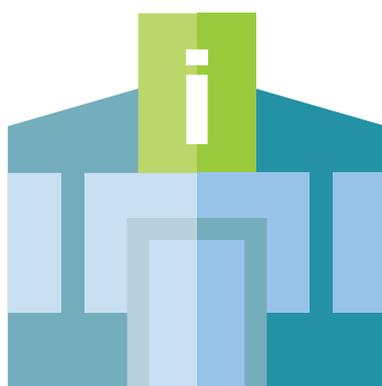




# HEALTH AND USEFUL SERVICES

HOLIDAYING SAFELY





## Holidaying safely in Trentino: the health system and other services

An extensive network of medical facilities and rapid intervention in emergency situations: these are the two defining features of Trentino's healthcare system and the service it provides to guests as well as locals. There are 43 basic ambulance stations in addition to 12 advanced ambulance stations, 5 district hospitals, and 2 provincial referral hospitals in Trento and Rovereto. That's in addition to an extensive and organised network of tireless, constantly trained volunteers, ready to provide first aid in the most remote areas. This essential service, together with many others, will ensure that you have peace of mind during your holiday in Trentino.



# What we're doing to take care of you



## Alpine rescue and air rescue services

**Solidarity** is part of our DNA: we Trentino natives still retain our traditional instinct to roll up our sleeves and help when the community needs us. This is a **cultural attitude** which has, over time, enabled the development of an effective and well structured system of **volunteerism** and **first aid**.

**Alpine rescue volunteers** are guardian angels to both guests and locals, always ready to come to the rescue of those who find themselves in difficulty on the mountain and elsewhere, whatever the time and whatever the weather. There are 680 members of Trentino's Mountain and Cave Rescue Service, spread out across 34 territorial stations. And, like all angels, they often descend from the skies: the yellow helicopters of the **Air Rescue Service** can reach any area of Trentino in **18 minutes** or less! Trento's helicopter flight centre is the first in the Italian Alps to provide mountain air rescue. From dawn till dusk, there are always **two teams** on duty for this very purpose.

Alongside them, a vast network of volunteers belonging to different valley-specific associations ensure the provision of **assistance and first aid** in collaboration with **APSS** (the provincial health service). They also have the invaluable support of another vital pillar of Trentino society: the **firefighters**. In addition to several permanent and specialised centres, the flexibility and speed of the response from this body, which is always present during a crisis or emergency, is guaranteed by the groups of voluntary firefighters who are present and active in every district and area of our region, even the smallest.





## Trentino's healthcare system and COVID-19

You are probably wondering if the healthcare crisis is under control here in Trentino, if and how the situation is being monitored, and whether there are specific procedures in place in the event of contagion. We'd like to put your mind at ease. We want to share with you how Trentino has managed the epidemic and what **precautionary measures** have been put in place to protect the health of guests and locals.

In the wake of the **COVID-19 healthcare crisis**, a task force was set up to monitor the trend of Coronavirus infection in Trentino, which is currently at zero. **Hospitals** have been reorganised to increase the number of beds in **intensive care**, and a **pre-triage** system has been implemented with a dedicated area and immediate assistance for people displaying flu symptoms.

Moreover, a special **freephone number** has been created to help answer any healthcare-related doubts linked to COVID-19.



## ! What should you do if you think you have COVID-19 symptoms?

If you have a **fever**, **cough**, or **difficulty breathing**, or you suspect you have had **close contact** with a person affected by COVID-19, do not go to A&E or the medical clinics located throughout the territory!

**Inform** management or the owner of the property where you are staying and contact the dedicated **freephone number** below.

The single emergency number 112 must only be called for other types of emergencies.

**1500**

National COVID  
emergency number

**800 867388**

Freephone number  
for the Trentino  
Health Department

**112**

Unique number  
for other types  
of emergencies





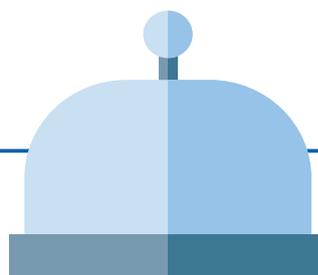
## Other useful services

Your **holidays** should always be a time to enjoy life to the fullest, even in the **new normal emerging after COVID-19**. This is why, in light of current circumstances, Trentino has organised a range of useful services in addition to the measures required by the various protocols, **to make your stay enjoyable as well as safe**.

## Home delivery services

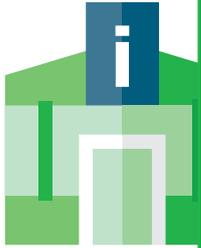
If you choose to stay in an apartment, we would like to remind you that many restaurateurs, store-keepers and farmers in Trentino have arranged to provide deliveries of **local products, lunches, dinners and even breakfasts and aperitifs** to your home. This service is particularly useful for **avoiding queues, keeping travel to a minimum**, and enjoying a truly pleasant and relaxing holiday.

More information at this [link](#).





## Tourist offices



The staff in our tourist offices are ready to **welcome you and provide advice** on how to enjoy a safe and pleasant holiday. These offices are scattered throughout the provinces. To find the closest one to you, check this [link](#).

Remember that **social distancing** and the obligation to wear a **mask** also apply in tourist offices, just like all public offices. Moreover, to guarantee the safety of guests and staff, a series of further precautionary measures has been put in place, such as:

- At the entrance to every building you will find **signs** providing detailed explanations of the preventative measures to adopt and observe. These may vary based on the size of the offices.
- You may be asked to consent to a temperature check, and access will be denied if your temperature is **higher than 37.5°C**.
- Some offices use **smart** systems to get in touch with guests. Visit their sites, their social channels or contact them by phone.
- Access may only be granted provided a mask is worn and safe distancing of 1 metre is observed. **Physical barriers** may be used to compensate in the event that this distancing is not possible.
- You will find **hand sanitiser** available to you in all tourist offices and in every office which is open to the public.

