

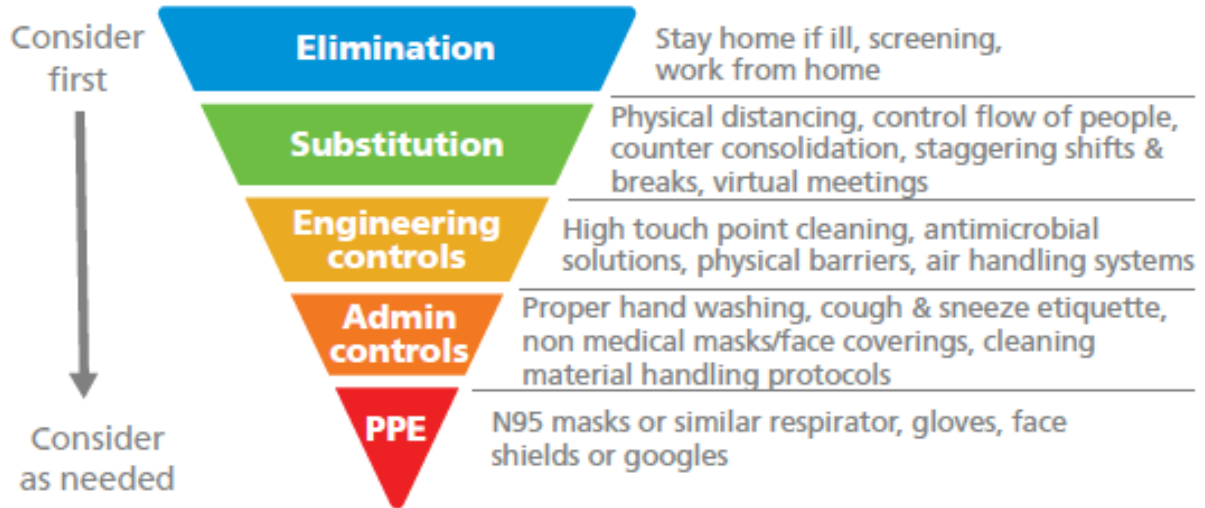
Facility Emergency Safety Plan

Updated: December 5, 2020 v.9



OAKVILLE

Facility Safety Plan



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Elimination

Screening Protocol

- Recommend a Hybrid approach to screening where the greeter will actively observe the individual entering and request that they review the screening questions on the posted sign and answer independently before entering.
- Rental clients will be responsible for contact tracing and will be provided with a form to complete and submit to the town. (Participant and guest)
- Contact tracing for parents of registered children – recommend that the registrants contact information is used, recognizing that it will be a parent or guardian attending the program with them.
- As per Halton COVID Guidelines staff must maintain a log of the patrons who enter the premises to assist with contact tracing if needed. Include name, contact number or email, and date. Keep logs for 30 days before destroying to ensure that contact tracing could be conducted by Public Health if there is a case of COVID-19.
- All members of the public need a reservation to enter a community centre; Public visitors that are not pre-registered and are solely coming in and out of the facility within a few minutes (i.e. Using washrooms or getting food from the Food for Life Refrigerator) do not have to physically sign in, only verbally screened in.
- Should the Region of Halton enter the Orange, "restrict" zone, or higher, no member of the public may be indoors at the facility for longer than 90 minutes at a time unless the member of the public is in the facility to engage in a sport. The 90 minute rule does not apply to Culture Programs or Leadership Programs.

Handling Symptomatic Visitors / Staff

- For Visitors who answer YES to any of the screening questions are not permitted to enter a town facility and are referred to Telehealth or the provincial self-assessment tool for direction. They are asked to reach out to the town through phone or other methods of service.
- Any incidents related to positive responses to the screening tool or when anyone is sent home because they are exhibiting or reporting symptoms, must be reported to departmental and facility management immediately for appropriate deep cleaning protocols to be put into place.
- If a participant/child needs to be isolated until someone can pick them up from the facility the isolation procedure should be followed (Appendix A)
- If a patrons begins exhibiting COVID-19 symptoms while in the facility staff should follow the Procedure for Patrons Exhibiting symptoms (Appendix B)
- Should the patron refuse to leave the premise staff should follow the procedure for patrons refusing to leave (Appendix C)

