



RESIDENCE

General Information – Action Plan Covid – 19

In case **guest** shows symptoms of COVID-19, the following procedure is followed:

- The health manager of the hotel SOFIA FROUDARAKI will contact directly the CRETAN MEDICARE MEDICAL CENTER to report the suspected case and receive further instructions.
- The guest will be asked to remain in their room with the door closed.
- Patients who show symptoms of respiratory infection (cough, sneezing, runny nose), will receive a simple surgical mask and tissues immediately.
- If the patient has a companion who wishes to stay and take care of them, they will be given a simple surgical mask and be advised to wash their hands every time they come in contact with the patient.
- Members of staff are advised to avoid entering the patient's room unless absolutely necessary, in which case a member of staff will be selected to deal exclusively with the patient. Used protective equipment is discarded in a covered waste bin and is not reused.
- After discarding the protective equipment, staff are required to wash their hands thoroughly.

Cleaning guest room in case of COVID-19 symptoms

- All surfaces that have come into contact with a patient are thoroughly cleaned.
- Housekeeping staff are required to use a simple surgical mask, gloves and a disposable waterproof robe.
- After removing their gloves, staff are required to wash their hands thoroughly
- Fabrics are cleaned with a steam device (temperature > 70°C).

In case **employee** shows symptoms of COVID-19, the following procedure is followed:

- The health manager of the hotel **SOFIA FROUDARAKI** will contact directly the **CRETAN MEDICARE MEDICAL CENTER** to report the suspected case and receive further instructions.
- The member of staff will be asked to remain in a designated room with the door closed.
- Patients who show symptoms of respiratory infection (cough, sneezing, runny nose), will receive a simple surgical mask and tissues immediately.
- An investigation is then carried out to determine the possible exposure of other employees or guests, who will then be asked to follow the instructions of NPHO.
- All surfaces and equipment that have come into contact with a patient are thoroughly cleaned.
- The hotel cooperates with Dr. **ATHANASIOS DIAMANTAKIS CRENTAN MEDICARE** in Malia and Herosnissos 24/7, in order to provide us a safe summer.
<https://cretanmedicare.gr/>

call: +30 28970 25141

EMERGENCY CALL

Reception: 9

Covid-19 Responsible: **SOFIA FROUDARAKI +30 6972274646**

For purposes of public health protection, we keep a record of staff members and all guests staying at the resort (name, nationality, date of arrival and departure, contact details such as address, telephone, e-mail), so that it is possible to track all the people who came in close contact with an identified covid-19 case.

GDPR are adhered to and all guests and staff are informed that records are kept for the protection of public health.

All we wish for is to create summer moments!

Keep safe for a wonderful summer 2021!

The Family and the Staff of Residence Villas Hotel



