



**REOPENING PLAYBOOK**  
**Updated October 26, 2020**



## **Tri-County Sports Complex** **Reopening Game Plan**

### **OVERVIEW**

*Tri-County Sports Complex (TCSC) is a private indoor sports rental facility. We are not a gym, an arena, a stadium, a training facility, or any other type of business as defined in the NY State reopening guidelines. Because we don't fall into any of the defined business categories, we have interpreted and implemented what we believe are best practices for both TCSC and our customers. Customers rent courts or turf and conduct their activities in accordance with their understanding of NY State restrictions. TCSC is not responsible for how these activities are conducted, although we define basic expectations in our "Athlete / Guest Expectations" poster.*

*TCSC completed the following NY Forward Business Safety Plan Application, a template provided by NY State. Our plan was reviewed favorably by the Wayne County Department of Health; no one at the state or Finger Lakes Region levels was willing to review it. We instituted protocols and policies that align with all NY State guidelines, including social distancing, PPE, temperature screening, restricted occupancy, hand sanitizing, etc. We enhanced our cleaning procedures to align with CDC guidelines. We invested in air handling upgrades to improve air quality and circulation in our facility, and we converted our drinking fountain to a bottle refilling station. We have increased staffing to support COVID requirements. We have not yet reopened our concessions.*

*TCSC is focused on providing a safe facility for our athletes and customers. We operating to the best of our ability under the guidelines defined by NY State.*

*The following reopening game plan is based upon the NY State Department of Health "NY Forward Safety Plan" Guidelines. It addresses the four areas of focus as defined by NY State, including People, Places, Process, and Other / General.*



## PEOPLE Guidelines

**Physical Distancing.** *To ensure employees comply with physical distancing requirements, you agree that you will do the following:*

- *Ensure 6 ft. distance between personnel unless safety or core function of the work activity requires a shorter distance. Any time personnel are less than 6 ft. apart from one another, personnel must wear acceptable face coverings.*
- *Tightly confined spaces will be occupied by only one individual at a time unless all occupants are wearing face coverings. If occupied by more than one person, will keep occupancy under 50% of maximum capacity.*
- *Post social distancing markers using tape or signs that denote 6 ft. of spacing in commonly used and other applicable areas on the site (e.g. clock in/out stations, health screening stations)*
- *Limit in-person gatherings as much as possible and use tele- or videoconferencing whenever possible. Essential in-person gatherings (e.g. meetings) should be held in open, well-ventilated spaces with appropriate social distancing among participants.*
- *Establish designated areas for pick-ups and deliveries, limiting contact to the extent possible.*
- *List common situations that may not allow for 6 ft. of distance between individuals. What measures will you implement to ensure the safety of your employees in such situations?*

### **TCSC RESPONSE & ACTIONS:**

- One-way entry / exit and screening stations have been established.
- All employees are required to wear masks when interacting with customers and visitors.
- Hand sanitizing stations have been set up throughout the facility.
- Floor decals illustrate social distancing.
- Signage throughout the facility defines Athlete and Guest Expectations.
- Spectator / visitor tables and chairs have been removed.
- Bleachers are now upright, unable to be used.

**How you will manage engagement with customers and visitors on these requirements?**

### **TCSC RESPONSE & ACTIONS:**

- Athlete / Guest expectations are posted at the entrance.
  - Expectations are that all visitors will wear masks, be screened for body temperature, maintain social distancing, and follow hand sanitizing / washing guidelines.
  - A plexiglass shield is installed at the main entrance desk.
- Our general guideline is that only athletes and coaches are allowed to enter.
- We encourage "drop-off" only and discourage parents and spectators from entering.
  - Spectators are not permitted unless approved in advance by TCSC management
- Our concessions area remains closed, and enhanced vending options are now available.

**How you will manage industry-specific physical social distancing (e.g., shift changes, lunch breaks) (as applicable)?**

### **TCSC RESPONSE & ACTIONS:**

- We have fewer than 10 employees in a 60,000-square-foot facility. Key managers have private offices, and other employees are spaced well apart from each other.
- We reduced our facility occupancy by more than 50%, from 520 to 250 people.



## PLACES Guidelines

**Protective Equipment. To ensure employees comply with protective equipment requirements, you agree that you will do the following:**

- Employers must provide employees with an acceptable face covering at no-cost to the employee and have an adequate supply of coverings in case of replacement.
- What quantity of face coverings and any other PPE will you need to procure to ensure that you always have a sufficient supply on hand for employees and visitors? How will you procure these supplies?

