

Nikolas and Sofia Studios
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Action Plan

Tourist accommodation protocol

The specifications for the reopening of tourist accommodation concern all accommodations regardless of technical and operational specifications, classification, type, duration of operation, except for organized tourist camps. Each tourist accommodation should draw up a Protocol in accordance with the instructions of the Ministry of Tourism.

General information about the Protocol

Action plan development and plan for the handling of a suspected case.

The development of a plan for the handling of a suspicious case concerns all accommodations (according to the current instructions of ΕΟΔΥ – National Organization for Public Health).

(A) Action Plan for suspected cases

The aim of the action plan is to prevent the occurrence and provide effective handling of suspicious cases with aim to contain the spread of the cases to the staff and other tenants. The action plan will comply with the recommendations of ΕΟΔΥ (National Organization for Public Health) and will be revised according to the progress of the overall situation. The action plan represents in writing, all measures and protocols to prevent and handle suspicious cases by the tourist accommodation. In particular, the action plan consists of the following:

(A.1) To ensure the implementation of the Action Plan **for suspected cases** from the accommodation, it is necessary to appoint an application manager, where, in the accommodation “Nikolas and Sofia Studios” is appointed Douvitsas Nikolaos, owner and manager of the accommodation.

(B) Training Plan

The training of the coordinator Douvitsas Nikolaos concerns the following issues:

- The sources and modes of transmission of the virus
- Information procedures for hotel officials and customers themselves
- Behavior and actions in case of illness by staff
- Methods and practices for cleaning and disinfecting identified sites based on the risk and likelihood of transmitting the disease
- 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

distances, avoidance of hand contact with the eyes, nose and mouth and respiratory hygiene

- Maintaining training and documentation files for each employee

(B.1) The accommodation's coordinator Douvitsas Nikolaos has been trained by:

TÜV HELLAS (TÜV NORD) entitled “**E-learning in Health Protocols in tourist units**”.
The training was combined:

- modern (3 hour online seminar with special instructors)
- asynchronous (access to educational material, legislation, ministry publications)

It included training in the sources and ways of transmitting the corona, 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 and file) and the information procedures of the hotel authorities, customers and partners. It also included training to deal with staff illness, basic measures to prevent the transmission of the virus (basic safeguards for clients and staff, personal protective equipment and strengthening health services in all public areas), case management and disinfection instructions. In the same context, the executives were trained in accommodation (reception, floor, linen and laundry services, catering, catering, personal care, spa and communal facilities, recreation areas for children, event space within the accommodation and public area operation. swimming pools, hydrotherapy tanks, recreational water installations, beach layout, air conditioning and ventilation, public health protection in water and sewerage systems, the operation of shops within the accommodation and the customer transfer service.

The staff of the property has been informed about the hygiene and management protocols of COVID-19 cases concerning its scope of competence from Douvitsa Nikolao.

The staff of the property has strictly observed the basic protection measures against COVID-19:

- hand hygiene,
- physical distancing from customers and other staff, in all workplaces, hotel and rest areas,
- avoid touching the face and generally personal and respiratory hygiene.

(B.4) General issues of organization of the accommodation

(B.4.1) “Nikolas and Sofia Studios” **provides** each member of staff with adequate **Personal Protective Equipment** and ensures the continuous adequacy of the supplies.

(B.4.2) It is recommended that staff stay at home and seek medical attention if they experience symptoms related to the disease, notifying the health care provider of the accommodation while a person with symptoms is excluded from work and returning to work if the laboratory test is negative.

(B.4.4) Daily thermal measurement of the staff is done every morning in the context of individual responsibility.

- A thorough check of the staff may follow depending on the epidemiological picture of the local community / area.
- If a staff member comes in contact with a case, he must report it immediately to the health manager of the accommodation and be removed from work.

(Γ) Accommodation file and event book

(Γ.1) Douvitsas Nikolaos, owner and manager of the accommodation, is appointed as the person responsible for the implementation of the suspicious case management plan of the accommodation.

Attention is paid to the General Regulation on Personal Data Protection (GDPR) and all visitors are informed that a file is kept for reasons of public health protection.

(E) Record and update the service book and facts.

For the purposes of public health protection, the accommodation management keeps a record of staff members and all persons staying at the hotel – name, nationality, date of arrival and departure, contact details (address, telephone, e-mail) – so that make it possible to communicate with close contacts in the event of a COVID-19 impact, which may be identified afterwards.

Attention is paid to the General Regulation on Personal Data Protection (GDPR) and all visitors are informed that a file is kept for reasons of public health protection.

Record and update the service book and events.

(ΣΤ) Information and Contact

(ΣΤ.1) The property must notify the measures and requirements of the Action Plan to all internal and external bodies / partners (employees, tenants, contractors, suppliers, visitors and the general public) and interested parties.

(ΣΤ.2) The website of the accommodation includes a special section COVID-19, in which the measures and the new policy of the accommodation regarding the taking of increased sanitary measures, changes in opening hours of common areas, modification of check-in / check-out duration have been posted.

(ΣΤ.3) The accommodation informs about the action plan with special markings at the entrances, in the individual common areas and in the reception.

(Ζ) Reception service (reception desk / concierge) protocol

(Ζ.1) The staff takes the necessary hygiene measures (hand washing), keeps a distance of at least one meter from customers (avoid handshakes, etc.) and follows the rules of hygiene.

