

COVID-19 Preparedness Plan for Tennis Center Sand Point – Updated June 12, 2020

Tennis Center Sand Point is committed to providing a safe and healthy workplace for all our workers and members. To ensure a safe and healthy workplace, TCSP has developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. Managers, workers, and visitors are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces and communities, and this requires full cooperation of all staff in all divisions, as well as independent operators, members and guests. Only through cooperative effort can we establish and maintain the safety and health of our community.

All employees, independent operators, and guests are responsible for implementing and complying with all aspects of this COVID-19 Preparedness Plan. TCSP staff will strictly enforce the provisions of this policy.

Our people are our most important assets. We are serious about safety and health and keeping our community healthy. Community involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved our community in this process by soliciting suggestions and incorporating their feedback into our plan.

Our COVID-19 Preparedness Plan follows guidelines, standards, and recommendations from:

- Centers for Disease Control and Prevention (CDC)
- Federal OSHA standards related to COVID-19
- Washington State Department of Health (DOH)
- Washington State “Safe Start” Proclamation 20-25 guidelines
- Washington State Department of Labor & Industries

Our COVID-19 Preparedness Plan address the following:

- Hygiene and respiratory etiquette; Personal Protective Equipment (PPE) utilization
- Engineering and administrative controls for physical distancing
- Sanitation, cleaning, disinfecting, decontamination and ventilation
- Symptom monitoring; prompt identification and isolation of sick persons
- Exposure response procedures and post-exposure recovery plans
- Communications, training, and instructions provided to managers, workers, and clients
- Management and supervision necessary to ensure effective implementation of the plan
- Protection and controls for pick-up and drop-off
- Protections and controls for in-store shopping

PPE Utilization

- Disposable gloves and cloth facial coverings have been provided to all employees.
- Employees have been instructed to wear cloth facial coverings when interacting with customers or other employees.
- Customers are required to wear cloth facial coverings when in the facility.
- Signage has been posted at facility entrances notifying visitors that cloth facial coverings are required for entry.

Physical Distancing

TCSP is taking measures to ensure safety, improve on-site physical distancing, and reduce interactions and touch points. Any players found not adhering to these rules may be subject to suspension.

Reduction of On-Site Staff

- All employees have been advised to work offsite when possible.
- Conference room will have a 3-person capacity.
- Offices will have a 4-person capacity.

Reduction of Program Size

- No senior programs will be offered during Phase 2, including Complimentary Senior Court Times.
- Lessons and group programs will be limited to 4 players per court.

Pre-Session Procedures

- Each client will sign a waiver of consent and commitment to TCSP's reopening policies prior to resuming use of the facility.
- Members are expected to inform TCSP of all players that will be playing on their court prior to their court time beginning.
 - A new feature has been enabled on the member portal that allows reserving hosts to add their playing partners onto the reservation. If the playing partner is a non-member immediate family member, members are instructed to email info@tenniscentersandpoint.com prior to their court time with the partners' full name.
 - Members have up to 48 hours prior to their court time to edit their players. If an adjustment must be made within 48 hours of the court time, members are instructed to call Member Services.
- Members have been instructed to resolve all issues requiring staff assistance via phone or email when possible.
- Members with court reservations will receive an SMS message 24 hours prior to their court time confirming their reservation date, time, and assigned court number in order to minimize lobby congestion.
- Players will not be allowed to wait in the facility prior to their court time beginning and have been instructed to wait in their cars before their court time.

On-Site Physical Distancing Practices and Policies

- Facility capacity is limited to 30% of full occupancy.
- Physical distancing guidelines of at least six feet of separation must be maintained by every person in the facility whenever possible, to the greatest extent possible.
- Play is required to end 5 minutes prior to the end of each court time. The final 5 minutes of each court time is reserved for clean up and departure. Members will be required to leave the facility immediately after the conclusion of play and will not be permitted to remain in the facility.

- Non-member guests are not permitted during Phase 1.5 and Phase 2. Only TCSP members and their immediate family members living in the same household will be permitted to play at TCSP. Guests are prohibited.
- Spectators, including children not playing tennis, are prohibited.
- Gathering anywhere on-site is prohibited.
- Waiting areas and capacities are specified by signage and floor markings.

