

## 2020 Cool Dell Operating Procedures Covid-19 Response

Safety and health have always been the number one concern for Cool Dell. With the advent of the COVID-19 pandemic there have been new variables thrown in the mix. These Operating Procedures presented here recognizes this unprecedented challenge before us at Cool Dell and elsewhere. We endeavor to keep our patrons and staff safe and healthy. ***These Procedures rely on individual members (and their families) to act responsibly, adhere to guidelines and rules and to stay at home if they exhibit COVID-19 symptoms.***

**All policies and procedures will be reviewed at any time that St. Louis County provides additional guidance on operating policies. Once these are reviewed any changes will be announced to the membership and implemented.**

### **A. Policy Changes for 2020 only.**

1. No guests will be allowed at the pool. Members will still be able to have a nanny on their account and pay the nanny fee. Grandparents will still be included on a family's membership and should be entered in their account.
2. No parties will be scheduled at Cool Dell.
3. BBQ pits will not be provided this year.
4. Members will need to utilize the reservation system to reserve time to come to the pool during designated shifts.
5. Children 12 or under must be supervised by someone 16 years or older on the membership rosters.
6. Pool hours will be run in shifts with members signing up for slots. There will be at least 3 shifts each day of at least 2 hours per shift. This schedule will be reevaluated as we analyze usage by the members.

### **B. Procedures that need to be followed for reopening the Pool**

The following procedures have been developed using guidance from the CDC, St Louis County Health Department, and other leading organizations in pool management and operations.

#### 1. Staff Safety

- All staff will be required to execute a "Liability Release" (hereinafter referred as LR) before being allowed to work. Staff of 18 years or older will execute this LR. Staff 17 years old or younger must have the LR executed by their parents(s) or legal guardian(s). The LR will be attached.
- All staff will have their temperature checked before beginning their shift. They will be sent home if their temperature is 100.4 F or higher.
- All staff should stay home if they are presenting with [symptoms of the COVID-19 virus](#). They are required to contact the supervisor on duty (Head Guard or Manager).
  - Cough
  - Shortness of breath or difficulty breathing
  - Fever
  - Chills
  - Muscle pain
  - Sore throat
  - New loss of taste or smell

- Any staff presenting with [symptoms](#) after beginning their shift will be sent home by the supervisor on duty.
- All staff will be provided with a reusable face mask and should be worn at all times, with the exception of being on the lifeguard stand or entering the water to assist a distressed or drowning swimmer.
- All staff will be responsible for the cleaning and care of their mask.
- Cool Dell will have disposable masks available for a short term solution if there is something wrong with an employee's mask.
- All staff will refrain from touching anyone else (i.e. High fives, handshakes, hugs, etc.)
- All staff will follow American Red Cross training protocols on the use of gloves when in contact with another person whenever possible. Staff that are not American Red Cross trained (ie. Front Desk/Concessions) will receive training on the use of gloves from an American Red Cross instructor.
- All staff will wash hands on a regular basis (no less than once an hour) throughout the day. Staff must also wash hands after being in contact with another person.
- The break room may only be occupied by one person at a time.
- The office may only be occupied by one person at a time.
- The concession stand may only have staff members (no patrons or guests allowed) and be limited to a maximum of 2 staff members at a time.
- Only 3 people will be allowed behind the entry way counter. This will include any combination of Lifeguards/Managers/and Front Desk Workers who are using social distancing guidelines and maintaining six feet of distance.
- A plexiglass barrier will be placed in front of the check-in desk and concessions counter to protect members and staff.
- If staff comes in contact at any time or place with someone that is known to have COVID-19 they must quarantine and stay home from work for a time of 14 days.

## 2. Member Safety

- All members will be required to execute a "Liability Release" (hereinafter referred as LR) before being allowed past the front desk. This LR should be executed and brought to the Club upon the first visit. No member or member of their family shall be allowed past the front desk without the LR being fully and accurately executed. The members will include on the LR only their immediate family and others living in their household. If one of the members or a member of the member's family is 18 years or older that person will be required to execute an LR individually. All children of a member, including anyone 18 years or older and 17 years old or younger must have the LR executed by their parents(s) or legal guardian(s). The LR will be attached. No guests will be allowed until and unless the Cool Dell Board authorizes guests to be allowed. Cool Dell will abide by occupancy limits put in place by the St. Louis County Health Department. This may result in limited numbers of people allowed in the facility at one time. Cool Dell's maximum occupancy (including members and staff), with no limits in place, is 670 people. Our initial capacity will be at 150 members plus staff needed to operate the facility. Cool Dell will put in place a system to reserve space at the pool if it is deemed that the restrictions in place from the county will pose a risk of going over the occupancy limits. A running total of people in the facility will be tracked using the current check in system by adding a checkout and counter on the screen.

