



REOPENING CONSIDERATIONS

A FRAMEWORK FOR **CAMPUS REC**

EXAMPLE REOPENING PLANS

June 2020

Mount Royal University	3
George Mason University	12
The University of Texas at San Antonio	50
Northwest Iowa Community College	62

Thank you!

Thanks to the NIRSA Institutional Members who agreed to share their reopening plans with the Association. Please keep in mind that these plans are developed in an ongoing environment. The plans in this document may be updated or shifted and are not meant to be applied directly to any other school. They are shared as examples of the content and format that may be included in reopening plans.

Reopen Dates

- Mount Royal University
 - TBD
- George Mason University
 - Soft Opening: August 1, 2020
- The University of Texas at San Antonio
 - July 20, 2020
- Northwest Iowa Community College (Communication Examples)
 - Phase I: May 18, 2020
 - Phase II: June 22, 2020

View NIRSA Reopening Considerations at www.nirsa.org/reopening.

Recreation Centre REOPENING PLAN

June 2020



Cougars Athletics and Recreation priority is to ensure the safety of our campus community e.g. students, employees, public members, varsity athletes as the Recreation Centre returns to full operational status post COVID-19 closure.

This plan highlights the key action items, protocols, guidelines and procedures from the intersection of people, place and process. **PEOPLE** employees and customers that we must care for. **PLACE** wherever we engage with our customers. **PROCESS** structured activities or tasks that enable us to meet social distancing, grouping and occupancy guidelines.

The objective of this reopening plan is to ensure the safety of our campus community by reducing the risk of COVID-19 exposure and transmission within the Recreation Centre or as a result of participating in our programs and services.

This phased reopening plan actualizes the following assumptions:

PEOPLE

- | | |
|---|--|
| <ul style="list-style-type: none"> - Academic classes will be delivered online. - Casual employee resources limited as a result of online class delivery and funding via the Canada Emergency Response Benefit and the Canada Emergency Student Benefit. - Staff and participants will need to be screened for illness prior to access to the recreation centre. - Staff and participants will need to abide by social distancing requirements. | <ul style="list-style-type: none"> - Participants may wear cloth face coverings or masks. - Facility entries and participation in programs and services will be reduced until there is a vaccine for COVID-19. - Staff will need to be trained on COVID-19 mitigation processes. - Furloughed full time staff are returned to work 4 weeks prior to opening (min of 1-2 weeks TBD) |
|---|--|

PLACE

- | | |
|---|---|
| <ul style="list-style-type: none"> - Reduced operations because primary customer types (students, employees) are not on campus. - Adjustment of equipment layout or restricting access to equipment will be required. - Activity spaces may need to be closed with limited to notice to customers based on staff availability (e.g. not reporting to work if experiencing COVID-19 symptoms) | <ul style="list-style-type: none"> - Cleaning & sanitization processes will need to be increased. Staffing to meet additional cleaning and sanitization protocols will be required. - Cleaning supplies and Personal Protective Equipment are readily available |
|---|---|

PROCESS

- | | |
|---|---|
| <ul style="list-style-type: none"> - Social distancing requirements will need to be monitored and enforced. - Facility occupancy will need to be limited as per AHS restrictions. | <ul style="list-style-type: none"> - Cashless and receiptless transactions at the Customer Service Centre. |
|---|---|

Delivery System		Phase 1 Major Restrictions	Phase 2 Minor Restrictions	Phase 3 Fully Operational
				<i>Usage limited to 'single person' activities. Social distancing guidelines and occupancy restrictions will be in place. Several activity areas will be 'Temporarily On Pause' during this phase. See below for details.</i>
PEOPLE	Staff	<p>Conduct pre-shift staff illness screening and maintain staff screening log.</p> <p>Front line staff required to wear cloth face coverings or approved masks.</p> <p>Social distancing standards of 2m and hygiene protocols must be followed.</p> <p>Prohibit congregating in common areas or break rooms.</p>	<p>Conduct pre-shift staff illness screening and maintain staff screening log.</p> <p>Social distancing standards of 2m and hygiene protocols must be followed.</p> <p>Prohibit congregating in common areas or break rooms.</p>	<p>Conduct pre-shift staff illness screening and maintain staff screening log.</p>
	Customers	<p>Current students, employees and member entry only. No drop in/day pass transactions or non member entries.</p> <p>Conduct pre-entry illness screening prior to entry to the recreation centre. Screening conducted electronically in advance if possible.</p> <p>Customers may wear cloth face covering.</p> <p>Recommend that persons more</p>	<p>Current students, employees and member entry only. No drop in/day pass transactions or non member entries.</p> <p>Conduct pre-entry illness screening prior to entry to the recreation centre. Screening conducted electronically in advance if possible.</p>	<p>Current students, employees, members and non-member access.</p>

		vulnerable or at-risk for COVID-19 –including those who are over the age of 65 or those who have chronic medical conditions—take extra precaution or refrain from use of the facility during Phase 1 of re-opening		
	Varsity Athletes	Train under guidelines by MRU, CW and AB Gov't, and within the times provided according to our facility usage Full time AT staff only. Wear facial covering when unable to maintain physical distancing	Train under guidelines by MRU, CW and AB Gov't, and within the times provided according to our facility usage Full time AT staff only. Wear facial covering when unable to maintain physical distancing	Train under guidelines by MRU, CW and AB Gov't, and within the times provided according to our facility usage
PLACE	Hours	7AM - 10AM & 4PM - 8PM. Disinfection of all common surfaces during mid day closure (contingent upon university and AB Gov't directives and staffing resources available) Activity spaces are closed if scheduled staff are unable to work.	7AM - 10AM & 4PM - 8PM. Disinfection of all common surfaces during mid day closure (contingent upon university and AB Gov't directives as well as what our customers are wanting and staffing resources)	6AM - 9PM Mon-Fri, 8AM - 8PM Sat/Sun
	Activity Areas	Free play/drop in use only with restrictions. Change Rooms - Open with social distancing requirements in place. Tape on floors and day use lockers closed. Showers - Stalls open, but common areas closed. Steam Rooms - Temporarily On Pause	Free play/drop in and internal programming. Change Rooms - Open with social distancing requirements in place. Tape on floors and day use lockers closed. Showers - Stalls open, but common areas closed. Steam Rooms - Temporarily On Pause Bathrooms - Open in all	Free play/drop, internal and external programming e.g. rental groups. Change Rooms - Open Showers - Open Steam Rooms - Open Bathrooms - Open Gyms - Open Studios - Open

		<p>Bathrooms - Open in all other areas of the recreation centre.</p> <p>Gyms - Open for drop in basketball only. Restrict to 1 person per hoop.</p> <p>Studios - Temporarily On Pause (Consider moving free weights and benches into studios.)</p> <p>Pool - Open for lane swim. Restrict to 1 person, per lane. Reduced hours.</p> <p>Squash Courts - Temporarily On Pause</p> <p>Climbing Wall - Temporarily On Pause</p> <p>Fitness Centre - Open. Restricted access to equipment to ensure social distancing requirements.</p> <p>Track Level - Open. Restricted access to equipment to ensure social distancing requirements. Two lanes of track open.</p> <p>Tennis Courts - Open. Restricted to 2 people per court.</p> <p>Fields - Open for small group training? Can be any field</p>	<p>other areas of the recreation centre.</p> <p>Gyms - Open for drop in basketball and racquet sports only. Restrict to 2 people per hoop and 2 people per racquet sport court.</p> <p>Studios - Open for 1-on-1 personal training.</p> <p>Pool - Open for lane swim. Restrict to 2 people, per lane. Reduced hours.</p> <p>Squash Courts - Open. Restricted to 2 people per court.</p> <p>Climbing Wall - Open. Reduced hours, automatic belay routes and bouldering only.</p> <p>Fitness Centre - Open. Restricted access to equipment to ensure social distancing requirements.</p> <p>Track Level - Open. Restricted access to equipment to ensure social distancing requirements. Two lanes of track open.</p> <p>Tennis Courts - Open. Restricted to 4 people per court.</p> <p>Fields - Open. Limited to groups of ??? or less as per AHS guidelines.</p>	<p>Pool - Open for drop in swim, programming and rentals.</p> <p>Squash Courts - Open</p> <p>Climbing Wall - Open</p> <p>Fitness Centre - Open</p> <p>Track Level - Open</p> <p>Tennis Courts - Open</p> <p>Fields - Open</p>
	Varsity Spaces	<p>HPTC open for training 1on1 or 2 people max for high priority athletes (returning for injury)</p> <p>Fields open for small group training for both</p>	<p>HPTC open for small group training of 5 athletes max.</p> <p>Fields open for restricted group training for both</p>	<p>HPTC - Open for team training.</p> <p>Field - Open for team training.</p> <p>Gymnasium - open for</p>

		<p>Sport Conditioning sessions</p> <p>Gymnasiums open for basketball or volleyball for athletes solo or 1on1 with coach</p> <p>Small group outdoor sessions for sport conditioning on field - no equipment, maintaining physical distancing</p> <p>Injury and Prevention clinic open for face to face therapy visits for PT and Chiro as part of Phase 1 the provincial relaunch strategy.</p> <p>Athletic Therapy to book one patient at a time to ensure only one patient in the treatment area. This will ensure physical distancing and avoid patient overlap.</p> <p>Athletic Therapy staff will clean clinic spaces per guidelines listed above.</p> <p>Tape room and tables to be sanitized after each use. Staff and students may require face shield protection for practice / competition coverage.</p>	<p>Gymnasiums open for basketball or volleyball for small group practice sessions.</p> <p>Injury and Prevention clinic open for face to face therapy visits for PT and Chiro</p> <p>Tape room and tables to be sanitized after each use. Staff and students may require face shield protection for practice / competition coverage.</p>	<p>team training.</p> <p>Tape room and tables to be sanitized after each use.</p>
	Programs	<p>Academic - Temporarily on Pause</p> <p>Internal - Temporarily on Pause</p> <p>External - Temporarily On Pause</p> <p>Rentals - Temporarily On Pause</p> <p>Varsity - limitations according to guidelines (MRU, CW and Gov't and</p>	<p>Academic - Temporarily on Pause</p> <p>Internal - Limited to personal training and private swim lessons.</p> <p>External - Temporarily On Pause</p> <p>Rentals - Limited as per social distancing guidelines.</p> <p>Varsity - limitations</p>	<p>Academic - Yes</p> <p>Internal - Yes</p> <p>External - Yes</p> <p>Rentals - Yes</p> <p>Varsity - limitations according to guidelines (MRU, CW and Gov't and according to facility opening)</p>

		according to facility opening)	according to guidelines (MRU, CW and Gov't and according to facility opening)	
	Cleaning	<p>Require members to use hand sanitizer stations at the following main entry points: entry gates, climbing wall, fitness centre, gyms, and track.</p> <p>Require members to use disinfectant wipes on equipment before to and after use.</p> <p>Encourage members to only use one piece of equipment at a time.</p> <p>Staff to conduct regular (every 2 hrs) disinfecting of high touch surfaces, equipment and common areas. EPA-registered disinfectants which are designated effective against COVID-19 virus will be used for all continuous and deep-cleaning processes.</p> <p>Consider closing throughout the day to provide time for "deep cleaning and sanitization" of high touch surfaces.</p> <p>Consider installing touchless UV-C Sanitizers for members to clean and disinfect phones and personable devices.</p> <p>Facilities team, along with custodial, as well as, asking all team members to support additional cleaning tasks.</p>	<p>Require members to use hand sanitizer stations at the following main entry points: entry gates, climbing wall, fitness centre, gyms, and track.</p> <p>Require members to use disinfectant wipes on equipment before to and after use.</p> <p>Encourage members to only use one piece of equipment at a time.</p>	<p>Require members to use disinfectant wipes on equipment before to and after use.</p>
	Physical	Entryway signage	Entryway signage	Entryway signage

	Space	<p>notifying members of COVID-19 mitigation plan and stating clearly that anyone with symptoms consistent with COVID-19 may not enter.</p> <p>Extensive signage on social distancing and equipment sanitization.</p> <p>Adjust equipment layout and close or restrict access to equipment to maintain social distancing measures.</p> <p>Social distancing floor decals/cues at the following service desks: Customer Service Centre, Fitness Centre, CAR Admin Office.</p> <p>Plexiglass dividers at Customer Service Centre.</p> <p>Position line stanchions to 1 till at the Customer Service Centre.</p> <p>Close water fountains. Fill stations only or encourage members to bring their own water.</p> <p>Daily inventory and supply counts for cleaning and PPE items e.g. gloves, wipes, disinfectant, etc.</p>	<p>notifying members of COVID-19 mitigation plan and stating clearly that anyone with symptoms consistent with COVID-19 may not enter.</p> <p>Extensive signage on social distancing and equipment sanitization.</p> <p>Adjust equipment layout and close or restrict access to equipment to maintain social distancing measures.</p> <p>Social distancing floor decals/cues at the following service desks: Customer Service Centre, Fitness Centre, CAR Admin Office.</p> <p>Position line stanchions to 1 till at the Customer Service Centre.</p> <p>Close water fountains. Fill stations only or encourage members to bring their own water.</p> <p>Daily inventory and supply counts for cleaning and PPE items e.g. gloves, wipes, disinfectant, etc.</p>	<p>notifying members of COVID-19 mitigation plan and stating clearly that anyone with symptoms consistent with COVID-19 may not enter.</p> <p>Extensive signage on equipment sanitization.</p> <p>Daily inventory and supply counts for cleaning and PPE items e.g. gloves, wipes, disinfectant, etc.</p>
PROCESS	Social Distancing	SD measures will need to be monitored and enforced in all activity spaces.	SD measures will need to be monitored and enforced in all activity spaces.	No requirement to monitor and enforce social distancing.
	Occupancy	<p>Reduced, monitored and enforced as per AHS guidelines.</p> <p>Capacity systems to ensure social distancing</p>	<p>Reduced, monitored and enforced as per AHS guidelines.</p> <p>Capacity systems to ensure social distancing</p>	Regular building and activity space occupancy monitoring.

		and grouping measures. Members may be asked to book visits in select activity spaces prior to entering the recreation centre via ActiveNet.	and grouping measures.	
	Contactless Transaction	Cashless and receiptless transactions. Members asked to use CC on file or debit cards for all transactions. Equipment lending on pause. Towel service on pause	Cashless and receiptless transactions. Members asked to use CC on file or debit cards for all transactions. Equipment lending on pause. Towel service on pause.	Cashless and receiptless transactions. Equipment lending available Towel service available

This reopening plan is a living document that will be updated as per direction and guidance from Alberta Health Services, provincial and national sport and recreation agencies and task forces, and Mount Royal University. For questions or concerns regarding the phased reopening plan, contact Karla Karch, Director Cougars Athletics and Recreation at kkarch@mtroyal.ca

George Mason University
Recovery Plan Working Document updated 6/19/20
“Safe Return to Recreation”

Red Text denotes the latest edits

Highlighted areas indicate questions that are awaiting answers internally or from University Guidance

George Mason University Recreation is planning for an early August Reopening

Developing the Mason Recreation “Recovery Plan”

Underlying Assumptions

- Mason Recreation will follow guidelines from the CDC and the Virginia Department of Health as well as follow best practices that are set forth by the American College Health Association, NIRSA, George Mason University, and other relevant entities as appropriate.
- There are four guiding factors of our plan including Health & Safety, Operational Feasibility, Ability to Meet Our Mission, and Ability to Pivot. All of these factors will be evaluated in context with financial implications.
- The safety of our student employees, full-time staff, student and non-student patrons and guests is the number one priority. In addition, customer service and providing a positive experience to everyone who enters the facility is also a priority.
- **Part of our goal will be to rally our university community to understand and follow state and local directives to contain the disease. Our commitment to safety starts with everyone respecting physical distancing norms.**
- **For the university to reopen campuses, we must be vigilant and adapt to the new reality. This includes adding new training for students and employees. Everyone will be asked to signal their commitment to these new policies for the health and well-being of the broader community.**
- We will employ a phased approach to facility, program, and service reopening with physical distancing and monitoring of crowding as essential elements.
- We will strive to prepare the environment (facilities) first to create programmatic and service reopening considerations subsequently
- We will develop all plans for reopening with attention to the customers orientation (POV) and to a sustainable level of safety and risk management adherence
- Staffing (professional and student) and financial constraints will limit some of our planning efforts and execution
- **Our planning is taking place in real time, with the best information we have at the moment. We continue to consult public health officials and will rely on their expertise throughout this process. This remains a very dynamic situation.**
- All phases of reopening (facility, program, and service) will be developed on a priority-scheduling basis. Some areas may take place simultaneously while others will be dependent on previous areas becoming operational

- Decisions to continue or discontinue on operation will be largely driven by health and safety considerations.

