

# **GAT ROOMS:**

## **Covid Internal Protocol 2020-2021**

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*Mayo 2020*



## OUR COMMITMENT

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The Hotel Gat Rossio commits itself to promote the security, well being and health of all our guests and employees.

Being this one of our main priorities, we have established and implemented measures and practices of hygiene and safety, in accordance with the recommendations and guidelines of the Portuguese General Health Association, so that all our clients may feel safe when visiting and staying the night at our hotel.

Our teams have been trained and are focused in maintaining the secure and healthy environment that characterizes us and they are ready to provide all and any assistance that you might need.

We are aware of the challenge, but with the same dedication we have always had we hope to welcome you back soon.

### CLEAN & SAFE SEAL

We have been distinguished by Portugal Tourism with the award of the "Clean & Safe" seal, because our establishment complies with the recommendations of the Directorate- General of Health to avoid contamination of the areas with SARS-C2.oV

## PREVENTION PROCEDURES IN THE FACILITIES

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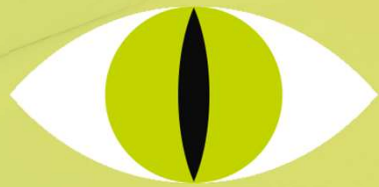


## Signaling and Information

All our client may take notice and have access to the present Internal Protocol regarding the outbreak of Coronavirus COVID-19 by requesting the dossier that is located at the hotel Reception or by consulting our website at <https://hotelgatrossio.com/en/eng>

In order to comply with all the basic precautions and infection control regarding the outbreak of Coronavirus COVID-19 information was provided to all teams as stated in the contingency plan, and you can request clarification from our Internal Coordinator (Andreia Zorrinho - Hotel Director or whomever is replacing her in her absence)

## PREVENTION PROCEDURES IN THE FACILITIES



### Hygiene Plan

Washing and disinfection of surfaces where employees and guests circulate, ensuring the control and prevention of infections.

Cleaning, several times a day, of the surfaces and common use objects (including counters, light and elevator switches, doorknobs and cabinet/cupboard handles).

There will be **in each work area a dispenser** of disinfectant that must be used regularly.

The keycards to access the rooms will be previously **disinfected** to comply the recommended hygiene measures.

We give preference to wet cleaning, over dry cleaning avoid the usage of a Hoover/vacuum cleaner.

Air renewal of the rooms and closed spaces will be made regularly.



## PREVENTION PROCEDURES IN THE FACILITIES

In dining and drinking areas, the hygienization of utensils, equipment's and surfaces has been reinforced and the directed food handling has been avoided to the maximum level by both clients and employees.

In dining areas/cafeterias, effective cleaning is assured whenever a client leaves and before another occupies the same table.

Buckets and mops for floor cleaning are cleaned and disinfected at the end of each usage. These equipment's are distinguished by area.

Floor clearing is done with hot water and ordinary detergent, followed by disinfection with a disinfectant solution. This cleaning is done, at minimum, twice a day.

In the hygienization facilities, cleaning is done with a product that contains in its composition detergent and disinfectant, in order to make the disinfection more effective. The floor cleaning in these areas is done, at minimum, thrice a day.

The cleaning of the common areas and places with a higher frequency of contact, including spaces where children might play, is reinforced several times a day.



## PREVENTION PROCEDURES IN THE FACILITIES

### Adequacy of the selected space for isolation

The locations for isolation are rooms 105 and the Malagata room except for situations where it might be in use, intended for people that might be considered suspected cases or confirmed cases of COVID-19. These spaces have natural ventilation and mechanical ventilation systems, they possess flat and washable coatings, bathrooms, cleaning material stock, surgical masks and discardable gloves, thermometers, autonomous waste container, bags for collection of used clothing, water kits and some non perishable food items.

### Adequacy of Accommodation Units

The procedures for the changing of bedding and room cleaning contemplate a spaced intervention and with adequate protection.

The removal of bedding and towels is made without agitating or ruffling, being rolled inwards, without brushing the body, placed in specific bags closed and properly tagged for posterior delivery to the provider of laundry services.



**PREVENTION PROCEDURES IN THE FACILITIES**

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The provider of laundry services has made available a statement committing to the separate washing of bedding and towels at about 60°, a statement that may be solicited at the Hotel Reception.

After the clients check-out the room will not be used for the next 24h and the pillows will be replaced by others, properly sanitized and unused for a period less than 72 hours.

The TV remote, air conditioning control and telephone will be disinfected after the clients check-out.

**Equipment's hygienization**

Dispensers of an antiseptic alcohol based solution or a alcohol based solution by the entry/exit points, in all floors, at the entrance of the restaurant, common sanitation facilities and other common areas.

Liquid soap for hand washing and paper towels, in all the sanitation facilities.

