

Operations Recovery Plan

Aquatic Center Re-Opening Plan

May 18, 2020

Objective:

- Open the Aquatic Center in compliance with the phases as outlined by the Governor's mandates
- Offer programs with the purpose of fitness, respite, health and wellness, and water safety instruction, supporting the district and community

Day to Day Operation:

Phase 1 (started May 5) includes:

- Landscaping maintenance
- Retail Curbside Pickup

Phase 2 (expected start date June 1) includes:

- Gift Shop Retail sales – in store purchases allowed with restrictions
 - Verify # of guests per square ft with City of Snohomish
 - Limit hours to 11am-4pm
 - Phones on, able to take calls, answer guest inquiries
 - Provide Plastic shopper totes

Phase 3 (expected start date June 22) includes:

- Lap Swim: 1 person per lane/8' wide lanes
- Water Fitness: 15 participants stationed at least 6.25' apart
- Lazy River: 10-person limit, one way with current
- Private Lessons:
 - Advanced: one on one with swimmer in water, instructor on deck
 - Beginner: High School Age Swimmer or older family member in the water following directions from the instructor, as recommended by American Red Cross
- Masters & Club Swim: assigned times, 2 per lane starting at opposite ends of pool

See Addendum 1 for Program Specific Safe Practices

In Phase 3:

- No Rec Swims
- No Preschool Beach
- No Group Swim Lessons
- NO Hot-tub
- NO Flowrider (for at least the first 2 weeks)
- NO Café - only prepackaged beverages and snacks for resale

Aquatic Center Staff:

- Rob and Chris to manage all Aquatic Center Operations

- Michael and Jerel to manage mechanical operations, water chemistry
- Aquatic Leads (Juleah & Devin) poolside programming
- Guest Service Leads (Mary and Erin) front desk operations
- Daniela (Private Lesson Coordinator) scheduling of lessons
- Josette (Fiscal Specialist)
- Water Fitness Instructors (Mary D and Claire) additional WF Instructors as needed to manage classes as scheduled
- Swim Instructors and Lifeguards as needed to comply with Health department standards
- Front Entrance Greeter and Hallway Monitor needed for traffic flow
- Guest Service Representatives added as needed

Staffing Considerations:

Lifeguard Training/Retraining Pre-Opening – need access to pool

Safety Practices / Implementation:

Safety Training Video – PowerPoint OR Video to play on big screens up front/website to explain the new experience – Reached out to Kristin and Gail – Great Idea, need help implementing

Disinfecting Checklist at Front Desk for all Guest and GS Staff touchpoints

See Addendum 2 Disinfecting Checklist

Arrival/Waiting-in-Line/Facility Entry & Exit

See Addendum 3 Line Management

Guest Service Staff Protocols:

- GS Staff health screening including temp check
- GS Staff wear PPE including masks, gloves when handling cash/cleaners
- Each station supplied with spray, wipes, paper towels and hand sanitizer
- Mark 6' Spacing throughout
- Line Management - spacers on Floor
- Plexi Glass shields at Front Desk Staff Stations
 - Stations 1 & 3 open
 - Stations 2 & 4 closed
- Offer Online registration for open spots, accept all CC/Apple Pay, turn scanners for guests to scan their own cards. Advertise/Push for Credit Card Only transactions.
- Offer wipes for guests entering locker rooms

Aquatic Staff Protocols:

- Daily pre-work health screen, including temp check
- Mask worn at all times, unless responding to an emergency in the water

- PPE (gloves, face shields) used when touching surfaces and/or interacting with guests
- Lifeguard(s) on duty will ONLY surveil the water/deck
- Additional staff on deck (1 per natatorium) to ensure safety and social distancing protocols are being followed by guest/staff
- Three people maximum in Lifeguard room. Masks required.
- Guests are required to wear masks until just prior to entering the water

Facility Spaces:

Main Lobby:

- Greeter/Check-In Station at the door
- Guests required to wear masks in all common areas
- Health Kiosk with Masks, Tissues, Sanitizer – provided by Operations
- Traffic flow: One way in/ Different way out
 - Follow the arrows & Blue Whales IN/Orange Fish OUT
- All Tables and Chairs removed
- All Gift Shop Tables moved for 6' spaced flow
- All Apparel moved and spaced in White Hallway

Café:

- Closed Temporarily for Coffee, Smoothies, Hot Pretzels, etc.
- Open for prepackaged/ready-made food and snacks
- Popcorn Machine, Pretzel Warmer, Hotdog griller removed and stored temporarily

