



Hotel Operational Health Protocol

Virginia Family Resort

After the lifting of the restrictive measures due to the pandemic of COVID-19 and following the instructions of the Ministry of Tourism and World Health Organization, management/admiration has decided to reopen Virginia Family Resort.

As our top priority is the health and safety of our beloved Guests and dedicated staff, our integrated Health and Safety Plan foresees specific Operation Protocol to address the SARS-CoV-2 (covid-19) crisis.

The Operational Health Protocol includes:

- Staff
- Each staff member has been informed of the COVID-19 hygiene as well as for the protocols related to their area of responsibility.
- The staff has been informed to stay at home and seek medical help should they show symptoms of the disease.
- Keeping the health manager of the accommodation always informed so that all the rules of return to work will be closely observed.
- Accommodation file and event book (logbook)
- In order to preserve the public health, the resort must keep a record of all the staff members as well as of all the guests residing in the hotel - name, nationality, date of arrival and departure, contact details, etc.
- Attention must be paid to the General Regulation on Personal Data Protection (GDPR) and inform all guests that a file must be kept for reasons of public health protection.
- Reception desk/concierge
- Speedy check-in/check-out procedures.
- The staff will take the necessary hygiene measures (hand washing), keep a distance of at least one meter from the guests and follow the hygiene rules.

When requested, the staff will be always willing 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.

- Special equipment (medical kit) in case of an accident.
- Disinfectant dispensers available at the reception as well as at all public places for the guests.
- Intensified cleaning and disinfection across all high- volume touch points as well as guest rooms.
- Intensified cleaning and disinfection for keycards – placing them in a special container for disinfection.
- Intensive cleaning and very good room ventilation during the hours between stays
- Equipment of the staff (gloves, masks, robe, closed shoes)
- In co-operation with the Guests we encourage the non-frequent cleaning of the room during their stay as well as the abolition of daily change of clothes and towels, of the evening preparation; only upon request

- During the departure there will be intensive cleaning - disinfection with a steam cleaner as well as complete removal of decorative objects and common objects of multiple use.
- Necessary to open doors and windows daily for natural ventilation of the space and the placement of individual antiseptic liquids in each room or device.

Food Services

- The receipt of the goods will be done by specific staff and always wearing gloves and a mask.
- Kitchen Staff will work according to the requirements of the health authorities.
- It will not be allowed from other staff to enter the kitchen area, except kitchen staff
- The staff of restaurants, breakfast and bars should apply personal hygiene as strictly as possible.
- Visitors entering these areas should be reminded that they should apply hand sanitizer with antiseptics that should be present in the area.
- The usual procedures must be followed. All dishes, crockery and glasses should be washed in the dishwasher even those that have not been used as they may have come in contact with guests or staff.
- Similar tablecloths and towels should be washed in the usual way.
- Physical Distancing specifications
- The tables are suggested to have a maximum capacity of 6 people for every 10 square meters. The backs of the seats must be at least one meter apart.

Cleanliness

1. Cleaning and disinfection

Even in the absence of COVID-19 incidents in the resort, it is proposed to intensify cleanliness in the hotel area.

Particular attention should be paid to the cleanliness and disinfection of public areas, as a general precautionary measure throughout the epidemic.

Focusing on frequently used surfaces such as handles elevator knobs, switches, etc.

Cleaning staff must follow appropriate instructions.

In public areas, fabrics (curtains, sofas) will be disinfected regularly using a steam cleaner.

In the rooms, when the guests leave, all the fabrics (carpets, curtains, sofas) as well as all the controversial surfaces (bedside table, bathroom) will be disinfected with a steam cleaner.

As part of our strategic plan of operation during the epidemic, there will be a special cleaning and disinfection plan in cases where patients are staying or in places where visitors who were diagnosed with COVID-19 stayed a few days after their departure.

Cleaners must wear gloves and a mask.

Gloves should be changed from room to room.

2. Monitoring visitors who are sick

Housekeeping should inform the administration/reception about the possibility of a patient in the rooms they have taken over and manage this information discreetly.

Pools

- The hotel takes care of the control of the chlorine levels every 4 hours for the pool.
- Cleaning and disinfection: Following strictly the rules of cleaning water installations according to the instructions of World Health Organization.
- Observance of the maximum total number of guests entering the pool at any given time; not allowed to be greater than one swimmer per 2.5 water levels.
- Distance maintenance: the lounges chairs must be approximately 2 meters apart
- After each Guest leaving the seats, tables, etc. will be disinfected.
- Observance of the preservation of the protocols and measures to ensure Public Health and fight against the virus or any other infections during the use of air conditioning units.

