

**Protocol for the regulation of measures to fight and contain the spread  
of Covid-19 in  
OUTDOOR ACCOMMODATION  
in the Emilia-Romagna region**

**1. Purpose**

The primary objective of this regulatory protocol is to provide guidelines and directives aimed at increasing the effectiveness of the preventive containment measures adopted to contrast the COVID-19 epidemic in businesses with outdoor accommodation, thus protecting the health of guests, operators and anyone working in the sector.

COVID-19 is a generic biological hazard for which appropriate control measures need to be put in place. Tourist accommodation facilities, by their very nature, are bound to have many people staying in the same place at the same time, with a constant stream of guests coming and going. This is not to mention all the other services such places often have to offer (food service, spas, swimming pools, conference halls, etc).

In addition to all that, campsites and resorts also have large indoor and outdoor spaces (at least 30 sq. m. per guest – 120 sq. m. per family or group). In the light of the above, it is paramount that the appropriate measures are taken to protect managers, staff members and guests, preventing the spread of the virus while still allowing tourists to enjoy the hospitality and warmth our region is known for.

In addition, we must not forget that, as citizens, we all have an individual responsibility to heed the current health advice and adopt such safety and preventive measures; this is why guests must be given adequate information on how to prevent the spread of the virus.

This document, which was drawn up with the cooperation of the General Directorate of Personal Care, Health and Welfare, on 13 May 2020 was sent to local Traders' Associations and Trade Unions and to the Municipalities representing the Tourist Destinations. It sets out a number of guidelines for businesses and individuals who own and/or run tourist accommodation facilities, so as to identify the most effective measures to prevent the risk of infection from SARS CoV-2 (the virus responsible for COVID-19) and ensure the safety of both guests and workers.

Each business must adapt the following guidelines to their individual facilities and operations and provide information on how to prevent the spread of the virus on a case-by-case basis.

These guidelines, laid down according to the *Protocol for the regulation of measures to fight and contain the spread of Covid 19 in the workplace* of 24 April 2020, which shall herein be deemed to have been endorsed in full, may be updated, supplemented or amended, in line with the evolution of the Government's provisions for the "Phase Two" reopening plan (to be followed in

order to meet the safety requirements to prevent the spread of the Covid-19 epidemic), the evolution of the epidemiological situation, and any further national or international technical-scientific indications.

As for the specific measures to be implemented in order to reduce the spread of Covid-19 and safely perform any activities/tasks, reference should be made to any further provisions laid down in each specific corporate/local protocol, in compliance with the aforesaid Protocol of 24/04/2020 or any specific health provisions.

Such protocols may also focus on other aspects within a specific sector, for example training.

## 2. Scope and structure of the protocol

For the purposes of this document, by tourist accommodation facilities we mean all facilities referred to in Art. 5 of RL 16/2004 as subsequently amended, whereas **businesses with outdoor accommodation**, as referred to in Art. 6 of RL 16/2004 as subsequently amended, include:

- ② **Campsites:** designated single management areas where tourists can camp overnight using tents or other forms of accommodation. In order to accommodate tourists who do not have their own tent or caravan, campsites may offer a number of pitches (up to 35% of total pitches available) equipped with tents, mobile housing units such as caravans, mobile homes, maxi caravans, motor homes, and lodges.
- ② **Holiday villages:** designated single management areas where tourists who do not have their own tent or other form of accommodation are assigned a tent, mobile home or lodge. In holiday villages, at least 35% of pitches is equipped with mobile homes or other forms of accommodation made available by the manager. Campsites and holiday villages are known as “holiday centres” when they have sports, leisure, and shopping facilities, as established by the Regional Council.
- ② **Boat camping resorts:** places where tourists can go boat camping, i.e. stay in leisure crafts moored in a specific area and meeting the requirements of the Regional Council, which also regulates the opening and management of such places as well as their classification.

This protocol contains preventive measures that comply with the current legislation and with the provisions laid down by health authorities.

