



## COVID-19 PROTOCOL

Following the instructions of the Ministry of Tourism, Blue View Villas 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 Greek National Public Health Organization. The Action Plan complies with the recommendations of the National Public Health Organization and will be revised as needed based on the latest 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

Blue View Villas has taken measures to implement 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.).
- Staff has 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 on how to safely use their Personal Protective Equipment and their proper use is being supervised.
- Third parties entering our property are being supervised and asked to exercise social distancing and use Personal Protective Equipment.

- Staff has been informed and trained on the COVID-19 suspected case management plan. Specific cleaning instructions in the event of a suspected COVID-19 case include:
  - The person is asked to remain in his room with the door closed.
  - Is immediately given a simple surgical mask and tissues.
  - If a companion wishes to stay close, a simple surgical mask is provided to them and a recommendation is made to wash hands meticulously after each contact and not to touch their face.
  - It is forbidden for staff members to enter the room and only one member of the staff deals with the guest's requests.
  - After the disposal of the protective equipment, hands are meticulously washed.

## 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 everyone who came in close contact with an identified COVID-19 case.
- All General Data Protection Regulation (GDPR) guidelines 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.

## Reception

Blue View Villas 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:

- 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,
- provides special equipment (medical kit) in the event of a COVID-19 case, such as gloves and disposable masks, antiseptics, glasses, cleaning wipes, apron, long-sleeved robe, laser thermometer,
- is trained to recognize guest suspicious symptoms and report them directly to the Health Officer,
- provides hand sanitizer and performs regular disinfection of the reception surfaces and key cards.

## Housekeeping

- The housekeeping staff uses simple surgical masks, gloves, disposable waterproof aprons and closed work shoes.
- 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.
- Discarded equipment is treated as a contagious contaminant and discarded in special bags.
- 0.1% sodium hypochlorite is used after cleaning with a neutral detergent. For surfaces that are likely to be damaged by the use of sodium hypochlorite, we use ethanol at a concentration of 70% after cleaning with a neutral detergent.
- Thorough cleaning and good room ventilation is applied during the period between stays.
- When using disinfectants, the space is well ventilated. Splashing and spraying during cleaning and disinfection is avoided.
- 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 apron.
- 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.
- Discreet monitoring of guest symptoms.
- Housekeeping services will not be provided during a guest's stay unless otherwise indicated by the guest during the pre-registration process or check in. Should these services be requested, guests are informed that they must leave the room before the housekeeping staff can enter in order to avoid overcrowding. Cleaning room service is provided only after a formal request at the reception.
- For departures, two protocols apply:
  1. Normal cleaning and waiting 24 hours before the room is available to a guest
  2. Thorough cleaning and disinfection, use of steam cleaner (temperature > 70°C) for fabric surfaces, 4 hours before the room is available to a guest.
- Decorative objects and commonly used multi-purpose items such as menus, have been removed.
- Fabric surfaces are cleaned with temperature > 70.
- Doors and windows are opened daily for natural ventilation of spaces.

## COVID-19 Suspected Case Management Plan

If a guest shows symptoms relating to COVID-19, the following procedures are followed:

- The hotel's health manager will contact CRETAN MEDI CARE and a doctor will visit the suspected case for evaluation. If necessary, a COVID-19 test will be performed.
- The guest will be asked to stay at his/her room with the door closed, until the lab results are returned.
- Patients who show symptoms of respiratory infection, will receive a simple surgical mask and tissues immediately.
- If the patient has a companion who wishes to stay and take care of them, they will be given a simple surgical mask and be advised to wash their hands every time they come in contact with the patient.
- Members of staff are advised to avoid entering the patient's room unless absolutely necessary, in which case a member of staff will be selected to deal exclusively with the patient. Used protective equipment is discarded in a covered waste bin and is not reused.
- After discarding the protective equipment, staff is required to wash hands thoroughly.
- If the COVID-19 test returns positive, the case will be reported to the National Public Health Organization who will then provide further instructions (tel. 1135, or 2105212054)

If an employee exhibits symptoms relating to COVID-19, the following procedures are followed:

- The hotel's health manager will contact CRETAN MEDI CARE and a doctor will visit the suspected case for evaluation. If necessary, a COVID-19 test will be performed.
- The member of staff will be asked to remain in their room with the door closed, until the lab results are returned.
- Patients who show symptoms of respiratory infection (cough, sneezing, runny nose), will receive a simple surgical mask and tissues immediately.
- All surfaces and equipment that have come into contact with a patient are thoroughly cleaned.
- If the COVID-19 test returns positive, the case will be reported to the National Public Health Organization who will then provide further instructions.
- An investigation is then carried out to determine the possible exposure of other employees or guests, who will then be asked to follow the instructions of NPHO.

## Cleaning and Disinfecting a Patient's Room

In the event of a confirmed COVID-19 case:

- All surfaces that have come into contact with a patient are thoroughly cleaned and disinfect, use of steam cleaner (temperature >70°C) for fabric surfaces.
- Housekeeping staff are required to use a simple surgical mask, gloves and a disposable waterproof robe.
- After removing their gloves, staff are required to wash their hands thoroughly.

Enjoy your stay and stay safe...

### Contact info

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