Substitution

Facility

- Individuals shall follow facility guidelines by using designated entry and exit doors in the facility and any guidelines to manage the flow of people within the facility.
- Individuals must respect physical distancing guidelines within all parts of the facility, by staying at least 2m apart at all times, 3m within arena stands and in fitness areas.
- Staff training will include communication to assist staff with enforcing physical distancing. We will reinforce the message “Due to the ongoing COVID-19 pandemic, we are asking all participants, parents and visitors to maintain physical distancing measures in our facilities. During re-opening, we are required to follow strict guidelines provided by the Province and unfortunately we cannot allow close gatherings of any kind. We appreciate your understanding and cooperation.”
- Patrons should be encouraged to wait either in their vehicle or physically distanced outside before their activity. Patrons will be allowed in 10 minutes prior in the gym, pool, senior centre, fitness program...etc.) and also allowed in 10 min prior to all rentals in the hockey arenas. Wearing a face covering is mandatory for those waiting in line to enter the facility.
- Changerooms in arenas will remain closed in the Red Zone and higher, including arena changerrooms and fitness changerrooms. Aquatic changerrooms can remain open.
- Arranging washrooms and aquatic changerrooms to facilitate physical distancing while in use, including blocking of alternating lockers, showers, sinks, stalls, urinals, and other amenities.
- Room capacities for all program spaces and meeting rooms will be set based on the activity:

Program Activity	Capacity
Ice (i.e. Public Skates, Figure Skating, Hockey)	10 skater max.
Hockey - (i.e. Rangers or Hornet rentals)	10 players, 1 Coach, 1 trainer on ice No spectators permitted (exemption for 1 guardian spaced 3 meters apart from others).
Aquatic Programming	25% of total bather load
25% of total bather load	25% of total bather load
Waterfit	10 people capacity in pool area, 3m spacing between each participant
Fitness – Group Exercise	10 person capacity with 3m distance
Fitness Equipment Area	10 person capacity with 3m distance
Outdoor Fitness/Programming	25 person capacity

- Each facility to create people flow maps indicating access/exits to each amenity within facility.
- Each cohort entering, exiting the facility and accessing washrooms must not interact with another cohort (fitness and gym users in at same time can't use the same washrooms or come through the same lobby at the same time as each other).
- Music must not be played at a decibel level that exceeds the level at which normal conversation is possible.

Lobby

- Staff person on duty to patrol lobby areas and entrances to ensure registered participants are going directly to their program area and leaving promptly following activity.
- Staff should follow the Procedure for person refusing to physical distance (Appendix D)
- Front desk operations, Customer Service Representatives must wear masks when customer present and interacting with the public.
- If a member of the public is not wearing a mask and within a 2m distance (and staff are not behind plexiglass), staff must ensure they are wearing personal protective equipment that covers their nose, chin, mouth and eyes (i.e. Mask and shield or mask and glasses).
- To avoid crowding at the front counters, measures will be taken to funnel people to one front desk location using 2 m distancing decals, stations, floor tape, etc.
- Moneris plastic covers will be placed on pin pads at each facility
- Stanchions are used in front of desk to delineate where patrons should stand/line up and to ensure physical distancing
- 2 meter decals will be placed on the floor to identify where customer should stand; 3m decals will be placed on the floor of any fitness equipment area of gymnasium where fitness programs are occurring.
- Every facility should have a supply of disposable masks kept behind front desk if requested by a customer that forgot theirs.

Arena

- Participants may enter the facility no more than 10 minutes prior to ice rental, and must vacate within 15 minutes of end of rental. In the Red Zone, Rangers have changed their schedule to allow no more than 10 minutes prior to ice rental and 10 minutes at the end of their rental.
- There will be a limit of one parent/guardian allowed entry per child participant
- Guardians may stand or sit in designated spaces marked with decals in arenas only. There can be no lingering in hallways at any time.
- On-ice capacity limits are based on provincial governing body for sport. Current limit is 10 for public skating; 10 plus one coach and one trainer for hockey, and figure skating varies depending on levels.
- Arena benches are subject to social distancing requirements - 3m apart
- Arena Dressing rooms are closed while in Control stage except for washroom access if needed.
- Contract permit holders are responsible for ensuring that facility capacity limits and social distancing requirements are adhered to at all times.
- Contract permit holders are responsible for providing each facility with contract tracing information (Support Services is preparing a sheet to be used).
- Contract permit holders are responsible for reviewing and adhering to site-specific protocols for each arena.
- For public skates, approved skating aids will be allowed.

Rentals

Refers to Meetings, Rental Groups, Sport Rental Groups

- Music is not played at a decibel level that exceeds the level at which normal conversation is possible.
- Rental clients will be responsible for contact tracing and will be provided with a form to complete and submit to the town. (Participant and guest); must maintain record for 30 days and be prepared to surrender to Medical officer on request.