Introduction

- The Mason Recreation Plan will include **two** parts – 1) A “Plan Framework” which will provide a “big picture” review of phases, what we are doing, how we are doing it, and why, and 3) An “**Comprehensive Plan**” which will essentially consist of different sections and including a high level of detail that is more specific to each part of the plan. The “Plan Framework” is currently in development.
- The Mason Recreation plan will be divided into five component areas and progression of the plan will indicate what is being done with each of these components in each phase. The component areas are Communication, People, Facilities, Finance, and Programming. These five component areas are modeled after those utilized by the National Intramural Recreational Sports Association (NIRSA) to guide the association’s “Consideration Framework” **which is about to be released as of this writing.**

Time Needed for Reopening

- At least three weeks is requested to properly prepare for reopening facilities from the time we can return to campus. This will allow us to bring necessary staff on campus, secure cleaning supplies, hire and train staff, make facility modifications, and prepare marketing and communication materials. We also recommend falling in line with the campus recommendation regarding events being on hold until August 8. It is recommended that outdoor facilities only be opened for scheduled groups or reservations with the possible exception of the tennis courts where physical distancing can be reasonably facilitated. Overall concern that opening these spaces would mean people will want to play contact sports and enforcement of that will be a challenge as these spaces are not constantly staffed.

George Mason/Recreation Phases/Format of the Plan

- Phase 1 - Virtual Programs and Conduct Essential Work Only (present through end of “safer at home” order which ended on June 10, 2020)
 - Virtual Recreation programming implementation
 - Essential staff only
 - AFC Cleaning & Maintenance
 - Mandatory telework
 - No University events
 - No University travel
 - Buildings secured
 - Develop university reconstitution plan
 - Develop draft Mason Recreation Recovery Plan
 - Update Assumption of Risk
 - Begin initial communications
 - Meet with Career Services regarding planning for student employment
 - Meet with Disability Support Services

- Create Mason Recreation planning teams (Communication, People, Facilities, Finances, Programming)
- Begin "Recovery Plan" work team meetings and plan preparations
- Collect relevant reopening plans from colleagues and related professional organizations, participate/review/conduct relevant virtual NIRSA Roundtables, consult with colleagues, gather guidance from Virginia and other state guidelines
- University develops preliminary health & safety precautions
- Contact potential returning student staff and determine their interest/likelihood of coming back.
- Conduct interviews for potential student staff openings
- Convene University Space Assessment teams
- University procurement of safety supplies
- Identify key campus partners and collaborators
- Complete faculty/staff/community member payroll deduction survey
- University development and distribution of detailed recommendations on work area precautions that must be implemented by supervisors in Phase 2
- Fall 2020 Operations decisions for the University
- Phase 2 – Assess & Prepare Campus Buildings (Tentative June 11 – July 1)
 - Virtual Recreation programming continues
 - Essential staff only
 - University assessment of campus spaces for occupancy in Phases 2, 3, and 4
 - Maintain university buildings Mandatory telework
 - AFC Cleaning and Maintenance continues
 - No university events
 - Administer faculty/staff/community member and student member surveys
 - No university travel unless granted by exception through the University Travel Advisory Committee
 - Buildings remain secured
 - Complete revised budget
 - Determine operational hours
 - Redraw building floor plans for socially distant pathways and navigation
 - Complete Communications Plan
 - Fall 2020 Operations decisions for Mason Recreation
 - Complete student/staff/community member survey
 - Begin Communications for participants
 - Enforce university health and safety COVID-19 precautions
 - Make mandatory COVID-19 precautions training available
 - Make testing and contact tracing training available to appropriate individuals
 - Convene University Space Assessment Teams
 - Assess university classrooms using assessment process developed in Phase 1, begin posting university precautions signage with max occupancy
 - Assess university restrooms, lounges, common areas for max occupancies and begin posting university precautions signage with max occupancy
 - Begin assisting departments with work area assessments

- Continue building condition assessments and preventative maintenance
- Finalize, review and approve departmental plans based on university precautions and work area assessment procedures
- Phase 3 – Prepare Work Areas, Classrooms & Services (Tentative July 2 – July 31)
 - Virtual Recreation programming continues
 - Public transportation resumes
 - Employees engaged in the following will be allowed on campus: Essential work, supervisors and employees assessing and implementing precautions for their work areas, COVID-19 testing, and maintaining university buildings
 - Mandate telework except as noted above
 - University events granted by exception
 - University travel granted by exception
 - Finalize AFC Cleaning & Maintenance
 - Organize and distribute supplies (PPE & cleaning)
 - RAC Cleaning & Maintenance
 - Skyline Cleaning & Maintenance
 - Clean and check condition of all AV Equipment
 - Building access remains restricted
 - Conduct damage assessments of facilities (indoor and outdoor)
 - Complete and test technology modifications
 - Complete Communications video
 - Check-in and update list of potential returning student employees
 - Work with University Career Services and Student Centers for July Career Fair
 - Continue to conduct interviews as appropriate for potential student employees
 - Make a concerted effort to recruit and hire work/study employees where possible
 - Develop staff schedules
 - Enforce university COVID-19 precautions/implement changes related to precautions in designated facilities
 - Begin hiring and virtual training for student/wage employees
 - Supervisors implement work area precautions developed in Phase 1 and 2 to prepare their work areas for occupancy
 - Request employees necessary to assist with implementing precautions to return to work
 - Identify shared spaces and make arrangements to provide individual offices space in meeting areas, provide sufficient physical distancing between employees in shared spaces, and rearrange office space, adjust work scheduled, or relocate employees as necessary to maintain physical distancing
 - First Aid & CPR Classes Available
 - **Implementation:** of Pilot COVID-19 testing plan
 - Supervisors apply work area precautions to their work area
 - **Space Assessments:** Convene University Space Assessment Team provide assistance to university supervisors upon request to assist with work area preparations
- Phase 4 – Resume Student & Employee Support Services (Tentative August 1 – August 23)

- Employees necessary to support the following functions will be allowed on campus: Student and employee support, University Life, Retail, Dining, Housing, Parking and Shuttles, all facilities management employees
- Mason Recreation student/wage employee hiring and training continues
- Confirm returning student employees and determine any additional hiring needs
- Complete interviews and student employee hiring for start of Fall 2020
- Preparation of programs for return to campus
- Facility preparations (moving equipment, signage, space modifications, etc.)
- First Aid & CPR Classes available
- Conduct “soft opening” for facilities
- Mason Recreation “soft opening” for facilities (limited hours, staff presence, field testing and evaluation)
- **University Precautions:** Mandated telework, University events granted by exception, University travel only granted by exception, buildings opened, enforce university COVID-19 precautions
- **Space Assessments:** Make University Space Assessment Team available to provide assistance to university supervisors upon request to assist with work area preparations and reevaluate classrooms as necessary
- Phase 5 – Resume Instruction & Fall Semester begins – (Tentative start on August 24)
 - Students, faculty, and staff adhere to university recommendations
 - Lifting of travel restrictions/recommendations
 - Facility hours expand
 - Contact tracing can be conducted efficiently
 - Begin preparations for limited in-person programming
 - New stay at home orders are not issued
 - Employees engaged in the following will be allowed on campus: All employees necessary to provide student and employee support
 - **University Precautions:** Encourage telework for employees who can remain at home without diminished work quality or service, University events held per university precaution requirements, University travel granted per travel precautions, Enforce university COVID-19 precautions

Communication Section

- Your communication plan should be designed to reach various target audiences that may include and are not limited to student employees, professional employees, student members, employee members, public members, alumni, parents, athletics, clubs, rental groups, etc.
- Define the desired outcome of each message and limit to no more than 5 key points.
 - Ensure the tone (e.g calmness, confidence, compassion) of your message aligns with the key points.
 - Consider creating your messaging with a member of the target audience in mind.
 - Provide contact information and consider designating a ‘spokesperson’ to respond to feedback in a timely and consistent manner.
- Depending on your target audience, urgency, frequency, and accessibility you may consider using some or all of the following message mediums: direct email, push notifications, website, social channels, web-site, video, in-person, phone, signage, text alerts, digital screens, news release, etc.

- The majority of messages will be sent proactively, and in some cases, may need to be sent reactively.
 - Consider creating and vetting a template to use urgent messages (e.g. active COVID-19 cases) in advance so that they can be reviewed by your campus partners.
 - Messages regarding access guidelines and procedures can be written in advance and have a timed release.
- Communications must convey the institution's confidence in the information, contain the institution's brand identity, send a unified message, and align with the core mission and values of George Mason University.
- The campus COVID-19 planning and response committee, a communications sub-committee, or the central communication/public relations team should oversee all messages,
- Information must always be credible, trustworthy, and up to date. Ideally, any document containing medical, science-based, epidemiologic and/or infection prevention and control messages should be reviewed by an individual with appropriate credentials or expertise. Information and recommendations will continue to evolve rapidly, and it is crucial to "get the science part right" in all communications.
- Develop Mason Recreation "Frequently asked questions (FAQs). These can provide helpful, quickly accessible predetermined responses and should be posted prominently on the designated webpage.
- Take as many unknowns out of the equation for members by clearly communicating all you are doing to ensure their safety
- Marketing staff will handle all communications, social media, department website, newsletters, signage, and voice bulletin board on an ongoing basis.
- Develop our communication plan "On brand" which means we incorporate principles of our mission, vision, and values into the messaging.
- Keep a positive narrative on messaging. Focus on what is available as opposed to what is unavailable.
- Much of our promotion will be focused on where we want them to look for their updates for facility hours and expectations of what services will be available. Getting participants to adjust to scheduling when to come into facilities is anticipated to be a challenge. Training and communication will be critical.
- Develop a specific sequencing of messages that follows a schedule involving outlined topics to be covered in messages.
- Given that some community facilities will likely open earlier and operate differently it will be important to communicate that Mason Recreation will follow state recommendations concerning higher education and will adhere to the GMU Reconstitution Plan. That is the message the surrounding community will be told. So, while we may lose members, we need to do what protects the university and keeps students safe.
- Implement communication to inform the campus community, including parents, about COVID-19 prevention steps being taken by the recreation department. Be sure to carefully craft and vet any communications going to all or part of the campus community (see ACHA guidance under "Communications Plan").
- Create visibility of procedures to boost member confidence. Post the cleaning schedule for members to see. Show the investment you have made in cleaning products, procedures and facility upgrades. Have information related to your cleaning products and their composition on hand, as members may inquire.

- Develop a communication plan to continuously update participants and staff if any policies are changed or additional spaces that were unavailable are re-opened.
- Consider communicating to members when gym attendance may not be a good option (e.g. taking care of someone who is COVID-19 positive, exhibiting symptoms of COVID-19, being in a high-risk category, etc.).
- Consider introducing a process in which participants would put “ready to clean” tags on equipment and staff then go around and clean it.
- Messaging is to people and not about policies. Phrasing such as, “we know this is different. We want to create community in this space. Help us figure out what that means.”
- Web site information related to reopening and new COVID-19 procedures needs to be prominent.
- Web Site and social media links to campus and government resources:
 1. Changes to facility policies
 2. Physical facility changes
 3. Updates to facility and services
 4. Changes to what services and programs are offered
 5. Expectations of staff and members
 6. Updated cleaning protocols
 7. Links to campus and government resources
- Create a video explaining the new procedures that will be in place to protect staff and members.
- Communicate that Mason Recreation has the right to refuse service to anyone exhibiting symptoms or not following guidelines (e.g., physical distancing).
- Communicate to members what the department is doing to mitigate the spread of COVID-19 (e.g., disinfection routine, health policies for staff, and health & safety measures in place).
- The department develops messaging for staff regarding contractor expectations and communicates it widely. This should include a mechanism that includes notification if some of the expectations are not being followed.
- Conduct surveys for membership categories (payroll deduction, community/students) so that we can aggregate the information. We are interested in determining how much hesitancy there will be with coming back into the facilities and how likely individuals would be to renew memberships, participate in programs, etc.
- Some of the ownership for social distancing and safety must be placed upon the users. This can be facilitated by strong marketing, messaging, and communication. This would include advice such as use hand sanitizers regularly, including before and after exercise, do not touch your face while working out. If you do, sanitize your hands before continuing. Shared equipment should be sanitized with a disinfectant before and after use. Equipment with porous surfaces will not be used at a minimum in the initial period of reopening.
- We need to be very careful regarding our messaging. We will do everything possible to make the experience as safe as possible. However, the virus is very contagious and there can be no guarantees of complete safety. We can't completely control the behavior of our participants and in the end, their behavior will impact any changes we make in our “normal operation”
- Consider additional signage everywhere to remind people to wipe down equipment. Each area in the facility will also have specific signage reminding members to clean equipment, maintain distancing, etc. Signs will be posted in high visibility areas within each building (including

common areas, restrooms, shared office spaces, classrooms, etc.) The signs will be used to communicate:

- Reminders of physical distancing, the use of cloth face coverings, and good personal hygiene practices; and feeling ill
 - Specific room or space occupancy limits, if applicable; and,
 - Additional precautions that must be observed for unique spaces.
 - Floor markings or barrier tape may be used where necessary to promote physical distancing.
- Post at the entrance and in several locations the facility's safety expectations of staff and members to ensure clarity and increase the likelihood of compliance. This should include CDC recommendations like frequent hand washing, keeping your hands away from your face, maintaining 10 feet of distance from others, frequent cleaning of surfaces after use and using a face and nose covering while inside the facility except while engaged in vigorous exercise.
 - Include material on signs regarding how to report if someone is not adhering to physical distancing policies or other unsafe behaviors.
 - Every 30 minutes, staff will announce physical distance and cleaning protocol reminders on our PA system.
 - Implement an aggressive social media campaign around personal hygiene and care responsibilities from patrons
 - Ensure appropriate communication occurs with other departments who are housed in Recreation buildings. In the RAC this includes ROTC and Sport, Recreation & Tourism Management (SRTM) so that they are aware of plans and are briefed on new precautions in place. Intercollegiate Athletics (ICA) is housed in the RAC and Aquatics & Fitness Center. We will also need to know the plans of these particular groups and what expectations the University may have for them.
 - NCAA recommendations currently allows men's and women's basketball to resume organized team activities beginning on June 1st. We will need to keep ICA officials informed regarding the current status of our recovery plan. The University is currently engaged in this planning and a "Safe Return to Campus Plan" is in draft form **at this time**. ICA has representatives on the Mason Continuity Coordination Team (MCCT) which involved with other individuals in developing this plan.

People Section

Guidance

- The university will be following the guidance of the CDC and the Virginia Department of Health. CDC guidelines for higher education.
- NIRSA will make other prominent association guidelines available on the website. NIRSA will also have a Consideration Framework available by June 19.
- Align Mason Recreation policies, procedures, and communication guidelines with GMU guidelines and CDC, federal, state, territorial, or local public health guidelines and requirements.
- Review guidance from other reputable professional organizations and sources.
- Review guidelines from other states and sources

- How are we assessing the safety of the facilities, determining how and when to relax restrictions, and overall success of the plan?

University Reconstitution Plan and Campus Partners

- Mason Recreation will proactively provide recommendations for a reopening plan. This approach is advocated to keep administration informed and aware of best practices in recreational sports.
- Work collaboratively with Environmental Health & Safety, Student Health, Risk Management, University Life, Disability Support Services, Human Resources, and other relevant entities so that they see and inform the plans for reopening. Identify other key campus partners and collaborators.
- George Mason is planning on sharing details of their plan with various representatives (EHS, Student Health, Risk Management, Student Centers, Counseling & Psychological Services, Student Support & Advocacy, Facilities Services, Communication, Human Resources, Vice-President for University Life, etc.) so that the best decision can be made for the safety and welfare of the campus community.
- There is a “departmental plans review” team at GMU that will examine our plan and provide guidance to ensure that we are in line with those of the University. EHS and other departments can consult as needed as well. This will be a form to be completed and will not be as comprehensive as this written document but will incorporate the most critical parts of this plan.
- Consult with Counseling & Psychological Services (CAPS) and Student Support & Advocacy regarding how they can assist our staff in understanding the challenges and supporting our students through this transition, mental health, and anxiety issues.
- George Mason University has 18 work groups that will provide guidance for the Reconstitution Plan and are as follows: Classroom Assessment Group, Space Assessment & Optimization Group, Communications Work Group, Building Modifications Group, Departmental Plans Review, Fiscal Impact Assessment Group, High Risk Populations Plan and Implementation Group, Instructional Continuity Group, Policy Assessment Group, Procurement of Critical Supplies Group, Research Continuity Group, Research Review Group, Event & Exceptions Group, University Travel Advisory Group, Screening Plan and Implementation Group Testing Plan and Implementation Group, Contact Tracing Plans Group, Training Development and Implementation Group, and Co-curricular Engagement Group. A couple of these groups are involved in aspects not relevant to Recreation. **These groups are developing and implementing the detailed plans, standards and policies that will guide GMU going forward, under the leadership of the Emergency Management Executive Committee.**
- Determine University guidance for travel and any direct implications for Mason Recreation. This is one of the 18 working groups that will provide direction for other offices to follow.
- After consultation with legal counsel and risk management we have updated our Assumption of Risk and added the following language related to COVID-19: “Participating in Recreational Activities may involve being in proximity to other individuals and coming into contact with surfaces that have been touched by other individuals, which may result in You contracting a communicable disease, including but not limited to COVID-19. By participating in Recreational Activities, You acknowledge and assume this risk. Additionally, You agree to follow all guidelines, instructions, and signage regarding limiting the spread of communicable diseases

(e.g., social distancing, limiting occupancy, face coverings). You also agree to refrain from participating in Recreational Activities if you are symptomatic of or have reason to believe that you have been exposed to a communicable disease.” Students would need to sign this form upon their initial entry. We are inquiring as to whether we can have an electronic signature “accept” button for this form.