### **TCSC RESPONSE & ACTIONS:**

- Each employee has been supplied with two cloth reusable face masks.
- We also have over 100 cloth reusable masks for sale to visitors in the event they forgot theirs. These extras are also available should an employee forget their mask.
- Disposable face masks are also available.
- Disposable gloves are available to all employees to use when sanitizing and cleaning.
- Face coverings must be cleaned or replaced after use or when damaged or soiled, may not be shared, and should be properly stored or discarded.

**What policy will you implement to ensure that PPE is appropriately cleaned, stored, and/or discarded?**

### **TCSC RESPONSE & ACTIONS:**

- It is expected that staff will clean and maintain their cloth face masks at least weekly. If disposable masks are used, they are disposed at the end of each day.

**Limit the sharing of objects and discourage touching of shared surfaces; or, when in contact with shared objects or frequently touched areas, wear gloves (trade-appropriate or medical); or sanitize or wash hands before and after contact.**

### **TCSC RESPONSE & ACTIONS:**

- Computers, workstations, tablets, telephones, and credit processing tools may be shared by employees.
- Employees are required to sanitize all of these at the end of their shift.
- Hand sanitizer is available at each shared workstation.
- All clients are required to sanitize their sports balls before and during use of TCSC.

**Hygiene and Cleaning. To ensure employees comply with hygiene and cleaning requirements, you agree that you will do the following:**

- Adhere to hygiene and sanitation requirements from the Centers for Disease Control and Prevention (CDC) and Department of Health (DOH) and maintain cleaning logs on site that document date, time, and scope of cleaning.
- Who will be responsible for maintaining a cleaning log? Where will the log be kept?

### **TCSC RESPONSE & ACTIONS:**

- The cleaning log is maintained by whomever is performing these duties. Logs are turned in to the General Manager and are filed in his/her office.



***Provide and maintain hand hygiene stations for personnel, including handwashing with soap, water, and paper towels, or an alcohol-based hand sanitizer containing 60% or more alcohol for areas where handwashing is not feasible.***

- *Where in the work location will you provide employees with access to the appropriate hand hygiene and/or sanitizing products and how will you promote good hand hygiene?*

**TCSC RESPONSE & ACTIONS:**

- Restrooms are supplied with hand soap and touch-free disposable towel dispensers. Hand sanitizer is available throughout the facility.
- We maintain an inventory of all cleaning and sanitizing supplies by utilizing CINTAS, a supplier who monitors and replenishes all supplies.

***Conduct regular cleaning and disinfection at least after every shift, daily, or more frequently as needed, and frequent cleaning and disinfection of shared objects (e.g. tools, machinery) and surfaces, as well as high transit areas, such as restrooms and common areas, must be completed.***

- *What policies will you implement to ensure regular cleaning and disinfection of your worksite and any shared objects or materials, using products identified as effective against COVID-19?*

**TCSC RESPONSE & ACTIONS:**

- All high-tough surfaces are cleaned often, throughout the day. This includes push doors, doorknobs, handles, sinks, faucets, toilet seats, tabletops, workstations, and other horizontal surfaces.
- All sessions are scheduled with down-time in between, to allow for interim cleaning / sanitizing.
- All cleaning and disinfecting supplies meet CDC guidelines and have been identified as effective against COVID-19.

***Communication. To ensure the business and its employees comply with communication requirements, you agree that you will do the following:***

- *Post signage throughout the site to remind personnel to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfecting protocols.*
- *Establish a communication plan for employees, visitors, and customers with a consistent means to provide updated information.*
- *Maintain a continuous log of every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means; excluding customers, who may be encouraged to provide contact information to be logged but are not mandated to do so.*

**TCSC RESPONSE & ACTIONS:**

- Our mask policy states that everyone is required to wear protective face masks, covering their mouths and noses, when entering or exiting TCSC, and within TCSC at all times, except while participating in turf or court activities, when physical distancing can be maintained. When participating in such activities, players must keep face coverings in their pockets or around their necks, so they can be deployed when needed.
- There is signage throughout the facility reminding people to wear PPE, wash hands, and to practice “Touchless Sportsmanship.”



***Which employee(s) will be in charge of maintaining a log of each person that enters the site (excluding customers and deliveries that are performed with appropriate PPE or through contactless means), and where will the log be kept?***

**TCSC RESPONSE & ACTIONS:**

- There is signage throughout the facility reminding people to wear PPE, wash hands, and to practice “Touchless Sportsmanship.”
- All employees are required to clock in and out using the Paychex Flex software. This is an electronic log that is part of our payroll system.

