

PLAN OF
ACTION
Procedures COVID-19



1. Introduction

WHAT IS THE CORONAVIRUS?

Coronaviruses are a group of viruses that can cause infections in people. Typically, these infections are associated with the respiratory system and can be similar to the common flu or progress to a more serious disease, such as pneumonia.

The World Health Organization assigned the disease the name COVID-19. This name results from the words "Corona", "Virus" and "Disease", with the indication of the year in which it appeared (2019).

WHAT ARE THE SYMPTOMS?

The most common symptoms associated with the COVID-19 infection:

- fever (temperature ≥ 38.0 °C)
- cough
- breathing difficulty (e.g. shortness of breath)

Sore throat, runny nose, headaches and/or muscle pain and fatigue may also be present. In serious cases, it can lead to severe pneumonia with acute respiratory failure, kidney and other organs failure, and potential death.

WHAT IS QUARANTINE OR PROPHYLACTIC ISOLATION?

Quarantine ("prophylactic isolation") and isolation are measures of social distancing that are crucial in Public Health. They are especially used in response to an epidemic and are intended to protect the population by breaking the chain of transmission between people.

HOW DOES IT SPREAD?

COVID-19 is transmitted from person to person by close contact with people infected with SARS-CoV-2 (direct transmission), or through contact with contaminated surfaces and objects (indirect transmission). Close contact transmission occurs mainly by droplets containing viral particles that are released through the nose or mouth of infected people, when they cough or sneeze, and that directly reach the mouth, nose or eyes of those close to them.

The droplets can also settle on objects or surfaces that surround the infected person and, thus, infect other people when their hands come into contact with these objects or surfaces and they afterwards touch their eyes, nose or mouth.

There are also evidences suggesting that an infected person can transmit the disease up to two days before their symptoms develop.

2. Eventuality

GENERAL PROCEDURES IN THE CASE OF SUSPECTED INFECTION

1. Give the patient (suspected case of COVID-19) a surgical mask, as long as their clinical condition allows it. The mask must be put on by the patient himself/herself;
2. Put the patient in isolation in rooms created for that purpose, and maintain contact at a distance;
3. Contact the emergency hotline Saúde 24 (808 24 24 24) immediately;
4. Distribute the appropriate PPEs (personal protective equipment) to the people involved (gloves, masks, disposable gowns, shoe covers);
5. Ensure that the sites are disinfected;
6. In the case of staff members, isolate them and disinfect their workplace. In the case of guests, isolate them and disinfect the common areas they have passed through;
7. Ask all individuals who have been in contact with the infected person to remain vigilant and to notify in case they have suspicious symptoms.

PROCEDURES IN THE CASE OF SUSPECTED GUEST INFECTION

1. The guest who is sick should not leave the hotel;
2. Any guest with signs and symptoms of COVID-19, or any person who identifies another guest showing signs compatible with the definition of suspected case, must notify the reception by phone;
3. The guest who is sick must refrain from going to a health centre, doctor's surgery or hospital emergency department;
4. When the guest is at his/her Accommodation Unit, he/she must remain in their room, which will work as an Isolation Room;
5. It is the responsibility of the hotel to contact the hotline Saúde 24 (808 24 24 24) and wait for the decision and instructions of the health professionals.
6. After evaluation, if Saúde 24 informs that the case has been validated, the DGS (Directorate General of Health) activates INEM (National Institute for Medical Emergency), the National Health Institute Doutor Ricardo Jorge and the Regional Health Authority, thus initiating the epidemiological investigation and the contact management;
7. The hotel guest must remain in the isolation area (with a surgical mask, as long as their clinical condition allows it), until the arrival of the team from INEM, activated by the DGS, which will ensure transportation to the reference hospital;
8. Access of other guests or staff members to the isolation area is prohibited (except for workers who have been assigned to provide assistance to and to monitor the patient);
9. The isolation area will be restricted until the decontamination (cleaning and disinfection) is validated by the Local Health Authority. This restriction can only be lifted by the Health Authority.