This document includes prescriptions, indications and operational suggestions and is divided into the following sections:

- A) GENERAL MEASURES
- B) MEASURES SPECIFIC TO EACH AREA AND SERVICE

## A) GENERAL MEASURES

### 1. Information and communication

Given the importance of individual responsibility in heeding the current health advice and adopting the appropriate safety and preventive measures, guests must be given adequate information on access and behaviour rules so as to prevent the spread of the virus.

More specifically, the management, through the most suitable and effective means, must inform all customers about the provisions in force by distributing and/or keeping special information leaflets by the entrances and in the most visible places within the premises.

In particular, guests and staff members must be made aware that:

- they have the obligation to stay at home in the presence of fever (over 37.5°C ) or other flu-like symptoms and to contact the family doctor or primary care paediatricians in such cases;
- they have the obligation to stay at home if they have been in contact with someone who has tested positive for the virus in the previous 14 days;
- it is prohibited to stay in the company premises in the presence of fever or other flu-like symptoms, which must be promptly declared;
- it is prohibited to stay if one has been staying in the same place (tent, caravan, etc.) as someone who may have COVID 19;
- they must undertake to abide by hygiene and social distancing rules.

Communication tools shall include signs listing the main preventive measures (social distancing, hand washing, respiratory hygiene, and other measures to adopt within the company premises). The signs for customers must be in both Italian and English.

More detailed guidelines can be found in the *“Technical guidelines for the production, marketing and serving of food to prevent SARS COV-2 transmission”* protocol by the Regional Department for Disease Prevention and Public Health (hereinafter: Food Protocol) (Annex 1).

### 2. Personal Protective Equipment

Guests must abide by the general rules regarding the use of gloves and face masks.

All staff members must be given the mandatory personal protective equipment (PPE), besides any additional PPE appropriate to the risks involved and the work done.

With regard to the staff in charge of handling and preparing food, reference should be made to the aforementioned Food Protocol.

For the staff carrying out front-desk, cleaning and management activities, the PPE to be used and the rules of use will be established by the Health and Safety Officer (RSPP), on the basis of a specific risk assessment that takes into account the risk of exposure to the virus for each task.

All employees must receive training and information on the correct use and maintenance of PPE. Employees must not modify any PPE and must immediately report any defects or problems to their employer.

Hands must be either disinfected using alcohol-based hand sanitisers or washed with water and soap for at least 60 seconds on a regular basis. After washing your hands with water and soap, dry them properly. Use alcohol-based hand sanitisers periodically throughout the day, even when wearing gloves.

Gloves do not replace proper hand hygiene, they must be changed on a regular basis and disposed of in unsorted waste. Gloves must not be reused.

Do not touch your mouth, nose and eyes even when wearing gloves.

Washing your hands frequently is the simplest yet most effective way to maintain good hygiene.

Face masks, disposable gloves and disinfectants for surface areas must be provided to any guest on request, even for a fee. Providing sensor or pedal bins in common areas is strongly recommended, so that guests can dispose of PPE. Each bin must have a bin liner so that the bag can be pulled out by its edges, closed, and tied with minimal contact with the waste matter.

### **3. Guidelines for employees and staff members**

#### **Coming into work**

Conducting temperature checks is not mandatory; however, employees must be made aware of the obligation to stay home from work should they have a respiratory infection and/or fever (above 37.5°C).

Such obligation must be complied with especially by employees who are experiencing symptoms related to diseases transmissible to humans through food (Regulation (EC) 852/2004) and, in compliance with the provisions to stop the spread of the SARS CoV-2 coronavirus, symptoms of respiratory infection and/or a fever (above 37.5°C). Such employees must immediately notify their doctor and the occupational physician in charge.

Before coming back into work, employees who previously tested positive for COVID-19 must submit a medical certificate proving that they completely recovered.

#### **Moving safely from one place to another, meetings, in-house events and staff training**

Only leave your workstation when strictly necessary to perform a task and always in compliance with business regulations. Therefore, meetings can only be attended by a limited number of employees, provided that social distancing guidelines are observed and that the room is cleaned/ventilated before and after the meeting.

