

## Rise Treatment Centre COVID-19 protocol

To ensure health security for its guests, Rise Treatment Centre presents its COVID-19 protocol, which prescribes prevention and response measures for COVID-19 cases. This protocol is part of the concrete development of the indications of the Ministry of Health, Consumption and Social Welfare.

### 1. COVID-19 free environment

- All guests must complete a COVID-19 test (PCR) at origin 24/48 hours prior to arrival at Rise Treatment Centre, as well as a medical examination.
- All guests sign a declaration prior to admission that they agree to enter an environment that may be at higher risk and that they do their best to avoid contagion. They also sign for knowledge of the protocol and sign for their full cooperation.
- All Rise Treatment Centre employees must complete a COVID-19 test prior to returning to work.
- Before admission and daily, the guest's temperature is taken with a non-contact thermometer.
- Continuous healthcare is offered by renowned professionals.

### 2. Thorough disinfection of spaces

- Intensification of the cleaning protocol using antiviral products in all spaces.
- Cleaning and disinfection of the rooms at least once a day. Cleaning personnel should protect themselves with single-use gloves and a mask.
- At the end of cleaning tasks, there is hydroalcoholic gel for use and remove the PPE (Personal Protective Equipment). Reusable PPE will be properly disinfected.
- Frequently touched surfaces (bedside table, furniture, knobs, remote controls), bathroom surfaces and toilet are cleaned and disinfected with virucidal activity or diluted bleach (1-part household bleach to 50 parts water).
- The room will not be entered with the cleaning trolley.

### 3. Avoid sources of contagion

- Elimination of all paper elements and all necessary information and assistance can be obtained through the Rise Treatment Centre website.
- Sanitary kit with mask, disinfectant gel and gloves available to all guests. Disinfectant gel dispensers in common areas.
- Check-in in the room itself.
- Protocol of social distancing for both guests and employees avoiding unnecessary contact.
- If physical contact is unavoidable, wear gloves and a mask.
- Separation of 1.5 meters between people will be maintained.

### 4. Food and beverage service

- Review of healthy menus, further enhancing adequate nutrition to stimulate the immune system and alkalize the body.



- Food / beverage service will be provided to all guests who remain in their room in isolation due to the risk of contagion: food deposited on a tray. The tray should be handled with single use gloves. Crockery and tray will be washed in a dishwasher.
  - The cutlery, glasses, plates and other reusable utensils should be washed with hot soapy water or preferably in the dishwasher.
- 5. Transportation service**
- Private transport to and from Alicante and Valencia airports, disinfected after each trip. Mandatory masks for driver and passenger.
- 6. Recommendations for people responsible for care / therapists**
- Individuals responsible for the care of patients will be assessed individually for risk factors for complications for COVID-19.
  - Caregivers and therapists wash their hands frequently with soap and water or alcohol-based preparations after any contact with the patient or their immediate surroundings.
  - The patient can always request and wear a mask in the presence of other people and can ask that their caregiver also wear a mask.
  - In other situations, a social distance of 1.5 or 2 meters is respected.
  - The caregiver always wears single-use gloves in case of physical contact with the patient.
  - At any time, the caregiver can take the patient's temperature with a non-contact thermometer.
- 7. Procedure for the patient with symptoms compatible with COVID-19**
- If a person begins to have compatible symptoms, their isolation in their room will be requested.
  - Rise Treatment Centre will provide the patient with a non-contact thermometer.
  - In any case, the patient with symptoms will be monitored for a suspected COVID-19 case and their contacts will be identified.
  - The patient must remain in preventive isolation until the result of the PCR is known and the rules of home isolation established in the protocols will be applied (do not leave the room, take extreme hygiene measures and use a mask in the presence of other people). The patient will be provided with an information brochure on the measures to be taken in this situation in the patient's language.
  - To ensure the confidentiality of health data, all employees must maintain due confidentiality and secrecy regarding information about the health status of guests or employees.
  - In the event that the patient requires health care, the medical officer responsible for their follow-up will be contacted.
- 8. Procedure in the case of negative result**
- After ruling out the COVID-19 case, the patient will be informed of the test result and that the isolation measures should not be continued.
- 9. Procedure in the case of a positive result**
- The isolation will be maintained until 3 days after the resolution of the fever and the clinical picture with a minimum of 10 days from the onset of symptoms. In



asymptomatic cases, isolation will be maintained until 10 days from the date of diagnosis.

- PCR tests will be carried out on close cohabiting contacts at the time of confirmation of the case and the study of contacts will be completed by Public Health. The quarantine of the contacts will last 14 days.
- If the patient has to extend her stay for health reasons, the additional expenses will be covered by her if her insurance does not cover it.
- After 10 days from the beginning of the effective quarantine of the contacts, if they remain without symptoms, a second PCR may be performed.
- The affected patient must be provided with the necessary means to carry out self-isolation in the best conditions of comfort and safety: telephone, internet and TV, natural ventilation to the outside, hand soap, hydroalcoholic gel, bin with lid and pedal, bags garbage and plastic cups. Bleach, paper, and cleaning supplies will be available for the bathroom and other surfaces.
- Cleaning staff remove bedding and towels with gloves, gown, and single-use mask and avoid shaking or shaking these clothing.
- The establishment's staff in charge of collecting the clothes will put them in a second bag specifically identified as contaminated material. The laundry will be done in a hot water cycle of at least 60°C.
- The remains of garbage will be placed by the patient in garbage bags (bag 1). To remove them, gloves will be used with which the bag will be closed and placed in a second bag (bag 2) together with the gloves and other waste generated in the room. The Rise Treatment Centre staff in charge of collecting them will handle them with gloves, placing them in a third bag (bag 3).
- For caregivers and maintenance personnel entering the room there must be kept a record. At all times keep a distance of 1.5m and do not touch the mouth / nose / eyes. When people enter the room, the patient will wear a mask.