3. At the Hotel

HOW HAVE WE BEEN WORKING SINCE THE LIFTING OF THE EMERGENCY STATE?

1. We have reduced the capacity of the hotel to a much lower occupancy rate, so as to ensure a reduction in the number of people in the common areas;
2. In the restaurant, we have reduced the number of tables, in order to meet the mandatory distances, and have limited the maximum number of people per table. A thorough cleaning at each table turn over is also carried out. In the case of buffet, it is served by hotel staff;
3. Only a reduced number of customers can use the Spa, Pools and Gymnasium and their stay has a limited period of time. Compliance with the rules of these spaces is mandatory;
4. The check-in and check-out procedures have been streamlined;
5. There is a Security Kit available for all guests at the reception;
6. We are practicing the same prices and guaranteeing the best service.

WHAT MEASURES HAVE WE BEEN TAKING SO THAT THE VIRUS IS NOT A THREAT TO THE HOTEL?

1. We have trained our entire team on the virus, ways of transmission, preventive measures and information on the identification of symptoms and referral to the NHS;
2. Informative posters with all the mandatory information and procedures were placed in the staff area;
3. The temperature of all employees is measured when they arrive at and leave their workplace, and the operational manager registers it on a sheet created for this purpose;
4. Containers with manual disinfectant to be used by staff and guests were placed at strategic points;
5. The daily hand hygiene of all employees (30-second washes or use of disinfectant) is registered every hour;
6. The use of masks by the staff is mandatory;
7. Measures of respiratory etiquette were adopted: cover the nose and mouth when sneezing or coughing (with a tissue or with the arm, never with the hands; dispose of the tissue in the trash);
8. Cleaning and disinfection every 2 hours of public areas, such as public toilets, counters, handrails, door handles, lifts, among others;
9. The hygiene measures were reinforced, with intensification of disinfectants, in all common areas of the hotel and with the regular disinfection of the surfaces of the common areas (lift, buttons, door handles, stair handrails);

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10. Use of gloves and antiviral products by the Housekeeping staff whenever they are cleaning;
 11. New products and procedures have been implemented for the washing and disinfection of all dishes, bedlinen and towels;
 12. New habits were created in the frequency of contacts and/or the way employees and customers make contact (avoiding shaking hands and sharing materials);
 13. Regular washing and disinfection of the Spa, Pool and Jacuzzi areas;
 14. Reduction of pool capacity and disinfection of sun beds at each use
 15. It is preferred that all appointments are made online to prevent waiting lines / groups of people;
 16. 30 minutes between each guest to ensure maximum disinfection, between each guest. (This applies to spa, gym and business rooms);
 17. Keep a log, duly authorized, of all staff and guests, (name and contact) that frequent the spa premises, by date and hour (entry and exit) for close vigilance in the event of an event of viral nature;
 18. Mandatory use of masks by both guests and staff on all public areas;
 19. Capacity of meeting rooms has been reduced to ensure maximum social distancing between users;
 20. At the moment, all wet services (jacuzzi, sauna, turkish bath, tanning beds, hydromassage and similars) as well as accesss to showers of changing rooms, are still off limits, so we can continue safeguarding public health;
 21. To guarantee that the rooms are thoroughly cleaned, reservations are made with a considerable time-based spacing between them.
 22. There is an isolation room to receive any Guest or Employee infected with Covid-19 fully equipped in compliance with all the standards required: natural or mechanical ventilation, toilet, smooth and washable coverings, stock of cleaning materials, masks and gloves, thermometer, waste container, bags for collecting clothes and water and non-perishable food kit;
 23. All the referred procedures are being supervised by an external company that guarantees and is responsible for ensuring compliance with the rules established by Amazing Evolution.



Amazing Evolution
Av. da Liberdade, 69, 4B
1250-140 Lisboa

T: +351 213 471 013
info@amazingevolution.pt
amazingevolution.pt