- No game play or scrimmages are permitted. Activities that are likely to create close contact between participants should not be performed

All Programs

- Patrons are encouraged to arrive prepared and appropriately attired to begin their activity and limit exposure to others in common areas, such as change rooms before or after their activity.
- Staggered start time should be used when not possible/feasible.
- Every person at the facility must maintain a physical distance of at least two metres from every other person unless they are engaged in a sport.
- Sports may only be practiced if they do not allow for physical contact between players.
- Any equipment that is rented to, provided to or provided for the use of users of the facility must be cleaned and disinfected between each use or, the end of use.
- Ensuring that for class instruction: Instructors follow physical distancing requirements and remind patrons of adhering to physical distancing and following infection prevention and control practices.
 - Instructors consider the use of microphones to support physical distancing and reduce the need for shouting or walking around. If used, they should be sanitized between each use or individual ones assigned to each instructor.
 - Patrons should not be permitted to sing along to the music or shout back at the instructor.
 - Instructors (i.e. Waterfit, Fitness) are not required to wear a face mask/shield when instructing as long as they can safely maintain a 3m distance. However, instructors can always choose to wear a mask/shield if they feel more comfortable.

Fitness

- Arranging machines and equipment to facilitate at least three metres distance between patrons within a workout or class area, including the removal or blocking of machines and equipment to prevent their use.
- Saunas must be closed.
- Fitness Changerooms are not opened; however, if used as a washroom, recommend using a 6ft diameter calculator for capacity calculations.

Aquatics

- Pool Change rooms recommend using a 6ft diameter (insert calculator) for capacity calculations.
- Change rooms in pool will be open to the public.
- Shower usage is for patrons that haven't showered prior to their lesson or public swim. Limited shower usage for patrons after swim (only for those with medical conditions or specific requests).
- Every other locker will be out of service and open lockers will be cleaned twice a day – mid-day break and at close).
- Saunas must be closed.
- Limited equipment will be available. Sharing of equipment (i.e. Waterfit belts) is not permitted.

Engineering Controls

Facility

- Scheduling and implementing regular cleaning between the use of any amenity: Increasing the frequency of cleaning and disinfecting of frequently touched surfaces and common or shared spaces, such as washrooms, lobbies, change rooms, areas for workouts and classes, and workout equipment. Refer to PHO's [Environmental Cleaning fact sheet \(PDF\)](#). The surfaces most likely to become contaminated include door handles, handrails, toilet and faucet handles, counters, pin pads, and touch screens.
- Utilizing only cleaning and disinfectant products that have a Drug Identification Number (DIN), are not expired, and are appropriate for use on the item that is to be cleaned and disinfected. Low-level hospital grade disinfectants may be used. Always follow the manufacturer's instructions.
- Considering additional enhanced cleaning and disinfection protocols for the facility overnight.
- Decreasing touchpoints such as keys and lockers, and consider contactless check-in and touch-free payment systems.
- Removing or putting out of service hand dryers in washrooms or change rooms.
- Propping doors open when feasible to reduce the need for touching of handles.
- All micro fiber cleaning cloths must be appropriately laundered (hot water 60° to 90° and dried well).
- Limiting the use of water fountains to be used only to re-fill water bottles, not for individuals to drink directly from them.
- Washrooms and change rooms are required to be inspected and cleaned (if required) twice per day. High touch points will be sanitized more frequently
- Facility ventilation systems should be both operational and appropriate for the activities practiced within. Increased measures should be taken to in regards to airflow in the facility including:
 - Avoiding stagnant air conditions. Bring in fresh air by maximizing the outdoor air ratio of the heating, venting and air conditioning (HVAC) system settings or by opening windows. If this is not possible or practical for the whole facility, focus them in places where crowding may be an issue or areas used for group exercise classes.
 - Avoiding recirculation of air as far as practically possible.
 - Ensuring HVAC systems are maintained as required, such as regular filter replacement.
 - Limiting the blowing of air across people and surfaces. The use of fans should be limited as they blow people's exhaled droplets to others.
 - Ceiling fans high up in the room (e.g., 25 feet up in a gym), are less of a concern than ceiling fans on low ceilings.
 - Pedestal fans or high-powered fans on/near the floor should not be used as they generate strong air currents across people at head level (breathing zones) or across surfaces (possible resuspension of particles). This would be exacerbated if people working out cool off in front of the fan.

Fitness

- Disable ceiling and equipment fans.
- Increase air flow in fitness centres.
- Fitness and sports equipment should be cleaned and disinfected frequently, such as between uses or at the end of play. This includes free weights, weight machines, treadmills, rowing machines, stationary bikes, classroom areas, balls, rackets, gloves, and other sports gear - including having a dedicated worker to ensure cleaning between use.

