



# APARTAMENTOS TURISTICOS DA ORADA – MARINA DE ALBUFEIRA

CONTINGENCY PLAN FOR COVID-19

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## **1. INTERVENTION PROCEDURES**

### **1.1 IN THE FACILITIES**

#### **1.1.1 Signaling and information**

- For the sake of paper free security, this Internal Protocol regarding the COVID-19 coronavirus outbreak is only available at [www.marinaalbufeira.com](http://www.marinaalbufeira.com). This indication was transmitted to all partners (tour operators, travel agencies and online booking platforms). It was internally distributed to each department head who released it to the teams.
- COVID-19 information on how to comply with the basic precautions for infection prevention and control in relation to the COVID-19 coronavirus outbreak, such as compliance with respiratory etiquette, social distance and mask use.

#### **1.1.2 Sanitizing plan**

- Washing and disinfection, in accordance with this internal protocol, of the surfaces where employees and customers circulate, ensuring the control and prevention of infections and resistance to antimicrobials:
  - a) Reception: the hall floor is washed once a day, the counter is disinfected, switches and door handles, chairs, glass and work utensils are disinfected. In addition, the receptionist disinfects the counter, chairs and sofas after use by the customer;
  - b) Common sanitary facilities at reception and pool: twice a day the floor is washed, dishes and benches disinfected. Door handles and switches are also disinfected.
  - c) Snack bar: Permanent disinfection of tables and chairs after use. The floor and the counter are washed regularly by the snack bar employee. Upon receipt, the goods' packaging is disinfected.
- Reception air renewal is done keeping the doors open most of the day. Even when these are closed for the sake of optimizing air conditioning, air renewal is permanently ensured by the existence of a door with a railing open to the outside through the snack bar. Disinfection of swimming pools is ensured daily with the maintenance of chlorine levels. The sunbeds are cleaned daily in the middle and at the end of the day. At the end of the day, they are stacked in a green area at the disposal of customers, who are recommended that, at the end of use, return them and place them in a dirty area for later cleaning. In addition, when the guard is present, the cleaning of these equipment is always ensured after use. Umbrella handles are also regularly cleaned. The product used is a chlorine-based concentrate which is then diluted. In the free shuttle van for customers to the beach, in addition to the limited capacity being reduced to 6 passengers, everyone has to wash their hands before entering. The dispensing of alcohol gel is ensured by the driver.

#### **1.1.3 Adequacy of the space selected for isolation**

An "ISOLATION AREA" is established, identified here as a library room, which must have the following characteristics:

- a) Natural ventilation, or mechanical ventilation system, with smooth and washable coverings
- b) Space equipped with: internal telephone, chair or couch (for rest and comfort of the person, pending the validation of the case and possible transport by INEM)

- c) Available a Kit with water and some non-perishable foods, waste container (with non-manual opening and plastic bag), alcohol-based antiseptic solution (available inside and at the entrance of this area); paper wipes, surgical mask (s), disposable gloves and thermometer.
- d) Private sanitary facilities, preferably, or easily accessible, properly equipped with a soap dispenser and paper towels, for the exclusive use of the person with symptoms / suspected case. The circuit to be privileged, when a person with symptoms goes to the “isolation” area must be established in order to avoid places of greater crowding of people in the facilities.

#### 1.1.4 Adequacy of the accommodation units

In the apartments, cleaning is done in two stages: the first with the collection of clothes, wrapping them from the outside in, and bagged to go to the laundry room where it is washed at 60 degrees; and in a second step with the washing and disinfection itself. Throughout the process the apartment has all windows open to regulate ventilation. Cleaning is always done from the most distant part of the apartment to the entrance. The floor is always last, and in the passage to another apartment the mop, bucket and mop are previously disinfected before reuse. In the process, importance is given to the disinfection of intensive contact surfaces, such as taps, switches, door handles, TV and AC controls. The filters of air conditioning units are always disinfected with a specific product or washed with detergent and running water. The use of the vacuum cleaner and dry cleaning of the dust is depreciated in face of the wet cleaning. At the end of each cleaning, the maid discards the gloves using a new pair in the next apartment. The products used have all bactericidal power, mostly based on chlorine. They are concentrated and diluted according to the manufacturer's instructions.