Current Break Room/Time Clock Room:

- One person at a time
- Clock-in/Clock-out, Wipe down time clock after each use
 - Sanitizing wipes and gloves available at timeclock station

Main Hallway:

- Stanchions and custom signage to separate flow of traffic
- Traffic flow arrows along the walls
 - Wall (East side of hallway) to locker rooms
 - Window (West side of hallway) side to exit
- Sign hallway benches with 6' apart signage

Main Locker Rooms:

- Traffic Flow One Way in/One way out
 - Enter Locker rooms from main Hallway/Exit to Pool Deck
 - Exit from Rec Pool through Family Hallway
 - Exit from Comp Pool through comp Lobby
- Limit the number of guests per locker area (13 lockers available with 6' spacing)
- Club Swimmers will not use locker rooms (use of comp lobby bathroom)

- Open only lockers 6' apart- Zip Tie Shut the remaining lockers
- Assign lockers by number disinfect after each use
- Add signage every 6' throughout locker room
- Use of every other shower only
 - Water turned off, shower curtains removed, closed sign on every other shower
- Add Paper Towel Holders – 1 per locker room – (Custodial Services to provide 2nd one if available)
- Rotate through hourly cleaning all touchpoint surfaces
- Overnight Crew: thorough cleaning/disinfection to include air purifier
- Staff and Guest Bulletin Boards – updated with current Safety Protocols/CDC guidelines. Guest Bulletin Boards are in Locker rooms.

Family/ADA Changing Rooms:

- Traffic Flow: exit from rec pool through Family/ADA hallway
 - No access from main hallway, Hallway side doors locked
- 6' apart signage
- Allow for ADA Use only
 - Check-in at front desk
 - GS Hallway Monitor to unlock room
 - Disinfect after use

Event Rooms: Becomes Staff Break Room

- Open up to one large room - Erin
- Set up round tables removed from the Lobby areas with 1 chair set 6' apart for staff break room (7 tables)
- Remove and store all excess chairs

Pool Deck:

- All Adirondack chairs removed
- Lock up portable bleachers on rec side by Flowrider - Michael
- Stadium Seating area closed
- Pool deck closed to spectators
- Use 6' custom Aquatic Center Signage throughout
- Leave white benches 6' apart with 6' spacing signage for people to put their bags off the ground
- Starting Blocks removed and stored, to allow full 8' spacing between lanes

Hot Tub Closed:

- Emptied/Closed – Cover secured to prevent guests from entering

Flowrider Closed:

- Consider opening week 3 of Phase 3

Resources needed:

- Signage needed
 - A Frames at entrances/Exits
 - Arrows
 - 6' space markers
 - Stanchion Topper Sign
 - Stanchion Sign holders ordered
- Plastic Stanchions
 - White for Pool Deck – ULINE (unavailable everywhere)
 - Black for Comp Lobby – ULINE (unavailable everywhere)
- Cones or other Lane Marker – Comp Pool Lanes numbered
- PPE for Staff
- Thermometer – one in stock
- Disposable Masks – 100 ordered for staff
- Reusable Masks for GS Staff – Regular Guest making some pool themed ones
- Have 10 KN95 masks
- Disinfectant Spray – in stock
- Disinfecting Wipes – in stock, more on order
- Paper Towel Rolls – in stock, more on order
- Spray Bottles – 24 in stock
- Disposable Gloves – most suppliers out, Custodial Services to provide
- Paper Towel Dispensers in Locker Rooms – have 3 need 1 more
- Continue to Stock up on cleaning supplies
- Hand Sanitizer Stations – we have two stand up stations on order and a case of 12oz bottles for use by front desk and other staff as needed
- **Overnight Custodians** to thoroughly clean and disinfect Locker room and bathroom areas to include air cleaner
 - 48 hours before we open, carpets, floors and air will be cleaned and disinfected throughout building

Other:

- Carpets and Floors to be scheduled within 1 week of reopening – Michael
- Health Department Inspection – Michael in touch with local Health Department
- Red Phones – Do Not Work – Replacement Phones expected to arrive May 6 (Technology): Status: *Ari received the new phones, need install date*
- Copy machine in cash room and one by Josette – eliminate the need for having to go to common space – we already have the copy machines – Question posed to technology for 2 small desktop printers.
- Video access from home for Rob, Michael, - Reached out to technology, waiting for response. Edson replied May 12, should be good to go shortly.
- Is Donita able to continue working if we open? If not, we need backup. We better get a back-up – *Donita is retiring Sept 1, not sure her plan once we open*

