**Hygiene and sanitary measures and procedures taken by Serifos Dream Houses regarding COVID 19.**

**Our management has recently followed a TUV special hygiene and procedures protocol seminar as has been advised by the Greek Ministry of Tourism and for this we have been awarded the official “Health first” badge.**

**We are obliged to follow all procedures described upon preparing the house for you but also some data entries regarding your trip track and health status. So please read the text below regarding your trip and do comply with temperature measurement upon arrival and send us your trip route prior to your arrival to avoid spending time in Serifos.**

**During your trip**

**We strongly recommend you stay as safe as possible before and during your**

**traveling to Greece and Serifos:**

**-Practice strict social distancing to avoid catching the virus for 7 days before leaving**

**your country and of course during your trip as much as possible.**

**-Be prepared that you might be randomly chosen for a Covid test in the airport, the ferry and at our premises.**

**-Use often hand gel and wear mask during all your trip: in the airport, the airplane, the bus, train or taxi in Athens, the ferry, the supermarket, the bank etc.**

**Keep in mind that:**

**1. Greece has been an exceptionally good case of responsible that is quick, strict,**

**gradual and effective measures against Covid 19 resulting to only 170 deaths so far**

**and one of the lowest deaths per million population rates in the EU.**

**2. Serifos has had so far not any case of Covid 19 reported. It has an elder population**

**that has to be protected.**

**3. Staying at a house instead of a hotel is definitely the safest way to spend your**

**holidays because you avoid crowded indoors areas.**

**4. Ganema beach is the largest in the island (rarely gets crowded even in August),**

**and being so near to the beach you can even plan your visits to the beach at less**

**crowded hours.**

**5. Serifos Dream Houses are following strictly all special hygiene measures imposed**

**by our government including:**

**a. More than 10 hours of house ventilation before your arrival.**

**b. Thorough use of official antivirus spraying in all rooms during every guest change.**

**c. Washing of all dishes and linen in 60-90 C with addition of antivirus cleansers.**

**d. Use of steam cleaners in areas and surfaces that cannot be cleaned otherwise like**

**sofas etc.**

**e. Addition of wind ventilators so you can minimize if not avoid completely the use of**

**air-conditioning which is in anyway not a central one.**

**f. Covering with nylon of all telecontrols, provision of hand gels and masks.**

**g. Cleaning of the houses cannot take place by our staff during your stay.**

**h. Some of the commonly used items such as pillows on sofas have been removed.**

**i. We expect that you in response will comply with some obligatory actions such as:**

**-Send us a full track of your group members trip prior to your arrival to Serifos Dream Houses.**

**-Temperature measurement upon arrival**

**-Keeping shoes outside the house**

**-Wearing masks when you visit indoors areas like supermarket, stores, bank etc,**

**-Using hygiene gel often and every time you come back home.**

**-Reporting to us immediately any Covid 19 symptom like fever, coughing, illness**

**feeling, sore throat, etc.**

**-Practicing social distancing as much as possible.**

**-Before your check out: make sure you remove all linen from your beds and place**

**your pillow cases and bed sheet covers inside the washing machine. Don’t turn it**

**on. We ll do that. Leave on the floor all remaining linen and towels used. Dont**

**put them back in the cupboard. Dispose all your garbage. Lock the door but leave**

**all the windows open.**

**General information about the Protocol
Action plan development and plan for the handling of a suspected case**

Development of an **action plan** by the administration / management of the tourist accommodation and individual protocols for each department of the accommodation and most importantly for the case of crisis (handling of a possible case). The development of the action plan concerns hotels with a capacity of more than 50 rooms.

The development of a plan for the handling of a suspicious case concerns all accommodations (according to the current instructions of ΕΟΔΥ – National Organization for Public Health).

**Action Plan**

**The aim of the action plan** is to prevent the occurrence and provide effective handling of suspicious cases with aim to contain the spread of the cases to the staff and other tenants.

The action plan will comply with the recommendations of ΕΟΔΥ (National Organization for Public Health) and will be revised according to the progress of the overall situation.

The action plan represents in writing, all measures and protocols to prevent and handle suspicious cases by the tourist accommodation. In particular, the **action plan** consists of the following:

* The accommodation **appoints a coordinator** to supervise the implementation of the plan and is responsible for each particular department (eg F&B, Housekeeping). The position of the coordinator, depending on the size of the accommodation, can be held by the owner of the business, the General Manager / Quality Manager, etc. or by a new position set out by the accommodation. The coordinator may also be classed at Management Team level.
* The **staff is trained in abiding the protocol** or the individual protocols per department of the accommodation with corresponding report of the individuals’ training and duration the way of the training (eg e-training, training from accredited collaborator etc). The e-learning method is highly recommended, and the mandatory monitoring of all employees is considered necessary.
* **Collaboration with a Doctor** (detailed information of a collaborating Doctor) is recorded, who acts on the instructions of ΕΟΔΥ (National Organization for Public Health) for the control of COVID-19 and in particular is trained in taking nasopharyngeal samples for molecular testing from a suspected case. Meanwhile, using telemedicine, the Doctor has the ability to monitor the suspected case and their close contacts.
* Possible certification of the tourist accommodation in terms of taking measures to prevent and treat COVID-19 pandemic by certified certification bodies.

