

COVID-19 PROTOCOL

Following the instructions of the Ministry of Tourism, concerning the implementation of new health protocols at all tourist establishments Nationwide, facing the new reality that has come up with the new disease of COVID-19. **Ziros Apts** draw up their own protocol.

This protocol includes the underneath sections:

- **Action Plan**
- **Suspected Case Management Plan**

Aim of **Ziros Apts** with this Action Plan and Suspected Case Management Plan is the prevention of appearance and transmission and the sufficient management of the suspected cases in order to prevent the expansion of the disease at the staff and the 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..

ACTION PLAN

- Appointment of coordinator for the implementation of this action plan:
 - **STAVRAKAKI IOANNA**
- The underneath staff has been trained from distance (e-learning method), duration 10 hours, (University Of Crete-Medical School-Lifelong Learning Center).
 - **STAVRAKAKI IOANNA** (Issue Date:20/Jul/2020)
- In any case, current or future staff, have already or will sign an affirmation, which states that they have been properly trained from **the coordinator** in accordance with the training plan and the individual protocols according to their specific duties. Relative files will be kept from the management.
- **Ziros Apts** will provide the staff with Personal Protection Means (PPM), according to specific ordinances / guidelines of NPHO, the National Committee of Public Health Protection and other individual institutes. Management will take care of the sufficient number of PPM.
- In case that a member of the staff has symptoms of **COVID-19**, he/she will stay at home, and he/she will come back for work only if the result of the specific exam occur negative. Also if any member of the staff has any contact with covid-19 patient, he/she must stay at home. At the above mentioned cases any member of the staff notifies the coordinator for the implementation of the Suspected Case Management Plan.
- Coordinator for the implementation of the Suspected Case Management Plan at **Ziros Apts** is:
 - **STAVRAKAKI IOANNA, Στοιχεία Επικοινωνίας:**
Mobile:+306971962279, Home:+302843022102,
email:ioanna_61@yahoo.gr
- According to the ordinances / guidelines for the protection of the Public Health, the management keeps files with specific details of all staff and all guests that have been stayed at the establishment (Full Name, Nationality,

Arrival and Departure Date, contact details as address, phone number, email), in order to be able for the authorities to contact afterwards with any relatives of a happening covid-19 case.

- In any case, there will be given extra care and safety at the General Data protection Regulation (GDPR) and all guests and staff will be informed that files are kept in accordance with the ordinances / guidelines for the protection of the Public Health.
- Special Covid-19 Book will be kept as well.
- This establishment notifies all measures and requirements of this action plan to all internal and external entities/cooperatives (staff, guests, subcontractors and the public) και interested parties.
- The web site of this establishment <http://www.zirosapts.gr/> has been updated with specialized section regarding **COVID-19**, present protocol has been included at this update.
- **Changes regarding check-in/check-out have been occur. Specifically there is a very strictly policy regarding check out of guests, which is until 11:00a.m.as well as the check in of new guests which is after 15:00p.m.**
During this time between check in / check out, it is guaranteed that the apartments will be thoroughly cleaned, disinfected and sufficient fresh air ventilation will take place.
- **In case that any of the guests wishes to expand their stay after the above mentioned hours, they must contact with the management at least (1) one day before their scheduled depart/check out.**
- Present protocol has been posted at all common places and all apartments.
- Staff follows all necessary health measures, keeps safety distances of (2) two meters at least from guests, and follows all health regulations, in order to prevent transmission of coronavirus - **Covid-19**.
- Always in accordance with National Public Health Organization's guidelines, **Ziros Apts** suggests:
 - Avoidance of handshake and in general physical contact, keep the safety distance of (2) two meters from colleagues and guests or other people at all times and at all spaces inside the establishment.
 - Avoidance of touching the forward part of the protective mask and the face shield.
 - Avoidance of touching the face.
 - Notify the healthy coordinator in case you fill sick or in case of symptoms that match with these ones of Covid-19 or in case of physical contact with suspected or confirmed case and departure of the establishment.
 - **Ziros Apts** have been equipped with specialized equipment (medical kit) in case that Covi-19 case occurs, this equipment consists of one use gloves and masks, antiseptics, cleaning wipes, robe, long sleeve robe, laser thermometer. This medical kit is mounted at place which is immediately accessible and all staff have been trained how to use it.
 - All key cards are disinfected and placed at special box for disinfection after usage.
 - Visitors are strictly forbidden to enter the rooms.
 - Maintaining a cleaning and disinfection program, according to no. Δ1γ / Γ.Π / οικ 19954 / 20.03.2020 circular of the 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 implementation of guidelines from National Public Health Organization regarding the cleaning in case of Covid-19 case occurs, will take place.
 - Reinforcement of sanitary services in all public areas and especially in "high risk objects" (etc. knobs, lift buttons).