The employer must offer proper staff training on safety matters, providing staff members with these guidelines and any additional internal measures and methods to minimise the risk of contracting and spreading COVID-19.

All staff members, including third party workers, must strictly follow such guidelines.

Staff training must take place before the start of and during the working season.

Any failure to complete the mandatory workplace safety training within the statutory time limit due to the current emergency and therefore to force majeure, will not result in the staff members being removed from the task (for example: employees in charge of fire safety or with first aid training can still intervene in case of emergency).

#### **4. Management of a suspect case**

##### General measures

Guests who have a fever or flu-like symptoms (dry cough, sore throat, difficulty breathing) must immediately call the reception to inform the management, who shall promptly notify the local health authority (using the emergency telephone numbers), or 118 should the symptoms be severe (e.g. dyspnea or severe difficulty breathing). The local health authority (AUSL) will either send or put you on the phone with a healthcare worker. While waiting for medical assistance, minimise the risk of infection by adopting the following measures:

- Have the guest suspected of having COVID-19 wear a face mask;
- Limit their contact with other people by making them stay in their accommodation.
- If they are staying in a small tent they must be moved to a mobile home or lodge or, where this is not possible, to a bigger tent (at least 10 sq.m.), provided by the campsite manager, who must also arrange for a separate restroom for such guests to use.
- Food delivery to the guest's accommodation is allowed as long as the tray is left outside the door;
- Should it be necessary to have staff members enter the room/accommodation, they must be in good health, have adequate PPE and thoroughly wash their hands afterwards;
- Have the guest suspected of having COVID-19 dispose of any used tissues in a waterproof bag, which must be disposed of with any other infected material.

If the person suspected of having COVID-19 is an employee or other worker, they must immediately stop working and inform the management through the HR department. They must return to their house, adopt any necessary preventive measures and call their family doctor; the management must also immediately notify the relevant doctor. As for employees staying at the tourist accommodation facility, adopt the aforementioned measures in place for guests so as to minimise the risk of infection while waiting for medical assistance. Should an employee or other worker call from home to say that they suspect they may have Coronavirus, they must stay home and seek medical assistance. Should they test positive, it is paramount that they follow the instructions of the healthcare professionals and stay in quarantine until full recovery.

Any guests travelling with the person with COVID-19 will be ordered to self-isolate at home and, therefore, must leave the facility and return to their place of residence.

##### Protective equipment

Guests who are either experiencing Covid-19 symptoms or taking care of someone infected may ask for protective equipment at the reception desk. Such equipment includes:- surgical face masks for the person infected and FFP2 masks for their caretaker; faceshield; disposable gloves; disposable aprons; fluid repellent coveralls; disinfectants/ disinfecting wipes to clean surface areas and fabrics; disposable biohazard waste disposal bags.

### Cleaning

In rooms and other places where confirmed cases of COVID-19 have been identified, the cleaning measures provided for in the *“Technical Guidelines for Cleaning, Disinfecting and Sanitising to prevent SARS COV-2 transmission”* protocol drawn up by the Regional Department for Disease Prevention and Public Health (hereinafter Cleaning and Disinfection Guidelines) shall apply.

Bed linen, curtains and other fabric material must be washed at 90° C with detergent. Should this not be possible due to the characteristics of the fabric, wash with bleach or other sodium hypochlorite products.

### People who had contact with suspect cases

Close contacts must be traced by healthcare operators, who must also establish quarantine and self-isolation measures. The corporate management undertakes to fully cooperate in such phase. The corporate management, in agreement with the healthcare authority, will assess whether and how to inform the persons not directly involved. The Public Health and Hygiene Authority will establish where (one’s own home or other facilities) all close contacts (guests or staff) will spend the quarantine period.

