

**City of Missoula**  
**Parks and Recreation**  
**Coronavirus (SARS-CoV-2)**  
**COVID-19**  
**Best Practices Manual**

Ver. 06-01-2020



**COVID-19 is an emerging, rapidly evolving situation.**

**“COVID-19 Best Practices” for Missoula Parks and Recreation is intended to provide employees with guidance and current best practices to protect ourselves and our customers while working during the COVID-19 pandemic.**

**Safety is always the first priority while working at Missoula Parks and Recreation. Your personal safety is our number one concern, followed by the safety of the general public and participants. It is imperative that you keep yourself well informed by using the provided websites and this manual**

**Due to the ever-changing research, phases of shut down, and best practices this manual will be periodically updated.**

## Table of Contents

<b>Introduction .....</b>	<b>4</b>
<b>COVID Related Employee Requirements .....</b>	<b>5</b>
<b>A. Pre-Work Personal Safety.....</b>	<b>5</b>
<b>B. At Work Personal Safety .....</b>	<b>5-6</b>
<b>Procedures for Illness and/or Actual or Possible Exposure to COVID.....</b>	<b>8</b>
<b>A. Employee becomes ill during the workday.....</b>	<b>8</b>
<b>B. If an Employee becomes ill and tests NEGATIVE for COVID.....</b>	<b>8</b>
<b>C. If an Employee Tests Positive for COVID .....</b>	<b>9</b>
<b>D. If an employee has had contact with someone who tested positive for COVID..</b>	<b>10</b>
<b>Employee Assistance Program .....</b>	<b>11</b>
<b>COVID-19 Informational Links.....</b>	<b>12</b>
<b>Appendix A.....</b>	<b>13</b>
<b>Appendix B.....</b>	<b>14-19</b>
<b>Operations Addendum.....</b>	<b>20-30</b>
<b>Recreation Addendum.....</b>	<b>31-36</b>
<b>Customer Service Addendum.....</b>	<b>37-39</b>
<b>Aquatics Addendum.....</b>	<b>40-48</b>

## I. Introduction

### A. What is COVID-19:

**COVID-19** is a new strain of coronavirus that has not been previously identified in humans. The COVID-19 is the cause of an outbreak of respiratory illness first detected in Wuhan, Hubei province, China.

**1. Effects on Humans:** the pathogen affects the lungs, heart, kidneys. It affects the nervous system, destroying taste and smell and occasionally reaching the brain. It creates deadly blood clots, inflames blood vessels throughout the body. It can begin with a few symptoms or none at all. 35% of positive cases do not show any signs or symptoms.

**2. Signs and Symptoms:** can appear from 2-14 days. Some infected are asymptomatic. Symptoms can include but are not limited to:

- Cough
- Shortness of breath or difficulty breathing
- Fever of 100.4 F or above
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell
- Nausea
- Vomiting
- Diarrhea

### **3. Life Span of COVID-19:**

- Aerosolized (exhaling) coronavirus could remain in the air for up to three hours
- Will last four hours on copper
- Will last 3-12 hours on clothing
- Will last 24 hours on cardboard surfaces
- Will last three days on plastic and stainless steel

## **II. COVID Related Employee Requirements**

### **A. Pre-Work Personal Safety:**

1. All employees must complete Missoula Parks and Recreation Department COVID Best Practices training AND area specific training based on employment role. Area specific trainings include but are not limited to Recreation Program, FMRP, Operations, Aquatics, and Business Finance Team.
2. Until June 01, 2020, if traveling from out of state, you must quarantine for 14 days before returning to work .
3. Before arriving at work, all employees must perform the City of Missoula Health Self-Assessment daily \*Appendix A. This is a self-guided assessment that does not need to be turned in, but must be completed.
4. Any person who is experiencing symptoms of COVID that are not seasonal allergy related, as defined by the CDC, are not allowed to work. Follow established call-out procedures.

### **B. At Work Personal Safety:**

Before approaching any project, conduct a "tailgate" safety session to identify roles, how distancing will be maintained and to identify other possible safety issues/concerns.

#### **1. Hand Washing**

- All employees must wash hands frequently.
- Handwashing must be done with soap and water for at least 20 seconds. Dry hands until no longer wet. This is especially after being in a public place, sneezing/coughing, restroom use, eating, after touching another person or a shared surface.
- When hand washing is not possible, hand sanitizer that contains at least 60% alcohol should be used. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, mouth, and face.

#### **2. Personal Protective Equipment (PPE)**

Report any breach of PPE to your supervisor.

##### **A. Face Masks**

- Soft or Cloth Face Masks (Bufs, Neck Gaiters) MUST be on your person or readily available at ALL times. They must be worn anytime you are within 6' of anyone.
- Employees will be issued two soft face masks.

- The buffs should be worn doubled (Folded in half) and then be pulled over your mouth and nose.
- The facemask should be removed, without touching the exposed surfaces, and thoroughly cleaned (washed with hot water and soap or in a washing machine). Masks should be discarded if soiled beyond cleaning, damaged, or are hard to breathe through.
- Employees must keep their own buff or mask clean and washed.
- Employees may use their own facemask as long as it performs in the same capacity as issued ones.

Facemasks do NOT replace any of the CDC requirements for safety, sanitation, distancing, isolating or staying home when sick or with symptoms. Their primary benefit is to prevent a person who may be COVID + and asymptomatic from spreading the virus.

#### **B. Safety Glasses**

- Safety glasses should be worn anytime there is a chance/likelihood of another person coming closer than 6 feet in distance.
- Safety glasses shall be worn anytime cleaning, trash collection, or sanitizing will be conducted.

#### **C. Gloves**

- Gloves should be worn while disinfecting shared objects and cleaning and anytime sharing objects is a possibility.
- Employees will be provided with disinfectant solution bottles and rubber gloves at all times. If non-latex gloves are not available employees may use new paper towels to protect hands for a one-time use. Non-latex gloves and paper towels must be disposed of immediately after use.
- Care must be taken to not cross contaminate other areas or work spaces/surfaces when disposable gloves are utilized. Non-Latex gloves can be cleaned with hand sanitizer to extend use during a cleaning run.
- Gloves that become worn or visibly contaminated should be replaced.

### **3. Physical Distancing**

- Whenever possible employees must maintain at least 6 feet separation from each other and the public, including program participants. When 6 feet of physical distance cannot be maintained employees must wear soft face mask.
- Further distancing greater than 6 feet from the public should be practiced when on trails or inclined paths as those pose the likelihood of heavier more forceful exhalation of breathing from its users especially during such activities as steep climbs and high elevations.

- Keep your assigned work schedule and report only to locations assigned as you have been scheduled to promote reducing group sizes and crowding.
- Activities that cannot maintain a minimum 6-foot separation will be allowed with a Job Safety Analysis approved by a supervisor.

#### **4. Shared Spaces and Surfaces**

##### **A. Buildings, Offices, Storage Facilities**

- Non-office employees refrain from entering P&R buildings as much as possible. If something is needed from inside the building coordinate retrieval with your supervisor.
- A Porta-John has been placed outside of the Ops building with a hand washing station.
- Personal offices should support only one employee at a time.
- All communal spaces and commonly touched surfaces (especially doorknobs, light switches, tabletops) shall be wiped down with disinfectant solution prior to the start of work and periodically throughout the day.
- Do not congregate in breakrooms, conferences rooms, and other shared spaces. Breaks, snacks, and meals should be outdoors whenever possible.
- Only one person in closets, small spaces, and storage areas at a time.
- All interior doors should be propped open as long as it does not violate fire codes.

##### **B. Vehicles**

- Shared vehicles must always be sanitized before and after every use.
- Only two employees may share an assigned vehicle.
- Avoid ride sharing if at all possible.
- Nonessential travel shall be limited.
- Vehicles must be kept clean, trash free, and organized daily.
- If vehicle requires maintenance notify your supervisor of the problem.

Do not, for any reason, enter the vehicle maintenance facility.

##### **C. Fueling**

- If fuel is necessary at a public fueling station, dispensing nozzles should be sprayed with disinfectant solution prior to use. OR
- Employees will use a new paper towel wrapped around the fuel handle or rubber gloves to eliminate contact with skin while handling the nozzle.

##### **D. Tools, Equipment, and Supplies**

- Whenever possible tools, equipment, or supplies should be assigned to one person reducing or eliminating sharing between employees.

- Those tools, equipment, and supplies that are shared must be wiped down with disinfectant solution prior to use and at the end of every shift. This may include, but is not limited to, computer equipment, vehicles, keys, telephones, chairs etc.

### **III. Procedures for Illness and/or Actual or Possible Exposure to COVID**

#### **NOTE: See Also Appendix A**

Prompt identification and isolation of potentially infectious individuals is a critical step in protecting workers, customers, visitors, and others at the worksite.

Supporting each other during COVID is vital to the health of the workplace. Maintaining professionalism if an employee or a member of their family tests positive for COVID is required. Harassment in any form in relation to a COVID positive case is in violation of the City of Missoula policies.