- Fitness has developed a disclaimer for online group classes. This statement is specific to fitness and we are inquiring regarding how to cover any online programs including intramural sports, personal training, etc.? See the University of Wisconsin-Madison for an example of a more broad statement.
- Determine what is the Campus partner responsibility such as Facility Management cleaning protocols, HVAC protocols, PPE and supplies, etc.
- Student Health Services, has indicated the following key ways to think about options for re-opening scenarios:
 1. Medical risk of vulnerable populations because of age and medical conditions as defined by the CDC: <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>
 2. Risk of widespread outbreak – close contact with more people increases risk of a worse outbreak spreading. Use facility card swipe data to keep track of who’s in the facility and their time of entry will help with contact tracing in the event of a positive case

Colleagues

- Participate in and review commentary and note chat comments in NIRSA Ideas In Motion Roundtables and Campus Recreation Magazine panel presentations
- Review various reopening plans from recreational sports programs at other institutions
- Email, phone, and videoconferencing with other recreational sports professionals
- Review and consider NIRSA Connect listserv posts
- Review articles in Athletic Business, Campus Recreation Magazine, and other related publications.

Patrons

- We are working through this recovery planning with an innovation/design thinking approach. We are asking each area (programs, services, and facilities) to cast themselves from the customers Point-Of-View with an understand, explore, and materialize framework.
- Safety and security in a time of unprecedented upheaval for our students and all patrons should be a primary point of concentration in how we re-open and what we offer from health coaching and wellbeing programming. Our holistic approach will never be more needed in these coming times with a focus on how physical, mental, and social wellbeing intersect and inform one another.
- People are likely to get frustrated with the physical distancing and the implications but we need to be consistent with the message. Teaching the staff so that they can effectively communicate with patrons will be essential. All staff must have the same mindset.
- Individuals who exhibit and/or report symptoms that are included with screening questions will not be permitted to enter.

- Safety is a shared responsibility between the staff and the patrons. Expectations of patrons should be developed, communicated, and enforced consistently. The University will create an avenue for members and staff to report concerns related to policy violations and safety concerns related to COVID-19 which will consist of an online form for these situations.
- Recognize that facilities will never be 100% disinfected so much of the onus must be put on patrons to take care of themselves and not touch face, wash hands, etc. We need to be careful how things are worded to make sure it does not become a "standard of care" that some schools would not be able to meet. "Dwell time" for cleanings on equipment is going to be tough to communicate with people that may be impatient. This is the amount of time that a cleaner takes to kill COVID-19.
- We also anticipate three kinds of patron behavior levels and the services we offer will need to be adjusted and personalized based on the guest preferences:
 1. **"COVID Super Sensitive"** – very limited contact and personal interactions with guests, heavy use of digital tools, more extreme physical distancing measures may be put into effect and additional safety steps or protective equipment may be offered
 2. **"COVID cautious"** – (we anticipate most guests being this level) – we offer service options and the guest decides (what we offer is always sensitive to protecting our guests and colleagues)
 3. **"So Over" COVID** – guests expect all usual services and conveniences and may be frustrated by excessive safety measures. We will do our best to deliver our usual 5-star service while maintaining the safety measures that are in place to help all guests and colleagues feel safe in our facilities

Protection of patrons

- **This section subject to University guidance** - Staff and patrons will be screened and monitored before entry is permitted. Screening will include questions about the presence of symptoms such as fever, cough, shortness of breath, muscle aches, nausea/vomiting, diarrhea, abdominal pain, headache, runny nose, fatigue, new loss of taste/smell as well as screening for exposure to a person with COVID-19 infection within a designated time period. Individuals who do not provide satisfactory answers will be denied entry. Information obtained by COVID-19 screening questions is entitled to the same privacy and confidentiality protections afforded other health information obtained by a fitness facility. One of the university's 18 working groups is devoted specifically to this topic. This group will answer questions such as: **What will be the protocol for receiving clearance for patrons to return to facilities or employees to return to work? Exact specifics of how screening will be conducted are being determined by this work group.** Staff and patrons displaying symptoms of COVID-19 (e.g. cough) will be denied entry.
- If patrons are sick they should stay home. If you have a temperature stay home. If someone in your house is sick, stay home. If you have allergies and can't control sneezing, stay home.
- Use online gym/workout services where possible.
- Pre-plan workout routines to avoid lingering/ socializing to allow other members to workout due to reduced occupancy/distancing.
- Limit the items touched within the gym to only the items you will use.
- Avoid lifting gloves and other items that are not easily cleaned.
- Wear a mask upon entering and leaving the building. Consider wearing a mask during your workout but this is at individual discretion especially during vigorous exercise. *Studies have*

demonstrated that masks — including surgical, cloth and/or N95 as well as altitude training masks, which all place restrictions on breathing — can have a negative impact on the ability of an individual to exercise for intended duration or at desired intensity as well as increase discomfort while exercising. The primary mechanism is hyperventilation, associated with reduced tidal volume, which causes a buildup of metabolic byproducts, an excessive ventilation rate, a decreased atrial blood volume, a lowered stroke volume and ultimately decreased blood pressure. Due to this, there exists a real risk of syncope, loss of consciousness, and dyspnea for individuals who exercise while wearing protective facewear that limits their ability to move air in and out of their body at a natural physiological rate. Lifeguards responding to a distressed swimmer do not need to wear a mask.

- Wipe down each piece of equipment before and after use and dispose of the wipe appropriately.
- Wash hands before beginning and after leaving the building if possible. If not, use hand sanitizer when you enter and before you leave the building.
- Remember physical distancing requirements in locker rooms (not available in initial reopening).
- Maintain a distance of at least 10 feet from other members and employees when walking throughout the facility to the extent possible.
- If there is the urge to sneeze or cough, put on a mask, cover the nose, mouth, and mask with a napkin or handkerchief, attempt to delay the urge to sneeze or cough, immediately leave the building, wash hands and face thoroughly before returning.
- Group activities will be individually reviewed. Physical distancing guidelines will be monitored and enforced for all activities. Activities which fail to achieve physical distancing will be reviewed and modified or discontinued as necessary.
- Place step up cones or tape on the floor to establish demarcation and grouping for entrance/transactions
- The maximum number of patrons allowed into the facility at one time will be established and monitored to encourage physical distancing
- A maximum occupancy will be established and enforced for each activity area (free weights, cardio, spin, etc.) to encourage physical distancing.
- Cardio equipment and weight benches will be moved, or individual pieces taken off-line to encourage physical distancing.
- Signage about self-protection measures will be posted (physical distancing requirements/recommendations, clean before using equipment, wash hands etc.). Signage detailing cleaning protocols will be posted so patrons can see the response to COVID-19.
- Re-evaluate the number and locations of gym wipe dispensers to make more available. Probably will need to nearly double the current totals.
- Minor scrapes and cuts will be treated with participant administered First Aid – Employees should provide first aid supplies to the patron and talk them through treating themselves. This will also save on PPE. Modify first aid response protocols and follow American Red Cross recommendations. Train staff to provide material only in non-life-threatening scenarios. Remain physically distant and follow all facility guidelines while providing supplies. In situations that require hands on care but are not life-threatening, staff should exercise extreme caution and don all necessary PPE. Members may be asked to wear a mask (provided by staff) if non-cardiac care is required. A full accident report should be completed

- Focus on reduction (of touch points) and prevention with sanitizing activities.
- One-time wipes will be used for cleaning. Spray bottles will not be employed.
- Our regular cleaning checklist will be used to provide accountability for cleaning of all areas of the facility. A schedule for sanitizing shared equipment, including exercise machines, gear (e.g., handles, etc.) and group fitness instructor tools (e.g., microphones and stereo equipment), should be developed and implemented, along with clear guidelines about whom should administer the cleaning and best practices for doing it. The group fitness area will need to coordinate with other staff to ensure sufficient manpower is available to set up the studio for the next class. For applicable classes, customers may be encouraged to purchase an approved exercise mat or other portable equipment to bring to class for their personal use.
- Ensure frequent cleaning for and identification of communal spaces such as the kitchen, microwaves, and office restrooms. Eliminate reusable kitchen items (flatware, dishes, and cups) and cleaning tools (sponges, brushes, towels, etc.) and replace with single-use items. **Should students have limited access to the kitchen but with restrictions — i.e. remove tables and chairs, keep groups less than 3, they are only able to store food in the kitchen, etc.**
- Get fresh air into to the gym and properly utilize ventilation system. Some ways to do this or seek help: – Encourage outdoor activity and classes if feasible. – Open doors and windows if possible. – Maximize fresh air through ventilation system. – work with Facilities Services to ensure that all building systems are working, as well as asking for recommendations of proper airflow of the facility. The pre-return inspections and assessments will ensure a safe and healthy environment for our staff and members to which to return.
- Maintain relative humidity at 40-60%. – Ensure restroom is under negative pressure. – If you don't know how, ask an HVAC professional and see ASHRAE updates for more information
- Consider using portable HEPA filtration units. If fans, such as pedestal fans or hard mounted fans, are used in the gym, take steps to minimize air from fans blowing from one person directly at another individual. If fans are disabled or removed, employees and members should remain aware of, and take steps to prevent heat hazards.
- Workplaces should consider guidance from the American Society of Heating, Refrigerating and Air-Conditioning Engineers when discussing ventilation changes with HVAC professionals.
- **Consider the types of Risk Management issues that must be addressed regarding staff training, operational procedures, and health and safety to participants and employees.**

Full-time staff and graduate assistants

- Avoid having a large number of staff on leave at the same time. Plan to manage the vacation leave of some of staff and to stagger leave requests so that there are adequate personnel to maintain operations of the department.
- **Telework will be encouraged for staff who do not need to be on campus.**
- There will be a period of transition for staff with allowing of telework days or virtual attendance at meetings in the future. In order to lower the number of staff in Recreation buildings at a given time we could consider staggering teleworking days with on-campus days. This would ease the transition back from teleworking to on-campus. Early indications are that the University will use some type of phased process for bringing people onto the campus. This could be in shifts or alternating days. ACHA recommends a phased return to work with no more than 30% of the staff returning in a given week and continuing the process over 2-4 weeks.

- Follow university guidance for travel restrictions related to employees coming to work if they have been out of state, out of the country, etc.
- Transition some committee meetings occurring online- Advisory Board, RIC, Strategic Plan Workgroups
- Determine whether any changes need to be made to job descriptions due to extensive adjustments as a result of COVID-19. There will be additional University Training that will be required prior to returning to campus. We should also determine if it would be necessary to learn better how to manage COVID-19 beyond what the university requires.
- Meetings should continue virtually whenever possible, to prevent contact and free up meeting spaces for possible use as offices for employees who are displaced from shared offices.
- Consider having a rotating schedule with staff. Staff will be quarantined due to a positive test or if potentially exposed. Current planning involves having at least five "teams" of three or more people that would have duties working in a facility for two weeks "on" and then two weeks "off" where they would either take leave or telework. Under this scenario, for example, Team A would be in the RAC for 2 weeks and Team B in the AFC for 2 weeks. Team A and Team B would then subsequently telework for 2 weeks while Team C worked in the RAC for two weeks "on" and Team D worked in the AFC for two weeks. Team E would normally telework but would be on "standby" to enter the rotation if one of the teams was taken out of the rotation by a positive test or an exposure that required them to be quarantined or isolated.
- Monitor absenteeism of employees and students, cross-train staff, and create a roster of trained back-up student staff.
- Risk management includes a review of staff credentials and training to determine whether employees are properly trained for the roles they perform. For example, do personal trainers and group exercise instructors hold current certifications?
- Examine options for redeployment of staff to assist with the duties normally associated with position vacancies or to assist in another University Life office.
- Vulnerable Populations – Determine university guidance from the relevant University group regarding how to handle staff that may be "at risk" for returning to work and how this should be handled.
- Support (looking for university guidance)
 1. How do we support staff staying home if they are anxious to return to the workplace?
 2. Provide resources for mental health support
 3. Create privacy statement for staff who have tested positive
 4. Provide support about layoff and furlough concerns

Create an online portal with resources for staff (training, support resources, etc.)

 5. Implement flexible leave and telecommuting policies to support staff

Parents

- Will we have more interactions with protective parents that are going to get much more involved because of safety concerns?
- Always consider whether FERPA guidelines apply to inquiries from parents.

Contractors

- Maintain work schedules and check-in/out times for visits to the campus along with names and contact information of workers for contact tracing.
- **Awaiting University guidance - Athletic Training employees would be subject to screening on each visit in the same manner as patrons and employees. If other contractors are to enter facilities or interact with members of the GMU community they would also undergo screening.**
- Athletic Training staff will not be screen staff or members for illnesses
- Personal Protective Equipment – masks, gloves, isolation gowns, etc. as appropriate
- Minimize time in facilities, do as much as possible ahead of time, require contact ahead of time and make appointments for visits.
- Execute as much communication/interaction online as possible
- Follow appropriate guidelines (ACHA, CDC, NATA, etc.)
- Practice physical distancing when needed (none to minimal for all but Athletic Training)
- The department develops messaging for staff regarding contractor expectations and communicates it widely. This should include a mechanism that includes notification if some of the expectations are not being followed.
- Risk mitigation strategies are reviewed by appropriate University agencies prior to approval (i.e. risk management, EHS, Student Health, etc.)
- GameDay uses their own equipment, vehicles, and PPE, do not do work when fields are in use and do not enter campus buildings.

Student Staffing

Retention

- Take inventory of which student employees are interested and available to return in Fall 2020. Every supervisor keeps a regularly updated roster of all student employees who will be ready and available to work when approved to re-open. Knowing their availability be a factor in determining what the hours of operation will be. Each area should be communicating with their staff to assess their needs, expected number of returnees, and planning for some larger than normal turnover.
- Recognize that we will have staff who won't feel comfortable working with COVID-19 and that impact will need to be considered as well as how we work with those individuals.
- Retention of staff needs to be examined on an overall departmental level. We will have certain staff positions where opportunities will be limited due to the need for restrictions and should be considering redeployment of student staff to keep our returning employees actively employed and engaged with Mason Recreation. Intramural Sports and Outdoor Adventures are specific areas that will likely have reduced programming we will need to be creative in exploring opportunities for student staff in those areas. Without this type of thought process we are likely to lose these individuals to other employment and will have limited to no experienced staff remaining when those areas go back to more normal operations.

Recruiting

- Examine how the Spring hiring event might be complemented by recruiting closer to the Fall.

- How many facilities we can re-open and the number of hours will be dependent upon the number of available staff, financial factors, and the composition of the population on-campus or living in the area.
- EDGE will need to hire at least 15 people to adequately staff courses in a normal summer and fall season. The EDGE might have to turn clients away or reschedule courses if they can't hire people.
- It is likely our year-to-year turnover will be more pronounced than normal if some of our experienced student staff do not return for Fall.
- Summer interviews are being conducted but no new staff have been hired pending a greater understanding of our anticipated budget. We anticipate needing to have a July hiring to account for additional openings that may arise once some of the uncertainty is sorted out and results in more significant turnover. The need for the July hiring event will also be impacted by the available budget and anticipated hours of operation.
- A meeting was held with Career Services to get assistance and advice for additional recruiting that might be needed. Student wage positions can be hired but "wage" is still frozen. This brought up the topic of clearly defining what is "student wage" and what is simply "wage" as far as criteria.
- We are examining what we can do virtually to recruit and screen ahead of students coming back to campus. This could take the form of a Virtual Career Fair and interviews.
- The question was posed regarding the process for I-9's and hiring paperwork. Reach out to HR to determine how this will be done under our current circumstances.
- Intent for facilities is to have staff selected and then hired. They are going to hire more Customer Service Associates (CSAs) than normal.
- Depending upon whether we will need to hire additional student employees we would look to have something prominent on the web page that provides information about jobs and post it actively on social media. Typically when the economy is more challenging the number of people applying for part-time jobs typically rises. We should anticipate considerable demand for jobs.

Training

- All job trainings will be administered with physical distancing priorities
- Staff re-training and refreshers will be critical to make sure student staff are still trained and know what they're expected to do with particular attention to new precautions and procedures.
- Examine what types of our training can be done online to complement the in-person. Certain things must be done in person but a "blended" concept between online and in-person could be developed.
- Provide Safety Data Sheets for cleaning chemicals and ensure employees are aware of the hazards of use.
- Some topics we should be discussing with our staff include Bias related issues, PR - Suicide prevention, dealing with conflict such as when patrons do not respect physical distancing guidelines in our facilities and programs, Mental Health First Aid, and Cleaning products-procedures-processes.

