



## COVID-19 Facility Re-Opening: Recommended Guidelines

The COVID-19 pandemic has challenged everyone and caused us to modify our lives in many ways. At this time, there are some positive signs that are being communicated by the CDC and federal and state governments regarding the gradual re-opening of businesses and facilities in various states.

As we continue to monitor the emerging developments, it is important to develop COVID-19 operating guidelines that can be promulgated by our HOAs and implemented by our community staff members in preparation for the eventual opening of the outdoor and indoor facilities. It is important to note that each state has the authority to mandate the opening and operating protocol for businesses and facilities. **All communities must operate within the framework of federal, state and local governments' mandated rules; however, in many cases, our recommended guidelines may be more restrictive.** All guidelines noted below will need to be reviewed and amended to meet federal, state and local requirements.

The facility re-openings should be gradual. It is likely that the outdoor parks, courts and other outdoor facilities will be first to gain approval by the states. We recommend that the following procedures are implemented when re-opening facilities, but each community should review their state-specific guidance and consider including more tailored guidelines to complement the guidance below.

### Preparation for Re-opening

- All residents and staff members must abide by all safety and social distancing measures, including:
  - Avoiding congregating in groups
  - Maintaining 6 feet of distance between themselves and other persons
  - Complying with CDC recommendations with respect to wearing face coverings during use of the facilities (required with possible exceptions for children under the age of 2, persons engaged in strenuous physical activity or exercise, or persons who have a pre-existing condition that makes breathing with a face covering difficult)
  - Hand sanitizing and/or hand washing should be done prior to and after using any amenity
  - Cleaning all equipment with antibacterial wipes before and after use of each piece of equipment
  - Following any other safety measures that may be required

- Community management should be encouraged to begin acquiring an inventory of supplies that will be needed to re-open and safely operate the facilities.
  - Face coverings and gloves for staff members, disinfectants, sanitizing wipes, hand sanitizers and dispensing stations, toilet paper, hand towels, signage, etc.
  - Communities should begin communicating to their residents that residents are responsible for providing their own safety supplies including hand-sanitizers when not available due to supply shortages at the facility.
- A deep cleaning should be required for each area prior to re-opening.
  - It is important to have a vendor agreement or an in-house expert that is qualified to carry out CDC related preventative cleanings and the required cleanings if there is tracing that indicates that a confirmed COVID-19 patient utilized the facility.
- If the amenity includes a counter or similar setup where residents pass materials, money, ID cards, etc. to staff, consider installing a section of clear plastic at the resident contact area to provide barrier protection (e.g., Plexiglas type material or clear plastic sheet) that shields against droplets from coughs or sneezes. Configure with a pass-through opening at the bottom of the barrier for people to speak through or to provide items, if feasible.
- For entrances or other areas where residents are likely to line up, use signage/barriers and floor markers to instruct waiting residents to remain 6 feet back from the counter, from other resident interfaces, and from other residents and staff.

## **General Procedures**

- Staff members and residents who have COVID-19, are experiencing any of the COVID-19 related symptoms, who have a history of recent travel, who are in a period of quarantine due to COVID-19 concerns, or who have a member of the household who has COVID-19 or is subject to a quarantine due to COVID-19 concerns must be required to stay away from all facilities for a period of fourteen days.
- Guest use should not be permitted until the final phase of re-opening.
- Social distancing guidelines must always be followed which means seating arrangements in and around the facilities should be reconfigured accordingly.
- Signage should be placed to notify users of closed areas of the facilities. COVID-19 related signage, including safety and social distancing measures and notice of user assumption of risk, should be placed in conspicuous locations near and/or in all facilities that are opened. Draft signage attached.
- Additional monitoring should be implemented to assure that safe practices are followed. Resident policy compliance should be required for the re-opened areas to remain open.
- No cash or physical checks should be accepted at this time. Payments can be made with debit or credit cards. Receipts for transactions should be e-mailed to residents.

