



# MILOS COVE

INCEPTION RESORT

## Action Plan

(according to the health protocols of EODY)

June 2021

Author: Vaikos Kyriakos



**01/06/2021**

**Ver. 2.0**

The Milos Cove Inception Resort, 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 hotel 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 according to 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 the developments by the coordinator.

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 of prevention and protection against COVID-19 disease.



## **1. Action Plan Coordinator and Supervisors**

Coordinator of the COVID-19 Action Plan at Milos Cove Inception Resort, Vaikos Kyriakos has been appointed with AT: SA 657941. In case of his absence from the hotel, he will be replaced by Skordas Ioannis with AT: AO - 599423.

Down below there are references to all the sections of the hotel, as well as to those responsible for supervising the implementation of the action plan in them.

At number 1 there's appointed the person in charge of supervising the implementation of the action plan and at number 2 there's nominated his replacement, if the former is not at the hotel.

### **Action Plan Coordinator**

1. Vaikos I. Kyriakos
2. Skordas Ioannis

### **Head of department:**

#### **Management:**

1. Vaikos Kyriakos
2. Skordas Ioannis

### **FO Department (Front Office, Concierge, Groom, Drivers):**

1. Skordas Ioannis
2. Karathanasis Konstantinos

### **Boutique Department:**

1. Karathanasis Konstantinos
2. Mitroudi Marina



### **Housekeeping Department:**

1. Zouta Athena
2. Floor Assistant Assistant (depending on shift)

### **Maintenance department:**

1. Kotsikas Nikolaos
2. Tsirigotakis Antonios

### **Kitchen Department:**

1. Toumpas Nikolaos
2. Tsagalos Ioannis

### **Restaurant and Bar Department:**

1. Hatoutzidis Constantinos
2. Samaras Ioannis

### **Lifeguard Department:**

1. Kartelias Ioannis
2. Delichristos Thomas

### **SPA department:**

1. Mpouri Paraskevi
2. Kotsakis Vassilios

### **External Partners or visitors:**

1. Karathanasis Konstantinos
2. Stefanidis George



The department heads (reception, service, kitchen, housekeeping, etc.) are defined as supervisors in their departments, in order to properly implement the measures.

The coordinator examines each department separately in collaboration with the respective supervisor and then determines a protocol of conduct for the department staff either in writing or orally. The supervisor is responsible for training the employees of his department as well as the correct implementation of the individual protocols.

The department heads (reception, service, kitchen, housekeeping, etc.) are defined as supervisors in their departments, in order to properly implement the measures.

The coordinator examines each department separately in collaboration with the respective supervisor and then determines a protocol of conduct for the department staff either by writing or orally. The supervisor is responsible for training the employees of his department as well as for the correct implementation of the individual protocols.

## **1. History**

SARS-CoV-2 is a new coronavirus that first appeared in 2019 causing the disease known as COVID-19. Public health professionals continue to learn about SARS-CoV-2, but based on current data and similar coronaviruses, person-to-person transmission is more likely to occur in close contact



(those about two meters away) via respiratory droplets. .  
Transmission of SAR-CoV-2 to individuals from virus-infected surfaces has not yet been established, but current data suggest that SARS-CoV-2 may remain viable for hours to days on surfaces made of a variety of materials. A primary measure discussed in this directive will be the cleaning of visible dirty surfaces followed by disinfection - a best practice for the prevention of COVID-19 and other viral respiratory diseases in hotels.

## 2. Purpose

The following guidelines formulate the hotel action plan. As we prepare for the possible spread of the COVID-19 virus, there are some precautions that hotel management and staff must take to safeguard the health and safety of guests and staff. Early evidence suggests that the COVID-19 virus can spread more easily than the seasonal flu virus.

## 3. Symptoms

Clinical features are fever or signs / symptoms of lower respiratory illness. Symptoms may include:

- ❖ Fever
- ❖ Cough
- ❖ Pharynx
- ❖ Arthralgias
- ❖ Myalgias
- ❖ Deposit,(payment)
- ❖ Breathing difficulty

- Human coronaviruses can sometimes cause lower respiratory tract diseases, such as pneumonia or bronchitis.



## **4. Contagion**

Human coronaviruses are usually spread from an infected person to others through:

- Air from coughing and sneezing and exhalation.
- Close personal contact, such as touching or shaking hands.
- Touching an object or surface with the virus on it and then touching the mouth, nose or eyes before washing hands.

## **6. Personal hygiene items and Personal Protective Equipment (PPE)**

Management takes measures to implement good personal hygiene practices (both by employees and third parties) in the workplace and oversees their continued 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 washbasins for hands 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, etc.), in accordance with the specific instructions



/ directions of EODY, the National Committee for Public Health Protection and decisions of competent bodies.

