



Health protocols of tourist accommodation for the covid – 19 pandemic (article 60 L. 4688/2020 – GG A' 101/24.05.2020)

Following the instructions of the Greek Ministry of Tourism and Greek Ministry of Health for the implementation of new health protocols in tourist accommodation of country in view of their reopening in the context of the new reality created by COVID-19 pandemic (JMD 1881/29.5.2020 - GG B' 2084/30.05.2020, as amended by JMD 8958/15.06.2020 - GG B' 2370/16.06.2020), **Holiday Beach Resort** is implementing a new health protocol.

General information about the Protocol

1. Development of an action plan and development of a suspected case management plan.
2. The aim of the Hotel is, on the one hand, to protect staff and it' s guests, and, on the other hand, to guide it' s staff to outline the necessary measures to prevent and protect against COVID-19 pandemic.

(A) ACTION PLAN

(A.1) To ensure the implementation of the action plan, our hotel appoints an application manager, Mrs Irimi Drosou, hotel's manager.

(A.2) In the context of health measures against COVID-19 disease our Hotel is cooperating with «Santorini Medlife Clinic», website: www.santorinimedlifeclinic.gr, e-mail: info@santorinimedlifeclinic.gr, contact number +30 22860 21728, (Dr Vrisis Christos, contact number + 30 697 8458671) for the management of a suspected case.

The doctor acts under the instructions of EODY for the control of COVID 19 and in particular is trained in taking swab sample from the respiratory tract.

(B) Training

The training of the Health Manager, Mrs Irini Drosou concerns the following issues:

- The sources and modes of transmission of the virus,
- Information procedures for staff and visitors,
- Action plan in case of illness by staff,
- Methods and practices for cleaning and disinfecting identified sites based on the risk and likelihood of transmitting the virus,
- Methods and communication approach of visitors,
- Observance of the basic measures to avoid transmission of the virus regarding diligent and regular hand washing, avoidance of handshakes, observance of safe distancing measures, avoidance of hand contact with the eyes, nose and mouth and respiratory hygiene,
- Maintaining training and documentation files for each employee.

(B.1.a) The hotel Manager Health, Mrs Irini Drosou has been trained by the **Cyclades Chamber of Commerce** : Webinars include training in the sources and modes of transmission of the virus, the general data of the health protocol for tourist accommodation (development of action plan, development of suspected case management plan, keeping records : of training and employment records of each employee, of staff members and all visitors and event book) and the information procedures of the hotel authorities, guests and partners. It also included training to deal with staff illness, basic measures to prevent the transmission of the virus (basic safeguards for guests and staff, personal protective equipment and strengthening health services in all common areas), case management and disinfection instructions. In the same context, training concerns accommodation services (reception, floor, linen and laundry services, catering, personal care, spa and communal facilities, event areas) within the accommodation and common area operation. Moreover, webinars include swimming pools operation, hydrotherapy tanks, recreational water installations, beach layout, air conditioning and ventilation operation, public health protection in water and sewerage systems.

(B.1.b) The staff of the Hotel has been informed and trained about the hygiene and management protocols of COVID-19 cases, by Manager Health, Mrs Irini Drosou.

(B.2) Each member of the hotel staff strictly adheres to the basic protection measures against COVID-19. In particular:

- respiratory hygiene practices (hand washing – cleaning, nose and mouth covering during coughing or sneezing with bent elbow or tissue, avoiding touching of face with hands, use of masks, face shield, gloves etc.),
- physical distancing from visitors and other staff, in all workplaces, common areas and rest areas.

(B.3) General issues of organization of the hotel

Holiday Beach Resort has taken measures to implement hygiene practices (both from employees and third parties) in the workplace and oversees their continued implementation. Specifically:

- staff and third parties are informed and invited to comply with good personal and respiratory hygiene practices (hand washing – cleaning, nose and mouth covering during coughing or sneezing with bent elbow or tissue, etc.),
- alcohol – based hand rub, hand soaps, simple surgical masks, disposable gloves have been provided to employees. Hand sanitizers have been installed at the entrance / exit and in the common areas of the hotel,
- staff have been supplied with the appropriate Personal Protective Equipment (PPE) (masks, face shields, gloves etc), in accordance with the special instructions of EODY, the National Public Health Protection Committee for the protection of public health on covid -19,
- the adequacy of PPE stocks is regularly supervised,
- staff have been trained how to safely use their PPE in accordance with the instructions of EODY and their proper use is being supervised,
- third parties (e.g. guests, cooperators, distributors, etc.) entering the hotel being supervised and informed to avoid congestion, to keep social distancing and to use PPE.
- staff have been informed, in any convenient way, such as e.g. oral information, posting announcements or information/reminder signs for personal hygiene and preventive measures in all areas, etc.,
- staff have been trained concerning the particular guidelines for cleaning on the COVID-19 suspected case management plan.

