

Action plan during the Covid-19 pandemic, ed. 1.0
Emilia Apartments, Plakias, Crete

(A.1) The management of Emilia Apartments has appointed an oversight coordinator of the Action Plan during the SARS-Cov-2 pandemic.

Supervision Coordinator of the Action Plan	Stavros Androulidakis
Business Phone	+30 2832 032362
Private Phone	<i>displayed in the reception</i>



(B.1) The coordinator/manager has been trained in accordance with applicable regulations and has the lodging of Emilia Apartments licensed to operate during the Covid-19 pandemic. The coordinator, in turn, trained the rest of the staff in accordance with the applicable regulations.

The training includes:

- Sources and modes of transmission of the virus'
- Procedures for informing the people in charge of the accommodation and the customers themselves
- Methods and communication approach to the visitors
- Behaviour and actions in case of staff illness
- Methods and practices of cleaning and disinfecting the identified places based on the risk and probability of transmission of the disease
- Adherence to the basic measures to prevent transmission of COVID-19 coronavirus

Protocols Trained Staff		
Stavros Androulidakis	7 July – 10 July	By the University of Crete
(B.3) Kroustallenia Petraki	14 July	By the Coordinator

(B.4.1) The staff has been provided with Personal Protective Equipment (PPE).

The receptionists possess:



1 - protective face shield



2 – disposable medical gloves

Rooms staff possess:



1 - waterproof disposable aprons



2 - disposable surgical masks



3 - disposable medical gloves

Furthermore, in case in which there is a need of a disinfection of the areas that came in contact with a person having a confirmed virus infection, the management holds and will provide to the appropriate staff the following:



1 - disposable isolation gowns



2 - disposable surgical masks



3 – disposable protective glasses



4 - disposable medical gloves



5 – disposable shoe covers

(B.4.2) The staff has been informed that if they display symptoms of the virus, they must stay at home and return to work if the laboratory test is negative. Also, if they come in contact with a case, they must stay at home. In the above cases the employee notifies the person responsible for the implementation of the suspicious case management plan of the accommodation.

(B.4.4) We take the temperature of the staff every morning.



1 - contactless thermometer

(C) If there is a suspicion of an infection, we will immediately implement our written plan "**Suspicious case management COVID-19**" which precisely follows the plan of dealing with a suspicious case of EODY.

<https://eody.gov.gr/odigies-gia-tin-diacheirisi-yptopty-kroysmatos-covid-19-se-toyristiko-katalyma/>

In case of contaminated waste, we equipped with suitable yellow bags and boxes. When necessary, we will contact a specialized company that undertakes the removal of such waste.



1 - bag for contaminated waste



2 - box for contaminated waste

(C.1) Coordinator for the implementation of the suspicious case management plan			
(D.1) Stavros Androulidakis	Manager	private phone	info@emilia-apartments.com

(E) The management of the accommodation keeps the file: "**Data of staff and guests - 2020**". The customer data we collect, is covered by existing Personal Data Protection (GDPR) regulations. Stakeholders are informed about the file and their rights in accordance with GDPR regulations.

(F.1) The management communicates all the measures and requirements of the Action Plan to all partners, suppliers and the public who visit our accommodation.

(F.2) We have posted the Action Plan on our website.

(F.3) In addition to the verbal instructions, we have signs at the entrance, on the floor and on the walls, but also in selective common areas, as well as printed information at the reception.



1 - poster suggesting health measures to customers

Reception service protocol (reception / concierge)

1. (G.1) Personnel must adhere to the basic measures to prevent transmission: avoid handshakes, use PPE.
2. (G.5) There is special equipment and it is used in case of suspected case: disposable gloves and masks, antiseptics, waterproof apron, long-sleeved robe, contactless thermometer.
3. (G.8) There is an antiseptic (70% alcohol) for use by guests at the reception.
4. (G.9) We regularly disinfect the surfaces in the reception.
5. (G.11) Keeping distances and avoiding coordination in public areas.
6. (G.15) Disinfect the room keys and use a special container.
7. (G.16) Strictly check-in at least 4 hours after check-out and disinfection of the room.
8. (G.17) Non-residents are not allowed to enter the rooms.

