

ACQUA MARINA

3 KEYS ROOM RENTAL in AGIA MARINA BEACH, AEGINA, GREECE

ACTION PLAN

PREVENTIVE MEASURES AGAINST COVID-19

June 2020

OBJECTIVE: The aim of the Action Plan is to prevent the occurrence of COVID-19 in the tourist accommodation & the effective management of suspicious cases in order to limit the expansion of staff and tenants. The following action plan complies with the recommendations and protocols of EODY and the Ministry of Health and will be revised accordingly.

COORDINATOR for supervising the observance of this action plan &
RESPONSIBLE OF Suspected Case Management Plan:

Nikolaos Ant. Galaris (owner)

Address: AKOUA MARINA, Aegina, 18010 Aegina

Contact telephone: +302297032774, 694 55 33 693

A) Suspected COVID-19 case management

If a visitor or hotel or an employee shows symptoms compatible with COVID-19 infection, the following advices should immediately apply:

- The doctor, with whom the tourist accommodation cooperates for the evaluation of the incident, is called.
- If the patient is in urgent need of hospitalization & has a serious clinical picture, he 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 infrastructure 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.
- If the patient has a mild clinical picture, a sample is taken from the doctor for COVID laboratory confirmation.
- If the incident is assessed as a possible COVID-19 by the examining physician, the hotel health officer communicates IMMEDIATELY with EODY at 210 5212054 or the special four-digit number 1135 (24 hours a day), for instructions on how to deal with the suspected case.
- The patient with a mild clinical picture remains in his room ISOLATED, until the results of the laboratory test are announced.
- During the above waiting period, the entry of staff in the patient's room is avoided, if there is no significant reason. If necessary, ONLY ONE staff member of the accommodation is advised to deal exclusively with the possible case.
- The doctor and staff of the hotel entering the suspect's room in the 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.
- If confirmed as a COVID case **a)** if he has a mild clinical picture and is treated as a confirmed case of COVID-19 outside the hospital he will be transferred **to the special quarantine hotel** or **b)** gets transferred **to a health facility** that will accommodate COVID-19 patients, if they need treatment.

If he is **not confirmed as a COVID-19 case**, it is treated at the hotel with the instructions of the attending physician.

- The patient is transported by MAP by private means of transport at his cost.
- If there is a companion of the patient who wishes to stay close to him & take care of him (eg spouse), he should be given a simple surgical mask and get 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.
- The contact details of the patient's relative should 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.

B) Preventive measures for the entire accommodation and its individual sections

- We are cooperating with Dr. Costas Kanellas, tel. 6974 751818 email: kkanellas@hotmail.com, who will monitor any suspected case and its close contacts & will take the nasopharyngeal sample for molecular testing, in case of a suspected case.
- We have certified our accommodation, by accredited certification chamber (EEP) for taking official measures to prevent and treat COVID-19 pandemic
- We have trained our staff in compliance with health protocols, as the competent authorities and the relevant health department stipulate, such as:
 - Sources and modes of the virus transmission.
 - Information procedures for those who work in the accommodation and the customers.
 - Methods and communication approach of visitors.
 - 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.
 - Observance of the basic measures of avoiding the transmission of coronavirus - COVID-19 such as: keep tight on hand hygiene, observance of physical distances by customers and staff in all areas of the accommodation, avoidance of touch, use of MAP & general personal and respiratory hygiene.
 - Taking staff temperature, at an unsuspected time upon arrival for work as a sample of individual responsibility.
 - We apply the "We stay home when feel sick", & IMMEDIATELY notifying the health manager of the accommodation & requesting immediate medical assistance.
- The tourist accommodation has available to each staff member and customers (upon request by the reception) sufficient M.A.P. and ensures the continuous adequacy of stocks.
- We provide devices or portable packaging (400 ml) for hand disinfection in the common areas.
- We put the key cards and keys after departure are in a special container for disinfection.

- We do frequent cleaning and washing of busy areas including corridors, stairs & lobbies and daily disinfection of frequent touch surfaces such as reception desk, knobs and handrails.
- We have approved cleaning - disinfectants of all types depending on the application surface and all the necessary cleaning machines for the proper cleaning of rooms and common areas (steam cleaner for fabric & other surfaces and washing machine for carpets and floors).
- We can easily a) inform visitors about the policy of the accommodation and the measures it has taken to deal with any incidents, b) provide useful information for health providers, pharmacies, etc. in the area and / or within the accommodation and c) provide protective equipment (M.A.Π.)
- We have special equipment (medical kit) for the case of suspected case, such as gloves and disposable masks, antiseptics, cleaning wipes, long-sleeved robe, laser thermometer.
- We implemented the extension of check-out and check-in between the stays (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.
- To avoid any health problems from goods and / or services of third parties consumed inside the rooms, **we do not allow external food delivery services or visitors** to the rooms.
- We have an immediate response to emergency cleaning.
- We encourage our visitors to contact us anytime for suggestions and / or comments that will improve our operation.

DEPARTMENT OF FLOOR SERVICES

1. Based on the instructions, **we should avoid frequent cleaning of the rooms during the stay** (in order to avoid contact of the maid with a suspicious case & further transmission). For this reason every three days of stay, during the absence of customers and with their consent, we ONLY wipe the sand from the floors, remove all waste bags and refill amenities (toilet paper, shampoo, etc.).
2. We abolished the daily change of clothing and towels, except upon request of the customer, based on the mandatory frequency of change linens for our category (towels every 2 days, sheets every 3 days)
3. We implement either Policy of Regular Cleaning (and waiting 24 hours before the room is available to THE NEXT GUEST) or Detailed Cleaning & Disinfection (eg with a steam cleaner) on the disputed surfaces of the room and bathroom. Every room is always well ventilated during the hours between stays.
4. We apply the special cleaning instructions in case of a confirmed COVID-19 case, according to the respective Directives of EODY.

Hoping we NEVER have a suspicious case.....

The MANAGEMENT of AKOUA MARINA