#### **A. If an Employee becomes ill during the workday:**

##### **1. Employee:**

- Immediately isolate from coworkers, participants, and the public. Put on a facemask. Notify supervisor.
- Do not enter any P&R buildings.
- Be prepared to report: any building you have entered, supplies, equipment, vehicles you have shared with another employee, other employees you have worked with, participants you have supervised or public you have come in contact with. Avoid contact with any persons until advised by your medical provider.
- Employees with symptoms who are concerned that their illness may be COVID-19 need to call one of the Missoula Focused Screening Centers or use one of the Providence online screening tools.

##### **2. Employer/ Supervisor:**

- Isolate employee, ask them to put on facemask.
- Send employee home and advise them to immediately be tested for COVID.
- They cannot return to work until the test comes back and they cleared by a doctor (seasonal allergies excluded from symptomology).
- Begin to gather information from employee to discuss any buildings they have entered, supplies, equipment, vehicles shared with another employee, other employees worked with, or participants they have supervised.
- City of Missoula COVID related policies are put into place as detailed in the **CITY OF MISSOULA HUMAN RESOURCE LEAVE POLICIES - RELATED TO COVID-19 PUBLIC HEALTH ISSUES \*appendix A**

## **B. If an Employee becomes ill and tests NEGATIVE for COVID:**

If employee is sick with COVID symptoms, tests negative for COVID – they must still have written documentation from a medical provider clearing them for work.

Employees will be able to return to work based on the advice of their health care provider.

## **C. If an Employee Tests Positive for COVID**

### **1. Employee:**

- You must stay at home until cleared by a doctor with documentation that you may return to work.
- City of Missoula COVID related policies are put into place as detailed in the CITY OF MISSOULA HUMAN RESOURCE LEAVE POLICIES - RELATED TO COVID-19 PUBLIC HEALTH ISSUES \*appendix B

### **2. Employer/Manager:**

- If an employee is confirmed to have COVID-19 infection, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). The employer should instruct fellow employees about how to proceed based on the CDC. When informing other employees that may have possibly been exposed use the following statement and method:  
*“Someone in our workplace has tested positive for Covid-19, and they have identified you as a close contact according to the CDC definition. We are here to support you. If you are at work, please prepare to leave as quickly as you can. Once you get home — or if you are already working from there — find a place to self-isolate, monitor yourself for any symptoms, and talk to your doctors. How can I/we support you in doing all this?”*
- Contact HR and the Missoula Health Department, inform them of the situation, and follow any additional guidance they provide.
- Consider sending home all employees who worked closely with the infected employee for a 14-day period of time to ensure the infection does not spread among other employees.
- Ask the infected employee to identify all individuals who worked in close proximity (six feet) with them in the previous 14 days to ensure you have a full list of those who should be sent home. When sending the employees home, do not identify by name the infected employee or you could risk a violation of confidentiality laws.

- Check on the employee potentially or actually affected by the coronavirus. Do your best to be supportive. Continue to help ease employees concerns and stress. Utilize EAP for assistance with coping with stress.

**D. If an employee has had contact with someone who tested positive for COVID**

- Must quarantine for 14 days after contact with ill person or until a negative COVID test is reported.
- Take the same precautions as mentioned above; treat the employee as if they actually have the virus until proven otherwise by medical personnel.

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## **EAP COVID-19 Mental Well Being**

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*We understand life is different and unpredictable right now. Things changed fast for all of us, and no one is quite sure when we will get back to normal. Many of us are experiencing isolation, anxiety, fear, stress, and family tensions, as well as financial problems.*

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IBH has set up a special site to support you and your family during the COVID-19 crisis through your Employee Assistance Plan

To access resources, go to: <https://ibhsolutions.com/resources/>

### **Short-Term Counseling**

*Some of us are struggling with the effects of COVID-19 on our lives, and many of us were already facing personal issues before the pandemic began. You have free access to short-term counseling, which can now be accessed by phone or video. EAP counseling can help with fear, stress, grief, relationship, and other personal issues.*

### **Personal Technology**

*When you call the EAP for support, a clinician will guide you to appropriate resources for your needs, which may include online peer support groups, an AI chatbot for 24/7 support and tips, or other helpful resources for solving problems and staying resilient.*

### **Life-Balance Resources**

*We realize many people are facing increased financial challenges right now. You can call the EAP and request financial support and speak with a financial advisor who can help you navigate challenges and make plans to recover sooner.*

### **Wellbeing Website**

*Visit [ibhsolutions.com](https://ibhsolutions.com) and click the Members link to access the EAP wellbeing website. It includes thousands of current health, life-balance, and wellbeing articles, movies, and other resources to help you stay healthy and balanced at this time.*

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Contact the EAP: 866-750-137 or visit them online at [ibhsolutions.com](https://ibhsolutions.com).

### **Important Web Links Regarding COVID-19 Information:**

As an additional attempt to ensure that all our employees are provided access to the most up to date safety information and best practices, the Safety Coordinator along with each department lead for Parks and Recreation will check in daily with all pertinent COVID-19 leading agencies such as the Missoula Health Department, State and federal COVID-19 national authorities, OSHA, CDC, WHO, and our local COVID Incident Command Team. Your safety is our top priority!

1. City of Missoula Human Resource Dept.  
<https://www.ci.missoula.mt.us/325/Human-Resources>
2. Get the latest CDC public health information on coronavirus at [www.coronavirus.gov](http://www.coronavirus.gov).
3. Missoula County Health Dept. Emergency Preparedness Corona Virus:  
<https://www.missoulacounty.us/government/health/health-department/emergency-preparedness/coronavirus>
4. "Testing and Screening" Missoula County Health Dept.:  
<https://www.missoulacounty.us/government/health/health-department/emergency-preparedness/covid-19-testing-and-screening-resources>
5. OSHA CORONA Virus: <https://www.osha.gov/SLTC/covid-19/>
6. NRPA: COVID web site link: <https://www.nrpa.org/our-work/Three-Pillars/health-wellness/coronavirus-disease-2019/>
7. Governor's Coronavirus Task Force: <https://covid19.mt.gov/>

## **Appendix A**

### EMPLOYEE HEALTH SELF-ASSESSMENT REQUIREMENTS

Before reporting to a City work site each shift, every employee should self-monitor for the following potential COVID-19 symptoms:

- Fever
- Cough (sneezing and coughing directly related to seasonal allergies are excluded)
- Shortness of breath or difficulty breathing
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell
- Nausea or vomiting
- Diarrhea

Employees must stay home if they or a family member have any of these symptoms and notify their supervisor by phone, text, or email. Employees who arrive at work or become sick during the day with any of the symptoms will be sent home.

Employees should consult their health care provider and follow the appropriate steps on the Missoula City County Health Department “Testing and Screening Resources” web site at <https://www.missoulacounty.us/government/health/health-department/emergency-preparedness/covid19-testing-and-screening-resources>.

Employees will be able to return to work based on the advice of their health care provider.

This document should NOT be given to your supervisor; it is for your personal self-monitoring to help ensure your safety and the safety of others.

## **Appendix B**

### **LEAVE POLICIES RELATED TO COVID-19 Effective March 29, 2020 through December 31, 2020**

***(Revisions effective May 1, 2020)***

The following policies address employee leave specifically related to the COVID-19 public health issues.

#### **I. Paid COVID-19 Sick Leave**

##### **A. Eligibility**

Every City of Missoula employee, regardless of date of hire, number of hours worked and employee status (i.e. seasonal, intermittent, regular, temporary) is eligible for two weeks (maximum 80 hours for full-time employee) paid sick leave to be used under the following circumstances, provided the employee is unable to work. *(This COVID-19 Sick Leave is in addition to current sick leave benefits provided by the City.)*

##### **B. Qualifying Circumstances**

Employees may use COVID-19 Sick Leave if at least one of the following conditions exists:

- 1) The employee has a current diagnosis of COVID–19;
- 2) The employee has been directed by a health care provider or governmental order to remain under quarantine, self-quarantine, or isolation in order to prevent the spread of COVID–19;
- 3) The employee is engaged in caregiving for an individual who has a current diagnosis of COVID–19 or is under quarantine as described in (b) above;
- 4) The employee is caring for a child (under 18 years of age) whose school or childcare provider is closed or unavailable for reasons related to COVID-19 precautions.
- 5) The employee is experiencing symptoms of COVID–19 and is seeking a medical diagnosis.

##### **C. Calculation of Pay**

An employee regularly scheduled to work forty (40) hours per week shall receive their regular base wage for the hours they are absent (e.g., 8-hour or 10-hour workday).

Part-time employees with a regular schedule shall receive pro-rated pay for the hours they are absent based on their regularly scheduled workweek. The maximum hours for which they are eligible shall be pro-rated based on their regular schedule (e.g., scheduled to work 20 hours per week = maximum 40 hours).

