



OAK BAY PARKS, RECREATION AND CULTURE COVID-19 REOPENING SAFETY PLAN SUMMARY REPORT

June 10, 2020

The purpose of this document is to provide an overview and summary of the plans to reopen Oak Bay Parks, Recreation and Culture's (OBPRC) facilities, programs and services. This report provides the general principles of safety precautions for both the public and employees as directed and recommended by the Province of B.C., the BC Centre for Disease Control, Island Health, the BC Recreation and Parks Association and Worksafe BC.

Individual facility and program areas will be developing specific safety protocols for both patrons and employees which will adapt these general principles to meet the needs of service delivery. These specific plans will be presented as appendices to this general summary report.

CHRONOLOGICAL SUMMARY OF REOPENING PLANS

May 11 - Henderson Par 3 Golf Course reopened

Access and participation was changed to an online and phone in only reservation system to control access and provide time/space between groups and to limit players per group. COVID-19 Safety Protocols included rules to ensure physical distancing, no rental equipment provisions and no other shared equipment will be provided, holes were restructured to minimize touching of the ball and a sign in process was implemented. The course activities are monitored periodically by OBPRC employees.

May 21 - Outdoor Tennis, Pickleball and other sport court amenities located in Parks reopened

A COVID-19 Safety Plan was developed and was informed by Provincially approved guidelines from Tennis BC and Tennis Canada which outlined safe play ensuring physical distancing and methods to minimize the touching of shared equipment such as the balls used.

June 8 – Outdoor Fitness classes at Kiwanis/Henderson Park to be offered.

COVID-19 safety protocols include the following measures: limiting class size, marking and delineating each participant's space to ensure physical distancing, marking and delineating a safe zone for the Instructor, no sharing of equipment, single person usage of washrooms on site and screening of participants prior to the start of each program session.

June 15 – Paddington Daycare at the Neighbourhood Learning Centre.

This will be the only program in this facility until June 29 (see below). The “COVID-19 Child Care Handbook,” outlines safety precautions for child care and day camp settings. This safety plan has been accepted by Island Health Licensing. An outdoor reception table will be established to greet parents and children and to screen participants for health concerns prior to entering the program.

June 22 – Oak Bay Recreation Centre to reopen with a focus on reserved time usage of the Weight Room/Fitness Studio. Arena usage may begin provided user/rental groups have had a plan with guidelines approved by their Provincial Sport Organization.

Oak Bay Recreation Centre Reception Hours of Operation starting on June 22

Monday to Friday - 7:00 am to 8:30 pm

Saturday - 7:00 am to 7:00 pm

Sunday - Closed

June 29 – Summer Day Camps to begin at Oak Bay Recreation Centre, Henderson Recreation Centre, the Neighbourhood Learning Centre and Windsor Park Pavilion. Reception and fitness studio at Henderson Recreation Centre to reopen. Monterey Recreation Centre to reopen with general recreation and fitness programs as well as take out only food services.

Henderson Recreation Centre Reception Hours of Operation starting on June 29

Monday to Friday - 7:30 am to 7:00 pm

Saturday - 8:00 am to 6:00 pm

Sunday– Closed

Monterey Recreation Centre Reception Hours of Operation starting on June 29

Monday to Friday 8:30 am to 4:30 pm

Saturday and Sunday - Closed

Mid July to August – Reopen Pool/Aquatics reopening

The specific date is to be determined as there is a need to acquire specific PPE for Lifeguards for high level or significant emergency situations and to provide sufficient training for Aquatics staff to safely address high level first aid scenarios. Further training specifications from the Red Cross and the Lifesaving Society are expected by June 19.