- Hours of operation should be modified to balance the resident potential use of the facility with the costs associated to operate within the COVID-19 related procedures/needs.
- Furniture in and around the facilities will need additional wipe downs and sanitizing throughout the day.
- Community management should be required to install additional hand sanitizer dispensers outside of rooms and amenities.
- Board / Committees should continue meeting remotely until further notice.

### **Phased Re-opening Strategy**

- Gradual re-opening in the following manner will be the safest approach for all users and staff. It will also allow the staff to be properly trained and allow for each phase of the facility to be prepared for the COVID-19 related operating procedures. The gradual movement from one phase to the next can only take place if state guidelines permit and the facility is properly prepared for the transition.
  - **Phase 1** – Outdoor Parks, Courts, Community Gardens, Dog Parks, Ball Fields, Putting Greens and Golf Courses
  - **Phase 2** – Gyms, Movement Studios, Walking Tracks and Restrooms (not locker rooms)
  - **Phase 3** – Multi-Purpose Rooms, Billiards, Craft Rooms, Conference Rooms, Great Rooms, Patio Areas, Large Meeting Rooms, Swimming Pools (indoor and outdoor) and Locker Rooms
- The phased re-opening of areas will include restrictions on numbers of users in a space/room, per state guidelines. Included in each area below, you will find examples of user counts that can be utilized, but only if they are consistent with your state's guidelines.
- For active adult communities, staff should continue to offer virtual social, recreational and philanthropic activities in all phases.

## **Phase 1 Re-Open Guidelines**

### **Community Parks**

- Inspect and sanitize all play equipment in advance of opening. Sanitized cleanings should occur on a frequent basis.
- Safety and social distancing measures signage providing residents notice of their assumption of risk should be placed in various, conspicuous locations of the park areas.
- No large events or parties should be conducted at this time. Gatherings should be limited to 10 people or less. (state policy should note group size).
- Splash pads should not be operated until your state approves swimming pool openings.
- Outdoor restrooms should remain closed until indoor facilities are approved to re-open by the state.

- Drinking fountains should remain closed.

### **Outdoor Courts, Community Gardens, Dog Parks, Ball Fields & Putting Greens**

- Outdoor restrooms should remain closed until indoor facilities are approved to re-open by the state.
- Safety and social distancing measures signage providing residents notice of their assumption of risk should be placed in conspicuous locations around these areas.
- Individual residents should be responsible for bringing their own equipment when utilizing these areas.
- Sanitizing measures should be made available in the court areas so balls can be cleaned between games.
- Gatherings outside of the courts should be limited to no more than ten residents waiting for their play to begin. Players who have finished their games should leave the area.
- Gate entry/exit points should be left open (if possible) during operating hours to minimize person to person contact.
- Drinking fountains should remain closed.
- Putting green flags should be pulled from the putting greens.
- No tournament or large group activities are to take place in any outdoor amenity during this time.
- No more than four people should be in one court area at any given time.

### **Golf Courses and Restaurant Take Out / Curbside Service**

- Golf courses are subject to remaining open, on a case by case basis, as determined by the governing state.
- Restaurants are closed but Take Out/Curbside Service can be offered, based on facility preference. State health provisions must be adhered to if this service is offered.
- All group activities and events related to these areas should be postponed until further notice.
- Onsite golf and restaurant management teams should provide specific communications regarding their sanitary measures being taken to ensure safety to those individuals choosing to utilize these venues. The communications should be detailed and be regularly blasted through the HOA's web portal to the resident email database. See attached examples for sample golf course COVID-19 operating procedures.

## **Phase 2 Re-Open Guidelines**

### **Gyms, Movement Studios, Walking Tracks and Restrooms**

- Re-opening indoor areas of the facility will be very staff intensive in order to ensure safety to staff members and resident users.