Available time for employees with varying schedules from week to week shall be calculated as follows: The number of hours equal to the average number of hours the employee was scheduled per day over the prior six-month period ending on the date on which the employee takes the paid sick leave. If the employee did not work over such period (e.g., seasonal employees), the calculation is determined by the number of regularly scheduled work hours per day based on communication at the time the employee was hired.

All wages shall be based on the employee's regular base rate of pay.

#### D. Documentation and Notice

Employees wanting to use COVID-19 Paid Sick Leave are required to complete the "Request to Use COVID-19 Sick Leave" and submit a copy to Human Resources and their supervisor.

Where leave is foreseeable, an employee should provide notice of leave to the supervisor as soon as is practicable. An employee should notify the supervisor prior to the employee's return to work.

No additional documentation, medical or otherwise, is required.

#### E. Special Provisions

- 1) The COVID-19 Sick Leave will be recorded and maintained separately from the employee's regular accrued sick leave. The COVID-19 Sick Leave will not be carried forward after expiration of this policy.
- 2) The COVID-19 Sick Leave may not be donated to another employee.
- 3) The COVID-19 Sick Leave shall be used prior to other accrued and/or donated leaves in qualifying circumstances.
- 4) Leave taken in accordance with Section I.B.4 above (i.e. childcare), may be taken intermittently. Leave shall be continuous for all other qualifying reasons noted above unless a medical provider releases an employee for return to work prior to exhausting the entire two weeks of leave.

## II. COVID-19 Additional Paid Leave

All employees are eligible for up to an additional thirty (30) working days of paid leave after exhausting the two weeks of COVID-19 Sick Leave if conditions described in Sections I.B. 1-3, 5 above exist and employee is unable to work.

The additional thirty (30) days may not be used for situations described in Sections I.B.4 above. An employee's pay shall be calculated in accordance with I.C. above.

## III. COVID-19 Extended Family Medical Leave

### A. Eligibility

Every City of Missoula employee; regardless of date of hire, number of hours worked and employee status (i.e. seasonal, intermittent, regular, temporary), is eligible for twelve (12) weeks of Family Medical Leave if the employee is caring for a child whose school or place of care is closed (or child care provider is unavailable) for reasons related to COVID-19 and the employee is unable to work.

IMPORTANT NOTE: "COVID-19 Family Medical Leave" taken by an employee is included in calculating the maximum 12 weeks in a 12-month period Family and Medical Leave maximum under existing City Human Resources policy. If an employee has taken regular FMLA within the immediately prior 12-month period, available COVID-19 Family Medical will be reduced accordingly.

### B. Pay Conditions

- 1) The employee shall elect one of the following for the first two weeks of such leave:
  - a) Paid COVID-19 Sick Leave as defined in Section I above
  - b) Leave without pay
  - c) Use of employee's accrued regular sick, annual vacation, or compensatory time leave.
- 2) The remaining ten (10) weeks of leave shall be paid. The employee shall not be required to use other accrued leave time.

### C. Calculation of Pay

A full-time employee is eligible for up to ten (10) weeks of paid COVID-19 Family Medical Leave at forty (40) hours a week. A part-time employee is eligible for leave

based on the number of hours the employee would normally be scheduled to work a week.

Available time for employees with varying schedules from week to week will be calculated as follows: The number of hours equal to the average number of hours the employee was scheduled per day over the prior six-month period ending on the date on which the employee takes the paid sick leave. If the employee did not work over such period (e.g., seasonal employees), the calculation is determined by the number of regularly scheduled work hours per day based on communication at the time the employee was hired.

All wages will be based on the employee's regular base rate of pay.

#### D. Documentation and Notice

Employees wanting to use COVID-19 Family Medical Leave as defined in this policy shall complete the "Request to Use COVID-19 Family Medical Leave" and submit a copy to Human Resources and their supervisor.

If the employee elects to use COVID-19 Sick Leave for the first two weeks of such leave, the appropriate form shall also be completed and submitted to Human Resources and the employee's supervisor.

Where leave is foreseeable, an employee should provide notice of leave to the supervisor as soon as is practicable. An employee should notify the supervisor prior to the employee's return to work.

No additional documentation is required.

#### E. Special Provisions

1) The COVID-19 Family Medical Leave will be recorded and maintained separately from other paid leaves.

2) COVID-19 Family Medical Leave taken in accordance with this policy may be taken intermittently.

#### IV. Other Absences from Work

Employees who wish to be absent from work and who are unable to work remotely, but do not meet the circumstances described in Section I.B. 1-5 above or Section VI.B. must use their sick or annual leave accruals per the City's existing policies and procedures. Donated leave may be requested by an employee in accordance with standard City

policy set forth in the Human Resources Policy Manual and/or applicable collective bargaining agreements.

#### V. Donated Leave for COVID-19 Issues

##### A. Eligibility to Receive

All employees who accrue sick and annual leave are eligible to request donated leave. The 90-day qualifying period for use of sick leave and six-month qualifying period for use of annual leave is suspended.

Employees who have fewer than 40 hours of sick leave and 40 hours of annual leave (or less than an aggregate of 80 hours) may request donated leave from the COVID-19 Donated Leave Pool. Hours are pro-rated for part-time employees.

The number of hours an employee may receive depend on available hours in the pool.

##### B. Eligibility to Donate

Employees may donate an unlimited number of hours to the COVID-19 Donated Leave Pool, provided they maintain a minimum balance of 40 hours sick leave and 40 hours annual leave after the donation. The hours donated will not be removed from the employee's leave balance until the hours are provided to another employee.

#### VI. Public Health Safety Paid Administrative Leave

Public Health Safety Paid Administrative Leave is available to employees under the following circumstances. Employees are classified in one of two categories: 1) Emergency, as designated by their department head and defined in the COB, or 2) Non-essential/Essential.

A) Emergency personnel are ineligible for Public Health Safety Paid Administrative Leave. Emergency personnel are expected to report for work unless the employee meets the eligibility criteria for Paid COVID-19 Sick Leave, COVID-19 Additional Paid Leave, COVID- 19 Extended Family Leave, or standard sick leave policy provisions and have submitted appropriate paperwork to their supervisor and Human Resources.

B) Employees whose work is identified as Essential or Non-essential may be placed on Public Health Safety Paid Administrative Leave by their department head if the employee is unable to perform their regular duties for one of the following reasons:

- Job duties cannot be performed remotely (e.g., equipment operator, maintenance worker, etc.) and employee is unable to perform normal job duties because the department head has determined that those duties cannot be performed in a safe manner.
- Employee who has self-identified as high risk, per CDC guidelines, and is unable to perform work remotely.
- Employee is required by the City to self-quarantine due to circumstances not defined in I.B.1,2,3,5 above.

Public Health Safety Paid Administrative Leave may be paid on an intermittent basis or for all hours the employee is scheduled to work.

## **Operations Addendum**

### **I. Administration Activities Inside Operations Building:**

1. Employees shall complete the Employee Health Self-Assessment prior to reporting to work each shift. If any of the symptoms on the checklist apply, the employee shall not report to work and shall contact their supervisor immediately.
2. Non-office employees are to stay out of P&R buildings to include Currents as much as possible. If you need anything from inside the building, coordinate that with your supervisor before entering or try calling someone that is already inside of the building to bring out what you need.
3. To prevent the need to enter the operations building, we have placed one Porta-John outside of the Ops building with one hand washing station. Employees should utilize disinfectant spray on toilet seats and access handles before and after use. Hands are to be washed immediately after you are finished.
4. Personal offices should support only one employee.
5. All communal spaces and commonly touched surfaces (especially doorknobs, light switches, tabletops) shall be wiped down with disinfectant solution prior to the start of work and periodically throughout the day. Follow CDC recommendations on types of soaps/disinfectants to use.
6. The breakrooms or common areas shall not be used to congregate. The number of people in the breakroom/common area shall be limited to allow for 6' separation. Employees should take lunch and breaks at their desks or outside whenever possible.
7. Only one person in closets, small spaces, and storage areas at a time.
8. If you must enter the Ops building, you must first wash your hands at the exterior wash stations located outside the building. Then you are to use non-latex gloves or a clean single use paper towel to prevent direct skin contact with the door latches. When you enter the building there is hand sanitizer located at every entry door to use. You can also wash hands after entering.
9. All interior doors should be propped open as long as it does not violate fire codes.
10. Office personnel should not share office supplies such as staplers, pens, staple removers, hole puncher, etc.

11. Shared equipment such as the lamination machine, copier/fax should be wiped down with a clean paper towel and disinfectant spray before and after every use.
12. To place orders for signs etc., send front office needs request by email or cell phone.
13. All visitors, guests, contractors, must wear a facemask when entering a P&R facility and/or office or meeting room. They must provide a contact number in case of tracing.
14. All Visitors shall sign in with a name and contact number in case of tracing.
15. In high volume customer areas, keyboards and mice that are used by multiple shifts should be covered with plastic wrap (i.e. Saran Wrap) for each person. On coming and off going users are responsible for cleaning and disinfecting work areas.
16. Credit card readers will be re-positioned to allow for direct use by public, rather than requiring staff to scan/input information.
17. Hand sanitizing stations will be positioned at each entry and exit location so that members can utilize before and after contacting common use surfaces.