CRITERIA FOR REOPENING

In order to establish which programs and services can and/or should be reopened at this time, the following criteria were established by the Oak Bay Parks, Recreation and Culture programming team. Decisions to reopen facilities and/or offer various programs or services have been assessed based on these criteria and sample questions:

1. Public/Patron Safety

- a. Does the space/facility/program allow for physical distancing of the public and employees?
- b. Has signage been posted reminding community members to physically distance, stay home when sick, avoid lingering, and limit gatherings?
- c. Is it feasible to limit and direct the flow of traffic in/out of the building or program space to minimize contact and allow for physical distancing requirements?
- d. Can the space/facility/program materials be properly cleaned/disinfected regularly?
- e. How can you manage the use (i.e. the number of people) and cleaning of washrooms and other shared or common spaces?
- f. Is it possible to build hand washing routines into the program? Are there hand washing/sanitizing options readily available?
- g. How will equipment usage be adapted or managed to ensure that participants are not sharing equipment? Can patrons bring their own equipment? Can the equipment be used by one person only and then be cleaned?
- h. How might the program activities or content be adapted to minimize contact between participants and employees?

2. Employee Safety

- a. Can staff maintain physical distancing while performing their work duties?
- b. Can staff address first aid or other emergency situations in a safe manner?
- c. Is additional equipment (i.e. PPE, cleaning equipment, etc.) required?
- d. How do staff safely set up and take down necessary equipment?
- e. Have service levels been established to maintain the cleaning protocols and frequency your facility has planned?
- f. Have cleaning/disinfection supplies and non-medical PPE for employees been secured?
- g. Have employees been trained on proper cleaning/disinfection, physical distancing measures and the acquisition/usage of PPE? What plans need to be made to accommodate training for employees?
- h. Is there a clear understanding in place regarding hand washing/sanitizing frequency of employees?

3. Financial and Logistical Considerations

- a. With lowered registration numbers required to enable physical distancing, will the program or service provide for direct cost recovery revenue potential?
- b. Will fees need to be adjusted to reflect the increased costs of cleaning combined with the decreased registration expectations?
- c. What additional costs will the program or service encumber to ensure that the safety guidelines can be adequately met?
- d. Is the space the program is to be offered in adequate to meet the requirements for physical distancing and employee safety?

- e. Will additional staff resources be required to monitor physical distancing and safety protocols? How will this impact your financial outlook?
- f. Have the building costs been considered with respect to any additional requirements for Maintenance, Administration and/or Reception resources?

GENERAL PRINCIPLES FOR PATRON SAFETY

The following general principles will be adopted and implemented to support the health and safety of patrons and employees. This list of principles is general in nature with each specific program or service area to adapt these general principles to fit their specific context for service delivery. In some cases, specific examples are provided in the lists under each heading.

Adapt Registration Practices and Program Content to Meet Health Guidelines and Restrictions

- All participation in programs will be pre-registered or reserved via online or by phone. There will be no drop-ins whereby an individual can simply attend a facility and participate at any given time during opening hours without prior notice to the facility.
- All classes will have a reduced maximum number of registrants to match the space accommodations required for physical distancing.
- Classes will be moved to spaces that provide adequate allowance for physical distancing while ensuring that minimum registration levels can occur which support the financial viability of the program.
- Program content of courses will be adapted to enable physical distancing, to ensure equipment is not shared, to minimize group or collective activities (i.e. large scale games in day camps), to utilize outdoor space where feasible and to create a safe “zone,” or area for program instructors and employees.
- All user groups/rental groups must have a COVID-19 safe practices plan approved by their governing body (i.e. Provincial Sport Organization and Local Sport Organization) prior to utilizing OBPRC spaces and facilities.
- Pre-registration in all aspects of program/service delivery will support contact tracing by health authorities in the event of an outbreak.

Modify Physical Spaces and Equipment Usage Plans

- Areas of facilities that are not able to be adequately sanitized and/or present unsustainable costs in terms of resources to clean and sanitize will be closed for usage. For example, the Indoor Sports Field (ISF) at the Oak Bay Recreation Centre is comprised of rubber material within the turf which is difficult to sanitize.
- Changerooms will remain closed with the exception of the universal changerrooms in the pool area which enable and support access for those with physical, mental, mobility and/or other health challenges. When used, each universal changerroom will be marked/signed as used and sanitized immediately after use. A rotation of these changerrooms will be implemented to ensure adequate sanitization/cleaning protocols are met.

- Lockers will not be available for use.
- Select indoor water fountains and water bottle filling stations will be available for use, where regular sanitization can be built into the scheduled use of that facility or space.
- There will be no sharing of equipment between patrons during any given program without a system in place for sanitization of that equipment. Equipment to be used between programs (i.e. two or more different program times and registrants) will be sanitized and/or rotated to be quarantined for at least 48 hours before use.

