

# **COVID-19 MANUAL**

**English Version**

**Coordinator:** Karachalios Athanasios

Publication of coordinator information to the E.O.D.Y. (Hellenic National Public Health Organization).

**This manual is congruent with the instructions and recommendations of E.O.D.Y. (Hellenic National Public Health Organization) concerning the prevention tactics and management of COVID-19 which the rental accommodation, Melissaki Villas, complies with.**

### **Personnel Training**

- Sources and ways of transmission of the virus.
- Information procedures of the hotel officials and customers.
- Behaviour and actions in case of illness of staff.
- Methods and practices for cleaning and disinfecting identified locations based on the risk and likelihood of transmitting the disease.
- Methods and communication approach to customers.
- Application of basic measures avoiding transmission of the virus regarding diligent and regular hand washing, avoidance of handshakes. Maintaining distances, avoiding hand to eye contact, nose and mouth and breathing hygiene.
- Maintaining training and documentation records for each employee.

### **Personnel measures of personal protection and prevention**

- Daily recording of the personnel temperature readings prior to and after each shift.
- Sanitary Gloves, Face Protection Equipment (Masks), Disposable Robes.
- Access to the staff changing room with bathroom facilities (including shower).

### **Accommodation Documentation and Event Book**

- Staff members.
- Guests (customers) staying at the hotel at any point from June 1st 2020 (information including address, phone number, email).
- General Regulation on Personal Data Protections (GDPR) is to be strictly followed and all visitors are informed that a file is kept for public health reasons.
- Website information update with special section COVID-19 information.
- Update with available means within the accommodation (eg. signage in proximity to individual public areas and printed information at the reception desk).

### **Reception Desk**

- Hygiene rules and safety distances of at least one meter are to be followed at all times.

- Guests/Visitors are informed of the accommodation policy and steps to be followed should a COVID-19 related issue arise as well as the provision of useful information for health care providers, public and private hospitals, COVID-19 referred hospitals, pharmacies, etc. in the area.
- Special equipment (medical kit) in the event of an incident, such as gloves, disposable masks, antibacterial (antiseptics), cleaning wipes, apron, long sleeved work robe, laser thermometer.
- Training of the hotel personnel in order to be able to recognise customer symptoms and report them directly to the health care provider.
- The reception desk to have antibacterial provisions at all times for use of the customers.
- Regular disinfection of the reception desk is recommended.
- In order to follow the appropriate physical distancing, the reception desk has been reconfigured, appropriate distance marking in the waiting area, proper arrangement of furniture and proper queue management to reduce waiting time.
- Avoidance of crowding during check - in / check - out - following rules of social distancing.
- Provision for possibility to check - in in an open space.
- Electronic payments are recommended for payments of accommodation expenses ( cash payments acceptable in exceptional cases with prior arrangement with hotel management, electronic version of bills, invoices and receipts).
- Key - cards, keys, credit/debit cards, cash to be disinfected after check - out and prior to check - in with the use of a special device using UV light for disinfection.
- Extension of check - out and check - in between stays (check out strictly until 11.00 am and check in from 3.00 pm). The change in the time interval between each check - in and check - out is to ensure that between different guests, the rooms/villas have been thoroughly disinfected, cleaned and that there has been adequate natural ventilation of the space.
- Entry to the rooms / villas is prohibited for non-residents.

**Cleaning services (cleaning, disinfection) procedures for rooms and communal areas**

- Cleaning and disinfection procedures. Special Cleaning Instructions in case of a COVID-19 related incident (E.O.D.Y. instructions).
- Reinforcement of sanitary services in all public areas especially around “high risk” objects (eg. knobs, switches etc.).
- Meticulous cleaning and adequate room ventilation during the time between stays.
- Proper operation of dishwashers and washing machine checks (in terms of temperature used and dosage of detergents).
- Sufficient personnel equipment (gloves, masks, robes, closed shoes).
- Cleaning personnel are advised to use simple surgical masks (in the event of non-availability of a surgical mask, the use of canvas is recommended), gloves and a

disposable waterproof apron/robe. During the time of work, the cleaning personnel should not touch their mouth, nose or eyes with their hands, smoke or eat.

- Upon removal of the gloves, the personnel is advised to thoroughly wash their hands with water and soap as per the instructions. By no means does the use of gloves should replace hand washing, which is the most important means of prevention.
- Discreet monitoring of customers with symptoms is advised to be carried out by the management and administration.
- Room cleaning during stays should be minimised (avoid contact of cleaning personnel with a possible case and further transmission of the disease).
- Abolition of daily change of bedsheets, duvet covers and pillows cases as well as towel, allow only in the case of the customer's specific request to carry out change.
- For check - outs (departures): meticulous cleaning and disinfection (eg. with steam cleaner and disinfectant) on the surfaces of the rooms and bathroom facilities.
- Installation of a disposable cover on the RV and air conditions controls.
- Fabric surfaces (eg. furniture upholstery) should be cleaned with a steam appliance (temperature < 70° C).
- Recommended actions to open all doors and windows for natural ventilation of the space daily.
- It is recommended to position individual antiseptic provisions in each room.
- Disinfection of the air conditioning systems in all rooms.

