

COVID-19 response & reopen





FORWARD

WHO ARE WE?

COVID-19 OPERATING GUIDELINES

- **Covid-19 Guidelines For Re-Opening**
 - A narrative summary of the new SOP's
- **Re-Opening Operational Checklist**
- **Faq For Parents / Customers Designed**
 - For use on venue websites and within registration / reservation process
- **A SAMPLE Venue Diagram**
 - Showing spacing as a visual tool to maintain spacing of people
- **An Order Sheet**
 - For each venue demonstrating up front equipment costs
- **SAMPLE Summary of Anticipated New Monthly Costs**
 - Chemicals / Supplies
 - Additional labor
 - Recommended Signage
- **Signage Art / Wording**
- **Capacity Calculator**

FORWARD

Sports Facilities Management, LLC (“SFM”) is pleased to provide you with its proposed COVID-19 response materials. Our organization has leveraged team members throughout the SFM Network, consulted with various external industry partners, and resourced professional counsel to develop a comprehensive approach to re-opening.

We invite you to review, ask questions, mark up, and meet with your SFM support team to help adapt this material to the unique needs of your facility. Some of these standards will be appropriate throughout all our managed venues but we also recognize each location will have specific requirements due to differences in state and local legal considerations, the purpose and design of each facility, the brand standards and desire of facility ownership, and the phase of recovery we are in.

Our operating and communication strategies & practices will require ongoing evaluation and adjustments with evolving guidance, state and local restrictions and public sentiment. SFM has a team of experienced professionals monitoring and updating these materials in real time and we will continue to collaborate with you to implement facility appropriate solutions as the conditions and our recommendations evolve.

Here's what is included in this set of materials.

1. COVID-19 guidelines for re-opening – a narrative summary of the new SOP's
2. FAQ for parents / customers designed for use on venue websites and within registration / reservation process
3. A venue specific diagram showing spacing as a visual tool to maintain spacing of people (and calculator to produce this capacity)
4. An order sheet (initial) for each venue demonstrating up front equipment costs for recommended safety equipment, cleaning agents, thermometers, etc.
5. Summary of anticipated new monthly costs due to these changes to operations
6. Chemicals / supplies
7. Additional labor
8. Recommended signage

We are offering additional tools and guidance as well. Our appendixes include some of those.

- Capacity calculator – helps identify the right capacity with distancing
- Social Media guidelines



SPORTS FACILITIES MANAGEMENT™

to improve
the health and
economic
vitality of the
communities
we serve

BALLPARKS OF AMERICA, BRANSON, MO

ABOUT SFM

SFM has an extensive history of producing, optimizing, and operating facilities that improve the health and the economic vitality of the communities we serve. We are the largest, most-experienced, and most-credentialed firm in the community sports landscape for one reason: we produce the results our clients want and are counting on. What's more, these results are generated by a service-oriented team that really cares about the impact and outcomes of our work. Sport and recreation is a cornerstone of a healthy, thriving community and it is our privilege to serve.

Our outsourced management solutions, optimization services, start-up packages, and subject matter expertise produce proven, reliable results for our clients.

WHAT MAKES SFM THE NATIONAL LEADER IN FACILITY MANAGEMENT:

1

Performance

Community leaders and private developers alike trust SFM's record of performance. Our facilities regularly outperform industry benchmarks, produce hundreds of millions of dollars in economic impact, welcome visitors with a fantastic guest experience, and bring healthy, fun programs to thousands of community members each year.

2

Service & Collaboration

These two values drive our interaction with clients, event owners, guests, families, vendors, and teammates. It defines how we work together, treat each other, and shapes our culture on a daily basis. People want to work with us because they know the experience will be excellent and the results unparalleled.

3

Experience

Since 2006, SFM has developed, optimized, or managed 70+ sports, recreation, or wellness projects in locations across the country. We have hosted thousands of events from sports tournaments to monster truck rallies, weddings, banquets, birthday parties and everything in between. Our experience means there's nothing we can't handle.

4

Team

Our people represent the best in the industry because we recruit and train our team to be results-focused and service-minded. Through ongoing training and development opportunities, our staff is able to stay on the forefront of the sports and recreation industry, execute strategic plans, and bring innovation to any challenge.