- Starting the re-opening efforts with the fitness related areas is recommended due to the potential health benefits that come along with exercise and the controls that can be put in place to provide a safe environment.
- One main door of the facility should be ajar for use as the entry/exit points and eliminate the person to person contact that could be spread from door handles. All other doors should be locked to control access into the facility and force check in procedures to be fully accomplished.
- Safety and social distancing measures signage providing residents notice of their assumption of risk should be placed in conspicuous locations, including upon entry. Safety measures should also include the closing or staggering of gym equipment to maintain safe spacing guidelines.
- A reduction of users in the fitness related areas will be necessary to assist with social distancing requirements.
- There should be a maximum capacity of one user per 150 square feet of space in each fitness area (Ex. Gym area is 1500 square feet; Thus,  $1500 / 150 = 10$  users maximum at one time in gym area) so long as social distancing is always maintained. The same math exercise should be used for the movement studios and the walking tracks. Gatherings should be limited to 10 people or less.
  - Reminder: At a minimum, state guidelines must be met, and in many cases, community guidelines may be more restrictive.
- Drinking fountains should be closed.
- Refreshments should not be provided in the facilities.
- Towels and other related items should not be furnished by the community. Residents should bring their own towels, hydration and other related items to the facility and take them with them as they leave the facility.
- An ample number of sanitized wipes should be made available to residents to assist with cleaning the pieces of equipment that they have utilized. It is important that all users pitch in and do their part to clean behind themselves to keep their fellow neighbors safe.
- Restrooms should be opened but locker room areas should not be made available at this time (includes showers).
- Restrooms should be cleaned several times per day.
- Due to limited availability of facility space, once resident users have completed their workouts and classes, they are to leave the facility. No loitering inside the facility should be allowed.
- Reservations and check in processes should be modified to promote safety and to assist with the COVID-19 related sanitizing needs and the social distancing requirements.
  - Phone and/or online reservations should be considered.
  - Community management should be encouraged to develop a reservation system that allows for residents to reserve use for specific times in order to control facility user volume. Each timeframe will allow for the maximum number of pre-determined users per COVID-19 maximum occupancy restrictions noted above.

Residents can request a reservation to utilize the facility based on reservation time slot availability.

- At the end of each reservation block, the users will be required to leave the facility. Staff will use the 15-minute interval to sanitize the equipment and prepare for the next reservation block of residents.
- Similar accommodations should be arranged for the Movement Studio classes and the walking track. It is recommended that the time slots for these areas do not coincide with the gym reservation blocks. For example, if 7am – 7:45am is a gym reservation block, start the classes and walkers at 7:30am and have them leave the building by 8:15am.
- Check-in for the upcoming reservation block should begin during the 15-minute sanitizing period.
- The staggered reservation system will limit the volume of residents waiting for check-in. However, staff should ensure that social distancing is followed in the check-in area. Tape on the floor could assist with enforcement.
- Documenting every user before entering the facility is critical in the event there is a confirmed COVID-19 case. The documentation will allow for easier tracing of people that could have engaged with the confirmed patient and allow for those people to be tested and the facility sanitized. **Every resident requesting access into the facility must meet the health-screening criteria based on CDC guidance to prevent community spread. Where staff are present, staff should refuse admission to residents who are ineligible to use the facilities based on their inability to meet the requisite safety and social distancing measures posted.**
- If the amenity includes a counter or similar setup where residents pass materials, money, ID cards, etc. to staff, consider installing a section of clear plastic at the resident contact area to provide barrier protection (e.g., Plexiglas type material or clear plastic sheet) that shields against droplets from coughs or sneezes. Configure with a pass-through opening at the bottom of the barrier for people to speak through or to provide items, if feasible.
- For entrances or other areas where residents are likely to line up, use signage/barriers and floor markers to instruct waiting residents to remain 6 feet back from the counter, from other resident interfaces, and from other residents and staff.

## **Phase 3 Re-Open Guidelines**

### **General**

- Residents may resume bringing guests to facilities/amenities; however, residents are responsible for ensuring that their guests abide by the promulgated rules.

**Multi-Purpose Rooms, Billiards, Craft Rooms, Conference Rooms, Great Rooms, Patio Areas, Large Meeting Rooms, Swimming Pools and Locker Rooms**

- Guidance for these areas will follow in a future update.