- Work out areas with weights and equipment, studios, classes, and rooms, courts, change rooms, and spectator areas should be cleaned and disinfected as is necessary to maintain a sanitary condition after each session or timeslot

All Programs

- All equipment that may be difficult to clean and disinfect (e.g., soft equipment such as foam rollers, yoga blocks, yoga mats, straps, ropes, etc.) should be removed and not utilized for programs.
- Encouraging patrons to bring their own equipment, if possible (e.g., yoga mat, ball, racket, towels).
- Limiting the use of shared equipment or shared activities unless participants engaged in the same activity are from the same household or social circle.
- Programs/activities with singing or playing of wind or brass instruments are not permitted at this time
- Masks or face coverings must be worn by all participants/instructors and can only be removed while actively engaged in physical activity or while eating (for day camp programs only).

Aquatics

- All equipment that may be difficult to clean and disinfect (e.g., soft equipment such as foam rollers, etc.) should be removed and not utilized for programs.
- Lifejackets, Waterfit equipment and other equipment that is used will need to be disinfected prior to being used again (Disinfection protocols include submersion in chlorinated water for 20 min and left out to dry).
- Snorkels have now been permitted as per LSS Guidelines.
- High touch point areas in pool and changerooms used will be disinfected between each lesson or swim.
- Encourage participants to come dressed and ready to swim.
- Where applicable, a 15-min gap will be left between lessons and length swims and 30 min after a leisure or family swim. Staff will be paid the cleaning rate to clean.
- Masks will be worn on deck, both for lifeguarding and for teaching.
- Shields will be worn in the water (no masks) if physical distancing can't be maintained.
- All swim lessons will remain contactless.

Arenas

- Facility staff will sanitize benches, high touch-point areas and dressing rooms between each use.
- Facility staff will sanitize any skating aids that were used during the public skates.
- Where applicable, a 30-minute unpaid gap will be left between rental contracts (ie. a switch from Hornets to Rangers) to allow crossover and cleaning time between cohort groups.

Culture Programs

- Masks must be worn by participants and instructors in the studios at all times.
- Where possible, the use of equipment and materials that can be easily cleaned and disinfected or are single use will be prioritized.
- Individualized art supplies/kits will be provided for programs that require art/craft materials.
- For activities that involve distributing materials, equipment and objects, hand hygiene will be performed prior to distribution by the instructor.
- All art/craft projects will leave with the participant the same day (exception ceramics).

- Equipment will be disinfected and cleaned between classes and not re-used immediately.
- All studio layouts have been modified to maintain physical distancing of two meters/six feet.
- There will be no in-person sewing or singing activities scheduled at this time.

Food & Beverage

- No Town operated cafes or Seniors Social cafeteria areas will currently be opened.
- Parents and Guardians must wear a mask at all times while indoors and are not permitted to consume food or beverages.

Walking Track

- During every visit, visitors are required to sign in, along with a verbal health screening.
- Masks or face coverings are encouraged but not required as Provincial Guidelines state that participants directly engaged in physical activity such as dance, fitness, or certain sports may choose to remove masks or face coverings while participating in the activity and must don the masks or face covering as soon as the activity is over or while they are waiting to participate.
- Only walking is allowed on indoor tracks; participants should stay 3m apart while engaged in physical activity.
- For our first stage of opening the walking tracks, the maximum capacity is set at ten participants.
- Access to walking tracks will only be available via online registration at www.oakville.ca.
- Railings and other touchpoints will be cleaned after every registered Walking Track session.
- Seating areas have been adjusted to allow for physical distancing and will also be cleaned after every registered Walking Track session as well.

Administrative Controls

- COVID-19 Signage should be displayed throughout the facility in appropriate spaces to educate the public on all safety measures (Appendix E)
- Sanitizer to be located at all entrances Providing alcohol-based hand rub (ABHR) or hand washing stations and ensuring they are readily available in all key areas of the facility, including in high-traffic areas such as the lobby area, patron services, change rooms, washrooms, and throughout the various workout and class areas.
- All town food service areas are temp closed until further notice.

PPE

- Mandatory wearing of non-medical face-mask when in facility
- Patrons should use a face covering inside common areas including the lobby, washrooms, and change rooms while entering and exiting the facility or at any time not engaging in intense physical activity, where not otherwise required by local public health officials or municipal by-laws.
- Face masks and face shields must be worn by all workers in sport or recreational fitness rooms or areas when physical distancing cannot be maintained.
- Instructors leading a fitness class who cannot wear PPE and physically distance themselves should have a transparent, non-permeable barrier between themselves and patrons.
- Exceptions for the PPE requirement include individuals with a medical condition that make it difficult to wear PPE, individuals who are unable to put on or remove PPE without assistance and people who require accommodation in accordance with the Ontario Human Rights Code

Appendix A: Isolation Room Procedure

Prior to opening our facilities to the general public, each facility will need to dedicate a space to be used as an isolation room. This room is to remain available at all times should a participant in one of our programs begin to show symptoms associated with COVID-19.