SFM FEATURED EXPERIENCE:

RockyTop Sports World / Gatlinburg, TN
Myrtle Beach Sports Center / Myrtle Beach, SC
Cedar Point Sports Center / Sandusky, OH
The HUB Community Recreation / Marion, IL
Future Legends Sports Complex / Windsor, CO
Ballparks of America / Branson, MO
Hoover Met Complex / Hoover, AL

Elizabethtown Sports Park / Elizabethtown, KY
The Highlands Sports Complex / Wheeling, WV
Horizons Edge Sports Complex / Harrisonburg, VA
Apex Sports & Events / Hillsborough, NJ
Spooky Nook Sports Complex / Lancaster, PA
Hill Country Indoor Sports / Woodlands, TX
Community First Champion Center / Appleton, WI

NATIONAL EVENTS

INCREDIBLE FACILITIES

COMMUNITY EVENTS

NATIONAL DESTINATIONS

EXCITING PROGRAMMING

PROVEN BOOKING & MARKETING

NON-TRADITIONAL EVENTS

TURN-KEY SERVICE

COVID-19 OPERATING GUIDELINES

THIS SECTION SUMMARIZES SFM OPERATING GUIDELINES FOR THE FOLLOWING AREAS:

Outdoor Fields & Playing Surfaces

Indoor Facilities & Playing Surfaces

Food Service Areas

Arrival & Admissions

Guidelines for Activity

Behind the Scenes (Employees)

Participant screening form – Parent/Guardian

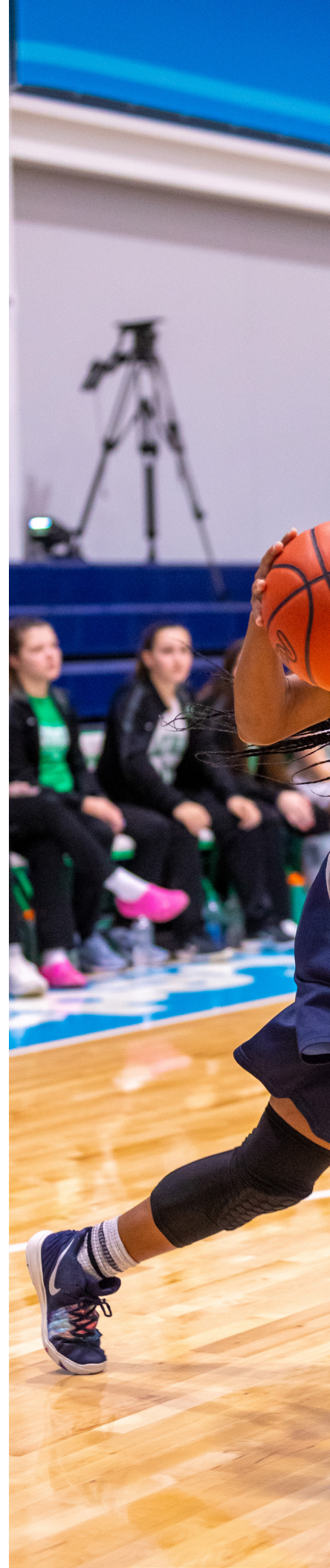
Participant screening form – Adult

OSHA Guidelines

SFM recognizes the evolving and fast-changing nature of the COVID-19 situation and will continue to monitor & assess conditions to make future determinations for venue guidelines and best practices.

OUTDOOR FIELDS AND PLAYING SURFACES

- Outdoor playing fields and surfaces may be open for limited use with distancing requirements that include:
 - Limited use of bleachers and fixed seating
 - Allow guests to bring in their own chairs
 - Encourage social distancing throughout the facility:
 - Families watching games must be 6 feet apart from others.
 - Discourage groups of 10 or more from gathering in one place.
 - Cones, field paint, or other markers may be used to help communicate spacing needed.
- Manage spectator capacity to allow those attending to maintain social distance.
- Encourage social distancing.
- Monitor spacing: where guests are seen gathering too closely together and remind them to observe 6-foot minimum distance.
- Communicate our guidelines to coaches, event owners, participants, vendors, and other visitors, and ask everyone to work together.
- For Facility owned and operated events, Consider Interrupting and stopping competition to encourage social distancing. During actual play, as activity moves up and down a field, guests may inadvertently bunch up as they walk and follow the activity. To encourage guests to maintain distancing;
 - Admission of spectators will be limited to the capacity for each field, as calculated to allow for recommended (6 feet) spacing.
 - Markings (cones, tape, temporary paint, etc.) will be used to illustrate the necessary spacing for spectators.
 - Prior to each game, explain the purpose of social distancing, and the warning system that the venue and event organizer uses to ensure spectators maintain spacing (yellow card, red card)
 - If spectators start to group up, a staff (Safety Team) member will show a yellow card as a warning to spread. This warning may be showed multiple times if reminders are needed.
 - If spectators are disregarding the yellow card warning, the staff (Safety Team) member will show a red card as a final warning, and will get the event owner involved where possible. If the red card is ignored, and the event owner is unable to help, the game will be ended.
 - The venue will consider options for food & beverage delivery to spectators to reduce the need for them to come and go and stand in lines in concessions areas.





