 meters), avoid physical contacts, including handshakes;

. Favour greeting clients with nodding, smiling and clapping hands ("namastê" gesture)

. Whenever there is an exchange of objects with customers (cash, bank cards, pens, keys, etc.) a disinfection of the hands and the objects that allow it will be performed;

. Do not enter and leave the buildings wearing the uniform of the establishment;

. Keeping your hair caught (both for female and male employees);

. Keeping beard trimmed (for both male collaborators);





- . Keeping fingernails short and clean;
 - . Taking special care with make-up (with the use of a mask, you may increase the risk of dermatological problems);
 - . Excessive use of personal adornments (bracelets, threads, rings, etc.) is discouraged;
 - . Breaks and meal times are staggered to avoid encounters in the staff/refectory areas;
 - . Restriction of the use of personal mobile phones and prohibition of placing mobile phones on common surfaces, such as tables, counter, etc.
 - . In case of unavoidable use of the mobile phone, it should be disinfected afterwards, as well as the hands.
- * Housekeeping personnel must be familiar with the products to be used (detergents and disinfectants), the precautions to be taken when handling, diluting and applying them safely, how to protect themselves during the cleaning procedures and how to ensure good ventilation during cleaning and disinfection.
- * Technical and maintenance services:
- . Dishwashers: their operation should be regularly checked in order to achieve the correct temperatures (over 80°C when rinsing) and the dosage of detergent products;
 - . Air conditioning: the system should be reviewed regularly, with special concern for filter cleaning;
 - . Sanitizers/liquid soap dispensers and paper towels: immediate repair, if necessary, or replacement of those equipment that are faulty, after communication from Housekeeping employees
 - . Repairs to the site defined for isolation: in order to access the site, if it is necessary to carry out repairs inside with the suspect of infection, the maintenance personnel must protect themselves with the correct use of





their own suit, mask, disposable gloves and visor or goggles, which must be disposed of in a suitable plastic bag immediately after leaving the site and their hands must be washed or disinfected immediately afterwards.

*** Administrative Services:**

- . Prioritize meetings by videoconference/call;
- . To privilege the rotation of tasks;
- . Give preference to side-by-side or back to back work.

1.2.5 Stock of cleaning and sanitation materials

. Stock of single-use cleaning materials commensurate with the size of the enterprise, including single-use cleaning wipes moistened in disinfectant, bleach and alcohol at 70°.

. Dispensers or refills of alcohol-based antiseptic solution or alcohol-based solution.

. Non-manual opening waste containers.

. Plastic bags for the waste containers.

. Equipment or refills for hand washing with liquid soap and paper towels.

. Buckets and floor mops (since they are usually reusable, cleaning and disinfection of this equipment should be guaranteed at the end of each use), for the different areas:

- Common sanitary facilities;
- Accommodation units;
- Common spaces.

1.2.6 Scales / Shifts

. Each Section Leader shall define work schedules and/or shifts that favour the reduction of the simultaneous number of employees.





- . The Housekeeping Manager shall clearly define and communicate the rules and stages of the cleaning acts of the accommodation units:
- . First, one or two employees remove bed linen and towels (following the rules of this protocol) from the accommodation unit;
- . Second, after the departure of the previous ones, one or two employees do the remaining cleaning (following the rules of this protocol) of the accommodation unit;

1.3 FOR CUSTOMERS

1.3.1 Equipment - Personal protection

- . At check-in, individual protection kits are available, consisting of a mask, disposable gloves and disinfectant gel, in proportion to the occupancy of each lodging unit (per person and length of stay).

1.3.2 Conduct

- . Sharing personal objects (mobile phones, meal utensils, etc.) should be avoided.
- . Whenever objects are exchanged with employees (cash, bank cards, pens, keys, etc.), they will be disinfected when they allow it.
- . It is advisable to keep a minimum distance of 2 meters between any customer or person arriving at Front Desk.

* Some rules for staying in the common spaces have been defined:

- Dining areas:

- . It is obligatory to disinfect the hands at the entrance and to wear a mask (which should only be removed at the table);
- . Children are not allowed to move freely until they are 8 years old, unless they move hand in hand with an adult (one child per adult);
- . Tweezers will be provided for each table, which will be used for food handling;





. A dispenser of aseptic solution based on alcohol and a refill of paper towels for the handling of drinks and dessert equipment will be placed on each table.

. Respect the minimum distance of 2 meters between people;

2. PROCEDURES IN CASE OF SUSPECTED INFECTION

2.1 PLAN OF ACTION

. The employee in charge of the service must accompany the suspect of infection to the isolation space, provide the necessary assistance and contact the National Health Service 24 (808 24 24 24).

. The sick person should not leave the hotel;

. Any guest with signs and symptoms of COVID-19 and epidemiological link, or who identifies another guest with criteria compatible with the definition of a suspect case, should inform the Reception by phone;

Should not go to the Health Center, Private Practice or Hospital Emergency;

2.2 DECONTAMINATION OF THE ISOLATION SITE

. Decontamination of the isolation area is performed whenever there are positive cases of infection;

. The cleaning and disinfection of the surfaces frequently handled and most used by the suspect of infection should be reinforced, as indicated by the Portuguese General Health Department.

. The storage of the waste produced by the suspected infection is carried out in a plastic bag which, after being closed (e.g. with a clamp), should be segregated and sent to a licensed operator for the management of hospital waste with biological risk.

3. RECORD OF ACTS/INCIDENTS

. Keep the incident log updated (ANNEX VIII).





Clean & Safe ✓

Establishment
according
to Health Measures
Portugal

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PORTUGAL 