COVID-19

HEALTH SAFETY PROTOCOL

Campsites and Residential Parks

FNHPA
FEDERATION NATIONALE DE L'HOTELLERIE DE PLEIN AIR

This document is a guidance for campsite and residential park owners to help protect their guests during the COVID-19 pandemic.

The document takes into account the views of the Ministry of Health, the High Council of Public Health, campsite professionals and trade unions.

Campsites offer a number of advantages

Individual and independent accommodation units, with plenty of space between each one, in the middle of the open country.

A holiday in the great outdoors. The sites are neither enclosed nor confined.

Space and nature. On average a family has several hundred square metres of space in which physical distance is easy to maintain. This is the norm for campsites and residential parks. There are no bottlenecks where people have to pass each other (lift, corridors, stairs...).

Guests arrive at the sites by private transport (car, motorbike, camper van, bicycle or on foot), which is by far the safest means of transport in the current situation.

In terms of health and safety, campsite and park owners have been applying and enforcing strict standards regarding hygiene and personal safety for many years (regular checks by regional health agencies (ARS), the directorate of consumer affairs and fraud control (DDPP), fire department (SDIS) etc..).

The camping sector is responsive and resourceful and can act quickly to update its protocole to meet health and safety requirements.

Appointment of a designated contact person

(the director or an employee under the authority and responsibility of the campsite manager)

The person responsible for managing this situation must have good communication skills, be a good listener and be familiar with the various departments within the establishment. The mission of this designated person includes :

- implementing general measures as well as specific measures to the running of the site by consulting the occupational health doctor when in doubt
- taking preventive and corrective actions and continuously improving the application of health and safety measures
- ensuring that the staff are properly informed and trained and apply measures to prevent health risks
- ensuring that measures and procedures comply with the government's instructions. The contact person must regularly monitor information from the prefecture and local council
- keeping all procedures up to date
- carrying out stock control of equipment, materials and products
- updating the reference documents
- carrying out a regular review of the application of health safety procedures
- ensuring that the procedural documents related to the Covid-19 are kept up to date and made available

Training the designated contact person

Invite the "Covid-19" contact person to follow an on-line training course (MOOC) to help prepare the staff.

Relationship with service providers and suppliers

Prior to their arrival at the site, inform external suppliers working within the establishment of the health and safety measures in place (access restrictions, « preventive measures » which apply to delivery drivers, provision of hand sanitizer etc.).

Staff Awareness/Training

Adapt the risk assessment register to include the current Covid-19 situation.

Provide employees with a guide (in the form of a tutorial/e-learning or other format) on « preventive measures » to be carried out during their work tasks.

Ensure that all employees are informed of the new procedures in place (based on the information in the protocol) and of the risks, organising specific sessions for each department (reception, floors, restaurants, back office...). Favour conference calls.

Inform the staff specifically of the location of the handwashing sinks and/or hand sanitizer dispensers. Carefully placed posters are a reminder of the steps to effectively wash your hands.

Issue guidelines to staff to encourage them to observe good practice and provide information so that they can report/alert abnormal situations in the workplace.

Ensure the correct level of staff information.
Questionnaires may be carried out.

Preserving the health of employees

The employer will endeavour to enforce all of the rules and safety instructions related to the use of disinfectant and cleaning products. It is the employer's responsibility to protect the health and safety of workers through risk prevention.

DETECTION & MANAGEMENT OF SUSPECTED CASES

Virus detection

Ensure the implementation of the management protocole in the event of suspected Covid-19 contagion.

- Invite all employees or third parties (customers, suppliers, contractors) presenting symptoms (breathing difficulties, loss of taste or smell...), to consult an appointed doctor, a « Covid-19 » centre, their own doctor or any other registered local health organisation
- Inform customers of « preventive measures » and invite them to take their own temperature if necessary (if the person thinks he has a high temperature).
- Encourage people with Covid-19 symptoms to consult a doctor, even before their stay. Customers should also be encouraged to inform the site management in the event of post-stay contamination.

Isolation

Any member of staff with a high temperature or other Covid-19 symptoms or returning from a high-risk area, must be quarantined for 14 days.

Provide an isolation area for customers who come down with symptoms during the event, trip or holiday. Medical advice can only be provided by medical staff. If necessary, the customer should self-isolate for 14 days at home or in a dedicated place on the campsite.