#### 1.1.5 Sanitizing equipments

- At the reception, in the only entrance and exit access, there is a hygiene station that dispenses disinfectant gel by hand. There is also a hand gel dispenser at the snack bar counter. In the common sanitary facilities of the reception and swimming pools, there are bactericidal foam dispensers for hand washing and paper towel dispensers.

## 1.2 FOR THE EMPLOYEES

### 1.2.1 Training

- All Employees received specific information about:
  - o Internal protocol for the COVID-19 coronavirus outbreak.
    - o o How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including procedures:
      - o hand hygiene: wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70% of alcohol, covering all surfaces of the hands and rubbing them until they are dry.
      - o o Respiratory etiquette: cough or sneeze into the forearm or use a tissue, which should then be immediately thrown away; hand hygiene always after coughing or sneezing and after blowing; avoid touching the eyes, nose and mouth with your hands.
      - o social conduct: change the frequency and form of contact between workers and between them and customers, avoiding (when possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and food sharing, utensils, glasses and towels.

- How to perform daily self-monitoring to assess fever, check for cough or difficulty breathing.
- How to comply with the guidelines of the Directorate-General for Health for cleaning surfaces and treating clothes in establishments.
- Regularly, department heads monitor and correct the procedures provided for in this protocol with their teams according to the information initially transmitted.

**1.2.2** Equipment – Individual protection: All employees wear reusable masks that regularly wash at 60 degrees. In the case of the floor team, they also have visors and gloves. Flooring gowns are reserved for use in case of decontamination if confirmed. Enough stock of this equipment is ensured for all employees. There are also individual kits, containing a pair of gloves, a bottle of alcohol gel and a mask, intended to be offered to customers in an emergency.

**1.2.3** All employees wearing uniforms are individually responsible for their maintenance, ensuring in particular by washing them at elevated temperatures close to 60 degrees.

**1.2.4** Management team definition:

The alert of a person with symptoms and an epidemiological link (compatible with the definition of a suspected case of COVID-19), must be immediately communicated to the contingent plan management group member **Vitor Candido (or Ana Dias in the impossibility of the first )** and it must go to the ISOLATION AREA.

**Conduct**

- Every day on arrival, all employees are subjected to a body temperature measurement. All team members are sensitized to report any suspicious symptoms that they feel in themselves or see in other colleagues or guests. This monitoring is recorded daily.
- Behaviors to be adopted by the staff:
  - i. Everyone should wash their hands regularly with soap and water for at least 20 seconds, if they are not available use a hand sanitizer that has at least 70% alcohol, covering all surfaces of the hands and rubbing them until they are drought;
  - ii. Avoid coughing or sneezing into your hands, coughing or sneezing into your forearm or sleeve, with your forearm flexed or using a tissue, cleaning your hands after contact with respiratory secretions;
  - iii. Change the frequency and / or the form of interpersonal contact avoiding handshakes, hugs, kisses, face-to-face meetings or the presence at events with a high number of people;
  - iv. breaks and staggered meal times to avoid encounters in staff / dining areas
  - v. Cleaning professionals must be familiar with the products to be used (detergents and disinfectants), the precautions to be taken when handling, diluting and applying them in safe conditions, how to protect themselves during cleaning procedures and how to ensure good ventilation. during cleaning and disinfection.

**1.2.5** 1.2.5 Stock of cleaning and sanitizing utensils:

- The stock is permanently maintained so that there is no break. This consists of reusable cleaning cloths that are properly washed at high temperatures, mops, mops, buckets and shovels that are regularly cleaned when changing the area of intervention, bleach and multipurpose detergent and chlorine-based degreaser, alcohol gel and disinfectant specific for furniture with fabric; Pedal waste collection buckets, colored bags for selective collection of

debris, bactericidal foam soap dispensers and refills; paper wipes for toilets, ammonia-based glass cleaner;

At the entrance and exit of the reception, an automatic alcohol gel dispensing station; at the counter of the gel alcohol dispenser snack bar.