Control Access to Facilities and Programs

- Individuals will not be permitted access to a facility or a program if they report any symptoms of illness, have travelled within the last 14 days or have been in contact with anyone that is ill with symptoms of COVID-19. Individual screening will occur at the point of entrance to the facility or program.
- OBPRC will not be allowing any unscheduled or traditional drop in participation whereby individuals can simply arrive at the centres at their leisure and participate in the use of the facilities without prior notice to the centre. All services will now be offered on a pre-registration or reservation basis.
- A reception station, or “greeter,” will be established on the exterior of the primary entrance doors to all facilities to screen participants, direct people to their activity and to limit any access to the facilities which are not pre-registered or reserved.
- No large gatherings of more than 50 people in any given space.
- Children’s programs will incorporate procedures for the safe drop off and pick up of children which will minimize parents’ access to program spaces and contact with employees. Reception tables will be established outside of the doors to the facility hosting the programs with delineated standing and line up zones as well as no touch sign in/out procedures such as verbal notification to employees.

Control Patron Movement and Delineate Waiting Areas/Line Ups

- All facilities will establish clear line up areas or waiting areas which provide for physical distancing between patrons and employees. Where applicable, reception tables and line ups should be placed outdoors.
- Directional markings will be implemented in each building to delineate the flow of patron movement in, through and out of a building or facility space. Where possible, entrance ways will be separate from exit ways.
- Individual rooms and spaces should utilize separate entrances and exits as much as possible. Where possible a space should provide one entrance way and a different exit way to minimize crossover contact between patrons.
- Building hallways should be marked and delineated to direct movement. Where possible, one way movement is recommended.
- Patron space within a program should be delineated with floor markings, cones or other methods which clearly demonstrate physical distancing requirements.

Plan For and Monitor Physical Distancing Within Programs and Facility Spaces

- Much of the measures outlined above support and facilitate physical distancing within programs and activities such as reducing the maximum number of registrants in any given program.
- Space allocation for a given program should allow for a 2-5 metre radius per participant dependant on the amount or level of movement required in the program activities.
- Staff will monitor physical distancing between patrons within programs and within facilities and will provide verbal reminders to patrons to maintain physical distance at all times.

Planned Cleaning and Sanitization Procedures

- Only approved (i.e. have a DIN registration through the Government of Canada) disinfectant and sanitization products will be used.
- Program and reserved time access will be interspersed with planned cleaning and sanitization periods for all high touch surfaces and equipment. For example, the fitness studio access will be planned for 1.5 hour time slots with a 30 minute interval before the next time slot to allow for cleaning.
- All staff will be required to perform cleaning and sanitization duties as required by specific program activities and needs.
- Arena usage will be separated by 30 minute intervals to ensure movement of patrons out of the facility in time to allow the next patrons to enter the facility and to enable cleaning of all high touch surfaces.
- Only paper towel will be used to clean surfaces.
- Patrons will be instructed to not share their own equipment and to clean/sanitize equipment before and after use.

Communications/Signage and Screening of Patrons Prior to Entry

- General signage will be located at the entrance ways to all buildings and program spaces reminding patrons of the following guidelines:
 - If someone is sick or displaying symptoms related to COVID-19, has travelled in the last 14 days or has been exposed to an individual showing signs of illness, they are not permitted into the facility
 - Physical distancing must be maintained at all times
 - Hand washing/sanitization must be done regularly
 - If you cough or sneeze, do so only into an elbow or sleeve
 - Please follow directional signage to respect the safety of employees and other patrons
- Each program or service area will then have additional signage outlining specific requirements and guidelines applicable to that area or activity. These signs may include information regarding the capacity of the specific program space at that time.
- Directional signage and line up delineation signage will be utilized on the floors and through additional wall mounted signs where applicable.
- Staff will be posted at the entrance to buildings and/or to specific program areas to screen patrons asking the general health questions which may limit access and participation i.e. do you have any or

have you exhibited any symptoms related to COVID-19, have you travelled in the last 14 days or been exposed to anyone with symptoms?