## **II. Distancing, Schedules, and Shifts:**

1. Activities that cannot maintain a minimum 6-foot separation will be allowed with a Job Safety Analysis approved by a supervisor. Appendix D.
2. Unless you are assigned to a specific office, you may not enter that office. Utilize your phone to contact the employee that works from that office.
3. Employees shall not congregate at convenience stores, grocery stores, or any public owned business for breaks or lunch. Breaks and lunches will be taken at job sites with appropriate 6' physical separation (outside) or inside assigned equipment ONLY. Employees should bring lunch or may visit food vendors with curbside/pick up service or drive-up facilities only. Appropriate precautions such as physical distancing and hand washing/sanitizing should be taken when stopping at public facilities for rest rooms or other essential needs.
4. Daily job assignments will be posted on the exterior of the building when practical. Employees will review daily job posting in groups that are no greater than five employees while maintaining 6 feet of clear space between each other.
5. Supervisors will provide job assignments by cell phone whenever possible.
6. Management staff will coordinate with employees reviewing job assignments and needing access to inside of the building.

17. Your manager will debrief you on any new protocols as policies and guidelines change.

## **General Cleaning and Disinfecting Protocols for P&R Operations**

**Rev.05-25-2020**

### **I. PPE for Cleaning Staff:**

Always refer to the Safety Data Sheet of the product being used to obtain PPE requirements.

1. Cleaning staff should wear eye protection, disposable gloves, cloth facemask, and jump suits or Tyveks for all tasks in the enhanced cleaning process, including handling trash. (Rain gear may be used instead of Tyveks or jump suits).
2. Cleaning staff should immediately report breaches in PPE (e.g., tear in gloves) or any potential exposures to their supervisor.

### **II. Vehicles, Tools, and Equipment:**

**Ensure your vehicle has plenty of supplies for the week. Ensure you have hand soap and a 2.5-gallon jug of rinse water so you can wash your hands at your vehicle instead of searching for a sink. It is highly recommended to utilize soap and water over hand sanitizer.**

1. Tools, equipment, or supplies requiring shared use shall be wiped down with disinfectant solution prior to use and at the end of every shift. This may include, but is not limited to, computer equipment, vehicles, keys, telephones, chairs, etc..
2. Vehicles that are not assigned to one employee must always be sanitized before and after every shift or when an employee is done with using the vehicle.  
  
Only two employees may share a vehicle. One operator at a time per vehicle only. Nonessential travel shall be limited. Only exception being when absolutely necessary to share a vehicle for the express purpose of ferrying equipment from or to job sites and shop. The inside of vehicle shall be wiped down/disinfected before and after use, and as necessary throughout the day.
3. You must completely sanitize all tools, vehicles, heavy equipment and work spaces you use at the beginning and end of each of your shifts. Lightly spray work gloves with Bleach solution each evening before leaving work and allow gloves to air dry overnight. **Do not bring soiled gloves into an indoor facility, especially one that is staffed.**

4. Keep assigned vehicle clean at all times. Ensure all trash is removed every day. Keep vehicle organized every day. Take assigned vehicle keys home with you. Lock vehicle every night. Stock assigned vehicles with supplies including your personal belongings from your locker to minimize entry into shop.
5. If your assigned vehicle requires maintenance, first notify your supervisor of the problem and he or she will then send an email in the proper format to GT, all MT's, and Scott @ vehicle maintenance describing in detail the problem to be fixed. Vehicle Maintenance will then let us know when to drop off the vehicle. Leave the keys in the above driver side sun visor or under the driver's seat. Do not for any reason enter the maintenance facility at any time!! Do not drive vehicles inside of the maintenance building.
6. Employees will be provided with disinfectant solution bottles and rubber gloves at all times. If non-latex gloves are not available employees may use new paper towels to protect hands for a one-time use. Non-latex gloves and paper towels must be disposed of immediately after use.
7. When finished, use caution removing your gloves and avoid potential cross contamination. Wash hands immediately after removing gloves. Clean your shoes with disinfectant.

### **III. Trash Pick Up and Disposal:**

1. Although there has not been an official requirement from the CDC and OSHA in regards to what PPE should be utilized when collecting trash from parks during the COVID event, Missoula P&R will take the above and beyond steps to make sure our employees are safe.
2. All employees engaging in trash removal from facilities, parks, and/or trails shall wear at all times at a minimum the following items:
  - Eye protection
  - Non-Latex gloves
  - Work gloves worn over your latex gloves
  - Soft facemask
  - Provided jump suit or Tyvek suit (Parks employees only)
3. Employees will ensure they pre-treat the trash can by spraying down the exterior of the trash receptacle especially the lid and handle with a bleach disinfectant solution. Allow the bleach to sit for at least 60 seconds. Open lid and then spray the top of the trash, let sit for 60 seconds and then remove the trash bag and replace.
4. If employees come in contact with any materials inside of the trash can, ensure that you wash your hands as soon as possible.

5. Employees are to carry a full set of replacement clothing to keep in their work vehicle in case the clothing they are wearing becomes contaminated. Employees shall place contaminated clothing into a trash bag and bring home to be immediately laundered in the employee's washing machine. Clothing may be washed with other household clothing. Follow CDC guidelines for laundry.
6. When finished, use caution when removing your gloves and avoid potential cross contamination. Wash hands immediately after removing gloves. Clean your shoes with disinfectant.

#### **IV. Rest Room Cleaning Procedures:**

1. Wear all PPE as stated in Trash Pick Up above.
2. Ensure that the public is prevented from entering the restroom while you are cleaning it. Consider using cones to block doorway.
3. Prepare a bleach solution by adding 5 tablespoons (1/3 cup) bleach to 1 gallon of water or 4 teaspoons of bleach per 1 quart of water.
4. Cleaning of visibly dirty surfaces first followed by disinfection is a best practice measure for prevention of COVID-19 and other viral respiratory illnesses in community settings.
5. Remove trash from restroom applying the same protocols as removing trash from parks.
6. Clean and disinfect all restroom surfaces at least daily, faucets, fixtures, door knobs, push plates, and switches. Disinfect toilet levers, paper dispensers, toilet privacy walls as least half way up, handicap rails, stall doors.  
  
Let disinfectant remain for at least 3 minutes before wiping away. **Always allow proper ventilation during and after application.** Gang/Group restrooms open for events will required additional protocols and cleanings.
7. Using toilet bowl cleaner/disinfectant and toilet brush, spray product inside toilet bowl. Use brush to scrub the inside of the toilet. Flush toilet until product is no longer present in bowl.
8. Latex gloves may be cleaned with hand sanitizer to extend use during a cleaning run or change gloves before refilling products such as paper towels, toilet paper rolls, hand sanitizer etc.
7. Sweep Floors. PLEASE NOTE: Floors are not to be disinfected due to foot traffic and the lack of any shoe cleaning apparatus at the restroom; therefore, it is unreasonable to assume someone's shoes could leave the restroom in a disinfected state.

8. When finished use cation when removing your gloves and avoid potential cross contamination. Wash hands immediately after removing gloves. Clean bottom of your shoes with disinfectant.

## **V. Portable Toilets**

Opening of portable toilets will coincide with restrooms re-opening, with the addition of hand sanitizer dispensers maintained by Missoula P&R.

Additionally, P&R will add outdoor portable sinks (presuming they are available to rent) with soap dispensers for all locations that have portable toilets. This will provide an alternative to hand sanitizer already provided.

Daily cleaning protocols will be as follows during routine visits:

1. Disinfect priority surfaces of portable toilets – toilet seats, dispensers, door handles, latches, grab bars) when visiting park during scheduled Park Attendant runs. Keep door propped open while cleaning.
2. Historically cleaned by the vendor per their schedule but P&R will add disinfectant cleaning to increase the weekly frequency.
3. Staff utilize mandatory PPE during cleaning – gloves, masks, Safety Glasses, Coveralls or Tyvek if extremely dirty.
4. Latex gloves may be cleaned with hand sanitizer to extend use during a cleaning run or change gloves before refilling products such as paper towels, toilet paper rolls, hand sanitizer etc.
5. Install signs inside and outside portable toilets regarding proper hygiene protocols identical to signs in P&R facility restrooms and **to encourage personal responsibility.**
6. Public shall adhere to physical distancing guidelines per Missoula County Health Dept.
7. Public shall place trash in proper receptacles and clean up personal items after use.
8. When finished use cation when removing your gloves and avoid potential cross contamination. Wash hands immediately after removing gloves. Clean your shoes with disinfectant.