- Hold your staff and members accountable and set clear expectations for maintaining strict cleaning standards. Clearly communicate expectations, ensure adherence, and enforce consistently. Create new cleaning equipment diagrams to specify cleaning protocols
- Professional and student staff will be trained on proper protocols for safety and cleaning
- Be sure to discuss protocols in the scenario where screening results in denying entry such as fever (i.e., how to respond without causing fear or embarrassment to individuals or other members). If a participant has positive finding on their COVID-19 screening they should be sent home immediately. If they are unable to depart for some reason escort them to a designated isolation room or area away from others and have them wear a mask/face covering. They should then be directed to contact their primary care pediatrician, family practice, or internal medicine clinician for evaluation and potential COVID-19 testing. Those without a primary care clinician can be directed to urgent care or hospital emergency room. **Check University Guidance on when to allow the participant back in the facility and how that is documented.**
- Audits: no “surprise” audits; plan alternative audits — i.e. verbal, watching videos, manikins for water rescue, etc.
- All student employees and staff must complete an online COVID-19 training before returning to campus. Training will be offered through Mason Leaps (for delivery and tracking). Supplemental training may be required for certain audiences. Students completing the training should print out their completion certificate and send a copy to their supervisor.
- Individuals will have the ability to report concerns with patrons (e.g. someone visibly shows signs/symptoms of COVID-19 and comes to work out) by completing an online form. Student staff provide information their supervisors regarding individuals who do not respect physical distancing policies. If anyone disrespects policies, they are putting everyone’s safety at risk. If a student these forms will go to Student Conduct for follow-up. If a faculty/staff then this information will go to Human Resources.
- Train staff regarding handling COVID-19 related discrimination and reports of policy violations
- **Anti-Discrimination Statement** - Discriminatory Acts related to COVID-19 related stigmas will not be tolerated in Mason Recreation facilities. All such acts should be reported immediately to Mason Recreation staff. Staff will fill out the online form and normal procedures will be followed. **Check University Guidance**
- The American Red Cross provides direction regarding administering First Aid and CPR under COVID-19 conditions. Here are several links for updated information from the American Red Cross and the American Heart Association
American Heart Association:
<https://cpr.heart.org/en/resources/coronavirus-covid19-resources-for-cpr-training>
American Red Cross
<https://www.redcross.org/take-a-class/in-the-news/coronavirus-prevention-information-for-students> American Red Cross information also includes guidance on After Cleaning, Surfaces, and For Clothing.
- There is a 90-day grace period from the Red Cross who has extended certifications for those who already have gotten them. Ultimately, we will need more First Aid/CPR classes that can be available to our students.
- Lifeguards must take 3-day course and we need about 25 new guards. There is also a fitness aspect for lifeguards so that these individuals are physically fit enough to do rescues.

- Outdoor Adventures totally depends upon what type of offerings are being done. Outdoor Adventures trains trips leaders by shadowing to develop experiences and learn about a variety of skills that are necessary to be successful in trip leadership roles.

Protection of staff

- Plexiglas shields will be placed at each front desk to protect staff from patrons' droplets.
- Staffing levels will be reviewed and modified to enhance physical distancing where possible.
- Staff will be required to use face coverings while working in recreation facilities. Staff will be required to wear a mask at all times unless they are outside or are alone with spacing of 10 feet or greater – such as in laundry rooms, offices or unoccupied spaces. It is recommended that Mason Recreation purchase cloth face masks which can be washed kept onsite to ensure they are properly sanitized. Each student will receive two face masks. We plan to have clear masks for disability support reasons such as being able to read lips for customer service point workers.
- Staff will wear protective gloves and be instructed to sanitize hands often.
- Employees should let their supervisor know if they have concerns about the PPE that is being provided.
- Hand sanitizer and wipes will be readily available
- All professional staff will be provided with cleaning and disinfectant supplies for their workstation
- Every workstation must be sanitized daily by the staff member, at the start and end of the workday
- Staggered work times will be scheduled to adhere with capacity limits and physical distancing, especially in open office workspaces
- Shared seating areas, tools, and vehicles should be sanitized before and after use
- Minimize sharing of work tools and equipment such as phones, keyboards, cash registers and point-of-sale devices. If sharing is necessary, disinfect equipment before and after each use.
- Cleaning for fitness instructor AV equipment – What is our process for cleaning instructor microphones between use? Can we place “windscreens” over the mic capsule before class and then wash and rotate the windscreens? We could also put the bodypack in a latex-free glove/condom before placing in the belt strap. Who will do the deep cleaning of the belt packs? Instructors could use a single use pre-moistened cleaning cloths for them to clean the cable of the microphone. This can also be used to clean personal devices used during class. What is the process for cleaning sound system microphones?

Facilities Section

Re-opening of facilities

- Matrix has developed a really good “optimized-Facility Reopening Guide” which includes an “Equipment Start-Up Checklist” with specific guidance for different types of fitness equipment. The file is available under the “Useful Guidelines” sub-folder under the “Recovery Plan” share file folder.

- **Illnesses and Suspect COVID-19 Exposures:** Continue to observe current guidance to self-monitor, precautions for contact with confirmed or suspected COVID-19 cases, actions if illness occurs, and university notification procedures of COVID-19 like illness ([Reporting and Contact to COVID FAQ](#)). Contact tracing procedures will be developed. **There is a university working group devoted to this topic. Determine whether Virginia has a contact tracing app. Graduate Assistant Zill Raval is training to be a Contact Tracer for the Fairfax County Health Department and will be able to provide some insight.**
- **Cloth Face Coverings:** All students, faculty, and staff must wear cloth face coverings in accordance with [CDC guidelines](#) whenever they are in common areas (e.g., hallways, classrooms, recreational facilities, work areas, shuttles, elevators, restrooms, retail spaces) or any other areas where it may be difficult to maintain a minimum 10' distance from other persons. Each student, staff, and faculty will receive two cloth face coverings.
- Place a physical barrier such as a six-foot table in front of the reception desks in our facilities to maintain distancing between staff and patrons.
- Student staff would not be able to check out a staff jacket but could wear their own.
- Communicate with students regarding what equipment we will provide and what they would have to bring themselves (gloves, masks, etc.)
- Redraw floor plans for physical distancing. Determine physically distant pathways for entry and exit through main facility access points, hallways, and activity areas to ensure demarcation. Develop a flow pattern in the building to mitigate as much close contact as possible. This would be similar to what the grocery stores are doing. This could consist of markings on the floor showing the direction and separating movement patterns by using barriers such as stanchions.
- Provide physical distance demarcation for queuing for entry into various activity spaces as well as those that are at capacity. Determine if staff are needed to monitor main doors and various activity spaces when occupancy capacity is reached. Develop a protocol for communication and activation of additional personnel at the doors or activity spaces.
- At the RAC we will need to examine card swipe deactivations and methods of controlling entry through several other doors that people commonly use to enter. It is also likely that patrons would be prone to attempt to open these doors for entry by others.
- Universal safety precautions
 - Wash hands often using hot water and soap for 20 seconds.
 - Use hand sanitizers that contain at least 60% alcohol.
 - Avoid touching your face – cover your mouth with a face covering or mask.
 - Clean and disinfect surfaces often using approved EPA-registered disinfectants.
 - Maintain social distancing of six (10) feet.
 - Provide services while limiting close interactions with patrons
 - Stay home if you are sick
 - Cover your mouth when coughing or sneezing
 - Wear face masks when physical distancing is not possible
 - Practice physical distancing recommendations
 - Follow cleaning protocols
 - Uphold all new facility policies
 - Do not shake hands or have physical contact with coworkers
 - Attend any necessary trainings related to the return to work guidance
 - Read all documents and updates related to return to work guidance

- The University appears to be planning to purchase clickers to be able to manage and track numbers of people attending events. These would need to be available for any “walk-in” events held in Recreation facilities.
- 10’ standing markers for:
 - Building access & front desks
 - Restroom access
 - Weight/Cardio spaces
 - Outside the building if capacity is limited
 - Lobby/Freshens areas
 - Discourages congregation too close with members
 - Remove table tennis table due to use of a shared ball
 - Place marks on floors and promote distancing with placement of tables and chairs
- Ensure appropriate resources and supplies are in place to limit use of door handles.
- Prop main entry doors or install motion sensors. Door stops or foot pulls for activity areas and restrooms are also a consideration. Determine a touch free ADA accessible entrance if possible. Modifications are being made to go touch free at entry. This could involve a touch free scanner or having patrons hold their IDs up for staff to review and then just key in member numbers so we do not have to physically take the ID and swipe it.
- Foot door openers (Need to ensure it is ADA compatible/modifications made to ADA door)
 - <https://www.stepnpull.com/shop/black-finish>
 - \$29.95 each
 - Buy 10-49 StepNpulls and receive 10% off. Coupon Code: Q10
 - Buy 50-99 StepNpulls and receive 15% off. Coupon Code: Q50
 - Buy 100+ StepNpulls and receive 20% off. Coupon Code: Q100
 - https://www.restroomdirect.com/footpull_door_opener.aspx?gclid=Cj0KCQjwm9D0BR CMARIsAlfvfiZePW7sX7Hn9b0pVydqU7mlayEwRXQA1V5BUBnxWEfrWdZk-Nx_v8aAikaEALw_wcB
 - 4 to 11, \$96.00
 - 12 or more, \$93.00
- Determine building load and capacity and maximum occupancy for various spaces according to CDC and Governor of Virginia guidance. Examine how we will limit occupancy within spaces within our buildings. We will use a reservation system to manage this situation more effectively since people would essentially reserve time in a particular space. We are still working out details for classes and athletic practices.
- Acquire the necessary hardware and peripherals to accept credit card and/or digital payment; no cash accepted.
- Refine membership, locker, and guest procedures (no lockers and no guests in initial reopening)
- Determine the appropriate procedure for guest access. Current plan is to not allow guests for an undetermined length of time.
- No one under the age of 16 will be permitted until further notice unless they are part of a scheduled swim rental or instructional program. Children 13 and older would be permitted for swim rentals where additional structure and supervision from coaches would be available.

- Determine what spaces will be available and what, if any, will not be available. Examine how to communicate once a decision is made to re-open certain areas/spaces that had previously been closed.
- Develop accountability measures and tracking for patrons who fail to comply with physical distancing standards. Likely that we will place a note in their file and potentially suspend entry privileges.
- No equipment check-out or towel service will be available in the initial reopening period. Patrons should bring their own towel and water bottle. Participants will be able to bring their own equipment for certain items. Sharing of personal equipment is strongly discouraged.
- Determine an appropriate location in each building in case a participant or group of participants need to be isolated. Ideally this is a space that is not available for any other use.
- If it is determined that a positive case has used the building immediately close the areas used by the individual for any further use until these areas can be thoroughly cleaned. If at all possible wait at least 24 hours before cleaning.
- The sauna and whirlpool will be closed initially and reevaluated at a later time.
- Follow guidance from the CDC and USA Swimming for use of aquatic facilities (See USA Swimming guidelines)
- Lifeguards should not be tasked with enforcing physical distancing.
- All pool attendees are encouraged to wear a mask except while in the water
- Swimmers are encouraged to refrain from sharing equipment like goggles and swim caps.
- Evaluate EAP for possible needed modifications and provide alternative emergency response if/where possible (shelter in place, evacuations)
- Determine what to do with picnic tables outside of the RAC and AFC (move, leave, post signage, manage spacing somehow with seating, etc.)
- Prioritize scheduling based on university and Division of University Life goals
- Keep locker rooms closed at least under initial phase of reopening.
- Have patrons clear out long term lockers until further notice. Rentals will either be extended once the locker room again become available or refunds extended. Allow only one member at a time to clean out their lockers and remove their personal items and then block access to the lockers and showers. Members will be encouraged to come prepared to workout in their clothes, leaving as many personal items at home as possible
- Examine storage capacities and determine if additional space will be needed.
- Conduct HVAC maintenance and cleanliness: ensuring all lines are cleaned routinely to protect against the spread of any bacteria through the air. Determine the exchange rate for various spaces that are used?
- Fields and Outdoor Spaces remain closed (Exception: Tennis Courts for reservations or scheduled programs ONLY – Tennis courts will remain closed for drop-in use). Follow state and local recreation guidelines as well as USTA Guidelines for safely playing the sport and facility and programming recommendations (see “Resources” section of this document for the links).
- Be familiar with all warranties for fitness equipment and ensure that use of particular products for cleaning do not violate conditions of the warranties unless absolutely unavoidable. Ideally there will be acceptable cleaning products that are appropriate for COVID-19 AND comply with equipment warranties. When cleaning expensive equipment make sure to research recommendations for cleaning and sanitizing them while preserving its condition.

- Determine protocols for cleaning any outdoor equipment and for Outdoor Adventures equipment which may have a porous surface.
- Waste and Laundering - Single-use items and used disinfection materials can be treated as regular waste, following regular safety guidelines. Towels should be washed and dried on the highest temperature settings allowable for the fabric. Disposable gloves and face coverings should be worn when staff handles dirty laundry. There will be no towel in initial reopening period.
- Check on recommendations for washing cloth masks. There is some guidance to let masks sit in a bag for at least two days before washing to protect the person doing the laundry. Place masks in a bag and label by date so they can rotate the masks that are used.
- Department heads and supervisors should review the schedule daily and check with cleaning staff to address updates or modifications to the program. Staff should be clear about their responsibilities as to the frequency and method of cleaning that is required.
- **Space Cleaning Routines:** Routine cleaning services will be augmented with additional cleaning and disinfection activities in all areas, with varying frequency depending on the number of occupants and the space type and usage. In general, spaces with higher levels of occupants and work activity will have a higher frequency of cleaning. Cleaning by university housekeeping services (contracted services) will consist of various activities described below using, at the frequency indicated in Table A of George Mason's guidelines:
 - Routine cleaning: waste removal, floor cleaning and wipe-down of horizontal surfaces.
 - Routine restroom cleaning: waste removal, cleaning and disinfection of floors, sinks, toilets and urinals.
 - Routine cleaning of cleaning of food preparation areas, service lines, and dining facilities.
 - Enhanced cleaning: disinfection of high-touch surfaces: wipe down of high-frequency touch points (door handles, light switches, elevator buttons, shared equipment, control panels, etc.) with [EPA-approved disinfectants](#). High touch points will be extremely important in Recreation facilities due to the high frequency of things such as exercise equipment being touched in multiple places by patrons.
 - Enhanced disinfection: disinfection of horizontal work surfaces in classrooms and common areas using [EPA-approved disinfectants](#).
 - Ensure cleaning contractors' protocol has been reviewed and meets CDC guidelines. Share fact sheets with members and staff regarding this information.
- **Cleaning and Sanitation equipment & supplies**
 - CDC Cleaning and Disinfecting your facility
 - https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fprepare%2Fdisinfecting-building-facility.html

EPA List N: Disinfectants for use:

 - <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Electrostatic cleaner

 - GenEonTrio RX Electric Fogger
 - <https://www.geneontechnologies.com/our-products/trio-rx/>
 - Clorox Total 360

- <https://www.cloroxpro.com/resource-center/clorox-total-360-for-athletic-facilities/>
 - Protexus by EvaClean
 - <https://evaclean.com/products/protexus-cordless-electrostatic-sprayers>
 - Victory Spray System
 - <https://victorycomplete.com/>
 - Cleaning devices (iPads, Computers, Radios & Phones)
 - Sani- Cloth CHG 2% wipes – documented research article
 - <https://www.ncbi.nlm.nih.gov/pubmed/24746231>
 - Clean Slate
 - <https://cleanslateuv.com/>
 - Consult with EHS regarding the potential to have electrostatic cleaners available
 - Phone Soap
 - <https://www.phonesoap.com/products/homesoap>
- Anticipated cleaning routines in response to COVID-19
 1. Housekeeping will complete their regular duties, with increased focus on sanitizing restrooms, and touchpoints each night
 2. Student employees will complete the following
 - a. There will be an increase in the frequency of sanitizing activities. Housekeeping and student staff will have additional duties related to wiping down all high touch surfaces and sanitizing fitness equipment regularly.
 - b. Once per shift employees will sanitize all dryside touchpoints including door handles and push bars, cardio equipment display buttons, toilet handles, sink and shower handles, frequently touched handrails, elevator buttons, drinking fountain buttons, etc. **Turn off water fountains and ask patrons to bring their own filled water bottles. For those fountains with a water bottle refiller we will turn "OFF" the water fountain and leave the bottle refiller operational.**
 - c. Manager-On-Duty (MOD) will supplement cleaning when they are not engaged in another work-related task
 - d. Throughout each shift students will keep their work station sanitized by continuously wiping phones, counter tops, card swipers and scanners, computer keyboards, chairs (including lifeguard chairs)
 - e. Once per shift lifeguards will wipe locker room and sauna door handles/push plates, sauna seats, pool handrails, table tops, deck chairs that have been in use
 - f. After each program the sanitizing of program equipment will be the responsibility of the staff who taught or directed the program. Programs without a specific instructor/director will be the responsibility of the employee work group who normally cleans the area (Lifeguards will clean the pool area as necessary)
 - g. All student employees will have check lists in their specific areas with regular cleaning duties.
- With no staff at Skyline or the RAC for several months need to examine cleaning, equipment checks, operational systems at these buildings and determine what needs to be checked and prepared for re-opening.

- We must make sure that staff are cleaning regularly and are visible when doing so. Staff should emphasize safety and proper cleaning by participants as well as staff.
- Consider possibility of opening both the RAC and AFC but not overlapping the operational hours. This might also allow for the opportunity to do cleaning for whichever building is not open at a given time.
- Do a damage assessment for all facilities with particular attention to outdoor areas such as fields, tennis courts, outdoor basketball courts, pavilion, etc. Initiate repairs as needed.
- The EDGE will also need to be able to inspect and walk the course and potentially address maintenance issues ("grounds concerns") before the course will be ready for programming.