Public Areas

- Ensuring proper distancing

Wellness Center / Spa

- The appointments are made after contacting the guests and 24 hours before their appointments there will be a re-examination and confirmation for any symptoms.
- The appointments have been arranged in such a way as to keep the social distancing.
- Installation of dispensers in all common areas (reception spa, spa cabins, shared WC)
- Masks are provided.
- Our guests are transported almost directly to a treatment room, and we avoid the waiting room especially if there is another customer.
- During the treatment, the therapist and the patient must wear a protective mask while the use of disposable gloves.
- The cabins and any point where the visitor may come in contact are disinfected immediately after the end of the treatment while the window is opened to allow fresh air to enter in the cabin.
- The clothing used is renewed immediately and placed new after disinfecting the cabin.
- Magazines are not offered.
- Payments are made only by credit card or room charge to avoid close contact.

Each staff member strictly adheres to the basic protection measures against COVID-19 and the guidelines of EODY and the World Spa Association: observance of hand hygiene, physical distance (physical distancing) from guests and other staff.

- Our clothing is washed at 90 degrees in professional washing machines that have ISO 9001: 2008.

Staff training in general information about the epidemic and the symptoms of the disease.

General Instructions and Information

The SARS-CoV-2 virus was first detected in December 2019 in the Wuhan region of China and has since spread to many countries around the world. It is a new strain of coronavirus that has not been isolated in humans until then, and the respiratory infection it causes is called COVID-19.

How is the virus transmitted?

The virus is transmitted from person to person mainly through the respiratory tract with droplets from sneezing, coughing or talking. It can also be transmitted through contact with recently infected droplets on surfaces.

When is the virus considered to be more contagious?

The virus is considered more contagious when it shows symptoms, but could potentially transmit the infection 1-4 days before the onset of symptoms. The main transmission occurs during the symptomatic phase. The incident is no longer considered contagious 24 hours after the symptoms have subsided.

What are the symptoms of COVID-19 infection?

The main symptoms of the disease include the following: Fever, dry cough and diarrhea. Some have sore throats, arthralgia / myalgia and nasal congestion. The symptoms are usually mild and about 80% of patients recover without the need for special treatment.

Which patients are most at risk for serious illness?

Some patients experience shortness of breath (difficulty breathing) and possibly pneumonia, which requires hospitalization. People at high risk (ex. the elderly, heart patients, people with diabetes, liver disease or lung disease) are more likely to develop serious illness.

Does the staff must wear a mask?

The use of the mask is definitely recommended for hotel employees. People behind a protective cover are not required to wear a mask.

Guests must wear a mask when:

- They have symptoms of a respiratory infection (cough, sneezing, runny nose), to reduce the risk of transmission to others.

How is close contact with a COVID-19 case defined at the hotel?

- Accommodation in the same room with a confirmed case of COVID-19
- Direct physical contact with confirmed COVID-19 case (ex. handshake)
- Face to face contact or stay indoors with a confirmed case of COVID-19 at a distance of 2 meters and for a period of time 15 minutes
- General measures to prevent the transmission of infections

Good ventilation is recommended in all areas of the hotel, as well as easy access to running water and soap, in order to comply with the rules of hygiene.

1. The first line of defense against infections is careful hand hygiene. Frequent hand washing with soap and water is recommended.

2. Hygiene measures such as:

- Covering the mouth and nose with a tissue during coughing or sneezing.
- Avoid contact of the hands with the mouth, nose or eyes to prevent the spread of germs

- Avoid close contact (1-2 meters) with patients who have virus symptoms.
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If a visitor meets the criteria for defining a COVID-19 case:

- Fever, dry cough
- Some have sore throats, arthralgia / myalgia and nasal congestion.

The hotel manager, after being informed of the responsible action plan, communicates IMMEDIATELY with the covid-19 doctor for a statement of the suspected case.

At the same time he must contact the hospital or the hotel health officer.

It is recommended that the patient remain in his room with the room door closed. In a patient who has symptoms of a respiratory infection (cough, sneezing, runny nose), a simple surgical mask and tissues are given immediately.

If there is a companion of the patient, who wishes to stay close to him to take care of him (family, wife, husband), he should be given a surgical mask and advised to wash his hands, every time he comes in contact.

Avoid entering the patient's room, if there is no significant reason.

If needed, only one specific member of the Hotel staff is advised to deal exclusively with any suspicious case. This reduces the number of staff members exposed to virus.

Used protective equipment (simple surgical mask, gloves) should never be used again.

Hands should be washed frequently and attentively, with soap and water after disposing of protective equipment. It is emphasized that the use of gloves does not replace hand washing.

The patient is instructed to be examined by a physician and tested for COVID-19:

- Either from the cooperating doctors in the hotel area
- Either after going to the hospital on duty

The patient is instructed that after the examination he should inform the reception about the instructions he received.

Depending on the result of the laboratory test for COVID-19 will be treated as:

- Negative incident, although recommendations for restraint should be given in his room until symptoms subside.
- Suspected incident while waiting for the laboratory result
- Confirmed incident.

Respect and dignity:

Travelers should be treated with respect for human rights.
Our mission is to minimize any discomfort associated with such measures but at the same time to maintain a safe environment for everybody, no matter their gender, sociocultural, national or religious characteristics.