**Action plan for suspected cases**
Specifically for the handling of a suspected case following the plan for dealing with a suspected case from ΕΟΔΥ – National Organization for Public Health.

To ensure the implementation of the accommodation’s suspected case handling plan is followed, it is necessary to appoint a manager specifically for this. The position of the coordinator, depending on the size of the accommodation, can be done so by the owner of the business, the General Manager / Quality Manager, etc. or from a new position set out by the accommodation. The coordinator may also be classed at Management Team level.

In the occurrence that the accommodation has created an action plan (accommodation over 50 rooms), the coordinator of the action plan and the manager in charge of implementing the action plan, may be the same individual.

The accommodations are obligated to share contact details to the according services of the Ministry of Health/ΕΟΔΥ (National Organization for Public Health):
a) Manager in charge of implementing the action plan for suspected cases,
b) Collaborating doctor or the care provider of secondary health care.

Accommodation Staff

* An affidavit from all staff members which states that the individual has been informed of the health and management protocols for COVID-19, relating to their competence. Training plan (e-learning on smartphone or tablet) until July 15 of one person per service (individual protocol) of the accommodation, which will then take over the training of the rest of the staff.
* The training must be at least related to the following:
* The ways of which the virus is transmitted
* Informing procedures of hotel officials and customers
* Behavior and actions needed to be taken in case of illness by the staff
* Methods and practices of cleaning and disinfecting frequently touched surfaces leading to the possibility of transmitting the disease
* Communication approaches to visitors/customers
* Maintaining the basic protocols to avoid transmitting the virus by thorough and regular hand washing, avoiding handshakes, keeping distances, avoiding contact of hands on the eyes, nose and mouth and covering coughs and sneezes appropriately
* Maintaining training files and documenting recruitment for each employee
* Each staff member must strictly adhere to the basic protection measures against COVID-19: following hand hygiene, physical distancing by customers and other staff, in all workspaces, hotel areas and avoiding to touch the face and keeping a good personal hygiene (covering mouth while coughing and sneezing, frequent hand washing, etc.)
* The accommodation must provide each member of the staff with adequate Personal Protective Equipment (PPE) and ensure the adequacy of stock.
* It is recommended that staff stay at home and seek medical attention if they experience symptoms related to the disease, notifying the health care provider of the accommodation.
* A person with symptoms should be excluded from work and return to work if the laboratory tests results are negative.
* It is recommended that staff staying in the accommodation be provided with double rooms. If a staff member belongs to a vulnerable health group, it is recommended that they be given rooms with a single bed.
* It is recommended that all staff should check their temperature every morning as part of their individual responsibility. Careful monitoring of staff may follow depending on the epidemiological situation of the local community / area.
* If a staff member has had encounter with a suspected or confirmed case, he must report it immediately to the health manager of the accommodation and be removed from work.

**Accommodation file and event book**

For the purposes of public health protection, the accommodation must keep a record of staff members and all people staying at the hotel - name, nationality, date of arrival and departure, contact details (address, telephone, e-mail) - , so that it is possible to communicate with these people in the case of any COVID-19 incident.
Attention is required in order to abide by the General Data Protection Regulation (GDPR) and inform all visitors that a file is kept for public health protection reasons.
It is necessary to record and keep the service book and events up-to-date.

**Contact**

* The accommodation must notify the measures and requirements of the Action Plan to all internal and external partners (employees, tenants, contractors, suppliers, visitors and the general public).
* It is recommended to update the website of the accommodation with a special section for COVID-19, in which the health and safety measures are posted and the new policy of the accommodation regarding hygiene measures, changes in opening hours of the common areas, modification of check-in / check-out duration. Respectively, the information may also be found inside the accommodation, in all available means (eg in public TVs, in room TVs, signages before entering the public areas and printed information at the reception).