- Members are required to practice social distancing whenever cued up. This will include maintaining 6 feet between family groups when lining up at the front door, concession stand, diving board, slides, etc. X's will be placed on the ground wherever lines may form to help members with social distancing.
- Patrons and staff shall wear fabric or disposable face coverings when not in the pool or eating at dining tables.
- Members will be subject to temperature checks and will be denied entry if temperature is 100.4 or higher. The member may wait outside of the door and try again after 10 minutes. This second opportunity will only be allowed once and the person(s) told to register to come back another day.
- Group sizes will be limited to 6 or fewer people.
- Members of the same household may be seated together regardless of the 6 or fewer regulation.
- Members are responsible for ensuring that everyone in their party is abiding by social distancing rules and maintaining 6 feet of space between groups. This is especially important for those that might not understand (small children or people with disabilities).
- A one way walkway will be created to move around the deck. In general this will start by going left after entering the facility and following the walkway around to where you need to go. Walkways will also be established for restrooms, concessions, back deck, and baby pool.
- All lounges, chairs, and tables will remain in place. Members are not to move these to other areas. They are placed to provide for proper social distancing between family groups.
- Members will be supplied with disinfecting supplies, upon request, and are encouraged to use it before and after use of pool lounges, chairs, tables, etc
- Disinfecting solutions will be provided to wipe down high contact areas in the restroom prior to and after use by members.
- Members are required to practice social distancing when moving around the deck. Please maintain a 6 foot space between family groups.
- Slides and diving boards will be closed.
- We will create waiting areas inside and outside the restrooms for people to keep their social distance while waiting.
- As always, members will abide by directives made by any staff. If a member has a question about a directive they will be referred to the Head Guard and/or Manager on duty. Failure to comply with rules and directives made by staff will result in removal from the facility for the remainder of the day and be reported to the board of directors for further action up to and including suspension of membership.
- A manager, head guard or designee will be assigned to oversee compliance with social distancing.
- Members can bring their own food in containers (no glass allowed). BBQ pits will not be provided as long as we are running limited shifts.
- Prepared items will not be sold from concessions. Only items that are sealed will be sold. This will be in place until and unless we get further guidance from the health department.
- Tables will NOT be available under the concession stand covered area. This will allow for proper social distancing and for people to safely cue up for concessions.
- The water cooler will not be available for member use. Members may get a free cup of water and ice from concessions.

- Members bringing coolers with items that need to be iced should bring their own ice.
3. Cleaning and Sanitizing
- High Touch areas will be disinfected on a regular schedule, no less than once per hour. Including but not limited to: locker room fixtures, door handles, pool hand rails, counters, lifeguard stands, square, keyboards, etc. Members are asked to wipe down areas in the restroom, with provided solutions, that they have touched after using the restroom.
  - All staff will arrive 30 minutes before opening, those not doing the normal opening shift duties will be assigned an area to sanitize.
  - Sanitizing solutions will be made available to any member that wishes to sanitize their space before and after use.
  - Staff will wear gloves when taking out the trash and will immediately remove gloves and dispose of them, as well as, wash their hands.
  - Normal cleaning (soap and water, floor cleaner) will take place at night with the sanitizing taking place before the morning shift.
  - Concessions will close at 8:00 on Tues, Wed, Thur, Sun and 8:30 on Fri and Sat. The concession worker will then clean and sanitize the surfaces in concessions.
4. Signage
- Signs will be posted for employees to reference for proper glove usage, mask usage, hand cleaning and sanitizing.
  - Signs will be posted for all to see in regards to what chemicals are being used to disinfect and sanitize
  - Signs will be posted in reference to social distancing
  - Signs will be posted to not move the furniture and where they should be located
  - X's will be put on the ground in any areas where lines may form in order to mark 6 feet of space.
  - Signs will be placed around the facility to mark flow of movement in one direction.