- Cleaning and ventilating a room during the hours between stays.
- Check the operation of dishwashers and washing machines (in terms of temperature used and detergent dosage).
- Staff equipment (gloves, masks, robe, closed shoes). During its operation, the cleaning staff must observe the basic measures to avoid the transmission of the corona - COVID-19, do not smoke and do not consume food or drink.
- In particular, cleaning staff are advised to use a simple surgical mask (in case of non-availability of a surgical mask, the use of canvas is recommended), gloves and a disposable waterproof robe.
- Incomplete room cleaning during the stay (avoid contact of cleaning workers with possible case and further transmission).
- Abolition of daily change of clothing and towels, of the evening preparation only at the request of the customer. Alternatively, the service of changing clothes and towels is available every 3 days after consultation with the customer.
- Choosing a policy of meticulous cleaning - disinfection with a steam cleaner on the disputed rooms of the room and bathroom.
- Installation of a disposable cover on the TV and air conditioner controls.
- Fabric surfaces (eg furniture upholstery) should be cleaned with a steam appliance (temperature > 70.).
- Observance of the hygiene rules by the staff during the sorting of dirty linen using the appropriate M.A.P. (special disposable apron over the uniform, gloves and mask).
- Placement of used fabrics, bedding and towels in special, closed, marked bags or sacks, in order to be transported to the laundry areas.
- Separation (marking) of unclean and clean linen areas.
- Disinfection after each use of the carts to transport the closed bags with the linen.
- Wash fabrics, bedding and towels in hot cycles (70°C or more) with the usual detergents.
- Checking the observance of required measures and delivery in the appropriate manner in case the cleaning service of the clothing is provided by an external collaborator.
- Care for the maintenance of clean clothing in good and clean condition during storage and for transport to use areas (rooms)
- After removing the MAP, it is necessary to wash your hands thoroughly with soap and water and to dispose of them in a closed bin.
- 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 possible contaminant and discarded in special bags.
- 0.1% hypochlorite sodium is used after cleaning with a 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. Our company as an extra protection measure uses biocides certified liquids for the safest work of the staff and the stay of the customers.
- When using disinfectants, the space is well ventilated.
- Sanitary services are strengthened in all public areas, especially in "high risk" facilities.
- Accommodation complies with no. Δ1 (δ) /ΤΠ16481/14.03.2020 circular of the Ministry of Health "Protection of Public Health by the SARS-COV-2 corona in the water supply and sewerage systems", as in force.
- The accommodation remained out of operation for more than a month, so during their reopening the steps described in the directive were followed:

"ESGLI Guidance for managing Legionella in building water systems during the COVID-19 pandemic".

- Olfactory traps (siphons) are often tested for proper function. In other words, they should 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 bone traps or by opening / operating the connected devices. This should be done at regular intervals depending on how quickly the water evaporates from the odor traps (eg every 3 weeks).
- The provisions of no. Δ1 (δ) / ΓΠ οικ.26635 / 23.04.2020 circular of the Ministry of Health "Taking measures to ensure public health by viruses and other infections during the use of air conditioning units" (APA: 6BO5465 air and good natural ventilation in the rooms and other areas (disconnection of the air conditioning system when the doors are open do not exist in the accommodation).

Suspected Case Management Plan

If a visitor develops symptoms compatible with COVID-19 infection, the following applies:

1. The hotel health officer communicates IMMEDIATELY with EODY at 210 5212054 or the special four-digit number 1135 (24 hours a day), for a statement of the suspected case and instructions for dealing with it.
2. If the patient has an urgent need for hospitalization, presents a severe clinical picture, is referred to the relevant health unit, as a suspected case of COVID-19. If it is not possible to manage a COVID-19 case from the health facilities of the area, there must be a provision for transporting the patient (EKAB, floating ambulance, air transport) to the nearest health unit where he can manage it.
3. If the patient has a mild clinical picture, a sample for laboratory confirmation of COVID-19 is obtained from the physician.
4. If the incident is assessed as possible COVID-19 by the examining physician, the health manager of the accommodation communicates IMMEDIATELY with EODY to the telephone numbers 210 5212054 or the special four-digit number 1135 (24 hours a day), for the statement of treatment and the suspected case of.
5. The patient with a mild clinical picture remains in his room until the results of the laboratory test are announced.
6. 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.
7. The staff of the accommodation that will enter the room of the suspected or later confirmed case must use high-protection personal protective equipment (MAP)

(masks, glasses, waterproof disposable robes). The same applies to the staff who will deal with the cleaning of a patient's room with COVID-19.

8. If confirmed as a case of COVID-19, it is transferred to the 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 accommodation according to the instructions of the treating physician.

9. The patient is transported by MAP (simple surgical mask) and private means of transport.

10. If there is a companion of the patient, who wishes to stay close to him to take care of him (eg spouse), he should be given a simple surgical mask and advised to wash his hands every time he comes in contact with secretions of the patient (eg saliva) and definitely before the attendant touches his face or eats or drinks.

11. The contact details of the patient's relative should always be recorded if consent is required for interventions where the patient cannot communicate.

12. Used protective equipment (simple disposable surgical mask, gloves) should be discarded in a bucket and never used again.

13. Hands should be washed thoroughly with soap and water after disposing of protective equipment. It is emphasized that the use of gloves does not replace hand washing, which is a very important means of prevention.