Things to consider when choosing an Isolation Room

- Does the room allow for the participant to leave the facility without going through any public spaces?
- Is the space in a low volume area that is not typically occupied by the public?
- Is it easily accessible from multiple locations within the facility?

Appendix B: Procedure for when a patron is exhibiting symptoms

- Before you approach the patron sanitize (or wash) hands
- Ensure all staff approaching the patron are wearing a disposable mask and eye wear (safety glasses or shield)
- Alert your full-time staff on-site
- Identify yourself to the patron and explain the reason for the conversation
- Confirm patron's symptoms, you can reference the screening sheet if needed, but ultimately ask them "what isn't feeling so well?"
- Once symptoms are confirmed ask the patron to accompany you to the isolation room where you offer to take the patron's temperature
- Once in the isolation room, contact parent or caregiver to communicate illness and arrange for pick-up ASAP (within 1 hour)
 - If the patron is an adult and is capable of taking themselves home allow them to do so

- Remind parent the patron can only return to the program with a doctor's note (must be symptom free), a negative COVID-19 test or alternatively after 14 days of self-isolation
- Leave room, lock door and arrange for immediate disinfection of the isolation room.
- Properly remove PPE and discard (if necessary) and wash/sanitize hands.
- Document the incident on an incident report form
- Place note on CLASS account (under Maintain Details, then Special alert). Example: Must present negative COVID-19 test or Doctor's note – July 15, 2020 – CB
- Update Program Supervisor and your Manager on-site

Appendix C: Procedure to follow when a patron refuses to leave after exhibiting symptoms

- Follow "procedure to follow when a patron is exhibiting symptoms" before approaching the patron
- If the patron refuses to go to the isolation room allow them to leave the facility immediately and have operators staff sanitize touch points in areas they visited.
- If they still refuse to leave please advise them that you will be contacting By-law or the non-emergency police number as they are now trespassing.
- If the patron is currently participating in a program, and they refuse to go to the isolation room allow them to leave the facility immediately and have operations staff sanitize touch points in areas they visited.
 - Offer them a refund for the class they will be missing
 - If the patron still refuses to leave advise them that you will be cancelling the program as we cannot continue to offer a service if there are concerns over the health of our participants.
 - If they still refuse to leave please advise them that you will be contacting the non-emergency police number as they are now trespassing.

Appendix D: How to handle a person refusing to physical distance

In the effort to ensure the safety and well-being of all staff and visitors to town facilities, we need to assume individual accountability and responsibility in playing a role in ensuring guidelines and protocols are adhered to.

Procedure to follow when a patron refuses to physical distance (at least two meters or six feet)

- Before you approach the patron ensure you are wearing the correct PPE and continue to physical distance.
- If needed, alert your full-time staff on-site to provide support to the conversation.
- Identify yourself to the patron and explain the reason for the conversation.
- Educate person refusing to physical distance by explaining that the goal is to decrease the risk of infecting others by following physical distancing guidelines.
- If the patron refuses to physical distance, ask them to leave the facility immediately and have operators staff sanitize touch points in areas they visited.
- If they still refuse to leave, advise them that you will be contacting the police as they are now trespassing.
- Offer them a refund for the class they will be missing.
- Document the incident on an incident report form

Appendix E: Facility Signage Requirements

All facility signage templates can be found on [Portico](#).

Lobby/Entrance	<ul style="list-style-type: none"> Welcome instructions Visitor Screening Staff Screening What's closed/open Enter Exit Line up Drop off area Wait for staff Masks Mask by-law How to use hand sanitizer
Washrooms/Change rooms	<ul style="list-style-type: none"> General Provincial Signs Handwashing
Staff Rooms	<ul style="list-style-type: none"> How to use hand sanitizer Putting on/taking off PPE General Provincial Signs
Pool	<ul style="list-style-type: none"> Pools
Meeting Rooms	<ul style="list-style-type: none"> Max Room capacity General Provincial Signs How to use hand sanitizer
Throughout the facility	<ul style="list-style-type: none"> Floor Decals Wayward arrows Distancing Wait Signs High touch areas Closed No entrance – staff only Seat Restrictions Masks Mask by-law Close Contact How to use hand sanitizer