



# Hays Center Reopening Plan

June 22, 2020

This document outlines the Hays Center's plans and protocols for a proposed first phase of reopening on Monday, July 13th. The first phase will be evaluated for two weeks and changes proposed at the next Commission meeting on Monday, July 27th.

## Facility Access

- Limit member capacity to 50 people at a time. Once capacity is reached, members will be admitted using the one in, one out method.
- Locker rooms will be closed for 30-minute blocks for thorough disinfecting:
  - 10:00 AM-10:30 AM
  - 1:00-1:30 PM
  - 4:30-5:00 PM
- Members will be checked in on a first come, first-serve basis. If a line of more than 5 forms outside, staff will write down members' names and allow them to wait in their vehicles until their turn to be screened.
- Staff will not contact members waiting in their vehicles, but a member who missed their turn and will be allowed to check in after the person currently being screened.

## Entry Procedure

- Take temperature & screen each individual entering the building. Individuals with temperatures 100 degrees or higher or who do not meet the screening criteria will not be allowed to enter.
- Face masks mandatory at all times except when actively exercising.
- Members scan in with no-touch process (touch screen temporarily disabled).
- The north door will be closed.
- Cloth face masks available for purchase if needed.
- Chera will staff front volunteer desk to handle membership questions and renewals.
- Members will not be allowed to come in early or wait in the lobby.
- Members will be encouraged to wait in their vehicles until their turn to be screened.
- Markings will be added to sidewalk outside to indicate where members can line up at a safe distance.

## **Activities**

- There will be no scheduled group classes in the first phase to allow members to spread out their attendance throughout the day.
- Both pools and showers will be open.
- Once we reopen we will begin taking requests from instructors/groups that wish to resume their regular schedule. Based on our first two weeks of experience with the capacity limits, staff will evaluate the center's ability to accommodate each class.

## **Capacity Limits to Allow for Distancing**

- Per Governor Hutchinson, individuals should maintain 6' distance from one another at all times and 12' when exercising. The Hays Center's capacity limits are based on these distances. The capacities of the Ballroom and Exercise Room assume the rooms are being used for exercise.
- In the exercise area, roughly every third machine will be able to be used for exercise. The open Keiser machines will be rotated each day to provide variety.

<b>ROOM</b>	<b>CAPACITY (incl. instructor)</b>
Ballroom	25
Lobby	8
Office	Staff + 1
Meeting Room	9 / 20
Arts & Crafts Room	10
Gallery	17
Restrooms	2
Canteen	closed
Game Room	closed
Women's Locker Room (down)	8
Men's Locker Room (down)	4
Aerobics Pool	13
Lap Pool	5
Activity 1A (Game Room Overflow)	closed
Puzzle Room	4
Library	4
Ping Pong	2
Billiards	12
Fitness Machines	30
Walking Track	closed
Activity 2	6
Computer Lab	7
Women's Locker Room (up)	3
Men's Locker Room (up)	3
Exercise Room	13

## **Rentals**

- Rentals resumed on June 20<sup>th</sup> with the following capacity limits:
  - Full Ballroom: Up to 72 depending on furniture usage
  - Half Ballroom: Up to 36 depending on furniture usage
  - Meeting Room: Up to 30 depending on furniture usage
- Prices remain unchanged. Renters responsible for ensuring distancing.

## **Facility Readiness**

- Signage throughout the building on distancing and mask-wearing rules. Signs will be attached to 6-ft. tall PVC stands to demonstrate appropriate distance.
- Markings on pavements and lobby to indicate how to safely wait for entry/admission to the office.
- Screeners will be stationed outside behind tables to ensure distancing. They will also wear PPE (N95 masks, gloves, and optional face shield).
- Health Guards will be on duty at all times to monitor distancing and face mask usage and to disinfect frequent touchpoints. Our goal is to have enough Health Guards on duty to allow for each room to be checked and disinfected once per hour.
- No outside food or beverage.
- Exercise equipment will be spread apart or marked “unavailable” where needed.
- Track will be used to increase space for exercise equipment as proper distancing is not possible on track. For example, many machines face the track and we cannot let members walk past others who are exercising on the seated machines or treadmills.
- Shared equipment will be removed or blocked off (i.e. yoga blocks, blankets, weights).

## **Staffing**

- 4 Health Guards on duty during peak hours: 8:00 AM-4:30 PM.
- 2 Health Guards on duty 4:30-8:00 PM.
- 2 Health Guards on duty on weekends.
- The Hays Center’s 3 full-time facility maintenance staff members and part-time weekend custodian will serve as Health Guards. To meet additional staffing needs, we will need to:
  - Increase 4 part-time employees’ hours to full-time.
  - Add 2 part-time emergency hires.
- Estimated additional personnel cost per month: \$7,976 (6 months: \$47,861).

## **Customer Service Concerns**

- All staff will be trained on customer service and conflict management.
- We expect some members will not comply with mask-wearing or capacity limits in pools or other spaces. We propose to follow the same procedure used at city pools: Health Guards will ask the member twice to comply with the rules. If the member refuses twice to comply, the member will be asked to leave. If the member refuses to leave, NLRPD will be notified.
- We will extend memberships for the amount of time we were closed. However, once we open, memberships will not be extended just because a members’ chosen activity is currently unavailable.