Supplies

- Create a list of supplies and equipment that will be needed. Take inventory and replenish needed supplies (cleaning, first aid kit materials, etc.). Obtaining adequate supplies of cleaning solutions, wipes, hand sanitizer and PPE may be difficult and could delay opening of the facilities. Housing has a stockpile of these items and may be able to provide short-term assistance.
- Ensure that hand sanitizer and spray bottles/wipes are provided in proper quantity to be easily accessible by staff and members for frequent use, while securing these items to ensure that they stay within the building, as shortages of these products have made for short supply.
- For maximum protection from spreading the virus, all visitors to the facility will need to take collective responsibility for cleaning equipment between uses. Consider posting signs with the request that members clean equipment after use and provide the cleaning steps as described by the CDC to ensure proper understanding of disinfection procedures. Consider informing members of your cleaning protocol and schedule.
- Policies regarding cleaning and sanitation of equipment should be created for each area of the facility with clear instructions regarding how equipment will be cleaned, which products should be used and a clear delineation of staff and participant responsibilities. Cleaning stations and appropriate signage may help with compliance.
- Special consideration should be given to fitness equipment where the customer may come in contact with the piece with their head or hands (e.g., head pads or hand grips).
- All medical kits will additionally be stocked with face shields and gowns, as recommendations for first responders include use of the additional PPE.
- Make sure the facility is well-equipped with soap, hand sanitizer, disinfectant spray bottles, single-use rags and disinfectant wipes.
- Determine any needed inventory of equipment and supplies to be purchased and the approximate amounts that will be necessary. Calculate cost of supplies and equipment necessary for making COVID-19 adjustments to be shared with University leadership and Mason Recreation Leadership Team.
- Determine process for assessing usage rate of supplies and determining frequency of re-ordering. **NOTE that items purchased by the University will be delivered in one large bulk delivery. Mason Recreation will be responsible for rationing our supplies appropriately to get through the entire Fall semester. If we run out of our supplies the department would have to pick up the cost of purchasing more supplies.**
- Consider purchase and use of Bag Valve Masks - A bag valve mask, sometimes known by the proprietary name Ambu bag or generically as a manual resuscitator or "self-inflating bag", is a

hand-held device commonly used to provide positive pressure ventilation to patients who are not breathing or not breathing adequately.

- GMU is doing COVID-19 orders through their Central Supply in order to get the best prices and quicker delivery. GMU has indicated that departments can order items that they normally purchase but would like to order other items in a centralized fashion. Normal supply orders can continue.
- Disposal of PPE will follow the same protocol for disposal of blood borne pathogens (see risk management manual)
- We will be seeking some type of tape that can be used for marking the floors to manage social distancing such as with fitness equipment, group fitness classes, navigation throughout the building, managing the lines for check-in at the front desk. Ideally the tape will not damage the floor and leave little residue. <https://floormarx.com> and Gamecraft Floor Tape from BSN Sports are two examples that have been recommended. Water-based tempera paint was also suggested as something that comes off easy with a little water.
- Will need to purchase new laundry carts as we move forward and designate clean vs dirty
- **We will need face shields for employees at customer service points, tablets for assumption of risk unless we can do it digitally, and potentially barricades to aid in navigation in the buildings.**
- Maintain a supply of masks to give members in the event we must provide care in a non-cardiac emergency
- Utilize a PPE calculator to estimate supply needs
- **Maintain a 30-day supply whenever possible, especially as we are navigating the unknown of the first few weeks and given that University purchased supplies must last the entire Fall semester.**
- **Operational Adjustments**
 - Operate only one facility at a given time. Condense operations into two facilities (RAC and AFC) and keep Skyline closed for until further notice. Schedule the two facilities in blocks with no overlapping times. Consider separating these blocks into one-hour reservation times followed by 30-minute intervals for closure and cleaning prior the next one-hour block. We also need to determine what we will do if someone “no shows” for their reservation. One recommendation is not allowing that individual to do a reservation for one day. If this happened a second time the suspension time increased accordingly.
 - Swimming pools may open after the rest of the AFC. Tentative plans at this time are to have open swim hours on a reduced basis in the Recreation pool and use the Competitive Pool only for rentals and varsity swim practice. No shared equipment will be available. Participants may bring their own equipment such as a kickboard.
 - Determine what areas of the facilities will NOT be available for use.
 - All member must check in at the front desk and cannot arrive more than 5 minutes before their assigned time; check-in begins at assigned time—if arrive 5 min early will be directed to waiting room
 - **The swimming pools may be open for lap swimming, diving, exercise, and instruction only.**
 - **We are currently looking a staffing pattern with 4-5 employees in the RAC and 9-10 In the AFC when the pool is open. The higher number would be implemented at times when the facility**

was experiencing higher levels of participation. The number of hours facilities would be open will be largely determined by available budget.

- Implement updated "Lost & Found" protocols as a result of COVID-19
- We may need additional trash cans in fitness spaces or for them to be emptied more regularly depending upon use of single-use wipes and other disposable items.
- External Rentals - Would follow Swim Team Policies/Procedures. There would be no spectators, no swimmers under the 12/13 age group, and entry would be at the old Swim Team Check-In with exit via Hospitality.
- Classrooms, stretching room, cycling room, locker rooms will be closed unless a class or scheduled program is in the space.
- Consider what types of adjustments would be necessary for people with disabilities.
- There is a concern for those that have cystic fibrosis and that they cough a lot to clear the lungs.
- Consider converting all stairwells to either "Up" only or "Down" only.
- Designate certain doors as "IN" and others as "OUT" for entering and exiting buildings
- Remove portable bleachers to prevent congregating
- Provide modified in-person services when appropriate.
- Operational hours will be determined by budget but we are potentially looking at opening the RAC and AFC in "blocks" of time over the course of the day but never at the same time. This would allow for facility cleaning when the buildings are closed. There has also been a good amount of talk for a "soft opening" which would be much more limited hours prior to expanding the schedule so that we can do a lot of "field testing." The "soft opening" could conceivably occur prior to the start of Fall classes and possibly extend through the first few weeks of Fall. **GMU is evaluating whether to complete the semester as scheduled, or end in-person classes before Thanksgiving and hold final exams online. If this occurs we would reduce our operational hours significantly or close depending upon anticipated volume and university guidance.**
- **There is a travel working group that will provide guidance from the university about whether we're going to manage any kind of travel and, if so, from what locations and how long they might need to be away before coming back to work and then just some guidelines around case certifications.**
- Establish procedures for safely transporting anyone who is sick to their home or to a healthcare facility if they become sick. This would only apply to individuals who become symptomatic AFTER entering the building and are too sick to depart under their own power. If you are calling an ambulance or bringing someone to the hospital, try to call first to alert them that the person may have COVID-19.
- **Contact Tracing (waiting on university guidance) - Create a plan for what to do if someone on staff or a member tests positive and is traced back to being in our facilities. Rely on EHS? Do we close, if so for how long? Decontamination specialist?**
- Maintain regular (weekly) contact with Athletics regarding their plans and coordinate as needed.
- Examine any front desk reconfigurations that might be necessary for accepting new Assumption of Risk, swiping in for entry, or providing payments.
- Remove chairs and desks to ensure proper physical distancing in conference and waiting rooms. Identify allowable occupancy in order to control workflow and/or establish maximum attendance.

- Deactivate vending machines that require contact
- Post maximum occupancy in common break areas and configure to accommodate appropriate physical distancing.
- Provide sanitizing supplies for individuals to clean their areas before and after use.
- Consideration of how we will update our office spaces such as the computers not in cubicles. Ensure they are they far enough apart and they are being adequately cleaned.
- Prop doors open as much as possible to minimize hand contact. For programs in multi-purpose rooms prop door open at start of class and end of class unless there are HVAC considerations. Lock multi-purpose rooms when no scheduled programs are in progress.
- Freshens Juice Bar should follow guidelines for restaurants available on AIHA's BackToWorkSafely.org website.
- Turn off (or remove, or signage to discourage use) all hand dryers from restrooms and locker rooms
- Increase the availability of hand sanitation stations (soap and water or 60% alcohol-based rub/hand sanitizer) throughout the facilities, especially in high touch areas (elevators, stair rails, turnstiles).
- Group games with probable contact and a shared ball should be avoided. Physical distancing guidelines will be monitored and enforced for all activities. Activities which fail to achieve physical distancing will be reviewed and modified or discontinued as necessary. Social engagement is important but there will need to be parameters until safety can be assured.
- Members/patrons coming to the facility will be expected to not attend in groups (6 or less arriving at one time).
- Safety is embedded in our departmental values. Thus, student staff will need to actively enforce physical distancing for participants and student staff.
- Occupancy levels for departmental and university spaces and classrooms have been reduced, based on calculated square footage required per occupant in order to maintain physical distancing of 10' at all times.
- We will utilize a reservation process to manage occupancy. Fusion can do reservations if we require patrons to reserve their workout times in advance. Several questions have been posed regarding the Fusion reservation system: 1) If a facility is utilizing the reservation system idea, is it for the facility as a whole or certain areas, etc?, 2) What challenges are will we have with a reservation system?, 3) How will patrons respond to it?, and 4) What verbiage/promotions will we do to help advertise this to the member community?
- Members should use their own pens to sign credit card authorizations. If a pen provided by the facility must be used, it should be disinfected after each use. The same applies for touchpad use.
- A maximum occupancy will be established and enforced for each activity area (free weights, cardio, spin, etc.) to encourage social distancing. Utilize Connect 2 to keep track of the number of people in spaces.
- Individual classroom spaces have been assessed by EHS and Facilities Management prior to use, to verify maximum occupancies for each classroom.
- Shared spaces and meeting rooms should be converted to single use office spaces, where necessary.
- Cardio equipment and weight benches will be moved, or individual pieces "bagged" or taken off-line, to encourage physical distancing. Create a ten-foot perimeter around each plate-loaded machine or cardiovascular piece of equipment. In the free weight and functional training areas,

ten-foot boxes will be marked for members to use. Physical barriers can also be helpful to create distancing or segregate exercise areas.

- We could use tape on the floor or over the equipment to enforce physical distancing. There are some who questions whether users would respect this approach or if we would simply need to remove some equipment and be able to space out fitness equipment with at least ten feet between machines. We could also temporarily annex one of the multi-use courts and use it as additional fitness center space to accommodate physical distancing needs. This would provide additional square footage with which to work.
- No “working in” on equipment. Finish sets and wipe off equipment.
- Circuit training will be prohibited until further notice. Participants will only be able to use one machine at a time.
- Free weights would either not be available or certain activities would be prohibited if spotting was required. Members will be encouraged to lift safely within their limits.
- Participants would be responsible for cleaning dumbbells before and after use. Additional staff would be positioned in the weight room to supplement as needed.
- Examine designating specific times for “at risk” or vulnerable populations. This has particular ramifications on our operations. **If implemented this time slot would likely be the earliest one at the AFC since this has typically been a time of low use and typically populated with community members and faculty/staff**
- It will probably be necessary to have additional Fitness Attendants in order to clean the machines more frequently and monitor physical distancing.
- Consideration that all staff with high touch / interaction (custodial staff, fitness equipment cleaning, towels, front desk) wear gloves and masks
- Increased staffing presence throughout facilities but avoid overstaffing, particularly in areas where staff are generally seated close to one another (front desk)
- Since buildings will have a maximum occupancy which will be significantly lower than normal. For this reason and for safety locker rooms will only be available upon for sinks, urinals/toilets upon initial reopening for an undetermined length of time. One concern with prohibiting showers and locker use is that this may be the only place some students with housing insecurities have to go. Other adjustments will be necessary such as turning off water to showers if they are not to be used or removing or unplugging hair dryers if not to be used. Consider measures that can be taken to ensure physical distancing in restrooms (closing off every other sink, etc.). We will allow use of the showers that are on the pool deck that typically would be used by divers.
- **For swimming pools limit to three persons per lane with at least 10 feet of physical distance between them. Determine the width of our swimming pool lanes to be able to calculate physical distancing between lanes. Swimmer in every lane or every other lane?**
- With locker rooms not available anticipate that some people will attempt to change in the restrooms and plan accordingly.
- **Determine whether Special Needs Changing Rooms will be available and, if so, the conditions under they would be available. Determine whether private locker room at the AFC will be available and, if so, under what conditions.**
- Once locker rooms do become available reassess how they will be cleaned and monitored.

- Water shoes should be worn in locker rooms and showers.
- **Check University guidance on this topic.** Maintain work schedules for all staff in the event that someone gets sick to aid in contact tracing. If an employee gets check on proper notification procedures for human resources since this illness may fall under workers compensation claims.
- Reduce operational hours to accommodate more cleaning. Opening for specific time blocks and then closing for cleaning before opening for another time block has been recommended and is being used at a number of other institutions.
- Close areas where spacing is difficult to manage unless there is a supervised program being conducted (i.e. stretching room at AFC, classrooms, multi-purpose rooms, etc.)
- Move as many work out classes as possible to larger areas (i.e. gyms) and only allow reduced class numbers with adequate spacing
- If shared equipment is available, it must be sanitized with a disinfectant before and after use. This includes free weights, kettlebells, medicine balls, bars, etc. Remove any type of porous equipment (fitness bands, ropes, etc.) off the floor. Some of this responsibility should be communicated to patrons but staff may need to supplement these actions.
- Monitor elevators /limit the number of people allowed on the elevators at one time (signage)
- Potential monitoring of entries into the locker room spaces (if/when opened)
- **Consider installation of disposable seat covers for toilets**
- **Travel:** Future travel restrictions will be based on state mandates, CDC guidance, and the university's risk assessment of travel conditions and exposure risks. Exceptions to the university's travel restrictions will be reviewed by the [University Travel Advisory Committee](#).
- We should plan for another shutdown in case there is a reoccurrence. Consider the long-term nature of the presence of other viruses and what that could potentially mean to operations. Reopening should be taken slowly. The process could be a continuum of ramping up and then bringing things down. We must be prepared to be nimble and adapt.

Financial Section

Financial Process & Control Considerations

- In anticipation of potential budget cuts, consult with University Life and Financial leadership to determine possible scenarios related to the GMU budget situation. Develop at least three possible scenarios based upon a percentage reduction (5%, 10%, and 15% with options for including bond debt and excluding bond debt).
- Continue budget education such as workshops and "budget hearings" for each facility/program/service area that can create financial accountability for the entire professional staff. Provide a specific "town hall" which shares the revised FY21 budget, rationale for the changes, and a perspective of the outlook for the fiscal year. Education should also include reconciliation expectations and accountability for staff.
- Conserve spending in FY20 in an effort to carry forward as much money as possible into FY21.
- Mason Recreation amended refund policy – "Soft Opening" (Stage 1) period will be available to all current members. "Expanded Opening" (Stage 2) marks the start of an annual membership term and the expiration date will be extended an additional four weeks. Members are able to freeze/suspend their membership based on our current policies. Annual memberships may be

frozen/suspended 2 times during the membership term for time periods not to exceed 1 year, collectively.

- ICA Practices that occur during our normal operational hours can be more easily accommodated than requests for times outside of our operational hours. ICA will be requested to assist with funding for personnel costs when the building must be opened only for Athletics practices.
- Move to cashless and digital receipts for transactions
- Additional language related to shared responsibility has been included in an updated “Access and Membership Terms and Conditions” and already passed through legal counsel and will be signed or verified by each patron upon their next initial entry into facilities. This is designed to minimize our financial risk.
- A policy review with our insurance agent is recommended to identify any gaps in coverage. Insurance carriers can advise on any additional coverage that should be considered to reduce the liability risk associated with COVID-19.

Revenue Generation

- Potential to examine eSports collaborations and possible sponsorships as an “asset” with Learfield.
- Examine potential to sell sponsorships to our virtual fitness classes and add as an “asset” for Learfield.
- Complete asset information and details for Learfield Sponsorship. Companies may be more eager to do sponsorships once there is less uncertainty in the economy.
- There will be a need to re-think memberships such as doing more free incentives, doing more office-to-office selling, holding membership promotional events, pursuing corporate sponsorships for memberships, etc. University Mall memberships at \$300.00 has been introduced as an idea.
- We will need to recognize that some members may want their memberships extended further if the AFC opens later than other facilities or the swimming pools are unavailable since that may be the only space that they utilize. This would seem to be a reasonable accommodation if they want their membership frozen and don't access the facility until the pools open.
- Would like to get the rentals back in the AFC in August. Student fees are currently being collected during the summer but will they later be refunded? This could cut down on parking passes. Want to get on yearly cycle for membership. What will be the membership cycle and fees for the Fall 2020 semester?
- Depending upon when Mason Recreation reopens facilities we may lose some members to local gyms if they reopen earlier.
- Institute a membership “hold out” option for those individuals who are not quite comfortable returning upon reopening.
- Determine a method to track any additional expenses and savings related to operating facilities over and above what would be normal (student wage, PPE, cleaning supplies, operational, etc.).
- Consider whether we can charge for group fitness classes or would this have a drastic impact on participation. We would still charge for personal training.
- Masters Swim would appear to have less opportunities for use of the facility in the Fall. We are looking at a 15% discount since they will have less opportunities for swims.