## **VI. Dog Parks:**

This area is largely a shared open space with minimal touch surfaces and groups can maintain adequate physical distance while monitoring their own dogs. Much like a sports venue, entry points will be the key area for responsibility and added staff cleaning. See the following protocols:

1. Disinfect dog park fixtures (entry gate, trashcans, dog waste stations) with disinfectant during routine custodial visits.
2. Staff shall utilize mandatory PPE during dog park cleaning – gloves, masks, safety glasses.
3. Empty dog pot station and refill litter bags. Empty waste can when it is 1/3 full or more, or if it is stinky, gross and/or if a mass of insects are involved. Replace liner.
4. Staff will do their best to, physically distance themselves from dogs and will not touch any dogs unless it is unavoidable (Dog jumps on them, dog gets aggressive, etc.)
5. Latex gloves may be cleaned with hand sanitizer to extend use during a cleaning run. When finished use caution when removing your gloves and avoid potential cross contamination. Wash hands immediately after removing gloves. Clean your shoes with disinfectant.

## **VII. Skate Park:**

Skate Park will open during Phase 1 along with dog parks. Much like a dog park, entry points and high touch areas will be the key areas of responsibility.

See the following protocols to be conducted during routine route cleaning:

1. Disinfect skate park fixtures with disinfectant spray (trashcans, stair hand rails, benches).
2. Staff utilize mandatory PPE during custodial cleaning – non-latex gloves, masks, and safety glasses.
4. Continue use of signs regarding physical distancing and proper hygiene to encourage personal responsibility.
5. Public shall adhere to physical distancing guidelines and County Health Department requirements.
6. Public shall place trash in proper receptacles and clean up personal items after use.
7. When finished, use caution when removing your gloves and avoid potential cross contamination. Wash hands immediately after removing gloves.

## **VIII. Playgrounds:**

1. Staff utilize mandatory PPE during custodial cleaning – Non-latex gloves, masks, and safety glasses.
2. Cleaning of playgrounds should be done when noticeably dirty. Clean obvious soiled surfaces.
3. Disinfect trashcans, hand railings, gates, gate locks, grab/hold surfaces when available to do so.
4. Blow natural debris from playgrounds. Using an electric or gas blower, blow sand back into sand boxes, mulch back into garden beds, branches and leaves to the natural areas and safety surfacing back into play areas.
5. Rake safety-surfacing from thicker areas back into worn areas such as under slides or swings.
6. Continue use of signs regarding physical distancing, proper hygiene and what they should bring to sanitize the area before their use to encourage personal responsibility.

### **Consider the below playground message:**

***The Staff of Missoula Parks and Recreation cares about your children's safety so we are advising the following while you enjoy the use of our playgrounds:***

- 1. Please adhere to CDC and Health Departments guidelines on Social Distancing and proper hygiene.***
  - 2. All children should utilize hand washing or hand sanitizer before entering the playground area and immediately after exiting the playground area.***
  - 3. Missoula P&R routinely cleans playgrounds but cannot guarantee that all surfaces are free from germs and viruses. We ask that you prepare to bring your own supplies such as cleaning disinfectant wipes for disinfecting surfaces.***
  - 4. Try to keep children from touching their face such as eyes, nose and mouth while playing on the equipment. Wash hands often for at least 20 seconds.***
  - 5. Please contact P&R if you witness someone who may be sick and has utilized the playground equipment.***
7. Public shall adhere to physical distancing guidelines per CDC and County Health Department requirements.

8. Public shall place trash in proper receptacles and clean up personal items after use.
9. Non-latex gloves can be cleaned with hand sanitizer to extend use during a cleaning run. When finished use caution when removing your gloves and avoid potential cross contamination. Wash hands immediately after removing gloves.

**Note: Per CDC Cleaning and disinfection of wooden surfaces (play structures, benches, tables) or groundcovers (mulch, sand) are not recommended. <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>**

### **IX. Picnic Shelters:**

1. Staff utilize mandatory PPE during custodial cleaning – non-latex gloves, masks, and safety glasses. Disposable non-latex gloves may be cleaned with hand sanitizer to extend use during a cleaning run.
2. Cleaning of picnic shelters when noticeably dirty. Trashcans should be cleaned and sanitized during routine checks for trash.
3. Continue use of signs regarding physical distancing. proper hygiene and what they should bring to sanitize the area before their use to encourage personal responsibility.

Consider the below message:

***The Staff of Missoula Parks and Recreation cares about your safety so we are advising the following while you enjoy the use of our facilities:***

- 1. Please adhere to CDC and Health Departments guidelines on Social Distancing and proper hygiene.***
- 2. Missoula P&R routinely cleans picnic shelters but cannot guarantee that all surfaces are free from germs and viruses. We ask that you prepare to bring your own supplies for disinfecting surfaces such as tabletops etc.***
4. Disinfect shelter fixtures with disinfectant spray after cleaning (trashcans, table tops and bench, hand rails, benches).
5. Pick up any loose litter or debris and throw away. Spot sweep with a broom and dustpan to get specific things.
6. Public shall adhere to physical distancing guidelines and Health Department requirements.

7. Public shall place trash in proper receptacles and clean up personal items after use.
8. When finished use caution when removing your gloves and avoid potential cross contamination. Wash hands immediately after removing gloves.

**Note: Per the CDC Cleaning and disinfection of wooden surfaces (play structures, benches, tables) or groundcovers (mulch, sand) are not recommended. <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>**

## **X. CLEANING CHEMICALS:**

### **1. Cleaning Solution Selection and Preparation:**

For cleaning, general-purpose residential cleaners that are ready to use or diluted with water per product instructions are sufficient and should be used according to manufacturer's instructions. Follow CDC recommendations.

Make sure products have not passed their expiration date. If disinfecting products are not available, a dilute bleach solution may be used, comprising of four teaspoons of bleach to a quart of water.

Many disinfecting products can be skin and respiratory irritants. Green Seal, a non-profit certification organization, recommends selecting products with the following active ingredients:

- Hydrogen peroxide
- Citric acid
- Lactic acid
- Ethyl alcohol (also called ethanol)
- Isopropyl alcohol (70%)
- Hypochlorous acid

NOTE: Many of the products on the EPA list contain either quaternary ammonium or sodium hypochlorite (also known as bleach). Cleaning products containing these two ingredients should not be used together or even in series, meaning one after the other. Disinfectant products should be kept out of the reach of children and used according to the guidelines provided by the manufacturer.

### **2. Prepare Detergent Spray Solution:**

Any staff member preparing spray bottles with detergent must wear eye protection/goggles and gloves.

- a. Using the manufacturer's instructions, fill spray bottle with the appropriate amount of detergent solution and water, if the manufacturer recommends dilution. A funnel (not to be used for consumables) can be used to reduce spills and splashing.
- b. Replace the spray cap and label the detergent bottle with the contents using a permanent marker.
- c. The detergent manufacturer's instructions must be provided to all staff carrying out cleaning activities, and applicable Safety Data Sheets must be kept on file.

### **3. Prepare Disinfectant Spray Solution**

- a. Any staff member preparing spray bottles with disinfectant must wear eye protection/goggles and gloves and follow manufacturer's instructions.
- b. Using the manufacturer's instructions, fill spray bottle with the appropriate amount of disinfectant solution and water, if the manufacturer recommends dilution. A funnel (not to be used for consumables) can be used to reduce spills and splashing.
- c. A diluted bleach (sodium hypochlorite) solution can be used by adding 4 teaspoons of bleach per quart of water.
- d. Replace the spray cap and label the disinfectant bottle with the contents using a permanent marker.
- e. The disinfectant manufacturer's instructions, must be provided to all staff carrying out cleaning activities, and applicable Safety Data Sheets must be kept on file.

## **Recreation Addendum**

## Recreation Program General COVID Policies and Procedures –

### Aquatics, Youth Programs, Adult Programs, Site Facilitation of FMRP

#### I. Pre-Work

- All employees must complete COVID Training including general recreation program training and area specific training.
- Prior to June 1, if traveling from out of state, you must be quarantined for 14 days before returning to work.
- Before arriving at work, all employees must perform the City of Missoula Health Self-Assessment \*Appendix A. This is a self-guided assessment that does not need to be turned in, but must be completed.

#### II. While at Work

##### Hand Washing

Per CDC Guidelines <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands and avoid touching face in general.
- **Suggestions – portable hand washing set-ups often found in outdoor large camps and rafting outfits.**

##### Face Coverings/Mask

- Staff will be issued, at least two face coverings to use during work.
- Employees may utilize their own personal masks while working.
- The cleanliness and upkeep of these masks is the responsibility of the employee – remove without touching exposed surfaces and thoroughly cleaned by washing machine.
- Buffs should be worn, doubled, pulled over mouth and nose.
- Facemasks **MUST** be on your person or readily available at ALL times. They must be worn, anytime you are within 6' of another person and physical distancing standards cannot be followed.

CDC Guidelines - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

### **Intensify Cleaning Disinfection and Ventilation**

- Clean and disinfect frequently touched surfaces and supplies at least daily this includes playground equipment, door handles, sink handles and shared objects between uses (for example toys, games, art supplies).
- Wash with soap and water first, then disinfect using CDC recommended supplies <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- All cleaning equipment must be labeled and used correctly only by staff trained in it's use.
- Ensure safe and correct application of disinfectants and keep supplies away from children.
- All surfaces will be wiped down/disinfected by staff before and after each use.

