



Internal Protocol



INDEX

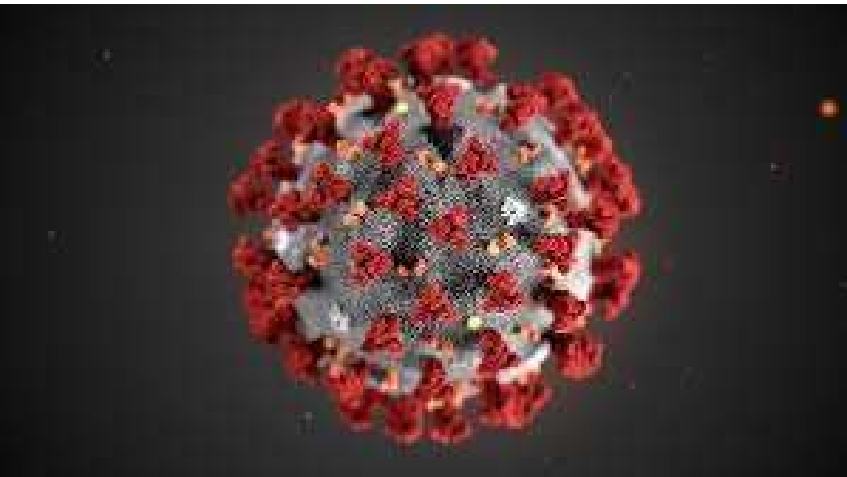
1. Goals
2. What is Covid-19?
3. How Covid-19 is transmitted?
4. Preventive measures
5. Procedures
 1. Employees
 2. Check In
 3. Breakfast Service
 4. Bar
 5. Signs and dispensers
 6. Chemicals products used
6. What to do if you have symptoms?
7. Important contacts
8. Stay informed



Goals

This Protocol aims to define the preventive measures and procedures to be followed so that the Faro Boutique Hotel team can contribute to your safety and of our employees.

Whenever necessary, we will update the information as WHO and the Ministry of Health do so.



What is Covid-19?

Coronavirus (COVID-19) is an infectious disease caused by a new virus.

This causes flu-like breathing problems with symptoms such as cough, fever and, in more severe cases, difficulty breathing. As a precaution, wash your hands frequently and avoid touching your face and having close contact (two meters away) with people who are not well.



How Covid-19 is transmitted?

The main form of transmission of the new coronavirus is contact with an infected person transmitting the virus through droplets spread by coughing and sneezing.

The virus also spreads when it touches a contaminated surface or object and then the eyes, nose or mouth.

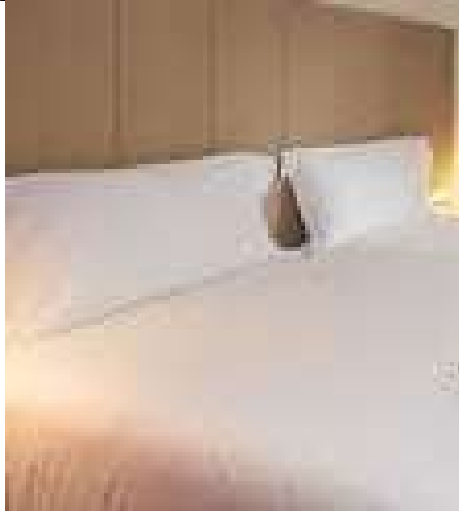
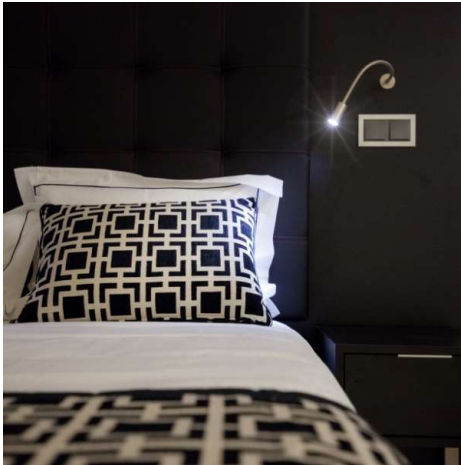
Preventive Measures

- Masks will be distributed to all employees;
- There will be Disinfectant Alcohol Gel dispensers at Reception, Bar, Kitchen;
- Room 003 will be blocked for an infected employee to be isolated;
- The Hotel has two kits equipped with the following:
 - Pack of tissues;
 - Disinfectant - Alcohol gel;
 - Mask;
 - Thermometer.



faro 
boutique hotel

Preventive Measures



- All decorative pillows will be removed from the rooms;
- The minibars in the rooms will be empty in order to reduce contact and the possibility of contagion;
- The breakfast area has been restructured to maintain a safe distance between guests;
- The Hotel Cleaning and housekeeping Services - the employees received adequate training on how to act and what precautions to take. SERLIMA provided a cleaning plan;
- The general cleaning of the Hotel is being carried out with bleach / alcohol based disinfectants;
- They are available at the counter of the reception wall and employees Contingency Plans DGS / AHP.

