

HEALTH PROTOCOLS LUCY HOTEL

4 * Tourist Accommodation

Room Total: 92



A. Tourist accommodation protocol

The specifications for the reopening of the tourist accommodation concern all, regardless of technical and operational specifications, classification, type, duration of operation. The tourist accommodation has already drawn up a Protocol in accordance with the instructions of the Ministry of Tourism.

General data of the Protocol

Development of action plan and plan for the management of a suspected case

Lucy Hotel has developed an action plan from the management of the tourist accommodation and individual protocols for each department of the accommodation and in particular for the crisis (possible case management). The development of the action plan concerns hotels with a capacity of more than 50 rooms.

The development of a plan for the management of a suspicious case concerns all accommodation (according to the current instructions of EODY).

Action Plan

The aim of the action plan is to prevent the occurrence and effective management of suspicious cases in order to limit the expansion to the staff and tenants.

The action plan complies with the recommendations of EODY and will be revised according to developments.

With the action plan it is presented in writing, the measures to prevent and manage suspicious cases from the tourist accommodation through protocols. In particular:

- The management of the accommodation (Lucy Hotel) appoints as coordinator for the supervision of the protocol's application the General Manager of the hotel Mr. Helmi

Miltiadis and responsible for each individual department the following managers of the hotel departments as follows: (F&B: MICHELIS ATHANASIOS,RECEPTION: KIKIDIS MARIA - HOUSEKEEPING: DOUTSA AURELIA)

- The position of coordinator is covered by the owner of the company & General Manager (Mr. Helmi Miltiadis).

- The fact that the staff is trained in compliance with the protocol or the individual protocols per department of the accommodation is reflected with a corresponding report of the individuals, the duration and the manner of training (eg distance learning, training from outside accredited partner, etc.). The e-learning method is considered necessary and mandatory for all employees.

- Lucy Hotel has already entered into a collaboration with a specialist physician (Mr. Leonardo Ioannis), who acts on the instructions of EODY for the control of COVID-19 and in particular is trained in taking a nasopharyngeal sample for molecular testing from a suspected case. At the same time, in the context of telemedicine, he has the ability to monitor his suspected case and close contacts.

Suspected case management plan

In particular, for the management of a suspicious case, the plan for dealing with a suspicious case according to EODY is followed.

The General Manager and Owner of Lucy Hotel, Mr. Helmi Miltiadis, is appointed responsible for the implementation of the case management plan from the accommodation.

Lucy Hotel has the obligation to disclose contact details to the competent department of the Ministry of Health / EODY:

a) the person in charge of the implementation of the suspected case management plan,

b) the physician who cooperates with the secondary health care provider.

Accommodation staff

- Responsible statement of each staff member that he / she has been informed about the COVID-19 hygiene and case management protocols related to his / her area of

responsibility. Training plan (by telephone training on mobile or tablet) until July 15 for one person per service (individual protocol) of the accommodation, which will then educate the training to the other staff.

· Education is at least related to the following:

- The sources and modes of transmission of the virus

- Information procedures for hotel officials and customers themselves

- Behavior and actions in case of illness by staff

-Methods and practices of cleaning and disinfecting the identified points based on the risk and the possibility of transmitting the disease

- Methods of communication and approach of visitors

-Maintaining the basic measures to avoid transmitting the virus by diligent and regular hand washing, avoiding handshakes, keeping distance, avoiding contact of hands with eyes, nose and mouth and respiratory hygiene

-Maintaining training files and documenting recruitment for each employee

· Each staff member must strictly adhere to the basic protection measures against COVID-19: practicing thorough hand hygiene, physical distancing by customers and other staff, in all workplaces, hotel areas and rest areas, avoiding touching the face and general personal and respiratory hygiene.

· Lucy Hotel has already provided each member of the staff with adequate Personal Protective Equipment and ensuring the continued adequacy of their supplies.

· Staff must stay at home and seek medical attention if they have symptoms of the disease, notifying the health care provider of the accommodation.

- A person with symptoms is excluded from work and returns to work if the laboratory test is negative.

- It is recommended that staff has their temperature monitored every morning as part of their individual responsibility. Careful monitoring of staff may follow depending on the epidemiological picture of the local community / area.