## **B) MEASURES SPECIFIC TO EACH AREA AND SERVICE**

Changes must be done to indoor and outdoor areas, hours of operation and operating procedures so as to ensure social distancing (at least 1 metre) and prevent overcrowding.

Provide hand sanitisers in multiple locations, especially near and around high-touch surfaces.

### **1. Access to the facilities**

Where possible, make changes to turnstiles and to entrance and exit bars so as to allow people to access without touching surfaces.

You may also replace any press-to-exit buttons with foot pedals.

### **2. Reception area**

Even though staff members and guests are more than likely already familiar with the preventive measures in place, signs with basic reminders and protection steps should be posted in the reception and common areas.

In the reception and common areas maintain the mandatory distance (at least 1 metre).

Make sure that arriving and departing guests can practise social distancing when they are at the reception desk; where not possible, install physical barriers such as reception glass screens (add microphones where needed). Wearing a face mask shall be mandatory in all other cases.

Using signs and/or other means (for example, floor markings, retractable belt barriers, etc.) to direct foot traffic and demarcate zones is highly recommended.

Wherever possible, create separate paths for entrance and exit.

Make your guests feel welcome without shaking hands with, hugging or kissing them. The same applies to coworkers.

Have alcohol-based hand sanitisers (60-85% alcohol) available for all to use in multiple locations in the reception area.

Staff members in the reception area must be equipped with a face mask.

Installing a protective screen may help protect both guests and workers.

When more staff members need to work side by side, they must wear a face mask or be separated by a screen dividing their workstations if they cannot maintain at least 1-metre distance.

Any staff members who cannot perform their tasks while maintaining at least 1-metre distance must wear a face mask.

A number of measures should be taken to avoid overcrowding and reduce the time spent in the reception area:

- promote online check-in and check-out, so as to reduce the time spent at the reception desk (where all activities will be done in compliance with safety regulations and no touching).
- where possible, use automated check-in systems (self check-in, electronic keys, etc.); however, you still must verify the guest's identity using the original identity document and receive authorisation to charge the credit card;
- in the case of groups, families, etc.: ask the group leader or the head of the family to check-in everyone and provide all information required at the reception desk; ask for the rooming list within the day before arrival; hand the keys to the group leader or head of the family, who will then give them to the other guests;

- In order to avoid queues, you can take the documents of arriving guests, let them get settled, and then finish checking them in;
- where possible, use virtual concierge systems or other similar information systems to minimise contacts between guests and the reception team.

Security authorities must be promptly informed to help them identify any people who have flouted quarantine rules.

Try as much as possible not to touch anything that was touched or belongs to a guest (for example: let guests keep their key for the duration of their stay; look at identity documents without touching them; encourage the use of electronic and contactless payment methods; etc.).

Keys must be disinfected or replaced before and after every new guest.

In order to allow for the deep cleaning and disinfecting, the accommodation units should be assigned on a rotational basis. Guests may ask that no housekeeping staff enter their accommodation during their stay.

Facilities, rooms, workstations and common areas must be cleaned and disinfected on a daily basis.

At the end of their shift, staff members must clean their workstation and the equipment they have used (for example: telephone, keyboard, mouse, touchscreen, pos, pens, pencils, staplers). It is recommended that any unnecessary objects are removed from the workstation.

Encourage ventilation by opening windows and doors on a regular basis.

### **3. BACK OF HOUSE**

#### Offices

Place leaflets and signs listing the main preventive measures at the entrance and in clearly visible places.

When a safe distance (at least 1 metre or more depending on local provisions) cannot be maintained, the use of face masks approved by the relevant science and health authorities is mandatory.

Facilities, rooms, workstations and common areas must be cleaned and disinfected on a daily basis.

At the end of their shift, staff members must clean and disinfect keyboards, touchscreens, and mice with alcohol-based detergents.

Let only a limited number of suppliers/customers/other people in the offices, always in compliance with social distancing rules or with adequate PPE.

Staff must be provided with the necessary tools to follow good hygiene practices, especially when it comes to hand hygiene. To this end, make alcohol-based hand sanitisers available for all to use.

