

# MELAS' COVID 19 - Health & Safety Protocol

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Following the instructions of the Ministry of Tourism, Melas 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 against COVID-19, 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.

Melas' Health Manager : **Ilias Melas**

## Individual Hygiene Measures & Personal Protective Equipment

- 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).
- Appropriate facilities and required materials have been provided to employees and appropriate mechanisms for hand sanitisation 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)
- The adequacy of PPE stocks is regularly supervised.
- Staff have been trained how to safely use their PPE and their proper use is being supervised.
- Third parties entering the hotel being supervised and informed to exercise social distancing and to use PPE
- Staff have been informed and trained on the COVID-19 suspected case management plan.
- Staff have been informed and trained on specific cleaning instructions in the event of a suspected COVID-19 case

## 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.

## Reception

When requested, Melas will provide guest with;

- Information about the accommodation policy and the measures taken to deal with any incidents,
- provide useful information about health providers, public and private hospitals, COVID-19 reference hospitals and pharmacies in the area
- Personal Protective Equipment.
- A specialised Covid 19 Medical Kit in the event of a COVID-19 case, consisting of gloves, disposable masks, antiseptics, cleaning wipes, apron, long-sleeved robe, laser thermometer.
- Training of staff to recognise guest symptoms and report them directly to the Health Officer.
- Provision of hand sanitizer.
- Disinfection of key fobs

- During the time between each check-in and check-out between different guests the room is steam cleaned, thoroughly disinfected and adequate natural ventilation of the space follows.
- Non-residents are forbidden from entering the rooms

## Staff

- All employees are temperature tested using a laser thermometer and results are recorded
- Frequent hand washing with soap and water for at least 40 seconds, before and after contact with money or guests' items, before eating, before and after work breaks, after a visit to the toilet and careful hand drying with disposable paper towels and disposal in bins.
- Covering nose and mouth during coughing or sneezing with a tissue or the inner part of the elbow.
- Disposal of paper towels or other personal hygiene items used to disinfect work surfaces in a closed bin.
- Avoiding shaking hands and close physical contact, keeping a distance of at least two meters from colleagues, guests or third parties in all workplaces, hotel rooms and public areas.
- Avoiding touching the front of the mask or face shield.
- Avoiding touching of face with hands.
- Informing the health officer in case of illness or symptoms relating to COVID-19 infection or contact with a possible or confirmed case.
- Staying at home in case of illness and informing the health officer.
- Returning to the workplace only if the laboratory test is negative and after 14 days after close contact with a confirmed COVID-19 case.

## Housekeeping

- The housekeeping staff uses simple surgical masks, gloves and disposable waterproof robes.
  - Once PPE 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.
  - Antibacterial and antiviral disinfectant spray is used for cleaning all surfaces.
  - Housekeeping services are being strengthened in all guest rooms and public areas, especially in "key touch points" which consist of; switches, handles, sink taps, toilets, remote controls, bedside tables, safes, desks, bed frames, arm rests
  - Decorative and high risk objects have been removed.
  - Commonly used multi-purpose items such as welcome pack, etc. have been removed
  - 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 sanitiser packs have been placed in common areas
  - **Housekeeping services will only be provided ONCE midweek during a guest's stay.** 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.
- 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.
  - Fabrics are cleaned with a steam device (temperature > 70°C).
  - Discreet monitoring of guest symptoms.

## Pool & Beach

- The pool opening times are 9 - 7. These hours are subject to change.
- Chlorine levels must never drop below 3.0
- The pool will be checked for Chlorine levels every four hours
- Sun beds must be placed at a distance of at least 2 meters in every direction.
- All sun beds are thoroughly sanitised after every use.

## Air Conditioning and Ventilation

- All outdoor areas are adequately ventilated.
- The maintenance and cleanliness of Air Conditioning Units will be done according to the maintenance schedule
- We strongly encourage guests to avoid using Air Conditioning units in their hotel room whenever possible

## COVID-19 Suspected Case Management Plan

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

- The hotel's health manager will contact **Vassiliki Medical Centre** 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 remain in their 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 are required to wash their hands thoroughly.
- If the COVID-19 test returns positive, the case will be reported immediately to the **National Public Health Organization on +30 210 5212054 or the four-digit number 1135 (24 hours a day)** 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.

If an employee exhibits symptoms relating to COVID-19, the following procedure is followed:

- The hotel's health manager will contact **Vassiliki Medical Centre** 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 accommodation 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 immediately to the **National Public Health Organization on +30 210 5212054 or the four-digit number 1135 (24 hours a day)** 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.