- If a staff member comes in contact with a case, he must report it immediately to the health manager of the accommodation and be removed from work.

Accommodation logfile and event book

For the purposes of public health, the accommodation management keeps a computer file of the staff members and all the people who stayed at the hotel - name, nationality, date of arrival and departure, contact details (address, phone, e-mail) -, to make it possible to communicate with close contacts in the event of a COVID-19 crash, which may be identified afterwards.

Particular attention is paid to the General Regulation on Personal Data Protection (GDPR) and to inform all visitors that a file is kept for reasons of public health protection. It is necessary to record and update the service book and events.

Contact

- The accommodation must notify the measures and requirements of the Action Plan to all internal and external bodies / partners (employees, tenants, contractors, suppliers, visitors and the general public) and interested parties.

- The website of Lucy Hotel in the special section COVID-19, has posted the measures and the new policy of the accommodation for taking increased hygiene measures, changes in operating hours of common areas, modification of check-in / check-out duration. Respectively, it may follow further information with the available means inside the accommodation (eg in public TVs, in room TVs, markings / signs at the entrance to the individual public areas and printed information in the reception).

Lucy Hotel services

Reception service (reception desk / concierge)

- Staff complies with all the necessary hygiene measures (hand washing), keeps a distance of at least one meter from customers (avoids handshakes, etc.) and follows the rules of hygiene.
- When requested, it is possible to: a) to inform visitors about the policy of the accommodation and the measures it has taken to deal with any incidents, b) to provide useful information for health providers, public and private hospitals, reference hospitals for COVID-19, pharmacies etc. in the area and c) provision of Personal Protective Equipment.
- Availability of information leaflets on basic health instructions translated into English, French and German. In addition, the provision of these instructions through the development of an application on mobile phones.
- Special equipment (medical kit) for the occurrence of an incident, such as gloves and disposable masks, antiseptics, cleaning wipes, apron, long-sleeved robe, laser thermometer.
- Staff must be able to recognize customer symptoms and report them directly to the health care provider.
- Separator glass has been placed on the reception desk (to avoid contacts)
- In the reception desk there is an antiseptic for use by the customer (fixed devices with IR sensor)
- Regular disinfection of reception desks are in order.
- In order to maintain distances, the accommodation applies a suitable configuration of reception (reception desk), addition of floor marking at a distance of two meters where the customer will 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
- There is an online application available (alternatively) for check in-check out (mobile-concierge)
- It is possible to check-in outdoor.
- It is recommended the contactless (with credit card POS) payment of accommodation expenses (acceptance of cash in exceptional cases), emailing bills, invoices and receipts.
- Disinfection of key cards –they are placed 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 15.00 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 adequate natural ventilation of the space is followed.
- It is forbidden for non-residents to enter the rooms

Floor services (cleaning, disinfection, housekeeping), rooms and common areas

- Cleaning and disinfection program (see relevant EODY Instructions)
- Special instructions for cleaning in case of an accident (see relevant EODY Instructions).
- Reinforcement of sanitary services in all public areas and especially in "high risk" objects (eg knobs, elevator knob)
- Meticulous cleaning and very good room ventilation during the hours between stays.
- Checking the operation of washing machines (in terms of temperature used and dosage of detergents)

- Adequate staff equipment (gloves, masks, robe, closed shoes)
- Cleaning staff using a simple surgical mask (or mask), gloves and a disposable waterproof robe. As long as they work, the cleaning staff should not touch his mouth, nose or eyes with their hands, smoke or eat.
- After removing the gloves, it is necessary to wash your 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 with symptoms for managing by the administration
- Uncommon room cleaning during the stay (avoiding contact of cleaning workers with a possible case and further transmission).
- Cancelling daily change of clothing and towels, only at the request of the customer.
- For departures, the following protocol applies:

Meticulous cleaning - disinfection (with a steam cleaner) on all the surfaces of the room and bathroom.

- Decorative objects (pillows, bed linen) have been removed
- Commonly used multi-purpose items such as guest directory, menu, magazines, mini-bar items have been removed.
- Installation of disposable cover (film) on the TV and air conditioning remote controls
- Fabric surfaces (eg furniture upholstery) should be cleaned with a steam appliance (temperature > 70.).
- Opening doors and windows for natural ventilation of the space daily.