### **Physical Distancing**

- Employees must practice physical distancing at all times by maintaining at least six feet between themselves and others.
- UNLESS there is a duty to act per job responsibilities that includes but is not limited to lifeguard rescues, protecting participants from danger, responding to a duty to act emergency or responsibility.
- To the extent possible, employees shall not share desks, phones, office space, or tools and equipment.

### **Shared Spaces**

- Employees are to stay out of the Currents building as much as possible. If you need something from inside the building, coordinate that with your supervisor before entering or try calling someone that is already inside of the building to bring out what you need.
- Personal offices should support only one employee.
- All communal spaces and commonly touched surfaces (especially doorknobs, light switches, tabletops) shall be wiped down with disinfectant solution prior to the start of work and periodically throughout the day. Follow CDC recommendations on types of soaps/disinfectants to use.
- Only one person in closets, small spaces, and storage areas at a time.

### **Vehicles**

- Wash your hands before entering a vehicle.

- Shared vehicles must be disinfected every pre and post use.
- Disinfect and wipe down keys before using.
- Limit non-essential vehicle use - when appropriate and possible bike or walk to complete job tasks.
- Keep vehicles clean and free of trash at all times. Ensure all trash is removed every day. Sweep for belongings.
- If your assigned vehicle requires maintenance, notify your supervisor of the problem. Do not, for any reason, enter the vehicle maintenance facility at any time. Do not drive vehicles inside of the maintenance building.
- When able to - keep it to one person per vehicle. If not able to do so sit as far away as possible with all windows rolled down weather permitting.
- Facemasks must be worn if more than one person is in a vehicle at a time.
- Keep windows open and circulation systems/ air on in vehicle.

### **Employee/Participant Illness Procedures**

#### **If an Employee becomes ill**

- Employees will complete the **CITY OF MISSOULA Health Self-Assessment** screening tool daily before work shift. See Appendix A
- If employee has a fever with cough or shortness of breath, they must go and immediately be tested for COVID and not return to work until the test results come back and health care provider makes determination. (Seasonal allergies excluded from symptomology).
- City of Missoula COVID related policies are put into place as detailed in the **CITY OF MISSOULA HUMAN RESOURCE LEAVE POLICIES - RELATED TO COVID-19 PUBLIC HEALTH ISSUES Appendix B**

#### **If an Employee becomes ill and tests NEGATIVE for COVID**

- If employee is sick with COVID symptoms, tests negative for COVID – they must still have written documentation from a medical provider clearing them for work.
- They are not required to quarantine for 14 days.

#### **If an Employee Tests Positive for COVID**

- If employee tests positive for COVID, they must stay at home until cleared by a doctor with documentation that they may return to work.
- City of Missoula COVID related policies are put into place as detailed in the **CITY OF MISSOULA HUMAN RESOURCE LEAVE POLICIES - RELATED TO COVID-19 PUBLIC HEALTH ISSUES Appendix B**

#### **If an employee has had contact with someone who tested positive for COVID**

- Employee must quarantine for 14 days after contact with ill person or until they can produce a negative COVID test and provide clearance from a medical provider.

#### **If a participant becomes ill**

- Upon drop off participant/guardian initial the **Participant Self/Guardian Health Assessment** demonstrating that they (their child/children) are not demonstrating any of the symptoms of COVID.
- If participant has a fever with cough or shortness of breath (COVID related symptoms), they must be tested for COVID and not return to the program until the test comes back negative and they have documented clearance from medical provider. (Seasonal allergies excluded from symptomology).
- Reimbursement policy provides refund for days missed of the program.

#### **If a participant becomes ill and tests NEGATIVE for COVID**

- If a participant is sick with COVID symptoms, tests negative for COVID – they must provide written documentation from a medical provider clearing them for participation.

#### **If a Participant Tests Positive for COVID**

- If a participant tests positive for COVID, they must stay at home until cleared by doctor with documentation that they may return to programs.

#### **If a participant has had contact with someone who has tested positive for COVID**

- Must quarantine for 14 days after contact with confirmed COVID case.
- Reimbursement policy provides refund for days missed of program.

#### **If an employee or participant tests positive for COVID**

- HR will contact the Health Department to begin contact tracing and notification of all people including coworkers and participants in programs that the infected person has had contact with.
- Missoula Parks and Recreation staff will not be tasked with contacting and doing contact tracing due to HIPPA policies and procedures and health department guidance.

#### **COVID Related Participant Interaction**

1. When at all possible maintain 6 feet of distance between you and participants.
2. WE recognize there are times that you will need to touch participants including but not limited to:
  - a. Applying Sun Screen

- b. Administering First Aid
- c. Helping a person with a disability transfer locations/equipment
- d. Removing a participant from danger

**In these circumstances BEFORE touching a participant:**

1. Wash/disinfect with hand sanitizer
2. Wear your face mask
3. Wear disposable non-latex gloves
4. Ask participant to put on their face mask

**In these circumstance AFTER touching a participant**

1. Dispose of gloves
2. Wash your hands

**Other reminders**

- Refrain from touching multiple participants without washing hands in between
- Practice vocally coaching participants to complete tasks
- Staff should help participants - try to reduce participants from helping each other

**Recreation Disinfection and Sanitation Policies and Procedures**

Remember – supervising participants is your first priority, not cleaning. Be mindful and create a plan with your co-staff on who is designated to clean and who is designated to supervise the kids. Share disinfection duties through the program week to break up responsibilities.

**Cleaning and Disinfecting**

1. All employees must wear disposable gloves and a face covering when disinfection
  - Gloves will be discarded after each cleaning.
  - Wash your hands immediately after completing cleaning.
2. Gather all your supplies needed for cleaning before you begin.
  - Bucket system, rags, gloves, paper towels, sanitizing spray, wipes, cleaned area to lay objects out to dry.
3. Only use the designated cleaning supplies provided to you that are CDC approved for killing COVID -19.
4. **Clean surfaces using soap and water, then use disinfectant.**

- Cleaning with soap and water reduces number of germs, dirt and impurities on the surface.
- Disinfecting kills germs on surfaces.

### **Individual Object Cleaning and Disinfection**

- Examples include: glue sticks, kendalas, legos, balls, paddles - lay out and spray with bleach solution and let fully dry. This will be done at the end of each program or program day.
  - Toys, equipment, and supplies that cannot be cleaned and sanitized, will not be used.
  - Toys, equipment, and supplies that participants have placed in their mouths or that are otherwise contaminated by body secretions or excretions should be set aside until they are cleaned by hand by a person wearing gloves in the 3 bucket process.
5. Use 3 bucket system for cleaning and sanitizing
- Each bucket should have its own rag and should be refreshed if the water becomes overly soiled
  - Wash Bucket - soap and water mixture - cleans excess dirt/debris
  - Rinse Bucket - clean water – rinses off to soap and water mixture
  - Sanitization Bucket - bleach solution
    - A properly diluted bleach solution can be made by adding 5 tablespoons or ½ cup of bleach for each gallon of water used
  - Pull objects out of Sanitization bucket and let air dry



- Soiled rags will be placed in a laundry bag and picked up by supervisor to be laundered.
- Buckets will be kept out of reach of all participants and only staff will be tasked with the disinfection process.
- Reduce the number of people in contact with paper-based materials such as books, mail, paperwork. Wash your hands before having contact with these objects.

### **Shared Surfaces**

- Examples of high use areas include: tables, doorknobs, light switches, countertops, handles, handrails, gate entrances, drinking fountains, toilets, faucets, sinks, etc.
- In order to sanitize high use areas in our facilities, a spray bottle with a premade bleach solution will be provided –
- Spray surface and wipe dry

**Cleaning and Disinfecting Supply Kits Include:**

Non-Latex disposable Gloves

3 buckets

Soap

Bleach for cleaning solution

Spray Bottle

Rags

Paper Towels

Trash Bags

## **Customer Service Addendum**

COVID Training Customer Service Addendum:

### **I. Interfacing with Customers:**

- If a customer enters the building to seek service, both employee and customer must wear a mask when physical distance cannot be maintained.
- Customers are strongly encouraged to stand behind sneeze guards when at the front desk.
- Maintain a clean and sanitized space where customers or family groups are going to stand.

### **II. Money Handling:**

- **Cash/Check**
  - o When taking cash and coin, employees are strongly encouraged to wear gloves.
  - o Use hand sanitizer after transactions with customers.
  - o Do not touch your face after handling money.
- **Credit Cards**
  - o Allow the customer to enter their card into the machine, the employee will click through the prompts, then allow the customer to enter to remove their card from the machine.
  - o When completing the transactions do not have the customer sign the pin pad, select print, allow the receipt to print and have the customer sign with one of the sanitized pens provided.
  - o The pin pad is located below the sneeze guard and will not be touched by anyone but the employee.