- Supervises the adequacy of PPP 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 (eg 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.
- Forms a program of gradual, rolling attendance and respectively departure of employees to avoid scheduling and to ensure compliance with the required distances.
- Gives constant information to the staff, in any convenient way, such as e.g. oral information, 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 immediately informing the health manager and the Administration to prevent 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) he is immediately given a simple surgical mask uses and tissues, c) if separated who require me to mention the required simple surgical mask and any questions to wash the videos thoroughly after each time with the contents of the application case and do not know its contents, d) information on the type is prohibited in the details of the staff in the room and deals with discrimination of any staff with requests, e) the individual rescue used, each time in a closed bin, f) after discarding the different actual contents of the image, meticulous washing of hands.
- Encourages employees and customers to use ladders and avoid using elevators, as much as possible.

## 5. Employees

- Every member of the hotel staff strictly adheres to the basic protective measures 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 20 seconds, definitely before and after contact with money or customer items, before eating, before and after work breaks, before applying the mask, before and after removing the mask, after visiting the toilet and carefully drying hands with disposable paper towels and throwing 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.
- Dispose of tissues or other personal hygiene items or utensils used to disinfect work surfaces in a closed waste bin.
- Avoid handshakes and generally close physical contact, keep a distance of at least two 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 has passed from close contact with a confirmed COVID-19 case.

## **6.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.

When requested, it is possible to:

- ❖ informing guests about the accommodation policy and the measures taken to deal with any incidents
- ❖ useful information for healthcare providers, public and private hospitals, COVID-19 reference hospitals and pharmacies in the area; and
- ❖ provision of Personal Protective Equipment if requested by the client.



- 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. The special kit is equipped and placed in the storage compartment and all program managers and staff are informed about its use.
- Staff can identify customer symptoms and report them directly to the healthcare professional.
- There is a removable antiseptic device for use by the customer at the reception.
- Regular disinfection of the reception surfaces is applied.
- Appropriate configuration of the reception desk is maintained to maintain distances.
- Floor marking is placed at a distance of two meters where the customer is standing, and appropriate marking of distances in the waiting area. The arrangement of the furniture is modified and the people who are expected to be served are properly managed in order to reduce the waiting time and maintain safe distances.
- Crowding is avoided during check-in / check-out, physical distance must be observed.
- Deposit a credit card in a special box 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 key cards and keys are disinfected and placed in a special container for disinfection after use.
- Extend duration check-in and check-out 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.
- Also, reservations in our restaurants from external customers will be made if the whole process has preceded as in the case of room reservation. Walk-in customers who have not done the above will not enter the hotel premises.



- The car parking service is not available and customers are informed to park their vehicles in the parking lot themselves.

## **Electronic Accommodation Archive**

**&**

## **Electronic Event Book**

- For the purposes of public health protection, the property management keeps a record of staff members and all persons staying at the hotel (name, nationality, date of arrival and departure, date, time and manner of arrival on the island, date / time , contact details such as address, postal code, landline & (mobile phone, e-mail and contact person), in order to be able to communicate with the close contacts of any COVID-19 case, which may be identified by later.
- 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 electronic Event Book COVID-19 at the hotel reception.

### **1. Floor & room services**

- The cleaning staff uses a mask of 100% double-lined cotton for high protection, gloves, a robe and closed shoes.
- After removing the PPE, it is necessary to thoroughly wash your hands with soap and water and dispose of them in a closed bin.



- All hard surfaces, floors, chairs, knobs, etc. are cleaned and disinfected. with cloths / disposable cloths or cleaning paper and mops with removable heads.
- Disposable equipment is treated as potentially contaminating material and disposed of in special bags.
- Use 0.1% sodium hypochlorite after cleaning with neutral detergent. For surfaces that are likely to be damaged by the use of sodium hypochlorite, it is necessary to use ethanol at a concentration of 70% after cleaning with a neutral detergent. As an additional protection measure, our company uses ecologically certified biocidal liquids for the safest work of the staff and the accommodation of the customers. Partner company is Innuscence which has many years of experience in the field and is the largest company in this field.
- When using disinfectants, the room is well ventilated.
- Avoid splashing and spraying during cleaning and disinfection.
- For cleaning and disinfection in case of 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
  - for as long as he works, does not touch his face with his hands, does not smoke, does not eat
  - After removing the protective equipment, make sure that it is properly disposed and that hands are thoroughly washed 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.
- The adequacy of PPE equipment of personnel (gloves, masks, robe, closed shoes, etc.) is checked.



- There is discreet monitoring, by the Management, of clients with symptoms for management.
- Frequent cleaning of the room during the stay (avoid contact of cleaning staff with possible case and further transmission).
- For departures, the following protocol applies:
  - Thorough cleaning - disinfection of the disputed room and bathroom surfaces.
  - Multipurpose utility shares are removed. All notebooks, booklets, etc. are removed from the rooms.
  - Fabric surfaces are cleaned with a steam device (temperature > 70 °).
  - Opening doors and windows for natural ventilation of the space daily.
  - Liquid antiseptics are placed in each room for in-room use. There is a dispenser with antiseptic liquid for daily use in the room.