**Accommodation services**

* **Reception service (reception desk / concierge)**
* Staff must take all the necessary hygiene measures (hand washing), keep a distance of at least one meter from customers (avoid handshakes, etc.) and follow all the appropriate rules of hygiene.
* It is recommended to avoid having people which belong to vulnerable health groups, in places of reception/public areas.
* When requested, the following services need to be available: a) inform visitors about the accommodation policies and the measures it has taken to address any incidents for COVID-19, b) provide useful information to health care providers, public and private hospitals, COVID-19 reference hospitals, pharmacies, etc. located in the area and c) provision of Personal Protective Equipment (PPE).
* It is recommended to provide information leaflets on basic health instructions translated into English, French and German. In addition, the provision of these instructions through an application on mobile phones.
* Special equipment (medical kit) for the case of an incident, such as gloves and disposable masks, antiseptics, cleaning wipes, aprons, long-sleeved robe, laser thermometers.
* Staff must be able to recognize customers’ symptoms and report them directly to the health care provider.
* Optional insertion of a Plexiglass sectioning at reception (placement of polycarbonate material).
* The reception desk must contain antiseptic for use by the customers (fixed or non-fixed devices).
* Frequent disinfection of reception desks is recommended.
* In order to maintain distances, the accommodation applies a suitable configuration for the reception area (reception desk), addition of floor marking at a distance of two meters where the customers should stand / appropriate distance marking in the waiting area, proper arrangement of furniture and proper queue management to reduce waiting time.
* Avoid overcrowding during check-in / check-out.
* It is recommended to use electronic alternatives for check-in check-out (eg mobile concierge, use of tablets that are disinfected after each use).
* Check-in availability check may be performed in an open space.
* It is recommended that electronic alternatives are used for payment transactions, sending of bills, invoices, and receipts.
* Disinfection of key cards - their placement in a special container for disinfection.
* Extension of check-out and check-in between 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 the room has undergone adequate natural ventilation.
* Prohibition of entry in the accommodation rooms for non-residents

* **Floor services (cleaning, disinfection, housekeeping), rooms and common areas**
* Cleaning and disinfection program (see relevant ΕΟΔΥ Instructions).
* Special instructions for cleaning in case of a confirmed case (see relevant ΕΟΔΥ Instructions).
* Reinforcement of sanitary services in all public areas and especially in "high risk" objects and surfaces (eg knobs, elevator knob).
* Meticulous cleaning and good room ventilation during the time duration between stays.
* Checking the proper operation of dishwashers and washing machines (in terms of temperature and dosage of detergents).
* Adequate staff equipment for personal protection (gloves, masks, robe, closed shoes).
* Cleaning staff are advised to use a simple surgical mask (in case of non-availability of a surgical mask, the use of canvas is recommended), gloves and a disposable waterproof robe. During working hours, the cleaning staff should not touch their mouth, nose or eyes with their hands and should not smoke or eat.
* After removing the gloves, it is necessary to wash their hands thoroughly with soap and water. It is emphasized that the use of gloves does not replace hand washing, which is the most important means of prevention.
* Discreet monitoring of customers which have symptoms which are to be handled by the administration of the accommodation.
* Non-regular room cleaning during the stay (to avoid unnecessary contact of cleaning staff with possible case and further transmission).
* Elimination of daily change of clothing and towels and evening preparation only at the request of the customer.
* For departures, there are 2 protocols which are available to choose between:
* regular cleaning and waiting 24 hours before the room is available to a new customer or
* meticulous cleaning - disinfection (eg with steam cleaner) of the entire room and bathroom.
* It is recommended to remove decorative objects (pillows, bedding).
* It is recommended to remove common multi-purpose items such as menus, magazines, etc.
* Installation of a disposable cover on the TV and air conditioner controls
* Fabric surfaces (eg furniture upholstery) should be cleaned with a steam appliance (temperature> 70oC).
* Opening doors and windows for natural ventilation of the space daily.
* Marking is recommended in order to inform the customers regarding when and how the room was cleaned.
* It is recommended to place individual antiseptic liquids in each room or antiseptic devices.

Linen closet - washing machines

* Strict observance of the rules of hygiene by the personnel involved in the sorting of dirty linen using the appropriate Personal Protective Equipment (special disposable apron over the uniform, gloves and mask).
* Used fabrics, bedding and towels must be placed in a special, closed, marked bag or sack in order to be transported to the laundry area.
* Careful separation (marking) of unclean and clean linen areas.
* Trolleys for carrying closed bags with linen should be disinfected after each use.
* Instructions should be given for washing linen in hot cycles (70oC or above) with the usual detergents.
* In case the cleaning service of the clothing is provided by an external partner, it should be checked that all the required measures are followed by the external partner and that they are delivered to the accommodation in the appropriate manner.
* When storing clean clothing, care should be taken to keep it in good and clean condition. The same applies to the transfer of clothing to the areas of use (rooms, restaurants, etc.).