## PREVENTION PROCEDURE FOR EMPLOYEES



## TRAINING

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

Internal protocol regarding the outbreak of Coronavirus COVID-19  
Compliance with basic prevention precautions and infection control regarding the outbreak of coronavirus COVID-19, including the procedures:

**Hand hygiene:** wash hands frequently with water and soap, for at least 20 seconds or use hand disinfectant that has at least 70% of alcohol, covering all hand surfaces and rubbing them until they are dry.

**Respiratory tag:** coughing or sneezing into your forearm or using a paper tissue, that should be immediately tossed into the rubbish; sanitize your hands always after coughing or sneezing and after blowing your nose. Avoid touching your eyes, nose and mouth with your hands.

**Social conduct:** alternate the frequency and form of contact between employees, and between them and clients, avoiding (whenever possible) close proximity, handshakes, kisses, shared work stations, in person meetings and the sharing of food, utensils, glasses and towels.



## **PREVENTION PROCEDURE FOR EMPLOYEES**



How to achieve the auto monitorization for evaluation of fever, cough checks or other respiratory difficulties.

How to comply with guidance's from the Directorate General of Health for surface cleaning and treatment of clothing in the establishment.

### **Equipment – Individual Protection**

In sufficient number for all employees (depending on their jobs: mask, gowns, visor, gown or apron, cap, shoe covers).

### **Manager on Duty**

In the hotel, there is one employee responsible for the activation of procedures in case of suspicion of infection that will accompany the person with symptoms to the isolation area, providing he necessary assistance and will contact the national health service. In case of need to contact the acting manager for the compliance of the rules of prevention/performance and/or of alert in case of suspicion of infection, please make your way to the Reception or contact us by telephone at 213 478 300 or by internal phone in your room by dialing the number 9.

## PREVENTION PROCEDURE FOR EMPLOYEES



### Conduct

Employees proceed to the daily auto monitorization of fever, existence of coughing or breathing difficulties.

Behavior that employees will adopt:

Maintaining distance with coworkers and clients and avoid physical contact, including handshakes.

Not entering and exiting the premises wearing work clothes.

Keep hair up.

It is not counseled the excessive usage of accessories (bracelets, necklaces, rings, etc.)

Pauses and meal schedules are staggered to avoid encounters in the staff/cafeteria areas.

The cleaning staff know well the products to be used (detergents and disinfectants), the precautions to take with their handling, dilution and application in the safe conditions, how to protect themselves during the cleaning procedures of the spaces and how to guarantee a good ventilation of those spaces during cleaning and disinfection.

## **PREVENTION PROCEDURE FOR EMPLOYEES**



### **Cleaning and Equipment Stock**

Single use cleaning material stock proportional to the development, including single use cleaning towelettes moistened in disinfectant, bleach and 70° alcohol.

Dispensers or recharges of a alcohol based antiseptic solution, or a alcohol based solution.

Container of waster with a non manual opening and a plastic bag.

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

### **Scales / Shifts**

Definition of service scales and/or shifts with reduction of the simultaneous number of employees - The creation of teams may allow better control of the security and hygiene rules.

Definition of rules/phasing of the cleaning acts of the accommodation units.

**WE HAVE AVAILABLE TO OUR CLIENTS**

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### **Equipment– Individual Protection**

Individual protection equipment (individual protection kits with mask, disinfectant gel and gloves) available for clients (for definition of stock it must be taken into consideration the maximum capacity of the establishment) and these products have an associated cost.

### **Conduct**

Definition of simple and clear rules for staying in common spaces and different schedules for meals, shared whenever opportune by our teams.

## PROCEDURES IN CASE OF SUSPEICION OF INFECTION



### Action Plan

The employee in charge must accompany the infection suspect to the isolation area, provide the necessary assistance and contact the National Health Service.

### Decontamination of the isolation location

The decontamination of the isolation area whenever there are positive infection cases and a reinforcement of the cleaning and disinfection whenever there are patients suspected of infection, especially in the surfaces frequently handled and more used by the aforementioned guest, according to the guidance's of the Directorate General of Health.

The storage of the residues produced by the patients suspected of infection in a plastic bag that, after sealed (ex. with a clamp) must be segregated and sent to a licensed operator for the management of hospital waste with a biological risk.

**PROCEDURES IN CASE OF SUSPEICION OF  
INFECTION**

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**Record of Incidents and Action taken**

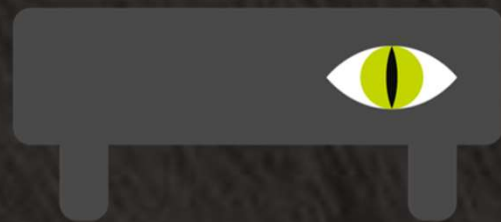
The hotel keeps updated records, available for consultation, of the training sessions that have been taken, as well as of the high level procedures of hygiene and sanitation carried out in each section of the property, pertinent to the fight against Covid-19.

Internal Protocol review on the 03 of June 2020

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Andreia Zorrinho  
Hotel Manager





**gat** rooms