- Staff will be providing patrons with a pre-program debriefing to cover all rules and expectations regarding safety such as physical distancing requirements, locations and use of hand washing/sanitizing stations, equipment usage, etc.
- The above information will be relayed through the OBPRC website and social media channels to establish clear expectations for patrons contemplating registering/reserving a time to participate in the program/activity of their choice.

Adequate hand washing and hand sanitization stations

- Patrons are to be directed and reminded to utilize hand washing/sanitization often, with a focus on the pre and post use of equipment or other common touch points/surfaces.
- Washrooms will be available at all facilities and within program spaces, where possible. These will be cleaned at least twice per day, with planned cleaning of high touch surfaces built into the program/facility reservation schedule. Washrooms are to always be stocked with liquid soap, running water and paper towels.
- Requests will be made through social media and website channels for patrons to wash their hands before arriving at the facility.
- Patrons will be instructed to take personal responsibility in bringing their own hand sanitizer and to use sanitizer before and after touching equipment and/or other surfaces.
- Signage will remind patrons to adhere to public health standards for hand hygiene, to refrain from touching their faces, and to follow proper respiratory etiquette practices.

Outbreak Protocols

- In the event of a patron or employee exhibiting symptoms of an illness once inside the building, all efforts are to be made to isolate that individual. Call 911 if it is an emergency or call 811 for health advice.
- In the case of an outbreak, we will follow the directions of the Health Authority.
- Any suspected cases must be reported to Island Health through Island Health's COVID-19 Call Centre at 1-844-901-8442.
- Space will be dedicated within each facility for the purpose of isolation of any patron or employee that exhibits symptoms of COVID-19 after entering a facility or during participation in a program or activity.
- Enhance cleaning and infection control measures to reduce risk of transmission in your facility.

GENERAL PRINCIPLES FOR EMPLOYEE SAFETY

It should be noted that much of the above "General Principles for Patron Safety" will also support and enhance the safety of employees. These two areas of focus for the reopening of OBPRC facilities and

programs will complement one another to provide for a safe environment for all. For example, changing business practices to eliminate all “drop ins” and to control access minimizes the contact points for employees at our Reception desk and in the facility in general.

Administrative Controls

- Risk assessments and mitigation strategies shall be completed for each work area prior to reopening and the re-onboarding of employees returning to work.
- All employees and patrons who are sick are directed to stay home. Employee screening and self-monitoring of COVID-19 symptoms will be encouraged. Directions on self-monitoring will be included within training and re-onboarding protocols.
- Patrons entering facilities will be screened in accordance public health guidelines (i.e. Do you have any symptoms, have you travelled in the last 14 days or been in contact with anyone exhibiting symptoms?)
- Access to facilities will be limited and will only be allowed on a pre-registration/reservation basis. All individuals entering buildings must be pre-registered or pre-authorized to enter the facility.
- Maximum program registrations/participants will be reduced to limit the number of entrants/registrants allowed into a space at any one time which will act to minimize and reduce overall contacts with employees.
- All participants and entrants into buildings and programs will require pre-registration either online or by phone limiting the number of in person transactions and interactions between the public and employees.
- The overall number of programs offered, in particular day camp programs, have been reduced thus reducing the number of people entering the buildings for participation.
- There will be delineated movement pathways throughout all facilities whereby patrons will be directed in their movements throughout the centre via signage and floor markings to minimize incidental contacts with employees and other patrons.
- Procedures will be implemented to provide access to the debit/Moneris pin pad machines for the public whereby employees can maintain the required physical distance. These machines will have a plastic cover attached which will be cleaned and sanitized after each use.
- Employee schedules may be modified to support less employees in any given work space or office at any one time. Staggering of employee schedules will be used to support physical distancing requirements. Employees may also work from home to support managing physical distancing. Please refer to the District of Oak Bay’s Working from Home Policy, April 2020.
- Rules and guidelines for facility entrance and occupancy levels will be posted and monitored for compliance.
- In person meetings will be limited to situations where physical distancing can be maintained. Phone meetings will be encouraged. Hold meetings only in open spaces or outside if possible.

Engineering Controls

- Glass barriers installed at Reception desks, markings and lines on the floor to indicate directional flow of patron traffic and limiting where to stand to ensure physical distancing requirements are met. Henderson and Monterey Recreation Centres will have glass partitions installed between the Reception desks and the public.

