

PROTOCOL COVID-19 Istron Collection Villas

The Istron Collection Villas, taking into account the instructions of the Ministry of Tourism for the implementation of new health protocols in tourist accommodation of the country in view of their reopening in the context of the new reality created by COVID-19 disease, proceeds to the preparation of a Protocol.

The Protocol includes the development of an Action Plan and the development of a Suspicious Case Management Plan within the accommodation.

The aim of the Action Plan is the prevention of the occurrence and the effective management of the suspected cases in order to limit the expansion to the staff and the guests, always in accordance with the current instructions of the National Organization of Public Health. The Action Plan complies with the recommendations of EODY and will be revised according to developments.

The aim of the hotel with the Action Plan and the Suspicious Case Management Plan is on the one hand to protect its staff and guests and on the other hand to guide its staff to take the necessary measures to prevent and protect against COVID-19 disease.

Personal Hygiene Measures and Personal Protective Equipment

Management takes measures to implement good personal hygiene practices (both by employees and third parties) in the workplace and oversees their continuous implementation. Specifically:

- Informs and encourages staff and third parties to comply with good personal and respiratory hygiene practices (washing - hand cleaning, nose and mouth covering during coughing or sneezing with a tissue, etc.).
- Provides suitable facilities such as sinks for hand washing and required materials - means, such as antiseptic solutions (in the form of liquid, foam, gel, soaked wipes) and materials for drying hands (disposable towels) to employees and installs appropriate mechanisms for antiseptic entrances / exits and in the common areas of the accommodation, emphasizes the cases when the employees come in contact with the general public.

- Provides the staff with the appropriate Personal Protective Equipment (PPE) (masks, face shield, gloves, safety net, etc.), in accordance with the specific instructions / directions of EODY, the National Committee for Public Health Protection and decisions competent bodies.
- Supervises the adequacy of PPE stocks.
- It trains the staff for the safe use of PPE based on the instructions of EODY and supervises their correct use.
- Supervises the arrival of third parties (customers, partners, distributors, etc.) in the area of the accommodation and informs them to avoid overcrowding, to ensure compliance with the required distances and to use PPE.
- Gives constant information to the staff, in any convenient way, such as posting of announcements or information / reminder signs for personal hygiene and preventive measures in all places, online, etc.
- Educates on the required actions of the employees themselves in case of suspicious symptoms, such as the immediate notification of the health manager and the Administration for the prevention of the spread of Covid-19 and the planned isolation.
- Informs and trains the staff regarding the special instructions for cleaning in case of an outbreak. Specifically:
 - a) the person remains in his room with the door closed,
 - b) it is immediately given a simple surgical protective mask and tissues;
 - c) if there is an attendant who wishes to stay close to him, a simple surgical mask is given and a recommendation is made to wash his hands thoroughly after each contact with the suspected case and not to touch his face,
 - d) staff members are not allowed to enter the room and only one staff member is involved in the client's requests;
 - e) used personal protective equipment is disposed of in a closed bin;
 - f) after disposing of the protective equipment is followed by thorough hand washing and disinfection.
- Encourages employees and customers to use ladders and avoid using elevators as much as possible.

Covid-19 Accommodation and Event Archive

- For the purposes of public health protection, the management of the accommodation shall keep a record of staff members and all persons staying at the hotel (name, nationality, date of arrival and departure, contact details such as address, telephone, e-mail) in order to become It

is possible to communicate with close contacts of any COVID-19 case, which may be identified a posteriori.

- There is the care and safety provided in the General Regulation on Personal Data Protection (GDPR) and all visitors and staff are informed that a record is kept for reasons of public health protection.
- There is also a recording and updating of the accommodation and event archive.