Important to Note:

Addendum 1

Program Specific Safe Practices

a. Water Fitness Classes (Recreation Pool)

- i. Guests will be encouraged to reserve space in advance
- ii. Capacity of 15 people per class will be strictly adhered to
- iii. Use sinking bottom markers to identify participant locations
- iv. Bottom markers will be approximately 6.25 feet from any other marker in every direction
- v. Fitness instructors directed to limit “traveling” during instruction, and to ensure all movement is in the same direction so distance is maintained
- vi. Guests required to maintain distancing while exiting the pool

b. Private swim lessons

- i. Teacher/student pairs will work from opposite sides of competition pool, to ensure distancing.
- ii. Limit teacher/student pairs to 4 at one time, to ensure distancing
 - Advanced: one on one with swimmer in water, instructor on deck
 - Beginner: High School Age Swimmer or older family member in the water following directions from the instructor, as recommended by American Red Cross
- iii. Instructors will remain on the pool deck, and will give instruction while maintaining distance
- iv. Lesson times staggered so that only a few students arrive at the same time/exit at the same time

c. Lap Swim

- i. 1 lap swimmer per lane, swimming in the middle of the lane (provides 8 feet of space between swimmers)
- ii. Guests may be able to “reserve” their lane spot
- iii. Guests to provide their own swim gear
- iv. Lap swim time limited to approximately 1 hour, to provide opportunity for people to swim
- v. Lifeguards will monitor exit/entry to ensure distancing

d. Club Swim (SRST)

- i. 2 swimmers per lane, starting at opposite ends
- ii. All assigned distances must be even in length, ensuring that swimmers do not stop at the same side of the pool
- iii. No starts, or other work from the deck, that requires close contact with coach, (Blocks have been removed)

- iv. No indoor dryland allowed
- v. No Locker Room Use
- vi. Traffic flow: one way in/one way out directly from/to parking lot
- vii. No spectators, Parent drop off/Pick up only

e. Masters' Swim

- i. 2 swimmers per lane, starting at opposite ends
- ii. All assigned distances must be even in length, ensuring that swimmers do not stop at the same side of the pool
- iii. No starts, or other work from the deck, that requires close contact with coach, (Blocks have been removed)
- iv. No indoor dryland allowed

f. Group swimming lessons – Phase 4

- i. Target start date of July 13th
- ii. Guidance/decision required as to how social distancing as outlined in 4 phase plan applies to swim instruction. Plan to be developed with guidance from State and National expertise and health jurisdictions

Plan A (could start in Phase 3)

1. Family member is in the water giving instruction, while “instructor” is directing them while maintaining social distance
2. Create “how to” videos for basics of teaching and evaluating every skill in the progress
3. Working on diagrams, but...
 - a. I think we could get 8 “pairs”, so maybe run 2 classes of 4 with an instructor on each side of the rec pool.
 - b. 1 class in slide return (fewer people)
 - c. 1 class in cube (fewer people)

Plan B

4. Limit number of instructors per time slot to ensure under 50 people counting students, instructors, lifeguards, and parents
5. Offer 1-week sessions to start, as situation is very fluid
6. Allow time for locker rooms to clear before starting next class (while in phase 3)
7. Upon confirmation of phase 4 date, plan traditional sessions with normal capacity
8. Applique to separate students
9. PPE for instructors

Plan C is return to lessons as normal, with no real restrictions

Addendum 2

Guest Service Disinfecting Checklist (Aquatic Center Form will have LOGO as header)

Guest Service Disinfecting Checklist (initial as completed)

Date: _____

GUEST SERVICE DESK & HALLWAY AREA:

8am	10am	12pm	2pm	4pm	6pm	8pm	Task
							Top Counter Area
							Work Desk
							Computers, Keyboards, Mice
							Computer Monitors (w/ Monitor Wipes)
							Credit Card Readers and Scanners
							File Cabinets
							Phones
							Stapler, Tape Dispenser
							Guest Service Area Hallway
							Office Supply Cabinet Handles
							Hanger Fixtures
							Gates in/out of GS Area

BREAK ROOM:

8am	10am	12pm	2pm	4pm	6pm	8pm	Task
							Counters
							Refrigerator door
							Microwave door handle
							Knobs to all cabinets
							Door knob inside/out
							Printer/Copy Machine
							Couch/tables
							Faucet handles
							Counter
							Water Cooler
							Time Clock & Time Clock Touch Screen

CASH ROOM:

8am	10am	12pm	2pm	4pm	6pm	8pm	Task
							Door knobs inside/out
							Counters
							10-key Tape Printer
							Monitors, Keyboards, Mice
							Phones
							Money counter machines
							Safe handles (both)

							File Cabinets
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RETAIL SHOP AREA:

8am	10am	12pm	2pm	4pm	6pm	8pm	Task
							Door Handle to West Side Exit
							Retail Racks and Tables
							All Window Ledges
							Beverage Cooler

CAFÉ AREA:

8am	10am	12pm	2pm	4pm	6pm	8pm	Task
							Pretzel Warmer, Popcorn, Hotdog Grill
							Water Knobs
							Sink Faucets
							Oven/Oven Door Handle
							Café Counters
							Espresso Machine/Knobs
							Refrigerator/Freezer Doors
							Cabinet Doors and Handles
							Computer Monitor, Keyboard,
							Gate in and out of Café

FRONT ENTRY VESTIBULE AND FRONT LOBBY AREAS:

8am	10am	12pm	2pm	4pm	6pm	8pm	Task
							2 Sets of Double Doors/Handles In & Out
							Bathroom Door Handles
							Stanchions
							Front Counter Guest Facing Side
							Ice Cream Cooler

LONG HALLWAY AREA:

8am	10am	12pm	2pm	4pm	6pm	8pm	Task
							Stanchions
							Party Door Handles
							Janitorial Closet Door
							Green Hallway Door
							Hallway Signage
							Locker Room Door Handles
							Long Hallway Benches
							Garbage Can Covers

EVENT ROOMS/STAFF BREAKROOM

8am	10am	12pm	2pm	4pm	6pm	8pm	Task
							Tables and chairs
							Door Handles
							Sinks, Refrigerator and Counters
							Cabinet Doors and Handles

Addendum 3

Line Management

Arrival at the Aquatic Center/Waiting in Line/Facility Entry & Exit

Entry/Exit Line Management

Main Entrance Front Door Greeter Station

- Greeter to meet every guest at the front door **Entrance** side
 - Tablet to register guest in Dash, verify lane/class availability
 - Counter to track capacity - *ordered counters 5/18/2020*
 - During slow periods Station #1 doubles as greeter
- A-Frame sign with ENTER Here, **Exit** side clearly marked
- Kiosk with PPE for Guests just inside first set of Doors
 - Masks required inside all common areas
- Message Board with Facility Use Rules for the day
- Inside set of double doors propped open
- 6' spacers marking inside line through entry, lobby, retail area
 - Floor decals will be clearly marked and spaced 6' apart
- **Wait Here** Stanchion Sign before going to front desk

Front Desk Stations

- Station 1 & 3 open
 - Every guest in building will be registered
 - If space does not allow, guest will be given a time to return
 - Communicate with Aquatic Leads via two-way radio
- Stations 2 & 4 closed

Hallway Monitor

- Directing 2-way traffic flow down long hallway
 - Enter Pool through 2 main locker rooms only
 - Exit Comp Pool through Comp lobby
 - Exit Rec Pool through Family access Hallway
 - Comp Pool Lap swimmers may bypass locker room and head to comp lobby
- Using Counter to track guests leaving the Aquatic Center

Locker Room Entry to Pool Deck

- One way through locker room
 - Arrows and signage all point in one direction
 - 13 lockers assigned by #
- Guests may enter comp pool through comp lobby bypassing locker room access
 - Double doors in comp lobby allow for one way in and one way out of comp pool

Pool Deck Exit

- From Rec Pool
 - Exit through Family Access Hallway
 - Return to Lobby window side lane
 - Exit through Exit Only doors

- From Comp Pool
 - Exit through comp Lobby Door marked EXIT
 - Return to Lobby window side lane
 - Exit through Exit Only doors

Club Swim Team (SRST):

Parent Drop-Off, No Spectators on Deck, Only swim team members during assigned time, No option for open lap swim during swim team time.

- Use comp pool outside emergency doors
 - **Drop off** stadium side doors
 - **Pick Up** diving board side doors
 - Only swimmers allowed, lanes assigned in advance, 2 per lane, 10 lanes
- **No** Locker Room use
- Use of Comp Lobby Bathrooms
 - One way in/out of comp lobby
 - Self-sanitizing with every use
 - Wipes provided/Coach Monitored
 - Double set of doors provides at comp pool exit provides a separate in and out for bathroom use as well as Exit back down long Hallway

Addendum 4

USA Swimming Guideline

Separate Packet from USA Swimming

DRAFT