Wayfinding; Spacing

- Ingress/egress routes have been modified to minimize congregation and streamline traffic flow; new routes are indicated by signage.
 - The main doors for each building are to be used for entry only during changeover periods.
 - Curtained walkways are to be used for entry only during changeover periods.
 - Players on Courts 1-6 will be required to exit through the south door at the conclusion of play.
 - Players on Courts 7-10 will be required to exit through the NE door at the conclusion of play.
- Mezzanine access will be restricted to one-way thoroughfare use only, from south to north. Mezzanine layout has been modified to create more space.
- Shower and changing room use is prohibited. Use of washrooms should occur outside of changeover periods as much as possible to avoid congestion.
- Water fountain use will be limited to the touchless water bottle station.
- Main Building ground floor hallway access has been restricted to one-way use during changeover periods.
- Pro Shop layout has been modified to create more space. Pro Shop will limit customers to 1 at a time per building.
- Signage has been posted at facility entrances notifying visitors that new physical distancing requirements have been implemented.

Payments

- Cash transactions will no longer be processed
- Paper receipts will no longer be processed
- All members must place a payment card on file with TCSP or have a minimum of \$100 credit prepaid on their account

Hygiene

Basic infection prevention measures are being implemented at our workplaces.

- Workers are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, prior to and immediately following any mealtimes and after visiting the restroom.
- All customers and visitors to the workplace will be required to wash or sanitize their hands prior to or immediately upon entering the facility.
- Workers, customers and visitors are being instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing and to avoid touching their face, in

particular their mouth, nose and eyes, with their hands. They should dispose of tissues in provided trash receptacles and wash or sanitize their hands immediately afterward.

- Respiratory etiquette and best hygiene and distancing procedures will be demonstrated on posters around the facility and supported by making tissues and trash receptacles available to all workers, customers and visitors.

Sanitation

Facility Modifications

- Signage has been posted at facility entrances notifying visitors that entry is prohibited if they have been diagnosed with COVID-19 (and have not recovered or are still within the required 14-day quarantine), had symptoms of COVID-19 within the previous 24 hours, or had contact with a person that has or is suspected to have COVID-19 within the last 14 days.
- Barrier shields have been installed at the Front Desk and Café.
- Benches and chairs have been removed.
- Interior doors have been removed where possible.
- Water fountains have been shut off. The touchless water bottle refilling station and North Building vending machine will continue to be operational.
- Ball machines and the ball machine lane will not be available for rental during Phase 2.
- Hopper rentals will not be available during Phase 2.
- Handwashing and/or sanitizing locations have been added at the following locations:
 - South Building Lobby
 - North Building Lobby
 - Tennis Courts
 - South Building South Exit Door
 - North Building Northeast Exit Door

TCSP's COVID-19 Supervisor or other staff will inspect sanitation supplies daily and restock using clean and safe practices to ensure adequate provisions.

- The maximum amount of fresh air is being brought into the workplace, air recirculation is being limited and ventilation systems are being properly used and maintained. Steps are also being taken to minimize air flow blowing across people.
- The HVAC system has been outfitted with MERV 13 filters.

Sanitation Policies

- Clients are required to bring their own water bottles. Water fountains have been shut off as outlined above.
- Members are to follow [USTA Safe Play Guidelines](#). For example, each player should bring their own balls and avoid touching balls belonging to other players. Avoid changing sides. Sanitize immediately after touching any shared surface.
- Only coaches will be permitted to touch teaching balls. Members should use on-court hoppers to pick balls up and let coaches refill teaching carts. On-court hoppers should be sanitized after every session.

Symptom Monitoring

Workers have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess health status prior to entering the workplace and for workers to report when they are sick or experiencing symptoms.

Employees

- Prior to every shift, TCSP employees are required to complete the following tasks:
 - Take their temperature prior to arriving at TCSP or upon arrival. Temperatures over 100.4 degrees Fahrenheit will not be permitted to report to work.
 - Address the following questions. All affirmative answers must be reported to managers and result in a leave of absence.
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath, or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had a loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
- TCSP employees are to report symptoms to managers and to stay home or immediately go home if they feel or appear sick.
- Upon a TCSP employee or member reporting symptoms of an illness, TCSP's COVID-19 Supervisor or other staff member will immediately cordon off and disinfect all areas according to [CDC guidelines](#) without delay.
- TCSP has implemented leave policies that promote workers staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household.
- Accommodations for workers with underlying medical conditions or who have household members with underlying health conditions have been implemented.

Visitors

- Visitors have been advised to stay home if they feel sick or exhibit any signs of illness.
- Visitors must sign TCSP's COVID-19 waiver verifying that they will not knowingly enter TCSP premises while ill.
- Visitors will have temperatures measured if exhibiting any signs of illness.