#### Changing rooms and storage rooms

In addition to the guidelines above, observe the following rules:

- Before entering the changing room, staff members must wash and disinfect their hands.
- In order not to have too many people in the changing room, you may have to organise shifts or limit access.
- Clothes and/or personal belongings must be placed inside one's personal locker.

Ventilation of such rooms is not mandatory, but strongly encouraged.

### Use and disinfection of equipment

Maintenance workers must always wear the PPE provided for in the risk assessment made in accordance with workplace safety regulations. More specifically:

- a surgical face mask when a safe distance (at least 1 metre) cannot be maintained
- a FFP2 mask for tasks that may generate dust particles,
- disposable gloves or work gloves depending on the task,
- goggles, which must be disinfected at the end of the shift
- safety footwear.

All equipment and tools must be disinfected before and after each use with an alcohol-based disinfectant or sodium hypochlorite.

All means of transport must be disinfected before and after each use, using an alcohol-based disinfectant or sodium hypochlorite on high-touch surface areas (for example steering wheel, gearshift, handles..).

## **4. Mobile homes, lodges, tents, houseboats**

Entering and staying in one's accommodation does not prevent guests from practising social distancing.

Each accommodation should have leaflets with information on how to prevent the spread of the virus and what to do and not to do within the premises.

Lodges, mobile homes and houseboats will be cleaned and disinfected before and after each guest according to their classification.

The reception will provide the housekeeping staff with a schedule of the mobile homes, lodges and tents to clean.

Where possible, accommodation units shall be assigned on a weekly rotational basis.

Effective disinfection practices begin with proper waste disposal.

Each accommodation should be equipped with a disinfectant, which must be replaced with a new one when a new guest arrives. Guests should also receive information on the cleaning and disinfecting procedures and products used.

## **5. Restrooms-showers- sinks**

Rearrange communal spaces (restrooms, toilets, showers, sinks) so as to allow guests to stay at least 1 metre apart and avoid overcrowding.

Special attention must be paid to the cleaning and disinfection of shared bathroom facilities, showers, and sinks. They must be thoroughly cleaned and disinfected at least twice a day.

During high season, when over 70% of pitches without a private restroom (therefore excluding mobile homes, lodges and pitches with private facilities) may be occupied, bathroom facilities must be cleaned and disinfected at least 3 times a day.

In any case, cleaning and disinfection equipment must be made available to customers who wish to use them before accessing such facilities.

## **6. Outdoor areas**

In order to promote social distancing and avoid overcrowding, place signs with basic reminders and protection steps also in outdoor areas and next to any outdoor equipment.

Outdoor areas must be kept clean and well-maintained.

The waste containers in the areas for waste disposal and recycling must be emptied and high-touch areas disinfected daily.

At the entrance of such areas there must be hand sanitiser dispensers and disposable gloves available for all guests to use.

High-touch areas (e.g. benches and other seats, handrails, toys and furniture in general) must be disinfected daily.

## **7. Breakfast and restaurant areas (serving of food and beverages)**

As for the preparation and serving of food, reference should be made to the provisions in the Food Protocol (Annex 1).

In particular, you must adopt the following measures:

- Tables must be spaced at least 1 metre apart, so that every guest at one table sits at least that far from every guest sitting at the neighbouring tables. In order to ensure social distancing, you can place dining tables in other areas within the premises, both inside and outside;
- Buffets with food on display are not permitted;
- Seasonings, sauces, bread, crackers and breadsticks must come in single-serve packets. As an alternative, you may bring them directly to the table upon request.
- Staff members and workers in charge of distributing, marketing and serving food must wear a face mask, whereas the use of gloves is not mandatory as long as they can frequently wash and sanitise their hands.

Provided that at least 1-metre distance can be kept at all times and that any potential overcrowding is avoided, breakfast buffets are allowed as long as the food on display is protected and kept at a safe distance from the guests and that plates are filled by staff members with adequate PPE (see Food Protocol).

