



## **ARMENISTIS CAMPSITE**

### **OPERATION AND SERVICES HEALTH PROTOCOL**

According to the guidelines of the National Public Health Organization (EODY) and the Ministry of Tourism

#### **A. Plan for handling suspected cases of COVID-19**

If a guest presents symptoms consistent with COVID-19 infection (fever, cough, shortness of breath, fatigue, muscle aches, sore throat, anosmia, lack of taste), the following shall be implemented:

1. The visitor should call the reception department of the camping (tel: +30 23750 91487, +30 23750 91497). The reception department will contact the camping's doctor immediately, who will visit the patient in their accommodation unit. In case the patient is staying in a tent, the doctor of the camping will provide him with a medical kit with all the necessary PPE so that the patient can be transferred to the camping's outdoor clinic for examination.
2. The co-operating doctor of the camping is then called for an evaluation of the incident.
3. If the patient is in need of emergency care, presenting a grave clinical picture, they are transported to the nearest Sanitary Unit "St. Nicholas Health Center", as a suspected case of COVID-19. It is anticipated that the patient will be transported to the healthcare unit by means of the Emergency Aid Center (EKAV) ambulance service.
4. If the patient presents a milder clinical picture, the collaborating doctor will take a sample for laboratory confirmation of COVID-19 infection.
5. If the case is assessed as a potential COVID-19 infection by the examining physician, the camping's health officer will IMMEDIATELY contact the National Public Health Organization (EODY) at (+30) 210 5212054 or at the special four-digit number 1135 (24-hour hotline) to report a suspected case and receive guidance on how to handle it.
6. The patient with a mild clinical picture stays in their accommodation unit until the results from the laboratory test come out.

7. During the above waiting period, it is forbidden for staff to enter the patient's accommodation unit, unless there is a serious reason. If necessary, it is recommended that one member of the camping's staff should deal exclusively with the suspected case.
8. The doctor and other camping staff who enter the suspected or, later, confirmed case's accommodation unit, must use personal protective equipment (PPE) offering high protection (masks, goggles, waterproof single-use robes). The same applies for all staff that will clean a COVID-19 patient's room.
9. If the COVID-19 infection is confirmed, the patient is transported to a designated quarantine hotel and subsequently to a healthcare unit that houses COVID-19 patients, if there is need for hospitalization. If the COVID-19 infection is not confirmed, the case is handled at the camping under the directions of the attending physician.
10. The patient is transported with PPE (simple surgical mask) and private means of transportation.
11. If the patient has a companion who wishes to remain and take care of them (e.g. spouse), the companion is provided with a surgical mask and advised to wash their hands every time they come into contact with the patient's secretions (e.g. saliva), and definitely before the companion touches their face, eats, or drinks.
12. Contact information for one of the patient's relatives is recorded in the event that consent may be required for surgical interventions and the patient is not in a state to communicate.
13. Used personal protective equipment (simple single-use mask, gloves) must be discarded into a trash can and must not be reused under any circumstances.
14. After discarding the protective equipment, hands must be washed thoroughly with soap and water. It is stressed that the use of gloves is not a substitute for proper hand washing, which is a very important protective measure.

**A.** Mr. Antonios Stampolidis is appointed in charge of implementing the plan for handling suspected cases of COVID-19.

**B.** A log of COVID-19 incidents is kept, where all cases are recorded along with the measures taken.

**C.** All campsite staff members are issued PPE depending on their duties, and sufficient quantities of PPE are secured for the entire summer season.

**C.1.** If a staff member shows symptoms of COVID-19 or has come into contact with a case, he/she shall remain at his/her accommodation unit using the special COVID-19 sanitary facilities and return to work if the laboratory test is negative.

## **D. Customer Information**

**D.1.**Notification of the operation's health protocol to all season guests, tour operators, tourism agents, and to all customers who have made or will make reservations by email.

**D.2.**Guidelines are posted on the Armenistis Camping official website at [www.armenistis.gr/el/covid-19-el](http://www.armenistis.gr/el/covid-19-el).