Isolation procedure following the discovery of a suspected case on site
(applicable to all employees, customers or third parties intervening on site), including:

- Providing an area for people with symptoms
- Phoning the emergency services or a doctor if a person has breathing difficulties or any other serious problem
- Activating the isolation procedure for people who have been in close contact with potentially infected people
- Activating the disinfection and cleaning procedures

Supply of protective equipment

- Equip all employees (and external service providers working on site) with disinfectant gel or soap, which is also available in all changing rooms and rest rooms.
- Equip all employees with type 1 medical masks or masks for the general public (disposable or reusable fabric masks) according to Government recommendations.
- Provide teams with additional equipment (e.g. gloves) for certain functions (including checkouts, reception and services). Wearing gloves is not recommended outside the usual use in the professional context. Provide disposable towels.
- For other functions, wearing a mask is optional or compulsory in common areas (excluding private areas, e.g. accommodation or mobile homes) according to Government recommendations.
- In areas where this applies, reinforce the equipment of the medical service with adapted material.
- As a precaution, make kits (masks, gel, etc) available to the public and encourage them to clean their hands with hand sanitizer or soap at all points of contact, particularly at the entrance and exit of areas subject to crowds (entrance to buildings, shower blocks, restaurants, reception, etc...).
- Where possible, equip reception counters such as cash desks or reception desks with perspex screens recommended by the High Council of Public Health (HCSP) (recommendation 27 May 2020). Perspex screens are recommended in all cases. Visors can be worn in addition to masks but do not replace them.

Details of personal protective equipment

In order to adapt individual protective equipment and product use procedures, employers are strongly advised to contact the occupational health services when the MSDS (Material Safety Data Sheets) of products do not sufficiently specify this information (PPE, etc).
When using products that may cause serious eye damage or severe eye irritation, protective goggles or a visor must be worn at the same time as the mask. When using products that may cause skin lesions, the suit and gloves must be worn.

Staff organisation

Ensure that staff arrive through an entrance equipped with a disinfection kit and where protective equipment is provided if necessary.

On sites where applicable and possible, reorganise schedules to limit groups of employees at one given workstation.

Organise staff meal times and locations to allow for social distancing and “preventive measures”.

For concerned professions, check the sectorisation and the protection of clean clothes in the locker rooms.
Dirty linen must be placed in specific bags and accessible without manual handling.

Organise the exit of staff via an area equipped with a dustbin containing a lined binbag (without lid or with non-manual control) for disposing of protective equipment or contaminated waste (handkerchiefs...).

Limiting contact points / Physical distancing

- Reminder of physical distancing: keep a distance of a minimum of 1m (front – back – side) from the person next to you. The establishment is responsible for the correct application of these "preventive measures" and physical distancing.
- Clear markings must be put in place (on the floor, walls, seats, etc...) or perspex partitions when possible to ensure that a safe distance is maintained between customers, including in queues likely to form inside or outside the establishment.
- As soon as possible, ensure that queues flow smoothly and that floor markings are respected.
- Waiting areas: reduce or eliminate waiting areas or reduce the number of seats so that distances between individuals are respected.
- Adapt the path the customer must take on arriving at the site and all points of contact to limit the possibility of transmitting the virus. Wearing a mask is recommended in all situations where there is a risk of an accidental break in physical distance.
- As soon as possible, separate the customer entry and exit flows and/or mark the direction of traffic inside the establishment (corridors, aisles etc...).
- Encourage contactless payment by credit card whenever possible. Regularly disinfect payment terminals.
- As soon as possible, develop "contactless" solutions, e.g. with mobile payment applications (e.g. barcode scanning) to reduce waiting times.

Air-conditioning

The use of air-conditioning is possible but avoid the generation of air flows towards people, avoid air-recirculation and use the most effective filter in terms of health and safety.

Reorganisation & activity restrictions

Rearrange spaces to ensure that the safety distances between people are respected (customers, employees and third parties working on site). Application methods will be detailed by sector in accordance with government measures.

Cleaning & Disinfection

Completely revise the internal protocole, from a health and hygiene point of view, to take into account the specificities of the virus. Adapt it to each space (updated regularly). This will include, but is not limited to: use of new disinfectants if existing ones are not sufficient, more regular cleaning of contact points.

Strengthen cleaning procedures of sensitive areas and in the back office.

Increase the frequency of uniform washing.

Put in place specific procedures of risk waste management.

Organise regular disinfection rounds in public areas during opening hours.

Staff Awareness/Training

For the removal and washing of household linen (towels and sheets), if this service is available, follow the chambermaid protocole drafted by the Department for Work and Pensions.

https://travail-emploi.gouv.fr/IMG/pdf/covid19_fiche_metier_hotellerie_v07052020.pdf

CUSTOMER AWARENESS

Communicating on new safety procedures

Ensure the communication (including before the beginning of the stay) on health safety procedures related to Covid-19 is clear and consistent and encourage customers to bring their own mask (not recommended for children under 11 years old).

Ensure

- Health safety procedures and "preventive measures" are displayed in all areas
- Information on physical distancing and hygiene protocole is clear and precise
- Customers are informed of health safety procedures at the reception

Share this protocole widely:

Pre-stay / pre-visit / pre-event emailing, website, posters in the establishments, apps, TV in room (if applicable), bedside table... internally and externally

Protective supplies

Whenever possible, provide additional hand sanitizer or soap dispensers in private living areas.

Limiting contact points / Physical distancing

Adapt the entertainment programme (including children's and teenagers' club(s)) to health regulations and Government decisions, in particular by limiting groups to a maximum of 10 people and avoiding mixing groups (do not change groups).
However, several groups may participate in the same activity, provided that they are dispersed.