### **Linen store and laundry facilities**

- Strict adherence to hygiene rules by personnel involved in the sorting of the dirty linen using the appropriate Personal Safety Measures (special disposable apron over the uniform, gloves and mask).
- Used linen, bedding and towels must be placed in special, closed, marked bags in order to be transported to the laundry area.
- Careful separation for washing them in hot cycles (temperature < 70° C) with detergents used so far.
- When storing clean linen, care must be taken to maintain in good and clean condition. Same applies to transferring the linen to areas of use (rooms etc.).

### **Breakfast Service**

- **Kitchen**
  - Receipt of products by specific personnel and always using gloves and mask.
  - External cleaning of the products with bleach solution and meticulous fruit washing upon receipt.
  - Appropriate distance should be kept between kitchen personnel according to the requirements of the health authorities, as these apply each time.

- Access to the kitchen premises is prohibited to non-designated kitchen duty working personnel. In case this is unavoidable, any visitor should be provided with the appropriate personal protective equipment, available at the entrance of the kitchen.
- **Service**
  - Breakfast is served on the outdoor veranda area of each individual villa during the summer months or during winter, in the respective dining areas. The personnel is to wear masks and gloves at all times.

### **Children's Recreation areas**

- Operation of recreational areas for children in accordance with the current legal framework.

### **Drinking Water**

- Bottled water is offered to all guests free of charge.

### **Foul/Drainage water**

- Use of standard and well ventilated pipe work, such as sewage with non return valves and odour filtering, specifically in areas of bathroom facilities, taps and showering.

### **Swimming Pools**

Operation in accordance with the applicable legal framework.

- See Appendix for hygiene standards and swimming pool maintenance protocol.
- Shower facilities: Strong recommendation and emphasis on informing customers with relevant signage for the use of the shower facilities before and after using the swimming pool. It is recommended that the accommodation provide the essentials (eg. soap, shower gel etc.), as well as liquid antibacterial when entering the shower area.
- Number of swimmers: the maximum total number of people entering the pool at any given time will not be greater than one swimmer per 5m<sup>2</sup> of water surface.
- Social distancing: the layout of the seats (sunbeds, chairs, poufs, sunlounges etc.) should be such that the distance between the furthest points of the seats of two people in two different umbrellas two people occupying different rooms/villas, be at least 2 metres in each direction.

- After each customer change, the seats, tables and any other items that the next customer will use must be disinfected.
- Disinfection each sunbed / seat after each use.

**Associate Physician**

Anifantis Ioannis, Specialist Physician - Doctor of Medicine, University of Athens

Publication of the associate physician's data and information to E.O.D.Y.

**Certification**

Certification from Tuv Austria "Covid Shield"

**Appendix**

**Hygiene standards and swimming pool maintenance protocol.**

Ιούνιος 2020		Melissaki Villas Κολυμβητική Δεξαμενή											
Ημέρα	Θερμοκρασία Νερού	Μετρήσεις					Ενέργειες					Παρατηρήσεις	
		pH	CL	Αλάτι	Προσθήκη Ph Decreaser (kg)	Ηλεκτρόλυση %	Χλώριο Shock	Αιγόνιο	Κροκιδωτικό	Αλάτι	Σταθ. CL		Σκούπα/ Καθαρισμός Φίλτρου
		6,8 7,2 7,6 7,8 8,2	0,3 0,5 1,0 1,5 3,0	ppm	1,0 1,5 2,0	30% 50% 80%	Kg	Kg	Kg	Kg	Kg		
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30													
	Ιdeal												
		pH , CL κάθε 8 ωρο	Αλάτι κάθε 2 μήνες										Αλγοκτόνο 1Kg/εβδομάδα Σταθεροποιητής Cl. 1Kg/100kg αλάτι Κροκιδωτικό μετά από βροχή

**Certification**



# CERTIFICATE



ZERTIFIKAT | CERTIFICATE | CERTIFICAT | CERTIFICADO | СЕРТИФИКАТ | 証明書 | 인증서 | شهادة

For the Management System according to the **Covid Shield** Certification Scheme  
It was documented and confirmed that the following Organization

**GENIMATA MARIA – MELISSAKI VILLAS  
PYRGIOTIKA  
GR-211 00 NAFPLIO, GREECE**

has been evaluated and complies with the requirements of the  
**Covid Shield** Certification Scheme for its Operation and Management

Certification Level **Principal** 

Certificate Registration No.: **20000200003187**

Initial certification::  
2020-06-05  
Issue date:  
2020-06-05

Authorized by:   
Haralabos Ageloudis  
Deputy General Manager

Valid until: 2021-06-04

The validity of this certificate can be verified  
in the Database of the Scheme.

Issued by:  
TÜV AUSTRIA HELLAS  
429, Mesogeion Ave.  
GR-153 43 Athens, Greece  
[www.tuvaustriahellas.gr](http://www.tuvaustriahellas.gr)



This certification does not guarantee the non-occurrence of Covid-19 incident in the certified company. The objective of this certification is the implementation of a management system and procedures supporting prevention of inflow or spread of Covid-19.

CePRK533\_A0

Headquarters in Athens bear the responsibility of the Certification decision

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