Budget Reduction Strategies

- A budget reduction of 5%, 10% or 15% is expected and this may either include or exclude bond debt as part of our overall budget. We are exploring the types of scenarios this will cause. With an anticipated revenue loss of about \$1.2 million combined with a student fee reduction this will seriously impact our financial situation in an extreme manner that will call for drastic cuts in many areas. The most readily available way to cut would be through building hours – this will affect other areas. We will conduct conversation with the entire staff around some of the likely scenarios.
- George Mason has created a budget code to track any expenses that are directly related to dealing with COVID-19. Some of these expenses may be able to be reimbursed.
- Consolidate all orders for staff apparel to be able to get a lower price on the total purchase.
- Temporarily adjust professional development lines, specify limited to no travel.
- Coordinated mass purchases of PPE across campus through central procurement whenever possible. GMU will be paying for costs of normal PPE that were previously being ordered and cleaning supplies. The University is picking up the cost for COVID-19 related supplies.
- Make a concerted effort to recruit and hire work/study students to reduce personnel costs.
- Monitor potential cost for additional staffing such as for the front doors and exit to maintain accurate capacity tracking.

Salaries & Benefits Considerations

- Redeployment of staff will occur with the Coordinator for Competitive Sports assisting in the Business area due to a vacancy with Coordinator of Business Services and impending FMLA for the Associate Director for Business Services. The two Coordinators for Facility Operations will be internally redeployed to cover the Fitness Attendant staff in the absence of a vacant Coordinator of Fitness position. Depending upon budget scenarios that may limit programming and facility hours some of our staff may need to be internally redeployed to assist in whatever areas they are needed.
- Are there state/provincial/national grants available to assist with expenses?
- Most areas are not paying wages but probably paying for Public Health Emergency Leave (PHEL). A great deal of payments for PHEL came out of FY20 we will continue with these payments into FY21.
- Mason Recreation currently has vacancies for three positions including the Coordinator for Business Services, the Coordinator of Fitness, and the Associate Director for Well-Being, Recreation. Due to budgetary reasons those positions are expected to remain vacant for all of FY21.

Programming Section

Offerings

- Assess recreation and sports programs for their potential for COVID-19 transmission (e.g., individual vs. team sports; high intensity workouts with possible enhanced risk for aerosolization). Implement a phased return of sports and recreation programs based upon potential risk of transmission in a given activity.
- Limited programming will be allowed during initial facility opening. As we move through opening, we will continue to evaluate when and how programming can be implemented with modifications. Initially, programming will be limited by budget, facility space, any applicable guidelines, and overall safety concerns.
- Blend remote and in-person programs.
- Consider starting slowly to return to your normal schedule and open in phases starting with private personal training and gradually increasing the number of people (generously spaced out at least 10 feet apart) in a live class.
- Examine the best way to initiate programming in a virtual manner initially and build in gradual “in person” programming. We have had success with virtual fitness classes and the University made Zoom available on May 21st. We also can do personal and small group training through this platform in addition to workshops (sport clinics, outdoor recreation, well-being, etc.). Be aware that there have been some incidents of “Zoom bombing” where unwelcome visitors “crashed” virtual classes in an inappropriate manner. These incidents would be reported to Student Conduct and the Title IX office if they were to occur.
- Omit fitness classes with high inhalation / exhalation exchange, like spin for example, until such time they can be safely incorporated back into class offerings.
- Examine opportunities to collaborate with Student Health Services, Student Support & Advocacy, Counseling & Psychological Services, Disability Support Services, Center for the Advancement of Well-Being and other relevant units regarding educational programming around health, safety, and vitality while living among the COVID-19 environment.
- Maintain social distancing of ten feet. If you are organizing a group workout, the logistics need to be addressed beforehand.
- **The finances for programming will have to be carefully examined. Programs that operate on a break-even or profit-making basis would be able to be fully supported. Those with high participation numbers would be next in priority. Programs that operate with significant losses would not be implemented during FY21. We will also focus on serving the GMU community for programs unless they will generate revenue.**
- Move programming outside when possible but a written log of attendees, contact information, date, time, location, and type of program must be taken to aid in contact tracing if a positive case is identified. This would include all uses of spaces managed by Recreation.
- Try to keep most types of virtual programming to 30-45 minutes unless it is activity-based (i.e. online fitness classes)
- Group Fitness - Consideration should be made to determine a minimum capacity in a maximum space, to allow for both appropriate and comfortable (personal choice), spacing in classes. Some consideration could be made to provide greater on-line / on-demand experiences; or consider identifying locations on campus to meet the group fitness needs of students in large spaces. We want people to feel safe in participating. Moving classes to outdoor spaces and putting sign-up online for class spots to limit the numbers are viable options. Any class specific equipment used will be placed in a designated area and thoroughly disinfected after use and placed back in storage. No class format involving shared equipment should be used. Only one participant may use any piece of equipment and all equipment will be disinfected after each class.
- Group Fitness recommendations:

1. Provide members with a space of at least 10 ft square.
 2. Provide markers on the floor to designate the center of their space.
 3. Stagger rows so there is 12 ft between one marker and the marker in front or behind.
 4. Staggering rows ensures 100 square feet per person.
 5. Stagger entry and exit from room/space where classes are conducted. If there are multiple doors/gates into the space use one for entry and one for exit.
 6. Have staff clean (including floor) and setup equipment in the room prior to the workout.
 7. Provide cleaning supplies if members would like to re-clean their equipment.
 8. Have members leave their equipment in place after the workout.
 9. Have staff clean the equipment, following all protocol and CDC guidelines.
 10. Provide a 15 to 30 minute buffer in between classes to allow for cleaning and sanitation.
- Move some of the studio bikes to the back of the studio with seats removed or to another space. This will ensure proper social distancing in studio cycling classes.
 - Personal Fitness – Personal training and Small group training could likely continue, with increased awareness and education for the personal training staff and clients on personal space, no spotting permitted until further notice, cleaning equipment, etc. Ten (10) feet will be maintained for personal training between trainer and client. Every effort will be made to schedule sessions when rooms are not heavily occupied or held in specifically designated areas (if available). Trainer will disinfectant all equipment prior and after each class.
 - Look to encourage (financially) paid personal training clients to utilize Zoom from Home sessions.
 - Personal training staff should clean equipment before and after use by their clients. Equipment such as boxing gloves and shadow mittens should only be available for purchase and not lent by staff. Handles made of soft or absorbent material should not be used. This would include certain cable attachments, suspension equipment and certain functional training tools.
 - **Collaborating on doing a Virtual 5K to benefit the Student Emergency Fund has been suggested as a potential program with long range potential and interest.**
 - Fitness programs should also explore the idea of taking some services to where the students are within residence halls and other venues where public health and safety standards can be maintained.
 - A different programming approach could include organized drop-in activities and changing how we program.
 - Reach out to clubs and other organizations for potential partnerships and to ask them how we can help them get back on their feet. Recreation can be an umbrella to other segments and departments through collaborations.
 - Competitive Sports / Sport Clubs - Adhere to respective governing body guidelines as it relates to competition, practice, and travel. Consider that University travel guidelines / bans would supersede governing bodies, potentially. Consider other clubs on a case by case basis (i.e. martial arts) which should include a detailed plan for how the activity will be conducted.
 - Review the roles and responsibilities of Safety Officers in Club Sports and determine training requirements and communication expectations with staff and Athletic Trainer.
 - Eliminate or minimize spectators at Intramural Sports and Club Sports competition.

- Stagger entry and exit of participants into the facility. If there are multiple entry/exit points designate one for entry and one for exits.
- For tennis related to Competitive Sports follow state and local recreation guidelines as well as USTA Guidelines for safely playing the sport of tennis and facility and programming recommendations (see "Resources" section of this document for the links).
- Club Sports - Anyone participating in the event (athlete, volunteer, official, food handler etc.) should proactively and regularly check their health status (including screening).
- Club Sports - Consideration of provision of individual prevention packages for athletes containing: small personal packages of disposable tissues and plastic bags for tissue disposal; small laminated prevention card with key reporting information; medical mask to wear if they are ill (any symptoms, including fever, cough, shortness of breath); small packages of an alcohol-based hand wipes; small package of disposable plastic drinking cups; thermometer; hand sanitizer.
- Club Sports - Predetermine emergency contacts with local health authorities.
- Club Sports – Ensure capacity to isolate suspected cases. Determine where an individual or group of people can be quarantined in case of a large number of athletes or event staff being exposed
- Competitive Sports / Intramurals - Consider alternative sport / engagement opportunities that would limit personal contact in particular; consideration underway to develop esports model.
- We are envisioning a staged reintroduction of programs and services based upon CDC guidance, compliance with risk management, Environmental Health & Safety, and other relevant agencies and university officials.
- Online offerings should continue to be maintained at current levels or enhanced when campus recreation returns closer to the normal operations. Their value has been demonstrated during this crisis. Students appear to enjoy connecting (even if only online) with people that they know such as familiar fitness instructors, staff, etc.
- Suspend all youth programming until further notice. This will be minimal at this time since summer camps were canceled.
- The EDGE is likely to need considerable work on course maintenance after being away since mid-March.
- The EDGE is unsure the revenue potential of virtual programs; however, big names in the experiential field are doing webinars for free and then offering consulting. This could be a source of some revenue.
- The EDGE admin team has prioritized the following categories related to programming
 1. Client engagement (a lot lately has involved postponing programs, but they are also revamping their website and social media presence and determining new ways to engage).
 2. Virtual offerings (what we can do online, professionally and for the Mason community)
 3. Considering the funding cost of going virtual. This includes licensing of services, upgrading video equipment, staff training to host virtual offerings.
- EDGE Phased plan begins with offering virtual programs in the summer. In-person programs could resume (Level 2) once University guidance allows for meetings of up to 50 people. At that point If clients feel comfortable to book an EDGE program under these guidelines, we would need to:
 1. Limit groups to 50, divide into group sizes of 10 with one facilitator per group

2. Mandate no staff work while sick and communicate same to clients
 3. Relax our inclement weather contract clause or book indoor space that allows people to stand 10 feet apart and that is solely used for EDGE for the day
 4. Purchase masks and gloves for all staff and participants and require their use
 5. Handwashing protocols every 20 minutes for everyone
 6. Go to restroom in small group size, one at a time in restroom, wait in the hallway, facilitator monitors
 7. Do activities that do not require props, or commonly touched materials (like blindfolds), or trust falls or lifting activities
 8. Reduce the time to 2 or 3-hour programs with no lunch (which may mean doing only EDGE on Wheels programming as clients may not want to travel for that short of a timeframe)
 9. If we have shifts (e.g. one group arrives at 9:30 and leaves at 12:30 pm and the next arrives at 1:00 and goes until 4:00 pm), we would need to have equipment and restrooms and other common spaces cleaned between groups)
 10. Hold a 4-6 hour staff training about how to implement all these requirements, and how to engage dialogues about wearing masks and gloves
 11. Provide video chats for vulnerable populations
- EDGE Level 3 under federal guidelines occurs after a period of time in which we do not relapse into further infections. It is cautiously back to business as usual. For this level we would need to take care of client perceptions. We would need to
 1. Enact and communicate equipment cleaning protocols
 2. Mandate no staff work while sick and communicate same to clients.
 3. Offer PPE
 4. Minimize use of shared props
 5. Relax our inclement weather contract clause or book indoor space allows people to distance themselves if they choose to do so.
 6. Provide video chats for participants who wish to join but aren't comfortable doing so in person
 7. Hold a 4-6 hour staff training about how to talk to clients and clean gear on a regular basis
 8. Offer EDGE on Wheels programs to clients who don't feel comfortable carpooling or riding a bus
 9. We may need to limit numbers of clients but there are no number recommendations on this phase currently
 - Outdoor Adventures – Consider setting up a space to “quarantine” outdoor gear until it is cleaned.
 - Equipment rental: masks and PPE for employees; no in-person rentals — phone reservations and payment only; wash returned equipment as soon as possible.
 - Online workshops and Lunch and Learns: no large-scale training; online meetings and trainings when possible.
 - Outdoor trips: local travel allowed during opening; video chat options during office hours with equipment rental staff and trip leaders; limit amount of trip participants to six to eight and adjust break-even point to match lower maximum; screening checks day before departure and

each day of; keep partners paired throughout the trip — i.e. canoe with same person in the same canoe. **Determine response if a participant or trip staff gets sick during the trip.**

- Outdoor Adventures programming would be implemented in three levels. Level 1 would occur while group gatherings are limited to a maximum of 10 people and would be restricted solely to virtual programming.
- Create food policy – i.e. no sharing food, prepackaged meals, etc.
- Virtual hikes during trips for those who can't attend.
- Outdoor Adventures Level 2- As parks and trail re-open, local adventures will be offered within a certain mile radius
 1. Skills building seminars conducted at Skyline with physical distancing required
 2. PPE required by everyone at all times
 3. Hike, bike, pack raft with required distance between participants, local front country trips only
 4. Pricing will need to be adjusted as transportation will not be provided
 5. Trip leaders will meet participants at location
 6. Front country first aid protocol required (treat and call 911 in case of an emergency)
 7. All equipment will be properly sanitized and cleaned between use
 8. No overnight trips
 9. No van use for trips
 10. Staff will need to be trained on cleaning protocols, physical distancing protocols, what to do with participants who don't want to wear PPE, and how to make wearing PPE fun.
- Outdoor Adventures Level 3 - Back to business as "normal"
 1. Trips resume in the back country (ex. Shenandoah National Park) and continue front country trips but will extend our radius (to be determined)
 2. Transportation is provided
 3. PPE may still be required or desired by participants
 4. Overnight trips are offered. Gear and equipment properly cleaned post trip
 5. First Aid protocols followed for front country and back country trips
 6. Staff will need to be trained on cleaning protocols, physical distancing concerns, guidance on PPE concerns
- Safety Courses - Could be held but all of them would need to have a class max of 10 and held in Hospitality to give people space. ARC guidelines will assist with decisions.
- **Swimming instruction and water exercise classes must be limited to allow all participants to maintain ten feet of physical distance at all times unless necessary to protect the physical safety of the participant.**
- All special programs will be by appointment only. Each unique program has the ability to be offered in a safe environment, abiding by physical distancing guidelines, no direct contact, and handled by the staff member(s) responsible.

Resources

- CDC Guidance for Institutions of Higher Education <https://www.cdc.gov/coronavirus/2019-ncov/community/colleges-universities/considerations.html>
- Recovery Readiness – How To Guide - <https://www.cushmanwakefield.com/en/insights/covid-19/recovery-readiness-a-how-to-guide-for-reopening-your-workplace>

- Federal Guidelines for Opening Up America - <https://www.whitehouse.gov/openingamerica/>
- American College Health Association (ACHA)
[https://acha.org/documents/resources/guidelines/ACHA Considerations for Reopening IHEs in the COVID-19 Era May2020.pdf](https://acha.org/documents/resources/guidelines/ACHA_Considerations_for_Reopening_IHEs_in_the_COVID-19_Era_May2020.pdf)
- Re-Opening Playbook. Version 1.0 dated May 4, 2020
<https://cdn2.hubspot.net/hubfs/2640042/Re-Opening%20Playbook.pdf>
<https://www.cdc.gov/coronavirus/2019-ncov/community/parks-rec/index.html>
- Forward Virginia Plan – Phase 2
<https://www.virginia.gov/coronavirus/forwardvirginia/>
- Infectious Disease Prevention Strategies adapted in part from the Mayo Clinic
<https://www.mayoclinic.org/diseases-conditions/infectious-diseases/symptoms-causes/syc-20351173>
- Connect2 – “Return to the Rec Risk Matrix for Re-Opening”
 - <https://cfeservices.co/> - go to bottom of page for informationvggv
 - <https://cfeservices.co/reopen>
 - <https://www.ihrsa.org/improve-your-club/coronavirus-resources-for-health-clubs/> - Big list of IHRSA resources
 - <https://www.ihrsa.org/improve-your-club/safety-considerations-for-your-health-club-reopening-plan/> - Specific ideas from IHRSA
 - <https://www.nrpa.org/our-work/Three-Pillars/health-wellness/coronavirus-disease-2019/> - **National Parks and Recreation Association coronavirus resources page**
- United States Tennis Association (USTA)
 Playing tennis safely <https://www.usta.com/en/home/stay-current/national/usta-statement-on-safety-of-playing-tennis-during-the-covid-19-v.html>
 Facility and programming recommendations <https://www.usta.com/en/home/stay-current/national/playing-tennis-safely--facility-and-programming-recommendations.html>
- USA Swim Facility Reopening Guidelines
https://www.usaswimming.org/docs/default-source/coaching-resourcesdocuments/covid-19-team-resources/facility-reopening-plan-guidelines.pdf?sfvrsn=8a533a32_2
- State of Tennessee Exercise Facilities Guidance
https://www.tn.gov/content/dam/tn/governoroffice-documents/covid-19-assets/Pledge_Exercise.pdf
- American Industrial Hygiene Association
https://aiha-assets.sfo2.digitaloceanspaces.com/AIHA/resources/Guidance-Documents/Reopening-Guidance-for-Gyms-and-Workout-Facilities_GuidanceDocument.pdf
- AIHA’s Indoor Environmental Quality Committee developed these guidance documents about reopening and cleaning buildings after closures due to COVID-19:
https://aiha-assets.sfo2.digitaloceanspaces.com/AIHA/resources/Public-Resources/Recovering-FromCOVID-19BuildingClosures_GuidanceDocument.FINAL.pdf
https://aiha-assets.sfo2.digitaloceanspaces.com/AIHA/resources/Guidance-Documents/WorkplaceCleaning-for-COVID-19-Guidance-Document_FINAL.Pdf
- American Cleaning Institute’s COVID-19 Resources
<https://www.cleaninginstitute.org/coronavirus>
- Association of Fitness Studios:

<https://member.afsfitness.com/content/crisis-management-resources>

– Tips for Employers (courtesy US Chamber of Commerce Foundation/CDC) – Tips for Members

- IDEA: Health & Fitness Association:
<https://www.ideafit.com/covid19-updates/>
Numerous wellness questionnaire examples are available online (e.g.,
https://doh.sd.gov/documents/COVID19/BusinessScreening_Q&A.pdf)
- NCAA Core Principles of Resocialization of Collegiate Sport
<https://www.ncaa.org/sport-science-institute/core-principles-resocialization-collegiate-sport>
- [Interim Guidance for Administrators of US Institutions of Higher Education](#) by the CDC
- [Recreation and Fitness Locations](#) by the CDC
- Infectious disease prevention strategies adapted in part from The Mayo Clinic:
<https://www.mayoclinic.org/diseases-conditions/infectious-diseases/symptoms-causes/syc-20351173>
- Excellent example of a communication video related to facility reopening from 24Hour Fitness
<https://www.youtube.com/watch?v=YRYrob02zww&feature=youtu.be&deliveryName=DM56216>



**RECREATION WELLNESS CENTER
PHASE I RECOVERY and REOPENING PLAN
(DRAFT)**

6' Social Distancing Rules in Place

Proposed Opening Date: July 20, 2020

**UPDATED 06/07/2020 – Updates are in BLUE
UPDATED 06/18/2020 – Proposed Opening Date**

DOCUMENT CONTENTS

1. UNDERLYING ASSUMPTIONS.....	2
2. RECOVERY.....	2
3. PHASE I – HOURS OF OPERATION.....	2
4. REVISED EMERGENCY PROCEDURES.....	3
5. PHASED REOPENING.....	4-7
• State Guidelines	
• Student Staff	
• Facility Areas	
• Patron/Participant Responsibility	
6. PROGRAMS AND SERVICES.....	8
• In Person	
• Virtual	
• Suspended	
7. FACILITIES AND MAINTENANCE.....	9-11

UNDERLYING ASSUMPTIONS

- We will employ a phased approach to facility, program, and service reopening
- We will strive to prepare the environment (facilities) first to create programmatic and service reopening considerations subsequently
- Reopening plans were developed with the student staff and patrons in mind to create a sustainable level of safety and risk mitigation.
- Available staffing (professional and student) may limit some of our planning efforts and execution.
- [Available Personal Protective Equipment \(PPE\) may limit our ability to open on the date planned.](#)
- We will employ a dynamic process of updating and reviewing progress and adjust the plan as needed and with approval.
- All phases of reopening (facility, program, and service) will be developed on a priority-scheduling basis. Some areas may take place simultaneously while others will be dependent on previous areas becoming operational.
- Decisions to continue or discontinue an operation will be largely driven by health and safety considerations.

RECOVERY

- **Facility and Staff Preparation**
 - Provide two-week notice to open the facility
 - Move, mark-off and remove equipment
 - Close non-use areas
 - Disinfect equipment
 - Determine appropriate traffic flow
 - Install signage
 - Place sneeze barriers at all staffed desks
 - Staff training on new cleaning protocols and distancing enforcement
 - Ensure there is a 30 day supply of:
 - Hand Sanitizer
 - Masks
 - Gloves
- **Communication**
 - Prepare Social Media communication
 - Create a member email. Send email to members 1 week prior to opening.
 - Floor Stickers: 6' Social Distancing stickers on the floor
 - Signage: Social Distancing, Be Well/Stay Well, [Clean Equipment Before and After Use](#), etc.
 - Signage: Self-screen before going into a gym or exercise facility or class for any of the following new or worsening signs or symptoms of possible COVID-19.
 - Signage: Number of patrons allowed in each space. Patience when at capacity.
 - Signage: [Face masks are recommended when 6 feet of separation is not feasible.](#)
 - Signage: Bring your own water. Only bottle filling stations available.

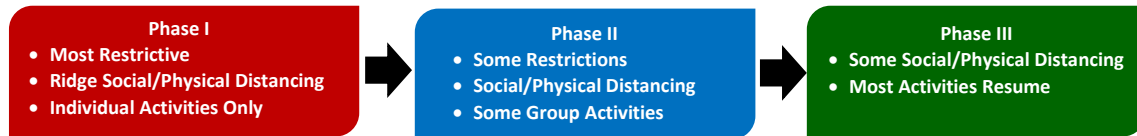
PHASE I - HOURS OF OPERATION

Monday – Friday	11:00am - 8:00pm
Aquatics	12:00pm - 7:00pm
Rock Wall and ORC	1:00pm - 7:00pm
Saturday – Sunday	11:00am - 3:00pm

REVISED EMERGENCY PROCEDURES

- **Non-Life-threatening Emergency**
 - First responder will remain standing and six feet from the participant will ask the following questions to determine if additional PPE should be used:
 - Do you have or have you experienced a fever, cough, shortness of breath, chills, sore throat, muscle pain, or loss of taste/smell in the last 24 hours?
 - Do you currently have COVID-19?
 - Have you been exposed to anyone who has COVID-19?
 - If yes is answered to any of the questions above, responder will put on provided PPE. PPE will be N95 mask, gloves and a face shield or goggles. Victim will be asked to put a surgical mask on before staff approach and care is provided.
 - If no is answered to all questions, responder will still wear appropriate PPE for the situation including a provided washable facemask. Victim will be asked to put a surgical mask on while care is being provided.
 - Staff will respond and provide care as determined. If necessary, UTSA PD will be called and notified of the emergency including potential COVID-19 status.
- **Life Threatening Emergency**
 - UTSA PD at x4-911 will be called
 - All life threatening cardiac and breathing emergencies will be treated as potential COVID-19 positive cases.
 - First responders certified in Red Cross CPR/AED will provide care.
 - First responder will look to determine an initial assessment for breathing at six-foot distance and put on PPE. PPE will include N95 mask, gloves and face shield.
 - Responder will check for responsiveness and provide care as required. Respiratory support will be provided with a breathing barrier and an AED will be utilized as quickly as possible. Response team providing care will be limited to two people to limit the number of staff who encounter the victim.
 - Face shields used during care will be cleaned with CDC approved disinfectant. All other items will be discarded in a biohazard bag.

PHASED OPENING



Per State of Texas Guidelines for Fitness Facilities, Campus Recreation will implement the following Minimum Standard Health Protocols:

<https://gov.texas.gov/uploads/files/organization/opentexas/OpenTexas-Checklist-Gyms-Exercise-Facilities.pdf>

- Reduce occupancy to 50% in all areas.
- Close changing, locker and shower areas of locker rooms.
- Encourage use of gloves and masks.
- Maintain 6 feet of space between patrons.
- Frequently clean and disinfect all high touch point regularly surfaces, such as doorknobs, tables, chairs, and restrooms.
- Arrange equipment to maintain proper social distancing.
- Provide gym wipes and hand sanitizing stations.
- Provide visible signage reminding patrons of best hygiene practices.
- Staff and patrons will self-screen for the following symptoms of possible COVID-19 before entering the facility.
 - Cough
 - Shortness of breath or difficulty breathing
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - Headache
 - Sore throat
 - Loss of taste or smell
 - Diarrhea
 - Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit
 - Known close contact with a person who is lab confirmed to have COVID-19
- Staff who have any of these signs or symptoms will be sent home.

STUDENT STAFF

- Per Legal Affairs, masks will be provided but not required
- Gloves and hand sanitizer will be provided
- The facility will be managed by: 1 Facility Manager, 3 Member Services Assistants, 1 Fitness Supervisor, 3 Fitness Assistants, 1 Outdoor Pursuits Coordinators, 4 Outdoor Assistants and 4 lifeguards.
- Group Exercise Instructors and Personal Trainers will provide programs.
- Fitness staff and Intramural Sports staff will provide programs.

FACILITY AREAS

- **South Entrance**
 - Members will swipe their own ID to enter the facility
 - No changes at this level
 - No changes at this level
- **North Entrance**
 - Closed
 - No changes at this level
 - Open

- **Membership Services Counter**
 - The computer close to the cashier station will be closed
 - Equipment check-out/In
 - Towel check-out only
 - Members will swipe their own ID to check out and in towels
 - Credit card sales only
 - Guest/daily passes will not be available
 - Guided tours suspended
 - The computer close to the cashier station will remain closed.
 - Equipment check-out/In
 - Towel and some equipment will be available for check out
 - Equipment will be disinfected upon return
 - Members will swipe their own ID to check out and in equipment
 - Equipment check-out/in will resume
 - Equipment will be disinfected upon return
 - Guest/daily passes will be available
 - Guided tours resume
- **Main Weight Room**
 - Equipment will be moved or marked off to create appropriate spacing between benches, platforms and machines
 - Remove porous equipment (ropes, bands etc.)
 - Suspend weight room orientations
 - Suspend spotting by staff
 - Close equipment check-out desk
 - Close the Functional Training Areas
 - No changes at this level
 - Open Equipment Checkout desk.
 - Open Functional Training Areas, limit patrons to 5 per space
 - Porous equipment will remain stored
- **Rec, Rowdy, Orange and Blue Courts**
 - Closed
 - Closed for informal recreation
 - The space may be used for group exercise and individual intramural sports contest
 - Individual basketball shooting, singles badminton and pickleball will be allowed
- **2nd Floor Cardio Room**
 - Mark off equipment to create appropriate spacing between benches and machines
 - No changes at this level
 - No changes at this level
- **Track**
 - Inside lane walking, outside lane jogging, middle lane used for passing
 - Create one entrance and one exit on the track
 - Limit the number of people on the track to 10.
 - No changes at this level
 - No changes at this level
- **2nd Floor Weight Room**
 - Mark off equipment to create appropriate spacing between benches and machines
 - Remove porous equipment (ropes, bands etc.)
 - No changes at this level
 - No changes at this level

- **Rockwall**
 - Open for bouldering
 - 1 patron on the each wall at a time. Max: 3 patrons
 - Shoes will be sanitized, per normal policy, between each user
 - No Changes at this level
 - Climbing will be allowed
 - 1 patron on each wall at a time. Max: 3 patrons
 - Campus Rec staff will belay all patrons
 - Patron used equipment (harness and shoes) will be sanitized between uses
- **Outdoor Resource Center**
 - Only non-porous and washable equipment will be available for check-out
 - Check-out items will be cleaned with disinfectant upon return
 - Limit 1 patron in the ORC at a time
 - No changes at this level
 - All equipment will be available for check-out
 - Check-out items will be cleaned with disinfectant upon return
 - Limit 2 patrons in the ORC at a time
- **Swimming Pool**
 - Lap and Leisure Pool open, Sand Volleyball court closed
 - At no time will more than 1 staff member be in the Lifeguard Office
 - Limit 1 person per lane with a max of 8 people in the lap pool.
 - Limit 10 participants in the leisure pool
 - Arrange lounge chairs create appropriate spacing
 - No basketball, volleyball, log rolling at the Leisure pool
 - No changes at this level
 - No changes at this level
- **Coin Lockers**
 - Open for use
 - ½ will be used as coin lockers ½ will be use a day use, bring your own lock.
 - No changes at this level
 - No changes at this level
- **Day Use Lockers**
 - Closed
 - No changes at this level
 - Available for use
- **Administrative Suite**
 - Only essential staff will work in the office
 - No changes at this level
 - Staff are allowed to return
 - No gathering or meeting with more than 9 people allowed
- **Marketing Suite**
 - Only 2 staff will be allowed in the suite
 - No changes at this level
 - 4 staff will be allowed in the suite
- **All Lounge Spaces**
 - Closed
 - No changes at this level
 - Atrium, Paseo and TV Lounge Open with limited tables and chairs
 - 2nd Floor Lounge remains closed

- **Locker Rooms**
 - Per state mandate: close showers, changing and locker area
 - Rest room stalls and sinks open, tape off access to all other spaces
 - Men's Locker Room: close every other urinal
 - No changes at this level
 - Open when allowed by state regulations
- **Demo Kitchen, Massage Therapy, Personal Training Room**
 - Closed
 - No changes at this level
 - No changes at this level
- **Rec, Rowdy, Orange and Blue Studios**
 - Closed
 - Group Exercise will use the space for recording classes
 - No changes at this level
 - Rec Studio Open (max patrons = 12)
 - Rowdy Studio Open (max patrons = 10)
 - Spin Studio Open (max patrons = 8)
- **MAC Gym Hallway** (Racquetball Courts, Table Tennis/Games Lounge, MAC Weight Area, MAC Gym)
 - Closed
 - No changes at this level
 - MAC Weight Area and MAC Gym remain closed
 - Racquetball, Table Tennis/Games Lounge open

PATRON/PARTICIPANT RESPONSIBILITY

- It is our expectation that each participant will take responsibility for their own safety and minimize the risk of transmission. Do not rely on others to maintain safety and disinfect equipment.
- Per the State of Texas Minimum Standard Health Protocols:
 - It is recommended that users will wear gloves and a mask while working out if you are unable to maintain 6 feet of social distancing space at all times.
 - Locker Rooms will be limited to restroom use only.
 - Showers or changing area will NOT be available.
 - Wipe down equipment before and after each use.
 - Self-screen before coming to the facility for any of the following new or worsening signs or symptoms of possible COVID-19. If you have any of these signs or symptoms, do not come to the facility.

<ul style="list-style-type: none"> ○ Cough ○ Shortness of breath or difficulty breathing ○ Chills ○ Repeated shaking with chills ○ Muscle pain ○ Headache ○ Sore throat 	<ul style="list-style-type: none"> ○ Loss of taste or smell ○ Diarrhea ○ Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit ○ Known close contact with a person who is lab confirmed to have COVID-19
--	---
 - Bring personal equipment with you (mats, belts, etc.).
 - Bring your own water bottle and refill at our stations. Drinking fountains will be closed.
 - Check in by scanning your UTSA ID card; wait for staff acknowledgement before passing turnstiles.
 - Arrive at the facility ready for your activity; all clothing changing spaces are closed.

PROGRAM AND SERVICES

IN PERSON

- FIT 150 – self reporting exercise program
- 2020 Recreation Movement – self reporting exercise program
- Outdoor Equipment Lending
- Group Exercise in the gym
- Individual Intramural Sport Competitions
- Personal Training
- Limited Group Exercise in Studios
- Fitness Assessments
- Some Day Meet at the Site Adventure Trips

VIRTUAL

- Fitness Competitions
- Group Exercise
- Personal Training
- Demonstration Kitchen
- Nutrition Assessments/Consolations
- Intramural Sports Competitions
- No changes at this level
- No changes at this level

SUSPENDED

- Fitness Assessments
- Massage Therapy
- Adventure Trips
- In Person Intramural Sports
- Club Sport Practices and Competitions
- Internal and External Facility Reservations
- No changes at this level
- Fitness Assessments will resume
- Some Adventure Trips
- Some Intramural Sports

FACILITY CLEANING AND MAINTENANCE

STUDENT STAFF CLEANING

- Student staff will be in all activity areas and will clean touchpoints with a CDC approved disinfectant.

PROFESSIONAL BUILDING ATTENDANTS (Day Shift 8am – 5pm and Night Shift 2:00pm – 11pm)

- Staff will be assigned:
 - to work independently
 - recommend to wear provided face masks when social distancing cannot be met
 - issued a hand sanitizer pump for personal use
 - issued disposable gloves
 - instructed to maintain social distancing while on break

FACILITY AREAS

North and South Entrance

Phase I: North Entrance closed

Phase III: North Entrance opens

Hourly: clean all touch points with a CDC approved disinfectant

Each Shift: empty trash/recycling as needed and wipe down lids and surrounding area, vacuum carpet as needed, clean entrance doors and windows, straighten and disinfect furniture, dust TV monitor, sweep exterior entry way, check and replenish hand sanitizer

Elevators

Hourly: clean buttons and handrails with a CDC approved disinfectant

Day Shift: wipe down elevator walls

Corridors/Hallways

Hourly: clean all touch points including door handles, handrails and vending machines buttons with a CDC approved disinfectant

Each Shift: empty trash/recycling as needed and wipe down lids and surrounding area, straighten and disinfect furniture, dust TV monitor, spot mop, check and replenish hand sanitizer as needed, dust, wipe down vending machines

Men's and Women's Restrooms

Hourly: clean all touch points including door handles, bathroom stall handles, faucet handles, paper towel handles and counter tops with a CDC approved disinfectant

Day Shift: empty trash as needed, clean toilets, check and replenish toilet paper, clean sink countertops, check, replenish, and clean soap dispensers, clean stall handles, check, replenish, and clean paper towels holders, sweep the restrooms, wet mop, clean door handles, clean mirrors, replace urinal filters as needed

Night Shift: empty trash as needed, check and replenish toilet paper, clean sink countertops, check, and replenish paper towel holders, spot clean toilets and urinals. **Disinfect with the Clorox 360 Machine**

Rockwall

Each Shift: clean the desk, cabinets and door handles a CDC approved disinfectant dust mop, wet mop. **Disinfect wall with the Clorox 360 Machine**

Outdoor Resource Center

Day Shift: **Clean all touch points with CDC approved disinfectant.**
empty trash/recycling and wipe down lids and surrounding area, vacuum, sweep, dust mop, spot mop.