***If a worker tests positive for COVID-19, employer must immediately notify state and local health departments and cooperate with contact tracing efforts, including notification of potential contacts, such as workers or visitors who had close contact with the individual, while maintaining confidentiality required by state and federal law and regulations.***

***If a worker tests positive for COVID-19, which employee(s) will be responsible for notifying state and local health departments?***

**TCSC RESPONSE & ACTIONS:**

- Such notification will be made by the General Manager or the Owner.

**PROCESS Guidelines**

***Screening. To ensure the business and its employees comply with protective equipment requirements, you agree that you will do the following:***

- Implement mandatory health screening assessment (e.g. questionnaire, temperature check) before employees begin work each day and for essential visitors, asking about:*
  - COVID-19 symptoms in past 14 days,*
  - positive COVID-19 test in past 14 days, and/or*
  - close contact with confirmed or suspected COVID-19 case in past 14 days.*
- Assessment responses must be reviewed every day and such review must be documented.*

***What type(s) of daily health and screening practices will you implement? Will the screening be done before employee gets to work or on site? Who will be responsible for performing them, and how will those individuals be trained?***

**TCSC RESPONSE & ACTIONS:**

- Each day, before starting work, all employees must have their temperatures checked and answer the COVID screening questions
- Any employee with a fever greater than 99 degrees F or who answers positive to any screening question will be sent home and will be required to be tested for COVID-19.
- This log is reviewed daily for the General Manager and is filed in his/her office.



***If screening onsite, how much PPE will be required for the responsible parties carrying out the screening practices? How will you supply this PPE?***

**TCSC RESPONSE & ACTIONS:**

- We purchased two instant infrared digital thermometers used for temperature screening at the main entrance.
- People doing the screening must wear masks.
- Disposable gloves are available on-site.
- Inventories are maintained so as to ensure continuous supply.

***Contact tracing and disinfection of contaminated areas. To ensure the business and its employees comply with contact tracing and disinfection requirements, you agree that you will do the following:***

- *Have a plan for cleaning, disinfection, and contact tracing in the event of a positive case.*
- *In the case of an employee testing positive for COVID-19, how will you clean the applicable contaminated areas?*
- *What products identified as effective against COVID-19 will you need and how will you acquire them?*

**TCSC RESPONSE & ACTIONS:**

- In the event an employee tests positive for COVID-19, they will be sent home immediately until they are cleared by a medical professional.
- Any areas and/or surfaces / equipment that the employee has come in contact with will be cleaned and sanitized per CDC guidelines, using compliant products.
- Compliant products include Bona Power Plus Anti-Bacterial Hard Surface Floor Cleaner, Clorox Germicidal Bleach, and Sodium Hypochlorite (bleach).

***In the case of an employee testing positive for COVID-19, how will you trace close contacts in the workplace? How will you inform close contacts that they may have been exposed to COVID-19?***

**TCSC RESPONSE & ACTIONS:**

- If an employee tests positive for COVID-19, close contact workplace tracing will be performed through the use of Paychex Flex attendance tracking. We will know what other employees were onsite while the infected employee was onsite.
- Notification of close contacts will be done using guidance and with the support of the Wayne County Department of Health.



## OTHER DETAILS

***Additional details about TCSC's Safety Plan. Include anything to address specific industry guidance.***

### **TCSC RESPONSE & ACTIONS:**

- Facility Air Handling Improvements. We engaged an engineering firm to recommend improvements to our facility's air handling systems. We added two high-CFM exhaust fans improve air flow, air turnover, and reduce humidity.
- "Big Ass" ceiling fans are operating at 100% speed, ensuring high-level air circulation and turnover.
- We increased the number of floor fans to improve low-level air circulation.
- We purchased a Redexim Verti-Top turf groomer and brush to comb and screen the artificial turf.
- Water fountains have been turned off and have been converted to water-bottle filling station.
- We installed a plexiglass barrier at the front reception desk.
- We have closed our video arcade and returned the pinball / video games to the vendor.
- We have closed our concessions stand until further notice.
- We have engaged with professional organizations and industry peers (USIndoor, VisitRochester, YMCA of Greater Rochester, PLAY Sports Coalition, Athletic Business, NFIB, Paychex, and USI Insurance) to educate ourselves and determine best practices to implement.
- We are working with coaches to define and establish socially distant drill and practice routines.
- We have increased our staffing to support all of these initiatives and monitor any in-house activities.
- We have defined Athlete and Guest Expectations and have a zero tolerance for anyone violating these expectations.
- We encourage cashless transactions (credit / debit cards, Venmo, etc.)