#### 1.2.6 Shifts

- At the reception there is always one employee per shift. Two shifts a day. Given the size of the business, the housekeeping team is reduced so that its action, whether in common or in apartments, is mostly solitary. When cleaning the apartments, the same maid does it in two stages: first she goes to the apartment, opens all the windows for ventilation, collects the clothes, observing the security procedure provided for above, and leaves. Will be back later to continue cleaning.

### 1.3 FOR THE GUESTS

1.3.1 Equipment – Individual protection : There is always, at the reception, a stock of individual protection kits intended to be offered to customers in case of need, namely when they do not have a mask immediately. This kit is packaged and consists of a 35 ml bottle of alcohol gel, a pair of gloves and a mask. This stock is regularly controlled and maintained so that there is no rupture.

#### 1.3.2 Conduct

- COVID bilingual information (PT and GB) COVID with recommendations and rules for using and staying in the condominium are posted at the entrance to the reception and at the access to the pools. Upon check-in, customers are always made aware of their compliance. Also available on [www.marinaalbufeira.com](http://www.marinaalbufeira.com), in the “clean & safe” branch, bilingual texts PT and GB that invite customers to stay in our enterprise, transmitting security to them and at the same time committing them to collaborate with us in complying with various recommendations that are described. The following recommendations stand out:
  - Comply with the social distance of 2 meters from other guests and our employees;
  - Comply with the respiratory label;
  - Regularly sanitize your hands by washing them with soap or disinfecting them with alcohol gel;
  - Use masks whenever you travel in social areas;
  - Reading of our internal protocol COVID-19 that will be available on our website [www.marinaalbufeira.com](http://www.marinaalbufeira.com).
  - Respect, be tolerant, patient and collaborative with our staff regarding compliance with the rules and restrictions imposed.

## 2. PROCEDURE IN CASE OF SUSPECTED INFECTION

### 2.1 ACTION PLAN

- a. The alert of a person with symptoms and an epidemiological link (compatible with the definition of a suspected case of COVID-19), must be immediately communicated to the contingency plan management group member **Ana Dias and / or Vitor Candido** and this must go to the ISOLATION AREA, identified here as a reading room.

- b. In situations where the person with symptoms needs to be monitored (eg difficulty in walking), for the isolation area, the person (s) accompanying or providing assistance to the patient should place, moments before starting this assistance, a surgical mask and disposable gloves, in addition to complying with basic infection control precautions regarding hand hygiene, after contact with the sick person.
- c. Surgical mask should be placed on the person with symptoms (suspected case). Whenever possible, ensure the safety distance greater than 1 meter from the patient.
- d. The sick person (suspected case of COVID-19) already in the “isolation” area, contacts SNS 24 (808 24 24 24).
- e. This person should wear a surgical mask, if their medical condition permits. The mask must be put on by the person himself.
- f. If the Suspicious Case Is Not Validated, it is closed for COVID-19. The SNS 24 defines the usual procedures and appropriate to the person's clinical situation. The person informs the Ana Dias and / or Vitor Candido contingency plan management group member of the non-validation.

## **2.2 DECONTAMINATION OF ISOLATION PLACE**

- a) In the case of a Validated Suspected Case or confirmed infection, the DGS activates INEM, INSA and the Regional Health Authority, beginning the epidemiological investigation and contact management.
- b) The sick person must remain in the “isolation” zone (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 the transport to the reference hospital, where biological samples will be collected for laboratory tests;
- c) Access by other persons to the “isolation” zone is prohibited (except persons designated to provide assistance);
- d) The “isolation” zone is prohibited until the decontamination (cleaning and disinfection) is validated by the Local Health Authority. This prohibition can only be lifted by the Health Authority. After that, the cleaning team will carry out a complementary decontamination by washing of the floor, walls, ceiling and glass with a chlorine-based chemical and all surfaces with which the suspected patient / infected person has contacted.
- e) The waste from the suspect / infected patient's will be collected in a closed bag with a clamp by the Local Health Authority, or by the cleaning team, and sent to a licensed operator for the management of hospital waste with biological risk.

## **3. INCIDENTS RECORD**

All occurrences will be recorded. This record is maintained by the management team of this protocol.