Weight and Cardio Spaces

Hourly: **clean handrails with a CDC approved disinfectant**
Day Shift: empty trash/recycling as needed and wipe down lids and surrounding area, remove gum as necessary, dust mop, wet mop, check and replenish hand sanitizer as needed
Night Shift: dust mop, wet mop check and replenish hand sanitizer as needed. **Disinfect with the Clorox 360 Machine**

Track

Each Shift: **clean top of handrails with a CDC approved disinfectant**
spot mop track surface, empty trash/recycling as needed and wipe down lids and surrounding area, vacuum as needed, clean the edge of the track along bottom railing and in corners as needed
Day Shift: **Monday** - dust the rails and window areas using a rag and disinfectant #16
Night Shift: **Thursdays** - auto scrub track surface

Member Services Desk/Laundry Room

Each Shift: **Clean all touch points with CDC approved disinfectant.**
empty trash/recycling as needed and wipe down lids and surrounding area, dust mop, wet mop, clean door handles, check and replenish hand sanitizer as needed.

Rec, Rowdy, Orange and Blue Courts

Phase I: **Closed** (May be used for cardio and some exercise equipment.)
Phase II: **some Group Exercise and IM Sports**
Phase III: **Open for individual and dual activities**
After an Event: **clean bleacher handrails and seats with a CDC approved disinfectant**
Each Shift: empty trash/recycling and wipe down lids and surrounding area, spot mop
Daily: dust mop
Weekly: Clean with auto scrubber

Terrazzo Floors

Hourly: dust mop and spot mop
Night Shift: **M, T, W, F** - clean all terrazzo floors in the Rec Center with auto scrubber

Studios Rec, Rowdy, Blue and Spin

Phase I: **Closed for use, may be used to record GX classes**
Weekly: dust, dust mop
After Event: **clean all touch points including ballet bars and door handles with a CDC approved disinfectant**
Phase III: **Rec, Rowdy and Spin open**
Each Shift: dust mop, check trash, wipe down trash can lid
Weekly: clean wood floors with auto scrubber

MAC Gym (including seating and players areas) and Fitness

Phase I: Closed

Weekly: dust, dust mop

Lounge Spaces

Phase I: Closed

Phase III: Atrium, Paseo and TV Lounge Open

Weekly: **Phase I:** clean water fountains, dust, dust mop, wet mop

Hourly: **Phase III:** ensure only one chair per table, clean all touch points with with a CDC approved disinfectant

Each Shift: **Phase III:** empty trash/recycling as needed and wipe down lids and surrounding area, dust mop, spot mop, disinfect furniture including tables and benches and chairs, vacuum carpet as need, clean shelf and shelving units, dust TV monitor, check and replenish hand sanitizer as needed

Racquetball Court Area and Games Lounge

Phase I: Closed

Phase III: Open

Weekly: **Phase I:** clean water fountains, dust, dust mop, wet mop

Hourly: **Phase III:** clean all touch points including door handles and hand-rails with a CDC approved disinfectant

LLRC members,

We've missed our LLRC community so much, and we can't wait to welcome everyone back soon! Our team has been hard at work prepping our facility and equipment, updating cleaning protocol, and making plans so we're ready for when all of you can join us in the LLRC again!

We know there are some LLRC members who are ready to come back to the LLRC to find some sense of normalcy and routine. We know that there are some LLRC members who are still a little (or a lot) nervous about how we move forward in this "new normal". This has been an unpredictable time for everyone, and we want to give you an idea of what you can expect when we re-open the LLRC on Monday, May 18.

As you read this message, please note that we consider this "Phase I", and we will continue to monitor and open more areas and hours when we can.

When will you be open?

The LLRC is expected to re-open on **May 18, 2020**. It will be open to members in the following limited increments throughout the day in order to allow for cleaning and disinfecting between peak hours.

Monday thru Friday
5:30 AM to 8:00 AM
11:00 AM to 1:00 PM
4:00 PM to 7:00 PM

Saturdays and Sundays
CLOSED

Please note that these are three separate periods of open hours. We will be closed before, after, and in between these hours to thoroughly clean and disinfect the facility and equipment. While we are closed, our focus will be on cleaning and disinfecting - if we miss your phone call or email, we promise to return your message as soon as we return to the LLRC front desk.

Although our facility has been shut for 9 weeks, we have extended all memberships by 12 weeks.

What will be open and available?

All space and equipment will be available on a first come, first served basis. We will not be taking reservations.

The following areas of the LLRC will be open but will be limited to a maximum of 10 people:

- Aerobics Room
- North Court
- South Court
- Track
- Weight Room
- East Fitness
- North Fitness
- Lobby

Guest Passes will not be provided during Phase I. Access to the LLRC will only be granted to members, including punch card users, NCC student members, monthly community members, and annual community members.

Basketball courts will not be available. Some equipment has been moved to the courts to allow for safe, distanced use.

The indoor track will be accessible, but walkers will be asked to maintain social distancing practices.

There will be no group fitness classes and no personal training sessions during Phase I. Virtual group fitness classes may continue via Zoom and Facebook during this time.

The restrooms on the south end of the building will be the only restrooms available. The locker-rooms and showers will be closed.

Water bottle filling stations will be accessible; however, drinking fountains will be closed until further notice. We encourage LLRC members to bring their own water bottle when coming to exercise.

Towel service will not be available.

What can I expect when I come to the LLRC?

LLRC members will be screened prior to being granted access to the facility. In the screening process, LLRC members must answer "no" to a series of questions before entering the LLRC. Additionally, LLRC members temperature may be taken. LLRC members must have a body temperature less than 100.4 degrees to be granted access to the facility. Signage will be posted on exterior doors to

notify LLRC members that no one with a fever or symptoms of COVID-19 will be allowed access to the facility.

All LLRC members under the age of 18 must be accompanied by their parent or legal guardian. No exceptions will be made.

All LLRC members will be asked to follow social distancing practices – maintaining a distance of 6 feet apart.

Alternating pieces of cardio equipment will be unavailable for use in order to support social distancing practices. Some equipment has been moved to the gym floor to allow for safe, distanced use.

Signage will be posted around the facility to promote social distancing guidelines.

Tape will be placed along the floor to indicate traffic flow and to encourage social distancing in areas where lines and groups may form.

We will only have one employee at the LLRC front desk at a time during our open hours. Plexiglas will be installed at the front desk for member and staff safety. Additional employees will be circulating throughout the facility to clean and sanitize between equipment use, but they will maintain social distancing guidelines.

Members will be encouraged to exercise individually, rather than in larger groups (6 or less arriving together at one time).

LLRC employees with direct customer contact will be highly encouraged to wear face masks and gloves.

LLRC members are welcome to wear their own facemasks if they feel comfortable doing so when visiting the LLRC, but it is not required.

Our LLRC employees will be screened upon arrival to work. They must answer “no” to a series of screening questions and maintain a body temperature of 100.4 degrees or lower to enter.

Hand sanitizer will be readily available for employees and LLRC members.

LLRC members have always been asked and will still be expected to wipe down their equipment before using and after using it. As always, we have disinfectant wipes stations spaced out throughout the facility.

There will be no “working in” on equipment and circuits are discouraged. LLRC members must finish sets and wipe off equipment.

Commonly-touched surfaces throughout the entire facility such as door handles, bathrooms, equipment, etc., will be cleaned and sanitized at least once every hour by LLRC employees.

Most of our shared, hand-held, and smaller equipment has been moved behind the LLRC front desk to be checked out for use. This will allow us to disinfect thoroughly between users.

Every 30 minutes, LLRC staff will announce social distance and cleaning protocol reminders on our PA system.

What about LLRC East and 24/7 Access?

At this time, LLRC East will not reopen until the Fall semester. Please understand that the LLRC East facility is located on Sanford Sheldon's campus, and we are working with Sanford administration on how to safely re-open that location. We hope, as you do too, that we can return to normal operations as soon as possible. In the meantime, we hope to see you at the LLRC on the NCC campus.

What happens if someone does not follow these re-opening policies?

The LLRC reserves the right to refuse service/access to any patron.

The LLRC will operate with a zero tolerance policy through the remainder of the summer. Failure to follow the above guidelines and policies will result in being asked to leave, no future admittance for the remainder of the summer, and no refund.

We understand that change is difficult. This list is long, and many of these new procedures may sound challenging to you. But your safety is our number one priority. Everything we are doing is with you in mind. Again, we consider this "Phase I", and we will continue to monitor and open more areas and hours when we can.

We have been and will continue to work with local health professionals, our cleaning supply company, NCC's leadership, public health personnel, and college recreation colleagues to ensure best practices are maintained. And we will also be listening to members' concerns and making adjustments as needed. Please let us know what we can do to make you feel more confident and safe.

As always, don't hesitate to reach out to me via phone call, email, or soon in-person if you have any questions or concerns.

Be well,

Greta

--

Greta Giese, Ed.D.
Director of Lifelong Learning and Recreation Center
Northwest Iowa Community College

LLRC members,

We've been thrilled seeing many of you walking through our doors in the last few weeks! We hope you've noticed the work and effort our team has put in to make your workouts with us as safe and comfortable as possible.

We know that many of you are eager to keep moving towards a sense of normalcy and routine. As promised, we've continued to monitor and assess the situation – and we feel ready to move into Phase II of our re-opening plans. As you read this message, please know that we continue to move through a phased re-opening plan – we will continue to monitor and open more areas, hours, and programs when we can.

LLRC Phase II of Re-opening Plan

The LLRC will enter Phase II of our Re-opening Plan on **Monday, June 22**.

What is different in Phase II?

[Facility Hours](#)

[Area capacities](#)

[Basketball Court Use](#)

[Group Fitness Classes](#)

[Personal Training](#)

Facility Hours

The LLRC will be open to members in the following limited increments throughout the day to allow for cleaning and disinfecting between peak hours. In Phase II we have expanded these hours of operation to include:

Monday through Friday
5:30 AM to 10:00 AM
11:00 AM to 3:00 PM
4:00 PM to 8:00 PM

Saturdays and Sundays
CLOSED

Please note that these are three separate periods of open hours. We will be closed before, after, and in between these hours to thoroughly clean and disinfect the facility

and equipment. While we are closed, our focus will be on cleaning and disinfecting - if we miss your phone call or email, we promise to return your message as soon as we return to the LLRC front desk.

What will be open and available?

All workout space and equipment will be available on a first-come, first-served basis. We will not be taking reservations for any equipment or areas other than our South Court (please see the [Basketball Court Usage](#) section).

The following areas of the LLRC will be open but with limited capacity:

- Aerobics Room - 20 or fewer individuals
- North Court (equipment relocated here for physical distancing) - 24 or fewer individuals
- South Court (reserved for court use) - 24 or fewer individuals
- Track - 10 or fewer individuals
- Weight Room - 14 or fewer individuals
- East Fitness - 10 or fewer individuals
- North Fitness - 10 or fewer individuals
- Lobby - 10 or fewer individuals

Social distancing practices will be enforced in these areas in addition to capacity limitations.

Access to the LLRC will continue to only be granted to members, including punch card users, NCC student members, monthly community members, and annual community members. Guest passes will not yet be available in Phase II.

The indoor track will be accessible, but walkers will be asked to maintain social distancing practices.

Locker rooms and showers will continue to be closed.

Towel service will not be provided.

Water-bottle filling stations will be accessible; however, drinking fountains will be closed. We encourage LLRC members to bring their own water bottles when coming to exercise.

All LLRC members under the age of 18 must be accompanied by their parent or legal guardian. No exceptions will be made.

Basketball Court Usage

During Phase II, our courts will be available for individual workouts/practice or immediate family use only. Immediate family includes family members that reside in the same household - for example, they are on a Family Membership together.

Beginning June 22 with the implementation of Phase II, reservations can be made in 30-minute increments for one hoop. Individuals and immediate family groups may reserve court space and time through our registration website at https://llrc.activityreg.com/ClientPage_t2.wcs.

I've attached a document to this email that outlines how to reserve court space and time through this site.

Again, all LLRC members under the age of 18 must be accompanied by their parent or legal guardian. No exceptions will be made.

No pick-up games will be allowed. If this occurs, individuals will be asked to disperse and their reservation will be null and void. If violations persist, no future admittance for the remainder of the summer will be allowed and no refund will be given.

Group Fitness and Personal Training

We will be phasing in small group fitness classes and one-on-one personal training sessions during Phase II. Social distancing practices will be strictly enforced, pre-registration for classes and training appointments will be required, and group fitness classes will have limited capacities.

More information will be shared as group fitness classes are scheduled, and personal trainers will connect directly with their clients. At this time, we plan to launch a small number of group fitness classes beginning June 29.

What can I expect when I come to the LLRC?

LLRC members will be screened prior to being granted access to the facility. In the screening process, LLRC members must answer "no" to a series of questions before entering the LLRC. Additionally, LLRC members' temperature may be taken. LLRC members must have a body temperature of less than 100.4 degrees to be granted access to the facility. Signage will be posted on exterior doors to notify LLRC members that no one with a fever or symptoms of COVID-19 will be allowed access to the facility.

All LLRC members under the age of 18 must be accompanied by their parent or legal guardian. No exceptions will be made.

All LLRC members will be expected to continue following social distancing practices – maintaining a distance of 6 feet apart.

Alternating pieces of cardio equipment will be unavailable for use to support social distancing practices. Some equipment has been moved to the gym floor to allow for safe, distanced use.

Signage will be posted around the facility to promote social distancing guidelines.

Tape will be placed along the floor to indicate traffic flow and to encourage social distancing in areas where lines and groups may form.

We will only have one employee stationed at the LLRC front desk at a time during our open hours. Please be patient, because that staff person may be multi-tasking during our open hours.

Plexiglas has been installed at the front desk for member and staff safety. Additional employees will be circulating throughout the facility to clean and sanitize between equipment use, but they will maintain social distancing guidelines.

Members are strongly encouraged to exercise individually, rather than in larger groups (6 or less arriving together at one time).

LLRC employees with direct customer contact will be highly encouraged to wear face masks and gloves.

LLRC members are welcome to wear their own facemasks if they feel comfortable doing so when visiting the LLRC, but it is not required.

Our LLRC employees will continue to be screened upon arrival to work. They must answer “no” to a series of screening questions and maintain a body temperature of 100.4 degrees or lower to enter.

Hand sanitizer is readily available for employees and LLRC members and located throughout our facility. A station is located near the front entrance, and staff and members are encouraged to use hand sanitizer as they enter and exit the building.

LLRC members have always been asked and will still be expected to wipe down their equipment before using and after using it. As always, we have disinfectant wipes stations spaced out throughout the facility.

There will continue to be no “working in” on equipment and circuits are discouraged. LLRC members must finish sets and wipe off equipment.

Commonly-touched surfaces throughout the entire facility such as door handles, bathrooms, equipment, etc., will be cleaned and sanitized at least once every hour by LLRC employees.

Most of our shared, hand-held, and smaller equipment will continue to be located behind the LLRC front desk to be checked out for use. This will allow us to disinfect thoroughly between users.

Every 30 minutes, LLRC staff will announce social distance and cleaning protocol reminders on our PA system.

What about LLRC East and 24/7 Access?

At this time, LLRC East will not reopen until the Fall semester.

Please understand that the LLRC East facility is located on Sanford Sheldon's campus, and we are working with Sanford administration on how to safely re-open that location. We hope as you do too, that we can return to normal operations as soon as possible. In the meantime, we hope to see you at the LLRC on the NCC campus.

What happens if someone does not follow these re-opening policies?

The LLRC reserves the right to refuse service/access to any patron.

The LLRC will operate with a zero-tolerance policy through the remainder of the summer. Failure to follow the above guidelines and policies will result in being asked to leave, no future admittance for the remainder of the summer, and no refund.

We understand that change is hard, this list is long, and our phased approach to re-opening has been embraced by some and has constrained others. Your health and safety is our number one priority. We are confident that this phased approach is the best way to prioritize the health and well-being of our members, staff, and the communities we serve.

We have been and will continue to work with local health professionals, our cleaning supply company, NCC's leadership, public health personnel, and college recreation

colleagues to ensure best practices are maintained. And we will continue to listen to members' concerns and making adjustments as needed. Please let us know what we can do to make you feel more confident and safe.

As always, don't hesitate to reach out to me via phone call, email, or in-person if you have any questions or concerns.

Be well,

Greta

--

Greta Giese, Ed.D.
Director of Lifelong Learning and Recreation Center

Northwest Iowa Community College

NIRSA Reopening Considerations:

A Framework for Campus Recreation

www.nirsa.org/reopening

