



Coronavirus COVID-19 Outbreak

Internal Procedures for Prevention and Control

Essential procedures that must be followed by all guests and workers:

- **hand washing/sanitization:** hands must be washed frequently with water and soap, for at least 20 seconds, or a hand sanitizer with at least 70% alcohol must be used, covering all surfaces of the hands, and rubbed in the hands until they are dry;
- **respiratory etiquette:** cough or sneeze onto the flexed forearm, or use a paper tissue, that must be tossed in the garbage immediately after; hands must always be washed after coughing, sneezing or blowing the nose; avoid touching eyes, nose or mouth with the hands.
- **social conduct:** change the frequency and the type of contact between employees, and between employees and guests, avoiding contact in close proximity (when possible), handshakes, kisses, shared working spaces, meetings in person, sharing food or kitchen supplies, glasses and towels.
- Employees must check for the presence of fever (measuring the body temperature and registering the value and time of the measurement), check for presence of cough or difficulty breathing, at the time they start the shift, at the middle of the shift and at the end of the shift;
- Guests must consent at the time of check-in that Paço's employee checks for the presence of fever (by measuring the body temperature), checks for the presence of cough or difficulty breathing by performing a verbal inquiry; each access to the meal room also requires the same procedure; in case there is a body temperature registered at above 37,5 degrees Celsius or the answer to the verbal inquiry about the presence of symptoms is positive, the guest will not be admitted and will be advised to go to a healthcare facility; guests must also agree to using a mask in all common areas, except when inside the water in the pool;
- All guests and employees must use surgical masks in all common areas, except when inside the water in the pool, and must keep social distancing of 2 meters, whenever possible.
- The mattresses and lounge chairs around the pool area when covered with a beach towel, for individual use;
- The placing of the mattresses and lounge chairs around the pool area must not be changed by guests, as their original placement was made to assure the necessary social distancing.
- The capacity of the meal room is 22 people;
- Guests must respect the social distancing of 2 meters from other guests when entering and while moving around the meal room;



- The game room will remain closed for the duration of the pandemic period;

Cleaning and disinfection of surfaces and airing of common rooms

Cleaning and disinfection of the surfaces where employees and guests move, in order to guarantee the control and prevention of the spread of infections and resistance to antimicrobial agents, will be done twice daily;

- All surfaces of frequent use (such as counters, light switches, door handles, and cabinet handles) will be cleaned several times per day;
- The disinfection of the swimming pool is done by the automatic injection of chlorine by an equipment that makes automatic measurements of the chlorine levels, with the additional daily manual control by quick measurement stripe, that is then registered with date and time by the employee that performs it;
- The disinfection of the area around the pool is done twice daily, once in the early morning and again in the afternoon;
- In the meal area, all utensils, are cleaned after each use by washing in a machine, with machine detergent, at a temperature above 80 degrees Celsius; equipment and surfaces must be cleaned several times per day, after each usage; the direct manipulation of food items by employees and guests is to be avoided to the extent possible; Thus, all meals will be served directly by the employees to the guests, and self-service will not be allowed;
- Disposable gloves and plastic aprons will be used while employees perform all disinfections.
- Hands must always be washed before putting on disposable gloves;
- The procedure for the disinfection of frequent use surfaces (such as counters, light switches, door handles, and cabinet handles) is:
 - Wash the surfaces with water and detergent
 - Apply bleach diluted in water in a measure of 49 parts water for 1 equal part bleach
 - Let the bleach mix work for 10 minutes on the surface
 - Wipe with warm water, and let the surface air dry
- The furniture and some equipment such as TV remote controls and mobile phones, can be disinfected after being wiped with wet wipes with disinfectant or alcohol at 70 degrees.

Bathrooms

- Bathrooms are cleaned and disinfected with a cleaning product that contains simultaneously detergent and disinfectant in it's composition, for it has more practical application process;
- The process of cleaning the bathroom, begins with the cleaning of the faucets, sinks and sink drains, moving from them to the furniture and to the shower and finally the toilet.

Kitchen

The process of cleaning the kitchen must be in the following order:



- Wash the cutlery and tableware in the machine or, exceptionally, by hand in warm water and dishwashing detergent;
- Clean and disinfect all cupboards, counters, tables and chairs, including the handles (cupboard and doors);
- Clean and disinfect faucets, sinks and sink drains.

Airing of common circulation rooms

The air renovation in the meal room and hallways is done several times a day, always after each usage, and never for a time below 15 minutes, by opening doors and windows;

Regulations for processing bed linens and towels

- Bed linens and towels are exchanged at a different time than the cleaning of the bedroom, with at least 15 minutes between the two procedures, with airing of the room and bathroom by opening doors and windows; the removal of the used bed linens and towels, is performed while using a disposable plastic apron that covers the chest and legs of the employee; the removal of the used bed linens and towels must be done without shaking it, rolling it in an inside-out motion, not touching it to the body, and carrying it directly to the washing machine bagged in a sealed bag;
- Employees uniforms and bed linens and towels are machine washed separately, using machine detergent at high temperatures (at least 60 degrees Celsius); a dryer is also used, as well as clothing iron at the highest temperature allowed by the fabrics in question.

Paço da Torre has/makes available

- Enough individual protective equipment for all the employees;
- Individual protective equipment for guests;
- Stock of single-use cleaning materials proportionate to its dimension, including disinfectant wet wipes, bleach and alcohol at 70 degrees;
- Dispensers with an alcohol based disinfectant solution near the main entrance, meal room entrance, meal room bathroom and in the pool area;
- Garbage containers with non-manual opening and plastic bag in the pool area;
- Area for isolation of people that might be identified as suspected or confirmed COVID-19 cases, and that will be any free room at the time, that will then be isolated, and immediately provided with a previously prepared kit, containing cleaning materials, surgical masks and disposable gloves, thermometer, separate garbage container, bags for collection of used clothing, water and some non-perishable food items;
- In the bathroom there is hand washing equipment with liquid soap and paper towels;



The operation in Paço da Torre assures that:

- There is always an employee capable of implementing the procedures in case of a suspected infection (accompanying the person to the isolation room, and providing the necessary assistance, and contacting the health authorities);
- The decontamination of the isolation room is performed whenever there is a positive case of infection, and a extra disinfection efforts whenever there are suspected cases, especially in the frequently used surfaces, according to the DGS instructions (Portuguese health authorities);
- The containment of the residues produced by the suspected cases of infection, in a plastic bag, closed with a clamp or duck-tape, and the separation of such residue bags, sending them for processing to licensed hospital biological risk residue treatment operator;

Information to all guests

We have made available at the entrance of the House and of the meal room the following information:

- Internal Procedures for Prevention and Control of the Coronavirus COVID-19 Outbreak

Paço da Torre, 1st of May, 2020