(B.4) Member of staff who might have symptoms related to the disease has to stay at home and returns to work if the laboratory test (covid test) is negative. He also has to stay at home in case he had face – to - face contact with a covid-19 case within 2 metres and >15 minutes. In both cases member of staff shall notify the health manager for the implementation of a suspected case management plan.

(B.5) Staff will undergo in daily temperature measurement (no record is kept for personal data protection purposes).

(C) Suspected case management plan (written plan). The plan for dealing with a suspected case of EODY (Annex III JMC) is faithfully followed.

(C.1) Mrs Irimi Drosou, hotel manager, is appointed as the responsible person for the implementation of a suspected case management plan in the accommodation email: irinimed@gmail.com, contact number +30 693 6666091.

(D) Record of staff members and guests

For the purpose of public health protection, we keep a record of staff members and all guests staying at the Hotel including their name, nationality, date of arrival and departure, contact details (address, telephone, e-mail), to enable contact tracing of any close contacts of COVID-19 cases, which may be subsequently identified. The hotel, also, records and updates an event log book COVID-19 (reception desk).

All guests and staff are informed that these records are kept for the protection of public health, with regard to the processing of personal data (GDPR) and national law 4624/2019.

(E) Reception Service Protocol

1. Holiday Beach Resort staff takes the necessary hygiene measures, keeps a distance of at least 1.5 meters from the visitors and adheres to the hygiene rules.

When requested, the Hotel:

- informs visitors about the hotel policy and the measures taken to deal with any incidents,
- provides useful information about health providers, public and private hospitals, COVID-19 reference hospitals and pharmacies in area,
- provides Personal Protective Equipment,
- provides special equipment (medical kit) in the event of a COVID-19 case, such as disposable gloves and simple surgical masks, antiseptics, cleaning wipes, long-sleeved robe, laser thermometer etc.

Staff have been trained to recognize guest symptoms and report them directly to the health officer. The most common symptoms of covid-19 include fever and cough. Other symptoms include aches and pains, runny nose, sore throat or diarrhea. These symptoms are usually mild and begin gradually. Some people may be asymptomatic.

2. In the reception we have taken the following measures:

- installation of glass (between guests and staff),
- provision of hand sanitizer,
- regular disinfection of the reception surfaces,
- appropriate configuration of the reception for maintaining distance,
- installation of floor markings at a distance of two meters indicating where guests should stand and installation of markings in the waiting area,
- proper arrangement of furniture and proper queue management in order to reduce of waiting time and maintain distance,
- avoiding congestion during check-in/check-out and supervision of the distances,
- guests will undergo in temperature measurement (no record is kept for personal data protection purposes),
- accommodation expenses are paid electronically and bills, invoices and receipts are sent by email (acceptance of cash in exceptional cases),
- disinfection of key cards – after use they are placed in a special container for disinfection,
- extension of **check-in and check-out** period between stays. **Check-out until 11:00 a.m. and check-in from 15:00 pm.** During the time between each check-in and check-out between different guests the room is cleaned, thoroughly disinfected and adequate natural ventilation of the space follows. **The Hotel has chosen a meticulous cleaning - disinfection of the rooms and bathrooms after every check – out.**
- non-residents are forbidden from entering the rooms.

(F) House keeping service floors, rooms and common areas Protocol (cleaning - housekeeping)

1. For cleaning – disinfection:

The cleaning and disinfection program is observed according to no. Δ1γ/Γ.Π/οικ 19954/20.03.2020 circular of the Greek Ministry of Health "Measures of cleaning and disinfection in places and surfaces during the evolution of the pandemic of SARS-CoV-2" (ΑΔΑ: 6ΚΨ6465ΦΥΟ-1ΝΔ), as in force.

Special Cleaning Instructions of EODY are followed in case of an accident.