(Ζ.3) The accommodation has the possibility:

(a) Informing visitors about the accommodation policy and the measures it has taken to address any incidents,

1. b) Provision of useful information for health providers, public and private hospitals, reference hospitals for COVID-19, pharmacies, etc. in the area and

(Z.5) Special equipment (medical kit) for the occurrence of an incident, such as gloves and disposable masks, antiseptics, cleaning wipes, apron, long-sleeved robe, laser thermometer.

(Z.6) Staff has the ability to recognize customer symptoms and report them directly to the health care provider.

(Z.8) In the reception desk there is an antiseptic for use by the customer (fixed or non-fixed devices)

(Z.9) The desktop is regularly disinfected.

(Z.10) In order to maintain distances, the accommodation applies a suitable configuration of the reception desk, addition of floor marking at a distance of two meters where the customer will stand / appropriate distance marking in the waiting area, proper arrangement of furniture and proper queue management in order to reduce of waiting time.

(Z.11) Overcrowding is avoided during check-in / check-out

(Z.12) Priority is given:

- in electronic payments of accommodation expenses (acceptance of cash in exceptional cases),
- in the electronic sending of accounts, invoices and receipts.

(Z.13) It is possible to check-in in an open space

(Z.15) The key cards are disinfected – they are placed in a special container for disinfection.

(Z.16) Extensive check-out and check-in between stays have been extended, especially for this year:

- Check-out until 11.00 am and check-in from 3.00 pm.
- This change in the time interval between each check-in and check-out is mandatory to ensure that between different customers the room is thoroughly cleaned and disinfected, as well as that adequate natural ventilation of the space is followed.

(Z.17) Guests are not allowed in the rooms

(H) House Keeping Service (cleaning, disinfection, housekeeping), rooms and common areas

(H.1) The cleaning and disinfection program is observed according to the EODY Instructions

(H.2) Special Cleaning Instructions are followed in case of an accident according to the EODY Instructions

(H.3) Sanitary services have been strengthened in all public areas and in particular in “high risk” objects such as knobs, etc.

(H.4) Thorough cleaning and very good room ventilation are observed during the hours between stays.

(H.5) A thorough operation of dishwashers and washing machines (in terms of temperature used and dosage of detergents)

(H.6) 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 avoids touching their mouth, nose or eyes with their hands, smoking or eating, where after removing the gloves, they wash their hands thoroughly with soap and water.

(H.7) It is emphasized that the use of gloves does not replace hand washing, which is the most important means of prevention. Discriminatory monitoring of customers with symptoms for management by the administration

(H.8) No frequent cleaning of the room during the stay (avoid contact of cleaning workers with possible case and further transmission).

(H.9) Abolition of daily change of clothing and towels, of the evening preparation only at the request of the customer.

(H.10) Choosing a policy of meticulous cleaning – disinfection (eg with a steam cleaner) on the disputed rooms of the room and bathroom.

(H.11) Decorative objects (pillows, bedding) have been removed

(H.18) Strict adherence to hygiene rules by staff involved in the sorting of dirty linen using the appropriate MAP (special disposable apron over the uniform, gloves and mask)

(H.19) Used fabrics, bedding and towels are placed in special, closed, marked bags or sacks in order to be transported to the laundry areas.

(H.20) Careful separation (marking) of areas of dirty and clean linen is done.

(H.22) Washing is done in hot cycles (70oC or more) with the usual detergents.

(H.24) When storing clean clothing, care is taken to keep it in good and clean condition. The same goes for transferring clothing to the rooms.

(I) Recreation areas for kids

(I.2) Operation of recreational areas for children outdoors in accordance with the current legal framework.

(I.A.1) Installation of antiseptic solutions for dry hand antiseptic in all common areas in fixed or non-fixed devices

(I.A.4) Instructions (information / marking) to the tenants to avoid the use of the common facilities in case they feel sick

(IA) Drinking water – Water / sewerage network

(IA.1) The accommodation complies with the circular of the Ministry of Health “Protection of Public Health by the corona SARS-COV-2 in the water supply and sewerage systems” and with the instruction: “ESGLI Guidance for managing Legionella in building water systems during the COVID-19 pandemic ».

(IA.2) The accommodation followed the steps described in the instruction: “ESGLI Guidance for managing Legionella in building water systems during the COVID-19 pandemic”.

(IA.3) Typical and well-ventilated pipes are used, such as wells with odor traps and return valves on taps and sprayers.

(ID.4) Odor traps (siphons) work properly and continuously and always have water inside. In case the space is not used for a long time, water is added either by adding it directly to the traps or by opening / operating the connected devices, which is done at regular intervals depending on how quickly the water evaporates from the traps.

(IE) Air conditioning and room ventilation

The accommodation complies with the relevant circular of the 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 (rooms and others). non-functioning air conditioning system when doors are open).

(IH) Common areas (open and closed)

Common areas include lobby, seating, outdoor seating. Operation of these spaces in accordance with the current legal framework.

(IH.3) Marking to remind customers to keep their distance – apply measures such as floor tapes, cones or other means to keep their distance.

(IH.4) Installation of antiseptic solutions (fixed or non-fixed devices) for dry hand antiseptic in all common areas

(IH.5) Furniture movement to avoid overcrowding in public areas (4 people / 10 sqm)