## **2. Clothing cleaning services**

Observance of hygiene rules by the staff when sorting dirty linen using the appropriate PPE. (special disposable apron over the suit, gloves and mask)

Placement of used fabrics, bed linen and towels in special, closed, labeled bags or sacks, in order to be transported to the laundry areas.

Separation (marking) of areas of dirty and clean linen.

Disinfection after each use of the strollers for transporting the closed bags with linen.

Washing fabrics, bedding and towels in hot cycles (70oC or higher) with standard detergents.

Check compliance with required measures and delivery in the appropriate manner in case the clothing cleaning service is provided by an external partner.



Care to keep clean clothing in good and clean condition during storage and transport to use areas (rooms, restaurants, etc.)

## **10.Preparations / Kitchen**

- Observance of HACCP rules by the kitchen staff (recording of refrigerator temperatures, lists of prepared foods, temperatures of hot preparations).
- Receipt of goods by a specific member of staff and always wearing the appropriate PPE.
- Compliance procedure FIFO (first in - first out).
- Keeping the distances between the employees in the kitchen according to the requirements of the health authorities.
- It is forbidden to enter the kitchen area for those who do not have a job. In case this can not be avoided, the visitor is provided with appropriate personal protective equipment at the entrance of the kitchen.

## **11.Restaurant**

- The staff takes the necessary hand hygiene measures, keeps at least one meter away from customers, colleagues or third parties and uses the protective equipment correctly.
- Multipurpose utility shares are removed.
- Maximum allowed number of customers in the restaurant is defined as the number resulting from the ratio of one customer per 2 sq.m. total useful allowable operating area of the space.
- The minimum distances between the tables are applied according to the arrangement of the seats.



### **3. Wellness areas, gym and treatment rooms**

- Operation of personal care services and other communal facilities in accordance with the current legal framework.
- These include services such as individual massage treatments, hair and limb care, hairdresser and shared facilities, gym, sauna, Turkish bath, hot tub.
- Installation of antiseptic solutions for dry hand antiseptic in all common areas in fixed or non-fixed devices (eg reception, shared WC)

## **11.Public spaces**

- Common areas include lobbies, seating areas, outdoor seating areas and the following measures apply:
- Good ventilation of common areas.
- Installation of antiseptic solutions (fixed or non-fixed devices) for the hands.



- Signage to avoid the use of elevators. Installation of disinfectants at the entrances and recommendation for use at the entrance and exit. Frequent cleaning of elevators with emphasis on frequently touched surfaces.
- Signage to remind customers to keep physical distance.
- Moving furniture to avoid overcrowding in common areas (4 people / 10 sq.m.).
- Removal of decorative objects and common objects.
- Cleaning and disinfection of all surfaces.
- Limiting congestion in toilets.
- Signage inside the toilets to limit aerosol transmission.

- **11. Air conditioning and ventilation**

- Increase the supply of fresh air to all Central Air Conditioning Units (KKM).
- Avoid air recirculation.
- Continuous operation of the KKM (24/7) even if the part they supply does not work, to avoid the multiplication of microorganisms.
- Ensuring adequate ventilation of all areas with outdoor air.
- The replacement of the filters for the KKM and the split units will be done according to the planned maintenance and the works will be performed by using and taking all the protective measures (personal protective





equipment, ventilation, safe collection of the filters that are being replaced). ) including respiratory protection.

#### **4. Operation of swimming pools**

Observance of rules for cleaning of recreational water facilities: regular cleaning and disinfection, according to the current legislation on "Cleaning and disinfection measures in areas and surfaces during the evolution of the SARS-CoV-2 pandemic" and proper operation and maintenance of chlorination systems according to the text legislation.

#### **5. 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 the 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.



## 6. Covid-19 Suspicious Case Management Plan

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

- The health manager of the hotel communicates with the collaborating doctor Petropoulos Christos who evaluates the incident. If deemed necessary, a COVID-19 test is performed by the company Clinitest and if it comes out positive, the EODY is immediately informed about the declaration of the case and instructions for its treatment are provided.
- 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 the patient's secretions and definitely before the companion touches the face, 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 the 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, cloth masks, disposable gloves, thermometers, garbage bags, garbage bags.
- 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.
- A patient with symptoms of a respiratory infection (cough, sneezing, runny nose) should be given a cloth mask and tissues 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.

## **7. Cleaning and Disinfection of a Patient Room**

- Good cleaning of surfaces, often touched by the patient, especially if the surfaces are soiled with biological fluids.
- Cleaning staff use a cloth mask, gloves and a disposable waterproof robe.
- After removing the gloves, a good hand wash follows.
- Fabric surfaces are cleaned with a steam device

(temperature > 70°).