

COVID-19 PROTOCOL



Following the instructions of the Ministry of Tourism, **Thea apartments** is implementing a new health protocol. The Protocol includes the development of an Action Plan and the development of a Suspected Case Management Plan.

The aim of the Action Plan is to prevent the occurrence and effective management of suspicious cases in order to limit the exposure of staff and guests, always in accordance with the current guidelines of the National Public Health Organization.

The Action Plan complies with the recommendations of the National Public Health Organization and will be revised according to the developments.

The measures described in the Action Plan and the Suspected Case Management Plan are meant to protect our staff and guests and to outline the necessary measures to prevent and protect against COVID-19 disease.

These measures include:

Individual Hygiene Measures & Personal Protective Equipment

Thea apartments has taken measures to implement good personal hygiene practices in the workplace and oversees their continued implementation. Specifically:

- Staff and third parties are informed and encouraged to comply with good personal and respiratory hygiene practices (hand washing – cleaning, nose and mouth covering during coughing or sneezing, etc.).
- Appropriate facilities and required materials have been provided to employees and appropriate mechanisms for hand sanitization have been installed at the entrances / exits and in the common areas of the resort.
- Staff have been supplied with the appropriate Personal Protective Equipment (PPE), in accordance with the special instructions of the National Public Health Protection Committee.
- The adequacy of PPE stocks is regularly supervised.
- Staff have been trained how to safely use their Personal Protective Equipment and their proper use is being supervised.
- Third parties entering the hotel being supervised and informed to exercise social distancing and to use Personal Protective Equipment.

Accommodation File and Event Book

- For purposes of public health protection, we keep a record of staff members and all guests staying at the resort (name, nationality, date of arrival and departure, contact details such as address, telephone, e-mail), so that it is possible to track all the people who came in close contact with an identified COVID-19 case.
- All General Data Protection Regulation (GDPR) are adhered to and all guests and staff are informed that records are kept for the protection of public health.
- The hotel records and updates an Event log book COVID-19.

Staff

Each member of the hotel staff strictly adheres to the basic protection measures against COVID-19. In particular, employees practice the following personal and respiratory hygiene practices

Reception

Thea apartments staff takes the necessary hygiene measures, keeps a distance of at least 1.5 meters from the customers and adheres to the following hygiene rules:

- When requested, Thea apartmnts:
 - informs visitors about the accommodation 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 and
 - provides Personal Protective Equipment.
- Provision of special equipment (medical kit) in the event of a COVID-19 case, such as gloves and disposable masks, antiseptics, cleaning wipes, apron, long-sleeved robe, laser thermometer.
- Disinfection of key cards.
- Extention 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.
- Non-residents are forbidden from entering the rooms.

Housekeeping

- The housekeeping staff uses simple surgical masks, gloves and disposable waterproof robes.
- 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 are cleaned and disinfected with disposable cloths / fabrics or cleaning paper and sponges with detachable heads.
- When using disinfectants, the space is well ventilated.
- 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.
 - Touching of the face with hands is avoided.
 - After the protective equipment has been removed, it is properly disposed of and hands are thoroughly washed with soap and water.
- Thorough cleaning and good room ventilation is applied during the period between stays.
- Decorative objects have been removed.
- Commonly used multi-purpose items such as menus, magazines etc. have been removed and can be found in the resort's app.
- A special disposable cover is placed on the TV and air conditioner remote controls after disinfection.
- Fabric surfaces are cleaned with a steam device (temperature > 70.).
- Doors and windows are opened daily for natural ventilation of spaces.
- Hand sanitizers have been placed in all rooms.

COVID-19 Suspected Case Management Plan

If a guest shows symptoms relating to COVID-19, the following procedure is followed:

- The health manager of the accommodation, Chatzistratis Panagiotis, communicates with the doctor's office of the island which evaluates the incident.
- If the patient is in urgent need of hospitalization, presents with a serious clinical picture, he is referred to the relevant health unit, as a suspected case of COVID-19 or to the nearest health unit where it can manage.
- If the patient has a mild clinical picture, a sample for laboratory confirmation of COVID-19 is obtained from the physician.
- If the incident is assessed as possible COVID-19 by the examining physician, communicates IMMEDIATELY with EODY at 210 5212054 or the special four-digit number 1135 (24 hours a day), for the statement of the suspect case and instructions for dealing with it.
- The patient with a mild clinical picture remains in his room until the results of the laboratory test are announced.
- During the above waiting period, the entry of staff into the patient's room is avoided, if there is no significant reason. If necessary, a staff member of the accommodation is advised to deal exclusively with the possible case.
- The doctor and hotel staff who will enter the suspect's room or the later confirmed case must use high-protection personal protective equipment (masks, goggles, waterproof disposable robes). The same applies to staff cleaning the COVID-19 patient room.
- If confirmed as a case of COVID-19, they are transferred to special quarantine hotel and later to a health facility that will accommodate patients with COVID-19 if they need treatment. If not confirmed as a case of COVID-19, it is treated at the hotel with the instructions of the treating physician.
- The patient is transported by MAP (simple surgical mask) and private means of transport.
- If there is a companion of the patient, who wishes to stay close to him to take care of him (e.g. wife), he should be given a simple surgical mask and advised to wash his hands every time he comes in contact with the patient's secretions (e.g. saliva) and definitely before the attendant touches his face or eats or drinks.
- The patient's relatives' contact details must always be recorded in case consent is required for interventions where the patient cannot communicate.
- Used protective equipment (simple disposable surgical mask, gloves) should be discarded in a bucket and never used again.
- After disposing of protective equipment, hands should be thoroughly washed with soap and water. It is emphasized that the use of gloves does not replace hand washing, which is a very important means of prevention.

First Aid telephone numbers

- Medical Clinic : +30 22460 71290
(Gialos, next to St. John)
- Clinic : +30 22460 71316
(Chorio, near to the closed gym)
- Pharmacy : +30 22460 71888
(Gialos, next to the taxi station)
- Pharmacy : +30 22460 72050
(Gialos, opposite to the Customs)