### **III. Customer Service beyond the Front Desk:**

- When helping a customer understand how to use the building under limited access, wear your mask and do your best to maintain a distance from the customer.
- Wear gloves when helping customers with the vending machines.
- Sitting and/or loitering in the Currents lobby is not allowed. Once the customer has been helped or has completed their transaction they are encouraged to leave the building to allow another group of people to enter.

#### **IV. Shift Change:**

- When changing shifts, whether another staff member will be taking your seat or you are closing for the night, you are required to thoroughly sanitize your workstation.
  - o Peripherals include but are not limited to, Keyboards, Mouse, countertop, receipt printer, desk phone, card reader, stapler, tape roll, inside cash till, monitor screen, chair arms, etc.
- Please take your personal writing utensils with you. Employees should not share pens.

#### **V. Cashing out your Till:**

- When cashing out, wear gloves to remove money from the till and place it in the count out bag.
- Using the copy room as a place to count out, sanitize the surface used before and after counting any money.
- After filling out the correct count out paperwork, please take your pen with you.
- As a reminder, always wash or sanitize your hands before and after touching money.

#### **VI. Sanitizing, Handwashing, and Glove Disposal:**

##### **Sanitizing**

- Sanitizing all surfaces around you can be time consuming, allow enough time between tasks to sanitize responsibly.
- Sanitizer may need to sit on a surface for a period of time before it is wiped up to increase effectiveness.

##### **Handwashing**

Personal Hygiene is always important in customer service; please practice to the best of your ability.

- Demonstrate 8 steps of hand washing
  - o Turn on Faucet
  - o Wet hands and wrists
  - o Apply soap
  - o Rub hands to work up a lather
  - o Wash hands for 20 seconds covering all surfaces
  - o Rinse hands and wrists
  - o Dry hands and wrists
  - o Turn off faucet
- Don't touch your face, nose, eyes, mouth

## **Glove Disposal**

- Demonstrate glove disposal
  - o Pinch the palm side of one glove on the outside near your wrist.
  - o Pull the glove toward your fingertips, turning it inside out as you pull it off your hand.
  - o Hold the glove in the palm of your other (still-gloved) hand.
  - o Carefully slip two fingers under the wrist of the other glove. Avoid touching the outside of the glove.
  - o Pull the glove toward your fingertips, turning it inside out as you pull it off your hand. The other glove is now contained inside.
  - o Dispose of the gloves properly and wash your hands.

## **VII. Closing:**

- Normal Cleaning duties will be maintained, added duties and clarifications are as follows.
  - o **Behind the Front Desk:**
    - Counter tops/Printer/cabinets
    - Computers: Keyboards, mouse, cameras, cash registers
    - Phones
    - Pin Pads – not wet wipes – demonstration on how to clean according to manufacture.
    - Time Clocks: ID cards
    - Keys
  - o **Lobby Area**
    - Cover drinking fountains
    - Vending Machines
    - Door handles and Crash Bars
    - Garbage Cans
  - o **Bathrooms**
    - Light switches
    - Sinks
    - Toilets
    - Garbage
    - Mirrors
    - Hand dryer
    - Floor
    - Changing the toilet paper
- Anything used in the cleaning procedure, must be sanitized after use. This could include broom handle, mop buckets, spray bottles, keys, etc.

**VIII. Clocking in/out:**

- Keep your badge with you. Do not use the rolodex to store your card.
- Do not congregate at the time clock, wait until physical distance can be maintained and then proceed.

**After your shift, it is your responsibility to keep yourself healthy and safe. Remember that you are working with the public and seeing large amounts of people every time you come into work. Help us keep the employees and patrons of Parks and Recreation safe by recognizing the recommended guidelines set out by the Missoula City and County Health Department as well as the Governor's orders.**

# Aquatics Addendum

## Missoula Parks and Recreation Aquatics Facility/Concessions Re-Opening Strategies

### I. General Staff Strategies

1. All staff complete a “working under COVID” training remotely, prior to entering the facility
2. Training includes:
  - a. PPE
  - b. Personal Space
  - c. Sanitizing work Space and Bathrooms
  - d. Self-Health Assessment Form
  - e. Thermometers (?)
  - f. Describe to staff how one person’s decision, to not follow the procedures documented below can lead to a complete shutdown of the entire facility and possibly affect the City as a whole.

### II. Lifeguard Strategies

1. Wearing buffs/masks while on rotation:
  - a. Must have buff/mask on person
  - b. Must wear when within 6 feet of any person, staff or patron.
  - c. Ok to not cover face when guarding in chair so whistle and verbal instructions/rule correction is audible
  - d. Must wash the reusable buff/mask daily; so staff needs to be provided with two.
2. In the guard’s personal hip pack (provided by P&R): along with rescue mask, Band-Aids, gloves, and first aid, they will have a cloth to use for personally sanitizing surfaces. Guards do not share hip packs.
3. Guards are responsible for sanitizing their Rescue Tube before and after each shift.
4. Guards are reminded to obtain consent prior to initiating any First Aid care.
5. Guards are reminded that rescue and CPR/Airway Obstruction emergencies over-ride COVID distancing rules.
6. At each guard station there will be a spray bottle of quaternary ammonium sanitizer or 3% bleach solution or alcohol solution.
7. With each rotation, in position staff will step down and maintain scanning process while relieving guard will spray sanitizing solution on chair and railing and other surfaces. Allow it to sit for 1 minute (or longer as necessary based on solution), then wipe dry before sitting with their personal cloth.
8. Rotations will occur every 30 min, not every 20. This will reduce the number of transitions required each day.
9. Guardroom limited to one person in room at a time; just for clock in/out and putting gear in cubby. Surface sanitation of the guardroom will occur regularly and in step with the swim sessions.
10. Guard training sessions are done remotely where possible. When hands on training is required, guards will utilize manikins in a 1:1 ratio and complete disinfection will occur prior to and following training sessions, including replacing “lungs”.

### **III. Cashier Strategies**

1. Wearing buffs/masks while on duty:
  - a. Must have buff/mask on person at all times.
  - b. Must wear when within 6 feet of any person, staff or patron.
  - c. Must wash the reusable buff/mask daily; so staff needs to be provided two

#### **At Splash:**

2. Plexiglass with speaking holes covered by cloth to allow for talking through the glass, covering the window opening except for money transfer space at the bottom.
3. 6 foot spacing markers on the concrete for individuals to pay for entry.
4. Use the glass cashier box to control entry/exit: There are three designated pathways to enter/exit the pool area – two are south of the glass box and are divided by a metal railing. The third is north of the glass box. Because the north path leads people past the front office door, the guardroom door, and the glass cashier box door, this pathway will be closed using the front gate and patrons will not have access to it.
5. The path closest to the south wall of the glass box will be for entrance.
6. The path farthest south and close to the brochure rack wall will be for exit.
7. The line for people to enter will be marked and using crowd control stanchions and chain-rope the line will be directed to the north of the facility (in the general direction of the tennis courts).
8. The line for people to exit will be directed towards the south.
9. Regular sanitation of the entrance way will occur in step with the swim sessions.
10. Brochures will not be available on the brochure rack. In order to discourage people from stopping in the entry way, the rack will only contain simple signs that help with traffic control.
11. Cashiers will be provided gloves for handling money.
12. Two people max in glass box for very busy days. Masks will be worn at all times in the glass box.
13. Cashiers will sanitize their workstation at the start and end of each shift using quaternary ammonium sanitizer (food service grade).
14. Implement strategies to push online ticket sales.
15. Implement strategies to push online punch card sales.
16. Utilize on line software capabilities to reserve lap lanes and “deck chair islands”.

#### **At Currents:**

17. Plexiglas sneeze guards mounted on the counter in front of both Front Desk 1 and Front Desk 2.
18. Money will be transferred below the sneeze guards with employees wearing gloves for all transactions.
19. Markers on the concrete will be placed 6 feet apart in the currents lobby for individuals waiting for service at the front desk.
20. There are two designated pathways following the six foot markings, one going to Front Desk 1 and the other, following the wall going to Front Desk 2.
21. Both pathways exit at the side door.
22. The foyer will have disposable masks for patrons that do not have their own. One family or patron is allowed in the foyer at a time.
23. The foyer, doors, and crash bars will be regularly sanitized as well as the areas around Front Desk 1 and 2.

24. Brochures will not be available on the brochure rack. In order to discourage people from stopping in the lobby, the rack will only contain simple signs that help with traffic control.
25. Cashiers will be provided with gloves for money handling.
26. Three people maximum behind the Front Desk, Masks should be worn whenever you anticipate being within 6 feet of another person.
27. Cashiers will sanitize their workstation at the start and end of each shift using quaternary ammonium sanitizer (food service grade).
28. Either allow the customer to exit through the side door or provide guidance to the one-way system, used by barrier in the hallway to the pool entrance.

#### **IV. Concessions Staff Strategies**

These strategies will be implemented, in addition to normal food service sanitation procedures, required by the health department. It is likely that Concessions will not be available at Splash Montana until there is a greater relaxation of distancing requirements to allow for enough attendance that concessions sales will be able to operate at a break-even rate.