INDOOR FACILITIES AND PLAYING SURFACES

- No activity will be allowed contrary to state order or city ordinance.
- Consider case-by-case restrictions on use of indoor areas
 - Indoor restrooms may be accessible with a reduced capacity
 - Restroom attendants during high tempo usage
 - High frequency cleaning protocols
 - Take precautions to ensure proper distancing and disinfection throughout
 - Evaluate openings of more indoor areas to public access as conditions change
- Vendors will be separated by six feet or more, and will demonstrate proper social distancing and cleaning methods.
- Monitor attendance numbers and limit facility capacity appropriately.
- Clean all surfaces—such as counters, tabletops, doorknobs, bathroom fixtures and toilets—several times a day wearing disposable gloves.
- All court gates and stair rails may be wrapped with caution tape to discourage touching, or disinfected frequently.
- All gates should be roped off or left open to prevent touching. If the facility has a wide-open side entrance to the courts, its use is recommended.
- All unnecessary equipment will be taken off play areas to prevent touching.
- Disinfectant soap, hand sanitizers or wipes will be maintained throughout the venue (entries, restrooms, food area, and other high traffic area).
- Display signage about hand washing and hygiene techniques at strategic points such as sinks, food areas, drinking areas and on the side of the play areas.
- Consider keeping locker rooms and shower areas closed.

FOOD SERVICE AREAS

In addition to the things listed above:

- Incorporate OSHA and local Health Department standards:
 - Limit customer seating capacity in the food areas to allow:
 - Tables spaced at least 6 feet apart
 - Limited seating at tables for no more than 6.
 - If removing tables is not feasible (i.e. booths), then place a barrier making the space physically unavailable for use
 - Mark waiting areas so that social distancing standards are met.
 - Consider options to order and deliver food by telephone or other electronic means
 - (options can include a text system to alert guests of available seating, an intercom system, or only one member of a party being allowed to wait in the waiting area)
 - Hand sanitizer available at cashier stations
 - Menus are digital or single use.
 - Consider installing plastic barriers to protect cashiers.
 - Frequently sanitize all front-of-house contact surfaces including door handles, screens, phones, pens, keyboards and other areas of hand contact.
 - Sanitize all chairs and tabletop items, including condiments after each table turns.
- In addition to normal standards, team members in concessions areas are required to wash their hands frequently, not less than every 30 minutes when preparing food. Team members handling prepared food will wear gloves. Face masks will be worn when required by the local Health Department.
- Kitchen are thoroughly cleaned with sanitizing solutions daily.
- Offer self-service items only as necessary. When self-service is offered, consider providing gloves for guests if possible.
- Display signage about hand washing and hygiene techniques at strategic locations.
- Consider providing vending machines where feasible for both food and beverages to accommodate guests who prefer “touchless” food service

ARRIVAL & ADMISSIONS

Screening

The following are considerations for screening guests upon arrival. Several options are outlined and must be customized to venue preferences, circumstances, needs and adherence to state and local guidance. THESE OPTIONS MAY VARY FOR *DIFFERENT TYPES AND CIRCUMSTANCES OF EVENT ACTIVITIES*.

Option 1: Verbal Screening

- Same questions for each guest upon entry. Guests will see signage with the following:
 - Have you had any exposures to COVID-19 in the last 14 days?
 - Have you had any symptoms of illness in the past 24 hours? If unsure, the follow-up questions will be:
 - Are you experiencing a cough, shortness of breath, or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had new loss of taste or smell?
- Guests will be verbally asked if they read the sign, and if they have had any symptoms or exposures.