- Special signs– notes are recommended to inform the customer about when and how the room was cleaned.

Linen room–Laundry Room

- Strict observance of the rules of hygiene by the personnel involved in the sorting of dirty linen using the appropriate MAP (special disposable apron over the uniform, gloves and mask)
- Used fabrics, bedding and towels must be placed in special, closed, marked bags or sacks in order to be transported to the laundry area.
- A process of careful separation (marking) of dirty and clean linen is followed.
- Trolleys for carrying closed bags with linen should be disinfected after each use.
- Instructions for washing clothes in hot cycles (70oC or more) with the usual detergents have been given.
- When storing clean clothing, care is taken to be kept it in good and clean condition. The same applies when transferring clothing-linen to use areas (rooms, restaurants, etc.).

Catering services (dining room / common areas)

These include a la carte restaurants, buffet restaurants / breakfast rooms, open and closed bars

Mills / kitchen:

- Compliance of HACCP guidelines and procedures
- Receiving goods by specific staff that always wears gloves and a mask.
- Care has been taken to keep the distance between kitchen workers in accordance with the requirements of the health authorities, as they apply each time.

· Only authorized personnel is allowed to enter the kitchen area . In case this cannot be avoided, the visitor should be provided with appropriate personal protective equipment, which will be available at the entrance of the kitchen.

Catering services - Dining:

- Restaurant operation, bar, etc. according to the current legal framework
- Care has been taken to maintain the distances of the tables both in the café and in the hotel restaurant (Palladion Restaurant) as defined by the legal framework.
- Use of paper tablecloths, paper towels and disposable paper cups.
- Use of digital price list (mobile or tablet application)
- Use of protective glass on all sideboards
- It is recommended to pay electronically or charge for catering expenses in the rooms (acceptance of cash in exceptional cases).

. Drinking water - Water / sewerage network

- Lucy Hotel has complied with the circular of the Ministry of Health "Protection of Public Health by the corona SARS-COV-2 in the water supply and sewerage systems"
- In case the tourist accommodation remains out of operation for more than one month, during their reopening, the steps described in the instruction should be followed: "ESGLI Guidance for managing Legionella in building water systems during the COVID-19 pandemic".

Sewerage

- It is recommended to use standard and well-ventilated pipes, such as wells with odor traps and return valves on taps and sprayers.

- odor traps (siphons) should work properly and continuously. In other words, they should always have water inside. In case the space is not used for a long time, water should be added either by adding it directly to the odor traps or by opening / operating the connected devices. This should be done at regular intervals depending on how quickly the water evaporates from the odor traps (eg every 3 weeks).

Air conditioning and space ventilation

The provisions of the relevant circular of the Ministry of Health "Taking measures to ensure public health from viruses and other infections when using air conditioning units", with emphasis on non-recirculation of air and good natural ventilation in rooms and other operating systems (shutdown air conditioning when the doors are open).

Venues within accommodation (conference rooms, reception areas, etc.)

Operation of these services in accordance with the applicable legal framework.

❖Common areas (closed)

Lucy Hotel's common areas include lobby & seating.

- Operation of these spaces in accordance with the current legal framework.

- Recommendation to avoid the use of elevators. Disinfectants have already been installed at the entrances and a recommendation for use at the entrance and exit. Frequent cleaning of elevators with emphasis on frequently touched surfaces (handles, knob, etc.)

- Markings/ Signs to remind customers to keep their distance - applying measures such as floor tapes, cones or other means to keep their distance.

- Hand sanitizers (fixed devices) have already been installed in all public areas.

- Furniture has been moved to avoid overcrowding in public areas (4 people / 10 sqm)
- The parking service is exclusively self-service (by the customer).
- The operation of the Lucy Hotel's Business Center has been suspended and, alternatively, the availability of access to wifi and print services from the customer's personal device is recommended.
- Limit overcrowding in toilets.
- In the toilets, it is recommended with an information marking to the users to empty the basins of the shared toilets with the lid closed. In this way, the restriction of the transmission through the vapors from the toilet at the time of evacuation is sought.

FOR LUCY HOTEL
THE COORDINATOR

CHELMIS MILTIADIS
General Manager