**D.3.**Health protocols are posted at visible locations around the camping (reception area, health-regulated establishments, bar, beach, commercial stores).

**D.4.**All information about COVID-19 infection and the measures concerning customers from abroad visiting the country are posted on <https://eody.gov.gr/en/novel-coronavirus-covid-19-advice-for-travellers/> in English.

**E.**Ms.Olga Lykou is appointed as the coordinator for the prevention of COVID-19 infections and compliance with the special protocol and EODY guidelines.

**F.**Basic measures to prevent the spread of COVID-19 and the use of PPE are adopted by the camping's staff.

## **G.Social Distancing**

**G.1.** Social distancing of 1.5 meters (5 feet) must be observed in all indoor and outdoor areas between people who are not staying in the same camping accommodation or are not part of the same family or group.

**G.2.** In all indoor communal facilities, social distancing (1.5 meters or 5 feet) is observed with special markings for the controlled entry of guests, who must also wear face masks.

## **H.Violations Report**

Any violation of the rules and guidelines must be reported to the campsite coordinator Ms.Olga Lykou.

**I.1.** The campsite's staff has been trained depending on their duties on the plan to handle suspicious cases of COVID-19, on the proper use of PPE, on basic measures to avoid the spread of COVID-19, and on all other campsite regulations aimed at preventing COVID-19 infection. Staff members must report any symptoms associated with the infection to the head of each department, both regarding themselves and guests, if they become aware of such symptoms.

**I.2.** Staff training must be completed by July 5, 2020.

**I.3.** Staff members who develop symptoms of respiratory infection shall be removed from their posts immediately.

**J.**It is recommended to implement electronic transactions in all departments, as well as electronic billing, invoicing, and receipts.

**J.A.**Entry to accommodation units is prohibited for non-residents.

**J.B.**The campsite's beach (in front of the bar) shall operate in compliance with all protocols pursuant to current Greek legislation. Νο. Δ1α/Γ.Π.οικ. 35444 – **ΦΕΚ Τεύχος Β' 2216/09.06.2020**

**J.C.**The campsite's management shall keep a record on site of all people who are staying or have stayed at the campsite, including their name, nationality, dates of arrival and departure, contact information (address, phone number, email address), in every camping accommodation or bungalow, whether it belongs to the guests or the business.

### **J.D.Camping sites**

The distance between all forms of camping accommodation (trailers, campers, tents) must be at least 5 meters (16.5 feet) from the entrance of the camping accommodation and 3 meters (10 feet) from all other sides. Social distancing of 1.5 meters (5 feet) between people who are not part of the same family or are not staying in the same camping accommodation or bungalow must also be observed in all areas. For rented camping accommodations, bungalows, trailers, semi-trailers, and caravans owned by the camping site, regulations for hotels apply.

**J.E.**All directions of Circular no. D1c/G.P./19954/20.03.2020 of the Ministry of Health "Measures for cleaning and disinfecting in areas and surfaces during the SARS-CoV-2 pandemic" (Online Posting Number: 6PS6465FYO-1ND), as is currently valid.

### **J.F.Rented Camping Accommodation**

Accommodation units that are rented or provided by the camping, are cleaned and disinfected between uses by different customers, according to the manufacturers' guidelines. If the cleaning generates aerosols, cleaning shall be carried out far from guests, using the necessary PPE. Other equipment that is rented or provided shall be cleaned and disinfected between uses by different customers.

### **J.G.Sanitary Facilities**

**J.G.1.**Sanitary facilities (WC, showers, handwashing stations, changing rooms, dish-washing sinks) shall be kept clean and in good condition according to current Health and Hygiene provisions, and sufficiently ventilated during use.

**J.G.2.**A specific cleaning & inspection schedule is observed with such frequency as to ensure the maintenance of proper sanitary conditions in the facilities throughout the day.

**J.G.3.**Trash containers have been installed at various accessible points in indoor and outdoor communal areas.

**J.G.4** Sinks have been supplied with soap, hand towels and foot-operated trash containers.

### **J.H.Catering, Shops and other facilities**

Food and beverage establishments, retail shops, and all other facilities operate pursuant to current Greek legislation.