Option 2: Temperature Screening:

- Conducted by trained and independently contracted medical/health care professional at entry tent / station
- Contracted professional takes temperature and asks qualifying questions above

Option 3: Pre-Registration

Form language is included in player registration agreement:

- For leagues, programs, other routine activity (non-event)
- Participant (or legal guardian on their behalf if a minor child) agrees not to participate in any activity at the facility if having any virus symptoms.
- If the guest:
 1. Gives an answer to any of the screening questions that indicate the possibility they have contracted a virus; or
 2. A guest's temperature is 100.4 or higher and the health care professional taking the temperature alerts the venue staff

The guest will not immediately be admitted to the without a consultation with the General Manager or a Manager on Duty (MOD). The General Manager or MOD will discuss the individual's circumstances with the guest, seek an agreed upon resolution with the guest and involve local law enforcement as needed.

Entry Signage

- Signage will be located throughout the entry areas that will inform guests of COVID-19 guidelines and rules pertaining to entry.
- Signage will consist of messaging around:
 - Guest assumption of risk
 - Check-in / entry requirements
 - Personal hygiene and personal health and safety reminders
 - Social Distancing requirements and recommendations
 - Any required government postings and warnings

Arrival Guidelines

- Due to capacity limitations, consider requiring reservations to reduce the need to turn people away. Online bookings are recommended, and if possible, require participants make payments online. Capturing accurate information when people are making reservations is important, in case the authorities need to trace who has been onsite.
- Participants should be encouraged to come to the venue no more than 30 minutes before their scheduled play time. It is recommended to shorten programs and stagger booking times to create a buffer between sessions. Use every second field/court where practical.



GUIDELINES FOR ACTIVITY

- Discourage social congregation in play areas.
- Consider asking for a parent/guardian be present at the facility with anyone in the facility under age 18.
- Each venue and component area of a venue will have a reduced capacity for occupancy, to allow for appropriate social distancing.
- Practice caution with equipment and clean frequently touched surfaces between uses. Contamination by respiratory droplets from an infected person can potentially survive on hard surfaces for several days.
- Try to restrict specific equipment to a particular group, arena of play, or day of the week.
- If someone is identified to be positive for COVID-19 and makes contact with venue equipment, either remove the equipment from use or thoroughly disinfect.
- Spraying sports balls and other high-touch equipment with a disinfectant spray at the conclusion of play is recommended. NOTE: Do not spray any climbing equipment with disinfectant, as some chemicals can degrade that equipment – see specific SOP for care of climbing equipment or other safety equipment for care instructions.
- Coaches and instructors should have their own marked equipment to avoid sharing with others.
- The following are considerations to communication to participants:
 - Before going into play areas, wash your hands with a disinfectant soap and water (for 20 seconds or longer), or use a hand sanitizer if soap and water are not readily available.
 - Clean and wipe down your equipment, including water bottles. Do not share equipment such as wristbands, grips, hats and towels.
 - Bring a full water bottle to avoid touching a tap or water fountain handle.
 - If you need to sneeze or cough, do so into a tissue or upper sleeve.
 - Arrive as close as possible to when you need to be there.
 - Avoid touching gates, fences, etc. if you can.
 - Consider limiting extra physical contact with other players (such as shaking hands, a high five, or chest bumps) and NO whispering to each other from a close distance to strategize.
 - Avoid touching your face after handling a ball, or other equipment. Wash your hands promptly if you have touched your eyes, nose or mouth.
 - Avoid sharing food, drinks or towels.
 - Remain six feet apart from other players when taking a break.
 - If a ball from another field or court comes to you, send it back with a kick or with equipment vs. handling with your hands, when possible.
 - AFTER PLAY, Leave the play area as soon as reasonably possible.
 - After play, wash your hands thoroughly or use a hand sanitizer.
 - Consider limiting extra-curricular or social activity in the play area.
 - Do not use the locker room or changing area. Shower at home.

RETURNING TO PLAY AFTER QUARANTINE

All competitive players should ease their way back into play per the advice of their own physician prior to competition. Given the layoff from competing, players will be more susceptible to under-training, over-use and other injuries. Players should follow the advice of their own medical professional as to the level and extent of progressive conditioning needed for their sport and activity before competition begins.