Guests must enter the dining room in an orderly manner so that there is no overcrowding and everyone can keep the mandatory distance; table service remains the best option.

As for the hygiene-safety measures to be implemented by Food Business Operators (OSA), reference should be made to the Food Protocol.

As for menus, it would be best to have online menus that guests can read on their phone, or, where not possible, laminated menus that can be disinfected after each use.

Food delivery to guests' pitches, lodges, mobile houses and/or houseboats is strongly encouraged.

Restrooms must be equipped with hand hygiene products such as soap and alcohol-based hand sanitisers. Avoid overcrowding in bathroom facilities.

Provide sensor or pedal bins in multiple areas so that guests can correctly dispose of PPE. Each bin must have a bin liner so that the bag can be pulled out by its edges, closed, and tied with minimal contact with the waste matter.

## **8. Cleaning, disinfecting and sanitising**

Cleaning and disinfection operations must be scheduled and planned out according to a specific programme which also defines cleaning methods and the products to use as provided for in the *Cleaning and disinfection guidelines* (Annex 2).

## **9. Other amenities**

### Children's playgrounds

Any entertainment activities are to be suspended or rescheduled with smaller groups in areas that allow for social distancing. Any activities that may lead to gatherings must be suspended.

The perimeter of outdoor children's playgrounds must be clearly defined, with only a limited number of children allowed in at any one time. Children must be supervised by their parents and follow the regulations in force. For further information, reference should be made to the Regional Protocol for Summer Camps.

Indoor children's playgrounds must be thoroughly cleaned and disinfected on a daily basis or before each use.

Any equipment must be cleaned and disinfected on a daily basis.

Although some evidence suggests that children are far less susceptible to COVID-19 than adults, were staff members to notice any alarming symptoms or difficulty breathing they should immediately inform both the management and the parents.

The entertainment staff (if any) should undergo appropriate training and monitored in person before the start of the activity and/or on a regular basis (the Region is preparing a new protocol for summer camps, which will also apply with regard to entertainment staff training).

### Entertainment and shows

It being understood that reference should be made to the specific provisions applying to such activities, as of today there is no way of ensuring social distancing and avoid overcrowding during dance parties and music events, with the exception of concerts where the audience members can sit at a safe distance from each other.

Any activities involving people gathering together, such as dancing, happy hours, etc., are not permitted.

### Sports activities

Sports activities are permitted, provided that they take place in safe and secure environments and in compliance with social distancing rules (art. 1 par. 1 lett. f) DPCM April 26: sports activities are permitted as long as a 2-metre distance is maintained).

Individual sports do not pose a significant risk of spreading the virus and can be practised in compliance with social distancing rules.

As for dual and team sports (tennis, beach volleyball, football, etc.), reference should be made to the provisions set out by the Ministry of Sports and by sports associations (the Italian National Olympic Committee, Sports Federations), especially with regard to higher risk sports.

### Swimming pools, gyms and spas

As for swimming pools, gyms and spas, guests must follow the guidelines provided by the relevant authorities and adopt the specific preventive measures to be taken in such facilities.

Information signs on covid-19 must be affixed.

Access to the pool area must be monitored and limited according to its size.

All surfaces in the outdoor area by the pool (sunbeds, beach chairs and similar) must be disinfected on a daily basis and before and after each customer.

### Private beaches

Reference should be made to the measures provided for in the protocol governing beaches and beach activities.

## **10. Services provided by third parties**

As for restaurants/supermarkets/bars/swimming pools/toilets located within the premises but run by third parties, they are required to show safety documentation and/or the declaration that all the necessary safety measures/procedures have been implemented.

Third-party laundry services must deliver laundry in a sealed bag with a certificate stating the washing temperature and the sanitising products used.

The campsite must receive a list of the procedures adopted by any restaurants/supermarkets/bars/refreshment stands/toilets run by third parties before the start of the activities, which must be consistent with the guidelines provided herein.

Bologna, 13.05.2020