- Work stations will be adjusted, employee shifts will be staggered and/or barriers will be utilized to ensure safe distances between employees.
- Additional work stations have been installed in the Arena Boardroom which are 10 feet apart and can provide additional work station space for employees that currently share offices and may be challenged to meet physical distancing requirements
- Floor markings will be utilized where applicable to delineate individual zones or spaces for employees around their work stations.
- Shared tools and equipment will be removed and/or will be provided individually to minimize cross-contamination where possible. Procedures will be implemented to manage the shared use of printers/copiers and to provide for regular cleaning/sanitization of those machines.
- Delineating spaces at Reception and/or “Greeter” stations by utilizing floor markings to indicate where patrons may stand to ensure physical distancing requirements are met.

Training and Communications

- All staff will be trained in changes to business practices and protocols to ensure adherence to these changes including, but not limited to, the monitoring and enforcement of physical distancing guidelines, screening of participants and pre-registration/reservation processes in place of drop-in access.
- Re-onboarding orientations to all auxiliary staff returning to the workplace will include an orientation to the workplace space limitations and parameters, physical distancing, handwashing/sanitization expectations, cleaning duties and PPE usage.
- All employees returning to work must be trained in any COVID-19 safety protocols and procedures and this training must be documented.
- Employees will be provided with instructions on methods for maintaining physical distance from customers, clients, and other workers, such as not greeting others by shaking hands, or removing or modifying proof of delivery signature requirements and money collection requirements.

PPE – Personal Protective Equipment

- All employees will have access to gloves, masks (if desired) and cleaning/sanitizing products and supplies as necessary and required for their work context.
- PPE will be made available within first aid kits and will be supplied to provide protection when addressing and managing a first aid emergency situation.

Ongoing Review and Evaluation

- Employees will be consulted on the identification of potential hazards/exposures and on the implementation of mitigation plans.

- All mitigation strategies and measures will be reviewed to ensure these strategies are effective at meeting the goals/purpose of their implementation.
- Direction and guidance from the Provincial and/or Local Health Authorities will be monitored regularly.

REFERENCES AND RESOURCES

The information in this report is based on the following reliable sources (note: would embed links):

British Columbia Provincial Government

BC's Restart Plan (<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan>)

BC's Key Steps to Safely Operating Your Business or Organization (https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/gdx/go_forward_strategy_checklist_web.pdf)

BC Child Care Setting Practice Standards (<https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-response-covid-19/child-care-response-covid-19-provider/child-care-response-covid-19-health-safety>)

British Columbia Centre for Disease Control

BCCDC Guide for Recreation Facilities <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/community-settings/recreation-facilities>

BCCDC Public Health Guidance for Child Care Settings (<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-childcare.pdf>)

BCCDC "Cleaning and Disinfectants for Public Settings" (http://www.bccdc.ca/Health-Info-Site/Documents/CleaningDisinfecting_PublicSettings.pdf)

British Columbia Sport and Recreation Associations

BC Recreation and Parks Association's "Guideline for Restarting Operations." (<https://www.bcrpa.bc.ca/covidguideline>)

ViaSport BC, “Return to Sport”
<https://www.viasport.ca/return-sport>

WorkSafeBC

WorksafeBC’s Municipalities and COVID-19 Safety (<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-industry-information/municipalities>)

WorksafeBC’s Returning to Safe Operation Phase 2 (<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation>)

WorksafeBC’s Child Care Returning to Safe Operations (<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/child-care>)

WorksafeBC’s Gyms and Fitness Centres Protocols for Returning to Safe Operations
(<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/gyms-and-fitness-centres>)

Island Health

Island Health “Cleaning and Disinfection for Public Settings”
(<https://www.islandhealth.ca/sites/default/files/covid-19/documents/fact-sheet-covid-19-environmental-cleaning.pdf>)

Island Health, “COVID-19 Guidance for Gyms and Fitness Centres In Island Health’s Region, updated May 28” (<https://www.islandhealth.ca/sites/default/files/covid-19/documents/covid-gym-fitness-guidance.pdf>)