Rooms service and common areas service protocol (housekeeping)

1. (H.1) We observe a cleaning and disinfection program, according to no. Δ1γ / Γ.Π / οικ 19954 / 20.03.2020 circular of the Ministry of Health.
2. (H.2) We apply special cleaning instructions in case of an infection according to the respective instructions of EODY.
3. (H.3) We have strengthened sanitation services in all public areas and especially in high-risk objects, e.g. knobs and handrails.
4. (H.4) We clean and ventilate the rooms when they are empty.
5. (H.5) The operation of washing machines in relation to the temperature and detergent dosage are often checked by the management.
6. (H.6) Personnel use PPE in accordance with regulations. They also use closed toe shoes and do not smoke or eat/drink during work.
7. (H.8) We do not clean the rooms during the customer's stay so for the staff not to come frequently into contact with the customer, only after the customer's request and we ask the customer to sign a written instruction.
8. (H.9) We abolished the daily change of room clothing as above (7).
9. (H.10) We leave the room empty for 24 hours after the customer leaves and we have clean it, unless we have a waiting customer, in which case we disinfect the room and offer it after 4 hours.
10. (H.14) We clean the fabric surfaces with steam (> 70o C).
11. (H.18) When collecting dirty room linen, our personnel use PPE containing a disposable waterproof robe.
12. (H.19) When collecting dirty room linen and transporting it to the washing machine, the clothing is put in special disposable bags (blue) and is tightly closed.
13. (H.20) Different areas are used for clean and dirty room linen and are marked.
14. (H.22) We maintain temperatures above 70° C together with the use of booster and steam when washing room linen.
15. (H.24) We take care to keep the clean clothing items in good and clean condition during storage and transport to the areas of use.

Breakfast preparation room service protocol

1. (I.1) In the breakfast preparation room we maintain a HACCP system.
2. (I.2) We receive goods from the suppliers using PPE.

3. (I.3) We request that the staff must keep distances, and we supervise their actions, including inside the breakfast preparation room.
4. (I.4) It is not allowed to enter the breakfast preparation room for those who do not have a job.
5. (I.6) We have placed hand sanitizers at the entrance of the breakfast preparation room for use by staff during entry and exit.
6. (I.7) The personnel observe the basic measures to prevent the transmission of COVID-19.
7. (I.8) We wash cutlery and dishes even if they have not been used. We use individual portions as much as possible.
8. (I.14) The room service staff observes the basic guidelines to avoid transmission of COVID-19 and uses PPE. All food hygiene rules apply for their transport within the accommodation. All hygiene requirements apply for the collection of utensils already used by customers.

(ID.1) The accommodation complies with no. D1 (d) /GP16481/14.03.2020 circular of the Ministry of Health "Protection of Public Health from SARS-COV-2 in water supply and sewerage systems", as in force.

(ID.4) The drainage pipes are checked, work properly and always have water inside. In case that the room is not used for a long time, we allow water to run from the connected devices. This is done at regular intervals depending on how fast the water evaporates from the odour traps (e.g. every 3 weeks).

(IE) The accommodation complies with the provisions of no. Δ1 (δ) / ΓΠ οικ.26635 / 23.04.2020 circular of the Ministry of Health "Taking measures to ensure Public Health from viral and other infections during the use of air conditioning units" (ΑΔΑ: 6ΒΟ5465ΦΥΟ-ΓΣ) of air and good natural ventilation in the rooms and other areas. We disconnected the bathroom fan from the bathroom light and turned it on 24/7.

(IH) We operate the common areas in accordance with the current legal framework.

(IH.3) We have markings to remind customers to keep their distance and apply measures such as floor tapes, and other means for keeping their distance.



1 – floor tapes



2 – floor signs

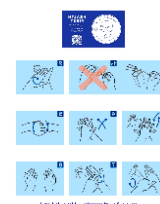
(IH.4) We have placed sanitizers for dry hand antiseptic solution in public areas and instructions on how to use them properly.



1 - Hands Sanitiser
70% Alcohol

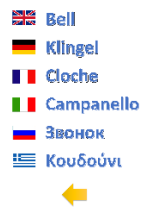


2 - request to use
sanitiser



3 - guidelines for proper
use of antiseptic

(R.5) We moved the reception outside and rearranged the furniture to avoid overcrowding in public areas (4 people / 10 sqm).



*1 – the reception bell
relocated outside*



*2 - instruction of only one
group in the adjacent space*

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