Active prevention of guests and employees

EMPLOYEES PROCEDURES

- Must enter and leave only from the service door and without uniform.
- At service must use the mask provided, as well as gloves and visor when necessary.
- Disinfectant gel available at the reception desk.



Active prevention of guests and employees

CHECK IN PROCEDURES

- Pre check In template should be sent whenever possible in order to speed up the entry process.
- There are marks on the floor for the guest to wait a safe distance for the employee, as well as for other guests.
- At check-in it must be requested a credit card to facilitate the payment of any extras during the stay..
- During Check-in procedures and whenever justified, the new rules of operation of the Hotel and various services must be explained, especially: breakfast (sittings, disinfection).

Active prevention of guests and employees

Breakfast Procedures

- Due to the distance of 2 meters between guests, the room can only take 16 guests at a time (8 rooms);
- Breakfast employees are equipped with gloves and a mask (mandatory), visor (optional). They must change gloves whenever necessary.
- Dirty dishes, take only the used ones to the kitchen, and try to wash as much as possible at the end of breakfast, so that you can give maximum attention to guests.
- Breakfast employees must be sensitive to an empty room situation and there is a guest who wants to have breakfast earlier, let him in.
- There were established 45 min sittings :
 - 07h00 – 07h45
 - 07h45 – 08h30
 - 08h30 – 09h15
 - 09h15 – 10h00
 - 10h00 – 11h00
- The reception staff, during check-in procedures, must fill out the excel table for breakfast and inform the available times to the guests.
- Upon request, breakfast box is available. This includes: a sandwich (cheese, ham or mixed), a package of crackers, a piece of fruit, a juice and a water.



Active prevention of guests and employees

BAR PROCEDURES



- Like the Breakfast service, employees are always wearing masks (required), and gloves (optional) whenever necessary.
- Disinfectants are available for both guests and employees.

Signs and Dispensers

At the Hotel you will find the following signs:

- Service entry;
- Main entrance;
- Staff information board;
- Rooftop.

* Dispensers are always attached to this sign.



All elevator doors
(staff and guests)

All staff and guest WCs

Lavagem das mãos



Chemicals products used

Sanitization of hands:

- Softcare Freskogel (soap)
- ACRIMA GEL (Alcohol Gel)

Table cleaning:

- Suma Bac D10 (Diversey) – Efficient however, to use the existing stock
- Sanitol – Efficient however, to use the existing stock
- Germisq MS – New product to use.

Cleaning of Rooms:

- R1, R2 e R3 da Diversey;
- Germisq MS – complement / disinfectant for final cleaning;
- Air 100 CR – Hygiene of curtains.

Floor cleaning :

- Bleach with Soap (Makro)



What to do if you have symptoms



- If an employee has symptoms compatible with COVID-19 (fever from 38, cough, sore throat, shortness of breath) should stay home and call the SNS24 - 808 24 24 24. It will be the team SNS24 which will indicate to the employee what to do. The Employee must also communicate his situation, by telephone, to his direct supervisor, who must inform the Director of the Hotel, immediately.
- If the symptoms occur in the workplace, the employee must be directed to room 002, and the reception must contact SNS24 and the Hotel Director who will coordinate the actions from that moment on.
- In the bedroom, the employee has all the necessary conditions for his isolation: Sanitary conditions, TV, WIFI, Bed to rest, Water, Food (to be checked at the moment and, on a case-by-case basis, - gluten free, allergies to be taken into account - the Hotel will try to communicate by phone with the employee and arrange food for him);

What if a customer does indicate that the symptoms?



- If one of our customers shows symptoms compatible with COVID-19, he must report it to the Reception team, who will immediately contact SNS24 and the Hotel Director. Until the client is transferred to a health center or hospital, the client must be told to stay in the room and avoid contact with other people.
- The Hotel Director duly informed of the situation must coordinate the actions with the other employees.
- In the room, the guest has all the necessary conditions for his isolation: sanitary conditions, TV, WIFI, Bed to rest, Water, Food (to be checked at the moment and, on a case-by-case basis, - gluten free, allergies to be taken into account - the Hotel will try to communicate by phone with the employee and arrange food for him);

Important contacts

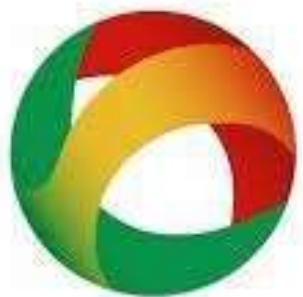


Management → 933 290 632

SNS → 808 24 24 24

Police → 289 899 899

Hospital → 289 891 100



SNS 24
CENTRO DE CONTACTO
SERVIÇO NACIONAL DE SAÚDE

Stay informed

Faro Boutique Hotel will keep its employees properly informed.

However, you can keep informed through the SNS24 website:

<https://www.sns.gov.pt/>