#### **FMRP and Splash MT**

##### **1. Masks/Personal Protection**

- a. All employees must wear a mask when within 6 feet of co-workers or customers.
- b. Disposable and reusable mask will be available to all concessions employees.
- c. Employees who are primarily cooking and more likely to get masks dirty will use disposable masks. Employees taking money and interacting with customers will wear reusable masks.
- d. Employees will be issued at least two reusable masks. Masks must be cleaned daily.
- e. Employees must wash hands and change gloves frequently. Employees taking orders/handling money will wash hands and change gloves between each transaction.
- f. Employees will not come to work if they feel sick.

##### **2. Physical Distancing**

- a. Plexiglas sneeze guards will be installed on order taking and pickup windows.
- b. 6 foot spacing markers will be marked in front of order taking window.
- c. All tables will be spaced at least 6 feet apart.
- d. Menu will be limited to allow for fewer employees in the kitchen.
- e. Customers will be asked to wait for their orders at a table or other designated area. Completed orders will be brought to the customers to prevent them from waiting/congregating near concession windows.

##### **3. Sanitation and other food safety**

- a. Quaternary Ammonium sanitizer will be used to clean all surfaces.
- b. Order taking station will be sanitized after each transaction (card reader/counter)
- c. Tables will be sanitized between every customer.
- d. Self-service items like napkins, utensils, and condiments will be behind the counter and handed out by employees. Prepackaged napkins/utensils will be used.
- e. Beverage refills using the same cup or customers personal cup will not be allowed.
- f. All completed orders will be delivered to the customers in closed to-go boxes or bags.

- g. Menu will be limited to mostly prepackaged food items and item that require little to no preparation.

**V. Aquatic Facility Strategies for Initial re-opening trial phase, extreme limit on attendance numbers, distancing fully required, primary goal to limit any transmission from staff/patron to staff/patron, or facility to patron/staff):**

**Splash:**

1. Fill and heat the 50m pool only.
2. Orient Lap Lanes widthwise (25 yard) so that we can have more lanes.
  - a. There is 8 feet from the center of 1 lane to the center of the lanes to either side
  - b. Two Swimmers per lane for Lap Swim or Swim Team practice
  - c. Each swimmer starts/ends at opposite sides of the pool
  - d. Coaches wear face cover/mask and remain 6 feet from edge of pool
  - e. Water Aerobics course taught from deck; each participant has 6 foot distance for their moves
  - f. Tape, cones or paint used to demarcate 6 foot zone for each person when running aerobics class
3. Online registration for lane reservation, limiting lane rental to 1.5 hours per person; 2 persons per lane.
4. 5 minute interval between start and stop time for each lane, to reduce congestion at the pool entrance.
5. Only Family Locker Room is open; Family locker room has individual shower pods (with doors and 8 foot cinderblock walls) and individual toilet/sink pods. There are 4 of each so 4 people can shower and 4 people can use toilets with complete isolation, except when in the common area.
6. Lockers will be locked and not available for use. Signage will indicate that patrons should take their personal items on deck.
7. We will staff a “down guard”: a staff member that is out of surveillance duty for 30 minute intervals. The “down guard” will be responsible for sanitizing each shower room or toilet/sink room after each use.
8. Sanitization will occur using a pressure sprayer (like a garden chemical sprayer) that has a 3% bleach solution.
9. Staff will spray all contact surfaces in the pod that was used and ensure that a minimum of 3 minutes passes before using a hose to rinse the surfaces and then allowing the next person to shower.
10. Pool Deck and Deck Furniture will be required to not move. Chairs will be grouped in 2’s and distanced with a 6 foot perimeter between each set of 2. These “Chair Islands” will be numerous enough that, during phase 2, not enough patrons will be in the facility to fully utilize all the chairs.
11. After each use, when patrons have left the “chair island” the down guard will sanitize the chairs using a 3% bleach solution from a pump sprayer.

### **Currents:**

1. Spa and Pool will be filled/heated and operational.
2. Currents has 4 Lap Lanes (20 yards):
  - a. There is 7 feet from the center of 1 lane to the center of the lanes to either side.
  - b. Two Swimmers per lane for Lap Swim.
  - c. Each swimmer starts/ends at opposite sides of the pool.
  - d. Water Aerobics course taught from deck; each participant has 6 foot distance for their moves.
  - e. Tape, cones or paint used to demarcate 6 foot zone for each person when running aerobics class.
3. Only the family locker room will be available for patron use. Family locker room has 4 individual pods that contain a shower and a toilet/sink in each. So four people can use the locker room at once with complete isolation except when in the common area.
4. We will staff a "down guard": a staff member that is out of surveillance duty for 30 minute intervals. The "down guard" will be responsible for sanitizing each shower room or toilet/sink room after each use.
5. Sanitization will occur using a pressure sprayer (like a garden chemical sprayer) that has a 3% bleach solution.
6. Staff will spray all contact surfaces in the pod that was used and ensure that a minimum of 3 minutes passes before using a hose to rinse the surfaces and then allowing the next person to shower.
7. Spa will be demarcated to identify 6 foot spacing. Staff will communicate distancing requirements to all swimmers and enforce as they do other pool rules.
8. Pool Deck and Deck Furniture will be required to not move. Chairs will be grouped in 2's and distanced with a 6 foot perimeter between each set of 2. These "Chair Islands" will be numerous enough that, during phase 2, not enough patrons will be in the facility to fully utilize all the chairs.
9. After each use, when patrons have left the "chair island" the down guard will sanitize the chairs using a 3% bleach solution from a pump sprayer.

### **VI. Aquatic Facility Strategies for Expanded re-opening; strict distancing somewhat relaxed for patrons during the session, main goal being that staff/facility does not serve as primary contagion center so as to limit any spread to those involved in a single session:**

#### **Splash:**

1. All 3 pools operational.
2. 50 Meter Pool: Orient Lap Lanes widthwise (25 yard) so that we can have more lanes.
  - a. There is 8 feet from the center of 1 lane to the center of the lanes to either side.
  - b. Two Swimmers per lane for Lap Swim or Swim Team practice.
  - c. Each swimmer starts/ends at opposite sides of the pool – this can be relaxed.
  - d. Coaches wear face cover/mask and remain 6 feet from edge of pool.
  - e. The 3 lanes on the deep end of the 50m may be open for recreational swimming for certain swim sessions.

- f. Water Aerobics course taught from deck; each participant has 6 foot distance for their moves (Shallow 1/3 of the pool, near the entry ramp).
  - g. Tape or cones or paint used to demarcate 6 foot zone for each person when running aerobics class.
  - h. The aerobics area of the pool will be open to recreational swimmers for certain swim sessions.
3. Pond: This shallow water play pool will be operational as normal, however, we will not install the log walk or snake in order to minimize contact surfaces and large group gathering.
  4. Lazy River/Slides: This pool will be operational as normal.
  5. Slide Dispatch staff will sanitize stair hand railing and other surfaces on 30 min intervals using a bleach water solution in a spray bottle and a rag to wipe off after 1 minute.
  6. Patrons will be asked to maintain 3 stairs distance when in line for the slide.
  7. Programming will occur in 2 hour swim sessions. There will be a 30 min break between each swim session for sanitization of surfaces (chairs, bathrooms, showers).
  8. Recreation Pool attendance will be limited to # of seating available. Seating will comprise of chair islands in groups of 2 chairs and groups of 4 chairs for larger groups. There will be 6 foot spacing between chair islands.
  9. Online registration for each swim session to limit the number of people gathering in order to wait for the start of the next session.
  10. Online registration for lane reservation, limiting lane rental to 1.5 hours per person; 2 persons per lane.
  11. All 3 locker rooms will be open; Each locker room will be sanitized after each 2 hour session.
  12. Lockers will be locked and not available for use. Signage will indicate that patrons should take their personal items on deck.
  13. Sanitization will occur using a pressure sprayer (like a garden chemical sprayer) that has a 3% bleach solution.

**Currents:**

1. Spa and Pool will be filled/heated and operational.
2. Currents has 4 Lap Lanes (20 yards):
  - a. There is 7 feet from the center of 1 lane to the center of the lanes to either side.
  - b. Two Swimmers per lane for Lap Swim.
  - c. Each swimmer starts/ends at opposite sides of the pool.
  - d. Water Aerobics course taught from deck; each participant has 6 foot distance for their moves.
  - e. Tape, cones or paint used to demarcate 6 foot zone for each person when running aerobics class.
3. All 3 locker rooms will be open; Each locker room will be sanitized after each 2 hour session.
4. Sanitization will occur using a pressure-sprayer (like a garden chemical sprayer) that has a 3% bleach solution.
5. Staff will spray all contact surfaces in the pod that was used and ensure that a minimum of 3 minutes passes before using a hose to rinse the surfaces and then allowing the next person to shower.

6. Spa will be demarcated to identify 6 foot spacing. Staff will communicate distancing requirements to all swimmers and enforce as they do other pool rules.