Play areas and structures for children may be opened in compliance with regulatory requirements.

Adapt bars and restaurants to comply with health safety regulations and government decisions.

Reorganisation & activity restrictions

- Adapt rooms and terraces to create a distance of 1 metre between each table.
- Reduce the number of group events: no or fewer information meetings, if necessary limiting the number of participants to 10 people, prioritise outdoor activities, comply with physical distancing regulations, individual or group sports activities limited to 10 people.
- Review the entertainment programme to respect "preventive measures" and physical distancing. Several groups, each comprising a maximum of 10 people, may take part in the same activity provided that sufficient distance is maintained between each group.

Swimming pools and water parks

The capacity of the swimming pool is the maximum number of people (bathers and non-bathers) who are simultaneously within the pool area. This is calculated according to the « 4m2 rule » which stipulates that each person (bather and non-bather) must have 4m2, in and out of the indoor or outdoor pools. A distance of one metre in front, behind, right and left of each person must be respected in all circumstances.

- Reinforce the pool regulations by including the "preventive measures" and display posters as a reminder of these measures particularly next to the footbath and shower.
- Display a poster prohibiting access to the pool to people with breathing or digestive problems.
- Increase the frequency of cleaning and disinfection of surfaces and equipment in the pool area.
- Reduce or eliminate (if disinfection is too difficult) furniture such as sunloungers in order to respect physical distancing and to facilitate the cleaning of the poolside.

Cleaning

Cleaning of children's clubs

Comply with school health standards.

Cleaning of rental accommodation

- Identify contact points with a high or moderate risk of virus transmission.
- Modify existing cleaning procedures accordingly to incorporate products, equipment (including PPE) and disinfection procedures. Refer to precautions for the use of virucidal products and personal protective equipment above.
- Encourage as much as possible the rotation of the accommodation units between customers ie, leave at least 6 hours between customers on changeover day.
- Air the accommodation for at least 15 minutes following the departure of a customer. Encourage customers to air the accommodation regularly.
- Clean and disinfect all contact areas in the accommodation following the departure of each customer (according to the procedure detailed in chapter 7 of the review by the High Council of Public Health (HCSP) dated 24 April 2020 on "preventive measures« and physical distancing). Again, refer to the precautions relating to the use of virucidal products and the details of personal protective equipment.
- Wash for at least 30 minutes at 60 degrees any fabric in contact with the skin during sleep (sheets, pillowcase, duvet covers) and, where appropriate, tablecloths, towels and tea towels.

Cleaning

Cleaning and use of shower/toilet blocks

- Limit the number of people in the block at any one time (1 person per toilet, shower...) and display this information at the entrance.
- Close facilities that do not allow for physical distancing (ie, adjoining urinals).
- If possible, organise a one-way system with an entrance door and exit door.
- Equip shower/toilet blocks with waste bins without lids or with non-manual control.
- Increase the frequency of cleaning.
- Modify cleaning procedures by detailing the disinfection procedure.

- Allow customers to :
  - disinfect themselves / wash their hands with soap, if possible, at the entrance to the block.
  - carry out further disinfection themselves. When products are made available to customers, they must not be within the reach of children. In order to ensure that disabled persons can access them, provide them, if necessary, at the reception desk of the establishment.
- Communicate the following rules at the entrance and inside the shower/toilet block:
  - before entering the shower/toilet block, for the benefit of all, please wash your hands with soap,
  - wear your mask when you move around the corridors and public areas of the block.
    - Thank you for respecting the “preventive measures".
    - Do not queue inside the block, wait outside in line and respect physical distancing.

FOR FURTHER INFORMATION

Link to the review of the High Council of Public Health on accommodation in the tourist industry:
https://www.hcsp.fr/Explore.cgi/Telecharger?NomFichier=hcspa20200527_covidlieuxdhbergcolle.pdf

Link to the Department for Work and Pensions page dedicated to trade advice sheets.
https://travail-emploi.gouv.fr/le-ministere-en-action/coronavirus-covid-19/proteger-les-travailleurs-les-emplois-les-savoir-faire-et-les-competences/proteger-les-travailleurs/article/fiches-conseils-metiers-et-guides-pour-les-salaries-et-les-employeurs

What is camping in 2020?

A place for outdoor living in accommodation specifically adpated for holidays and short breaks – lightweight units which are easily modified and transported – and a destination for discovery and leisure. Camping remains a unique way of holidaying, as close to nature as possible, suitable for all ages, where conviviality regains its true meaning. FNHPA is the national federation of campsites. It represents, promotes and defends the interests of campsite owners, working with public authorities and tourist organisations at national level. It currently represents 3900 members working in the camping industry. France boasts the largest number of campsites in Europe and 2nd largest in the world. With its member unions, the Federation deals with the concerns of campsite owners and supports the development of their activity, particularly with regard to town planning, the environment, taxation, digital technology, social affairs, etc...

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