BEHIND THE SCENES (EMPLOYEES)

Team Member Work Standards

- Implement screening for each team member to be executed prior to each shift. The screening will consist of the following:
 - Team members should be sent home if they have a temperature of 100.4 or higher and/or any symptoms of contagious illness such as vomiting, cough, etc.
 - Team members certify in writing that they are not – to their knowledge – in a high-risk category for illness, or symptomatic.
- Accommodating leave policies are in place, so team members do not feel pressured to come to work if they are sick.
- Remind team members to report any illness to a manager, especially if sick with fever, cough, muscle aches and pains, sudden changes in smell or taste, sore throat, and/or shortness of breath.
- Provide training to staff on proper use of personal protective equipment.
- Provide masks for all team members to wear while at the venue.
- Provide sanitizing stations such as a wash basin with soap and/or bottle of hand sanitizer, accessible to team members.
- Provide vests clearly designating certain team members as “safety team,” to be worn while performing safety and sanitation related duties in guests’ view.
- Provide gloves for team members to wear at all times when handling food and while cleaning the venue. All team members should have access to gloves to wear for any other duties where they feel more comfortable doing so.
- Stagger shifts, breaks, and meals, in compliance with wage and hour laws and regulations, to encourage social distancing.
- Require all team members to report any illness to a manager and require notification of COVID-19 positive case in team members household.
- Prohibit congregating of 10 or more people in break rooms or common areas and limit capacity of such areas to allow for safe social distancing.



PARTICIPANT SCREENING FORM

_____(Facility)_____ is very excited to get this season started! To help ensure the health and safety of participants, guests and staff, you have agreed that you will not participate in any activity at the facility if you have any of the symptoms listed below. If you attempt to participate in any activity at the Facility despite having these symptoms, you will be asked to leave the facility and suspended from further participation in the league.

For each participant, every question below needs to be asked PRIOR to them coming to and/or participating at _____(Facility)_____. The child's parent/guardian needs to be able to confirm that these questions were asked prior to each league/program event or activity.

Self-screening questions for each participant:

1. **Do you have a temperature of 100.4 Fahrenheit or greater?**
2. **Do you have a cough?**
3. **Are you experiencing a shortness of breath?**
4. **Are you having difficulty breathing?**

By registering and participating in the league, you agree that if you answer YES to any of these questions, you will not participate in our activities and will refrain from participation until all three of the following are true:

1. **You have been fever-free for at least 72 hours (three full days) WITHOUT taking medication such as acetaminophen or aspirin to reduce fever.**
2. **Other symptoms such as cough or shortness of breath are gone.**
3. **It has been at least seven days since your symptoms first appeared OR you have been tested for COVID-19 AND had two negative tests in a row at least 24 hours apart.**

PARTICIPANT SELF-SCREENING QUESTIONS FOR BEFORE EACH PROGRAM/EVENT/ACTIVITY

_____(Facility)_____ is very excited to get this season started! To help ensure the health and safety of participants, guests and staff, we are requiring this form to be completed for every participant. One of the most vital aspects of COVID-19 detection involves self-screening. This process will significantly help mitigate the risk of the virus spreading. For each participant, every question below needs to be asked PRIOR to them coming to and/or participating at _____(Facility)_____.

You will not be allowed to participate and/or attend practices/games at _____(Facility)_____ if this form is not completed.

Self-screening questions for each participant:

1. **Do you have a temperature of 100.4 Fahrenheit or greater?**
2. **Do you have a cough?**
3. **Are you experiencing a shortness of breath?**
4. **Are you having difficulty breathing?**

By registering and participating in the league, you agree that if you answer YES to any of these questions, you will not participate in our activities and will refrain from participation until all three of the following are true:

1. **You have been fever-free for at least 72 hours (three full days) WITHOUT taking medication such as acetaminophen or aspirin to reduce fever.**
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OSHA GUIDELINES



U.S. Chamber of Commerce

OSHA'S RESPONSE TO WORKPLACE SAFETY AND CORONAVIRUS EXPOSURE

As employers seek to protect their workers from exposure to Coronavirus, either while maintaining operations or in anticipation of resuming operations, what is expected of them by OSHA is one area of concern and uncertainty. OSHA has issued guidance to cover three of the main questions: how should employers protect their employees; do employers have to record cases of COVID-19 on their injury logs; and how will OSHA conduct enforcement related to Coronavirus? OSHA has coordinated its approach with guidance from the Centers for Disease Control (CDC) with respect to various protective measures. Below are specific details about what OSHA has said on these various topics.