Employees

Every member of the hotel staff strictly adheres to the basic safeguards against Covid-19. In particular, employees must apply good personal and respiratory hygiene practices:

- Frequent washing of hands with soap and water for at least 30 seconds, definitely before and after contact with money or customer items, before eating, before and after work breaks, after visiting the toilet and carefully drying hands with disposable paper towels and dump them in the trash. Alternatively, use alcohol-based antiseptics containing at least 60% ethyl alcohol or 70% isopropyl alcohol.
- Cover the nose and mouth during coughing or sneezing with a tissue / alternatively if this is not available, cover the mouth with the inside of the elbow.
- Avoid handshakes and generally close physical contact, keep a distance of at least 1.5 meters from colleagues, customers or third parties in all workplaces, hotel areas and rest areas.
- Avoid touching the front of the face mask or shield.
- Avoid touching the hands with the face.
- Inform a healthcare professional in case of illness or symptoms compatible with Covid-19 infection or contact with a possible or confirmed case and removal from the workplace.
- Stay at home in case of illness and inform the health officer.
- Return to work only if the laboratory test is negative and after 14 days after close contact with a confirmed case of Covid-19.

Reception Service

The staff takes the necessary hygiene measures, keeps distances of at least 1.5 meters from customers and follows the rules of hygiene.

- .Informing visitors about the accommodation policy and the measures it has taken to deal with any incidents with an electronic file.
- providing useful information for healthcare providers, public and private hospitals, COVID-19 reference hospitals and pharmacies in the area; and
- provision of Personal Protection Means if requested by the client.
- Special equipment for the occurrence of an incident, such as gloves and disposable masks, antiseptics, cleaning wipes, apron, long-sleeved robe, thermometer.
- Staff can identify customer symptoms and report them directly to the healthcare professional.
- It is possible to check in one day before arrival via email and to check out in the same way to avoid overcrowding and keep physical distance. Credit card deposit for use by the receptionist. Provide antiseptic for disinfection after use.
- We urge for electronic payment of accommodation expenses, electronic sending of bills, invoices and receipts (acceptance of cash in exceptional cases).
- The keys are disinfected after use.
- Extended check-in and check-out time between stays. Check-out until 11:00 a.m. and check-in from 15:00 p.m. The time between each check-in and check-out ensures that between different customers the room is cleaned, thoroughly disinfected and adequate natural ventilation is followed.
- Non-residents are not allowed in the rooms.

Houskeeping

- The cleaning staff uses a simple surgical mask, work uniform, closed shoes and gloves.
- After removing the PPE, a good hand wash with soap and water is essential.
- All hard surfaces, floors, chairs, knobs, etc. are cleaned and disinfected.
- A special cleaner - disinfectant is used.
- When using disinfectants, the room is well ventilated.
- Avoid splashing and spraying during cleaning and disinfection.
- For cleaning and disinfection in case of covid-19 case:
 - all surfaces that may be contaminated and all objects that are visibly soiled / contaminated with body fluids are washed and disinfected in accordance with the above instructions,
 - the cleaning staff uses a simple surgical mask, gloves and a disposable waterproof robe,
 - as long as he works, does not touch his face with his hands, does not smoke, does not eat,

- after removing the protective equipment, take care of its proper disposal and thorough hand washing with soap and water.
- In all public areas, the sanitary services are strengthened and especially in "high risk" objects.
- Thorough cleaning and very good ventilation of the room is applied during the hours between stays.
- The good operation of dishwashers and washing machines is checked in terms of the temperature used and the dosage of detergents.
- Clear separation between dirty and clean clothes and certified linen washing process by an external partner.
- The adequacy of PPE equipment of personnel (gloves, masks, robe, closed shoes, etc.) is checked.
- Frequent cleaning of the room during the stay (avoid contact of cleaning staff with possible case and further transmission).
- The daily change of clothing, towels and the evening preparation of the room (turn down service) is eliminated. The customer is served only upon request. The customer is informed at the electronic check in or upon arrival about the relevant action. If he chooses that daily cleaning and flooring staff could enter his room, he is informed that he must have left the room beforehand in order to avoid overcrowding. The turn down service takes place only under special conditions and at the request of the customer at the reception.
- For departures, one of the 2 protocols is applied per case of room availability:
 - Regular cleaning and waiting at least 4 hours before the room is made available to a customer or .
 - Thorough cleaning - disinfection of the disputed room and bathroom surfaces.
- Opening doors and windows for natural ventilation of the space daily.

