



M O R N I N G

LISBON HOSTEL

INTERNAL PROTOCOL GOODMORNING HOSTEL

COVID-19 Contingency Plan

Lisbon, June 2020

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ON THE PREMISES

Signaling and Information

- We ensure that all customers are aware of and have access to this Internal Protocol regarding the COVID-19 coronavirus outbreak
- We provide information on how to comply with the basic precautions for prevention and infection control in relation to the COVID-19 coronavirus outbreak by exposing the attached sheet of recommendations.

Hygiene plan

- In accordance with this internal protocol, we wash and disinfect all surfaces where employees and customers circulate, ensuring the control and prevention of infections and resistance to antimicrobials.
- We clean surfaces and objects in common use (including counters, light and elevator switches, door handles, cabinet handles) several times a day as well as common spaces such as bathrooms, common rooms and kitchen
- We prefer wet cleaning, over dry cleaning, or the use of a vacuum cleaner.
- We guarantee that the air renewal of rooms and enclosed spaces is carried out regularly.
- In all eating and drinking areas, we reinforce the cleaning of utensils, equipment and surfaces, and avoid direct handling of food by customers and employees as much as possible.
- Materials used:
 - For the floor, the washing will be performed with hot water and common detergent, followed by disinfection with bleach solution diluted in water.
 - In the sanitary facilities, the washing will be carried out with a product that contains detergent and disinfectant composition as it is easier to apply and disinfect. The frequency will be as often as needed to ensure safety.

Selected space for isolation

- We have prepared a room in case of need for isolation on suspicion of COVID-19 equipped with:
 - natural ventilation and / or mechanical ventilation system,
 - smooth and washable coatings,
 - bathroom,
 - stock of cleaning supplies,
 - surgical masks and disposable gloves,

- thermometer,
- autonomous waste container,
- waste bags,
- collection bags for used clothes,
- water and some non-perishable foods.

Handling of clothes

- We have defined the use of suitable protective material by employees, namely gowns, gloves, masks, and disposable caps, as well as sanitizable glasses.
- We have defined specific procedures for changing bed linen and cleaning rooms, giving priority to spaced intervention times with adequate protection.
- Bed linen and towels are removed without shaking, rolled outwards, and transported directly to the washing machine.
- Bed linen and towels are washed separately at high temperatures (60°C or more).

Hygiene equipment

- We ensure dispensers of alcohol-based antiseptic solution or alcohol-based solution near the entry/exit points, in strategic places of access to all rooms, common areas, and sanitary facilities.
- We provide liquid hand washing soap and paper towels in all sanitary facilities.
- We also supply a sanitation kit consisting of disinfectant spray and paper towels in all rooms

Stock of cleaning and sanitizing materials

- For the correct cleaning and disinfection of the hostel, we guarantee to always have enough stock of the following:
 - Cleaning materials.
 - Dispensers and refills of alcohol-based antiseptic solution or alcohol-based solution.
 - Waste containers with non-manual opening and plastic bags.
 - Hand washing equipment, refills with liquid soap and paper towels.

FOR EMPLOYEES

Formation

- All Employees received information and/or specific training on:
 - Internal protocol for the COVID-19 coronavirus outbreak.
 - How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including the procedures:
 - **hand hygiene**: wash your hands frequently with soap and water for at least 20 seconds or use a hand sanitizer containing at least 70° of alcohol, covering all surfaces of the hands and rubbing them until they are dry.
 - **respiratory etiquette**: coughing or sneezing into the bent forearm or using a tissue, which should then be immediately thrown away; always wash your hands after coughing, sneezing, and blowing the nose; avoid touching the eyes, nose and mouth with your hands.
 - **social conduct**: change the frequency and shape of contact between workers amongst themselves and with guests, avoiding (when possible) close contact, handshakes, kisses, shared jobs, and sharing of food, utensils, glasses and towels.
 - How to comply with daily self-monitoring and recording to assess fever, check for a cough or difficulty breathing.
 - How to comply with the guidelines of health and safety authorities for cleaning surfaces and treating clothes in establishments.

Equipment - Personal protection

- We ensure sufficient personal protective equipment for all employees;
- Employees' uniforms will be washed separately every day at high temperatures (60°) in the washing machine.

Appointment of those responsible

- In all shifts, we will have a collaborator responsible for triggering the procedures in case of suspected infection (accompanying the person with symptoms to isolation space, providing the necessary assistance, and contacting the national health service).

Conduct/Behaviors to be adopted by the Staff

- Daily self-monitoring to assess fever, cough or difficulty breathing;

- Maintaining a distance between employees and customers and avoiding physical contact, including handshakes.
- Cleaning professionals must be familiar with the products 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. This knowledge will be given in specific training.

FOR CUSTOMERS

Equipment - Personal protection

- We guarantee sufficient stock of personal protective equipment for guests, available through purchase, namely: disinfectant gel packs, masks, and gloves.

Actions aimed at facilitating social distance and hygiene

- Whenever possible, we practice organized schedules to avoid common guests staying in the same areas.
- Information will be made available to each client with the actions we have taken in order to facilitate compliance with the rules of hygiene, and social distance.
- Meals prepared by us to avoid customers using the kitchen;
- Creating a schedule for individual use of the kitchen
- All used dishes will be washed and disinfected by us.
- Procedures for ordering beer or sangria

PROCEDURES IN CASE OF SUSPECTED INFECTION OF EMPLOYEES OR CLIENTS:

Action plan

- The responsible employee must accompany the suspect of infection to the isolation space, provide the necessary assistance, contact the National Health Service 800242424, and follow the instructions given to him.

Decontamination of the isolation site

- The isolation area must be decontaminated whenever there are positive cases of infection.
- Reinforce cleaning and disinfection whenever customers are suspected of infection. In this case, disinfection procedures should be reinforced, especially on surfaces that are frequently handled and most used by it, as indicated by the Directorate-General for Health.
- Waste produced by patients suspected of infection is to be stored in a plastic bag which, after being closed (e.g. with a clamp), must be segregated and sent by a licensed operator for the management of hospital waste with biological risk.