Incident Reporting

- Any subject exhibiting obvious signs of illness, excessive coughing or sneezing, or a temperature over 100.4 degrees Fahrenheit will be asked to exit the premises.
- Any such incident will be recorded in a log created specifically for this purpose, noting the times the person was in the facility, what areas they visited, and any other persons that may have been exposed to the possibility of transmission of communicable diseases from the sick subject.
- All sick persons' privacy will be protected. Only relevant information necessary for proper implementation of disinfection procedures and the exposure response and recovery plan will be disclosed to the appropriate TCSP staff, who will exercise strict confidentiality.

Location Disinfection Procedures

- Regular housekeeping practices are being implemented, including routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, and areas in the work environment, including restrooms, offices, conference room, tables and chairs, checkout stations, and washrooms.
- Frequent cleaning and disinfecting will be conducted in high-touch areas, such as phones, keyboards, touch screens, controls, door handles, elevator panels, railings, printers, windows and sills, credit card readers, ball carts, trash bins, washroom amenities, etc.
- Appropriate and effective cleaning and disinfectant supplies have been purchased and are available for use in accordance with product labels, safety data sheets and manufacturer specifications and are being used with required personal protective equipment for the product.

The following are to be cleaned and disinfected according to [CDC standards](#) according to the following schedule, at minimum.

- High-Touch Points – every court time
 - COVID-19 Supervisor or other staff member will sanitize all high-touch points: door handles, handrails, countertops, vending machine
- Front Desk – every court time
 - Member Services will sanitize all shared equipment: phones, pens, buttons, countertops, keyboards, computer mice, etc.
 - Staff also will wash and/or sanitize hands after contacting any points also contacted by customers: credit cards, door handles, handrails, etc.
- On Court – every court time
 - Coaches will sanitize all hoppers, ball carts, court closet door handles, etc.
- Offices – every shift
 - Staff will sanitize all equipment: phones, pens, tabletops, keyboards, computer mice, etc.
- Washrooms – every 4 hours
 - COVID-19 Supervisor or other staff member will sanitize all door handles/latches, toilet seats and handles, faucets, countertops, etc.

Exposure Response Procedures; Post Exposure Incident Recovery Plan

TCSP has also implemented a policy for informing workers and visitors if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the amount of time recommended by federal guidelines before returning to the premises.

In the event a TCSP employee or guest is confirmed to have COVID-19, TCSP staff will immediately cordon off the area and wait up to 24 hours to disinfect all areas that sick employee or guest has used in the last 72 hours. Cleaning procedures will follow CDC guidelines.

TCSP's COVID-19 Supervisor will document the report of the illness and all measures taken to respond. Measures taken will include:

- Thorough disinfection of all areas where the sick employee or guest has been in the last 72 hours

- Contacting and informing all employees and guests who have shared the same area as the sick employee or member in the last 72 hours of the case
- Prohibit all employees and guests who have had direct contact with the sick employee or member in the last 72 hours from entering the facility
- Prohibit all employees and guests from using any areas the sick employee or guest has used in the last 72 hours until thorough disinfection and sanitization has occurred

COVID-19 Safety Training

- A site-specific COVID-19 Supervisor has been designated to monitor the health of employees and enforce the COVID-19 job site safety plan.
- This COVID-19 Preparedness Plan will be communicated **via email and on-site training** to all workers. Additional communication and training will be ongoing **via email** and provided to all workers who did not receive the initial training.
- Instructions have been communicated to customers and visitors about: how drop-off, pick-up, delivery and in-store shopping will be conducted to ensure physical distancing between the customers and workers; required hygiene practices; and recommendations that customers and visitors use face masks when dropping off, picking up, accepting delivery or in-store shopping.
- Customers and visitors have been advised not to enter the workplace **via email and our website** if they are experiencing symptoms or have contracted COVID-19.
- Management and workers will work through this new program together and update the training as necessary.
- This COVID-19 Preparedness Plan has been certified by **TCSP** management as of 6/12/2020 and will be distributed to employees and made available at the workplace. It will be updated as necessary.

Worker Education

- All TCSP staff have been educated on coronavirus and best practices to prevent transmission, and they have been trained in policies and protocols outlined in this Preparedness Plan via email and on-site training.
- All TCSP staff will ensure visitors and other staff adhere to TCSP's COVID-19 Safety Plan.

Member Education

- A safety video on TCSP's COVID-19 Safety Plan will be shared and emailed to all clients.
- Email communications, webpages, and facility signage will inform visitors of policies, procedures, and best practices as they pertain to COVID-19.

Signature: _____

Date: _____