Specifically :

- The housekeeping staff uses simple surgical mask, gloves and disposable waterproof robe,
- Once the Personal Protective Equipment has been removed and disposed of in a closed bin, hands are thoroughly washed with soap and water,
- All hard surfaces, floors, chairs, knobs etc are cleaned and disinfected with disposable cloths / fabrics or cleaning paper and sponges with detachable heads.
- Discarded equipment is treated as a contagious contaminant and discarded in special bags,
- 0.1% sodium hypochlorite is used after cleaning with a neutral detergent. For surfaces that are likely to be damaged by the use of sodium hypochlorite, we use ethanol at a concentration of 70% after cleaning with a neutral detergent. As an extra measure we use certified biocide liquids for the safety of our staff and guests,
- When using disinfectants, the space is well ventilated,
- Splashing and spraying during cleaning and disinfection is avoided,
- Housekeeping services are being strengthened in all common areas, especially in "high risk" facilities, such as knobs etc.

2. For cleaning and disinfection in the event of a confirmed COVID-19 case:

- all surfaces and objects that may have been contaminated are washed and disinfected according to the above instructions,
- housekeeping staff uses a simple surgical mask, gloves and a disposable waterproof robe,
- during the provision of the services, touching of the face with hands, smoking and eating are avoided,
- after the protective equipment has been removed, it is properly disposed of and hands are thoroughly washed with soap and water,
- housekeeping services are being strengthened in all common areas, especially in "high risk" facilities,
- staff Personal Protective Equipment adequacy is checked (gloves, masks, closed shoes etc),
- Housekeeping services will not be provided during a guest's stay (avoid contact of cleaning staff with possible case and further transmission).

3. At rooms:

- decorative objects have been removed,
- commonly used multi-purpose items have been removed,
- a special disposable cover (zipper) is placed on the TV and air conditioner remote controls after disinfection,
- fabrics are cleaned with special device (temperature > 70°),
- thorough cleaning and very good room ventilation are observed during the hours between stays,
- thorough operation of dishwashers and washing machines in terms of temperature used and dosage of detergents,
- sufficient staff equipment (gloves, masks, robe, closed shoes) provided. The cleaning staff uses a simple surgical mask, gloves and a disposable waterproof robe. The cleaning staff, during the provision of the services, must comply with the basic measures to prevent the transmission of COVID-19, avoids smoking, eating or alcohol consuming,
- abolition of daily change of clothing and towels, of the evening preparation only at the request of the customer,
- strict adherence to hygiene rules by staff involved in the sorting of dirty linen using the appropriate PPE (special disposable apron over the uniform, gloves and mask),
- careful separation (marking) of areas of dirty and clean linen is done,
- used fabrics, bedding and towels are placed in special, closed, marked bags or sacks in order to be transported to the laundry areas,
- the carts for transporting closed bags with linen are disinfected after each use,
- washing is done in hot cycles (70°C or more) with the usual detergents,
- when storing clean clothing, care is taken to keep it in good and clean condition. The same goes for transferring clothing to the rooms.

(G) Kitchen

- all kitchen staff are required to strictly adhere to HACCP rules (recording refrigerator temperatures, prepared food lists, hot preparation temperatures),
- goods are received by a specific member of staff who is always required to wear the appropriate Personal Protective Equipment,
- kitchen staff are required to keep distances according to the guidelines set by the health authorities,
- unauthorized personnel is prohibited from entering the kitchen. In case this cannot be avoided, personnel is provided with appropriate Personal Protective Equipment at the entrance of the kitchen.

(H) Swimming pool

- The accommodation complies with no. Δ1γ/Γ.Π/οικ 19954/20.03.2020 circular of the Greek Ministry of Health "Measures of cleaning and disinfection in places and surfaces during the evolution of the pandemic of SARS-CoV-2" (ΑΔΑ: 6ΚΨ6465ΦΥΟ-1ΝΔ), as in force,
- The maximum number of customers allowed into the swimming pool every moment is defined by the ratio of 1 customer per 5 sq.m. of water surface. Our

staff informs about the number of the swimmers who will be able to swim on the same time.

(I) Air conditioning and ventilation

The hotel complies with the relevant circular of the Greek Ministry of Health “Taking measures to ensure public health from viral and other infections when using air conditioning units”, with emphasis on non-recirculation of air and good natural ventilation in the rooms (non-functioning air conditioning system when doors are open).

(J) Common areas (open and closed)

Common areas include lobby, seating, outdoor seating.

- operation of these spaces in accordance with the current legal framework,
- marking to remind customers to keep their distance – apply measures such as floor tapes, cones or other means to keep their distance,
- installation of antiseptic solutions (fixed or non-fixed devices) for dry hand antiseptic in all common areas,
- furniture movement to avoid overcrowding in common areas (4 people / 10 sqm).

The above measures are valid until further notice and may be updated following the instructions issued by the Greek government.