Pools

- The pH values in the pool water are kept within the limits provided by the legislation. Regular measurement and maintenance of pH logs is carried out every eight hours during the operation of the pools.
- The arrangement of the seats is such that the distance between the extreme points of the seats of two people who are in two different umbrellas or two people who live in a different room, is at least 2 meters in each direction.

Air conditioning and ventilation

- Avoid air recirculation.
- Ensuring adequate ventilation of all areas with fresh air.

- The split units, where possible, are switched off or, when this is not possible, switched on continuously 24/7 with parallel ventilation.

Environmental Measures

Environmental measures to limit the spread of the virus include:

- Adequate ventilation of workplaces and regular maintenance of ventilation - air conditioning systems. Natural ventilation of the premises and avoidance of co-painting of people indoors without adequate air renewal.
- Cleaning with detergents or disinfectants, regularly and definitely when changing shifts of infrastructure and work surfaces, common areas such as breaks - rest areas, locker rooms, toilets, baths, etc., work equipment and tools, appliances and items used.
- Disinfection, according to the instructions of EODY, of areas where a possible or confirmed case of Covid-19 infection has been identified.
- Disposal and placement of covered waste bins, where disposable PPE, wipes, wipes or other means used to disinfect work surfaces, as well as personal hygiene items are disposed of immediately after use. Bins are located in places and there will be special markings and information for their use.
- Frequent cleaning of work clothes and the usual means of personal protection provided, as well as their safe storage.
- Care for strictly personal use of standard PPE.

Suspicious Case Management Plan COVID-19

If a visitor meets the COVID-19 case definition criteria, the following applies:

- The health manager of the hotel communicates directly with EODY for a statement of the suspected case and instructions for dealing with it.
- It is recommended that the suspect stay in his room with the room door closed.
- In a patient who shows symptoms of a respiratory infection (cough, sneezing, runny nose), a simple surgical mask and tissues are given immediately.
- If there is a companion of the patient, who wishes to stay close to him to take care of him, the companion is given a simple surgical mask and is advised to wash his hands, every time he comes in contact with patient secretions and definitely before the companion touches the face his either eat or drink.

- Avoid entering the patient's room unless there is a good reason. If necessary, a member of the hotel staff deals exclusively with any suspicious case.
- Disposed protective equipment should be disposed of in a recycled bin and should not be reused.
- Washing of protective equipment is followed by hand washing.
- The management takes care that there is immediately accessible to the hotel staff sufficient consumables for the prevention of infections: soap and water or alcoholic hand cleaning solution, tissues, simple surgical masks, disposable gloves, thermometers, garbage bags, garbage bags .
- Istron Bay Hotel collaborates with Dr. Marakis Stavros, email: dr.stavrosmarakis@yahoo.gr, contact phone 6974606627 who is trained in taking a nasopharyngeal sample for molecular control from a suspected case and has the ability to monitor and consult via telemedicine case and its close contacts.

If an employee meets the criteria for the COVID-19 case definition, the following applies:

- The health manager of the hotel communicates directly with EODY for a statement of the suspected case and instructions for dealing with it.
- It is recommended in the suspected case to remain in a specific area with the door of the room closed.
- In a patient who shows symptoms of a respiratory infection (cough, sneezing, runny nose), a simple surgical mask and tissues are given immediately.
- An investigation is being carried out for possible exposure of other employees or customers and they are asked to follow the instructions of EODY.
- All surfaces are disinfected with emphasis on the workplaces and the equipment used by the possible case.

Cleaning and Disinfection of a Patient Room

- Good cleaning of surfaces, which the patient often touches, especially if the surfaces are soiled with biological fluids.
- Cleaning staff use a simple surgical mask, gloves and a disposable waterproof robe.
- After removing the gloves, a good hand wash follows.