

COVID-19 Sanitary protocol for welcoming summer customers

3 organizational steps for welcoming the client
(French version and English version)

1- BEFORE THE SERVICE

- ✓ Ensure physical capacity and understanding of clients
- ✓ Take the time to explain very precisely the course of the activity and the changes in relation to health rules
- ✓ Insist on safety instructions; wearing a mandatory mask on arrival, respecting safety distances (1 meter).
- ✓ Promote by all means of communication (telephone call, Eloha, website) the explanation of the constraints and protocols implemented
- ✓ Favor payment by contactless bank card.
- ✓ Updating on the website of the health protocols implemented and obligations for the client.
- ✓ Ensure that you are aware of and accept the health protocol.

2- DURING THE SERVICE

❖ TO HOME :

- ✓ Installation of an information panel "Covid-19 measurements" summarizing our instructions and prerequisites.
- ✓ Reminder of respecting social distancing during parking in the car park.
- ✓ Provision of regularly emptied exterior and interior garbage cans
- ✓ Installation of a marking on the ground to enforce the safety distances
- ✓ Limit group reception to a maximum of 10 people
- ✓ Installation of a sign at the entrance asking that only one person per "household" take care of the rental formalities, the others wait aside while respecting the rules of distance.
- ✓ Make sure that everyone wears their mask (type "general public or FFP1 mask called" surgical "). The mask cannot be used for more than 4 hours consecutively and must be stored after use (for household garbage disposal if surgical mask or washing, as the case may be), in an airtight pocket different from that of clean masks. Wearing a mask is compulsory in the Nautical Base, except during the actual sports activity. If the practitioner does not have a mask, the club will not provide it.
- ✓ Each practitioner must, upon arrival, wash their hands thoroughly (water + soap, for 30 seconds, insisting between the fingers, then rinse) at least upon arrival, before and after going to the toilet, after coughing, be blown or sneezed as well as before and at the end of any food or drink intake. Prioritize hand drying in the open air and prohibit the use of forced air hand dryers present in toilets. His paper towels will be available in the toilet.
- ✓ Put yourself directly in practitioner's clothes. No cloakroom available
- ✓ Encourage payment by bank card and in particular with "contactless".
- ✓ TPE cleaning with disposable wipe after each use.



- ✓ In the event of change of money, installation of a saucer to deposit cash, no hand-to-hand delivery.
- ✓ Provision of hydro alcoholic gel on the reception counter
- ✓ No remote transport will be organized for a departure upstream from the Base
- ✓ Only a local practice around the Nautical Base is possible (2 to 3 km upstream and downstream)

❖ THE USE OF BATHROOMS :

- ✓ A single PMR sanitary opened to facilitate maintenance.
- ✓ Drying of maize using disposable paper towels
- ✓ Electric hand dryer neutralized
- ✓ Removal of hand-drying towels from the toilet sink and the electric hand dryer, drying in ambient air
- ✓ Provision of a pedal bin.

❖ EQUIPMENT AND INSTRUCTIONS

- ✓ Setting up a simple and fluid course within the Base
- ✓ Installation of self-equipment supervised by staff who remain present to inform, monitor and advise
- ✓ "Walk forward" following the ground markings (1.50 m apart)
- ✓ Vests with different colored shoulder pad markings by size are placed on gantries.
- ✓ Single and double paddles of different ring sizes and colors are arranged on gantries
- ✓ A personal container will be provided to store personal goods under the responsibility of the practitioner

3- AFTER THE SERVICE

❖ AT THE END OF THE COURSE

- ✓ Identified arrival area separate from the ephemeral terrace
- ✓ Organization of an equipment drop-off area marked directly by customers to avoid contact with employees (boat, paddle, vests and cans)
- ✓ Availability of hydro alcoholic gel before customers rejoin their vehicle.
- ✓ "Walk forward" towards the exit of the Nautical Base

❖ DISINFECTION OF THE WATER BASE AND MATERIAL

The coronavirus survives for a few hours on dry inert surfaces and up to 6 days in a humid environment. Transmission by dirty hands to the face is therefore possible.

The cleaning and disinfection of premises and equipment is an essential component of the fight against the spread of the virus and of welcoming tourists and will take place with effective disinfectants because they comply with the virucidal standard NF EN 14476.

Virucidal products used at the Nautical Base:

SURFANIOS spray, BACTERLESS (immersion), SANYTOL or ST MARC wipes

- ✓ The Nautical Base (ground and surfaces):
Vacuuming and **cleaning 2 to 3 times a day** (depending on the number of places) of surfaces in contact with the hands is recommended (convivial spaces, stair railings, window or door handles, tables, sanitary fittings, taps, etc.).
Aeration of the confined rooms several times a day (during the meridian break and during the cleaning phase) is planned.
- ✓ The sanitary facilities:
Cleaning and disinfection of the toilet and sink, **at least 4 times a day** : door handles, ramp, lock, surfaces.
Display of a cleaning and disinfection plan (Date, hours, name of person in charge)
- ✓ Computer equipment : computer keyboards and mice, tablets, telephones and other electronic payment equipment used will be cleaned **at each change of user** and at least once a day with cleaning wipes
- ✓ Garbage cans : **daily** collection and emptying of garbage cans.
- ✓ Sports equipment:
The practitioner, on his return, leaves his equipment outside, at the back of the Base, on the quay, then follows the direction of traffic to leave outside the structure
Staff manage disinfection of equipment
 - On-site water jet cleaning of equipment left in place
 - Disinfection with Surfanios with the mechanical sprayer for boats and paddles. No rinsing time.
 - Dry 30 min before storing the boats and paddles in the racks
 - Soak the vests in the prepared Bacterless solution for 10 minutes outside the club then air dry. No rinsing time.
 - Cycling of vests over 2 or 3 days allowing optimum drying