Employer Obligations to Protect Employees

OSHA does not have a specific standard for dealing with exposure to Coronavirus, or infectious diseases, or pandemics. Accordingly, the relevant obligations come from the General Duty Clause (GDC) of the OSH Act that requires employers to provide their employees with workplaces that are “free from recognized hazards that are causing or are likely to cause death or serious physical harm.” In general, an employer must take reasonable steps to abate or prevent known hazards— both the hazard and the steps to address it must be known.¹ Exposure to Coronavirus meets these requirements. OSHA has prepared a guide for employers on how to prepare workplaces for exposure to Coronavirus. Highlights of it are below.

1 The following elements are necessary to prove a violation of the General Duty Clause: a) The employer failed to keep the workplace free of a hazard to which employees of that employer were exposed; b) The hazard was recognized; c) The hazard was causing or was likely to cause death or serious physical harm; and d) There was a feasible and useful method to correct the hazard.

Some media coverage of OSHA's handling of Coronavirus exposure has pointed out that guidance is merely suggestive and can be disregarded, unlike regulations. Employers should treat OSHA's guidance as recommended best practices intended to help them comply with their obligations under the General Duty Clause.

Assessing the Exposure Risk

OSHA has identified four categories of risk to describe a workplace:

- Very High: Jobs with a high potential for exposure to known or suspected sources of COVID-19 during specific medical, postmortem, or laboratory procedure such as health care or morgue workers handling specimens from patients or bodies of persons known to have COVID-19;
- High: Jobs with a high potential for exposure to known or suspected sources of COVID-19 such as healthcare delivery and support, medical transport, exposed to known or suspected COVID-19 patients;
- Medium: Jobs that require frequent/close contact with people who may be infected, but who are not known or suspected patients such as those who may have contact with the general public (e.g., schools, high-population-density work environments, some high-volume retail settings), including individuals returning from locations with widespread COVID-19 transmission;
- Lower Risk: Jobs that do not require contact with people known to be, or suspected of being, infected such as workers that have minimal occupational contact with the public and other coworkers.

Hierarchy of Controls

Once the level of risk has been identified, like other hazards, OSHA expects employers to work through the Hierarchy of Controls in determining the best approach to protecting employees. The different categories of control, in order of protection are: eliminate the hazard, engineering controls, administrative controls, safe work practices, and personal protective equipment (PPE) such as gowns, gloves, face shields, and respirators. What level of controls, and which controls are appropriate will be determined by the category of risk for the workplace. Pages 12-16 of OSHA's guide give full details including what type of respirators should be used, and the regulatory requirements associated with them.

Note that PPE is considered the last approach. Employers must communicate to employees what they are required to use, explain how to use it, and why it is necessary. Also, unless a mask is rated as protective such as N95s respirators, it is not considered PPE and may not trigger regulatory requirements for training and inspection.

Special Guidance on Use of Respirators

In recognition that the commonly used N95 filtering face piece respirators (N95 FFRs) are in short supply, OSHA announced special guidance on alternatives employers can consider when those respirators are indicated.

The interim enforcement guidance recommends that employers should reassess their engineering controls, work practices and administrative controls to identify any changes they can make to decrease the need for N95 respirators.

If respiratory protection must be used, employers may consider use of alternative classes of respirators that provide equal or greater protection compared to an N95 FFR, such as National Institute for Occupational Safety and Health (NIOSH)-approved, non-disposable, elastomeric respirators or powered, air-purifying respirators.

When these alternatives are not available, or where their use creates additional safety or health hazards, employers may consider the extended use or reuse of N95 FFRs, or use of N95 FFRs that were approved but have since passed the manufacturer's recommended shelf life, under specified conditions.

This interim guidance took effect on April 3 and will remain in effect until further notice. This guidance is intended to be time-limited to the current public health crisis.

Record keeping Requirements for COVID-19 cases

OSHA has said that incidents of employees contracting COVID-19 are recordable illnesses under the following criteria:

- The case is confirmed as a COVID-19 illness;
- The employee exposure is work-related as defined by 29 CFR 1904.5; and
- The case involves one or more of the general recording criteria in 29 CFR

1904.7, such as medical treatment beyond first aid or days away from work.

For the purposes of determining whether a COVID-19 case is work-related, OSHA has said that in areas where there is ongoing community transmission, employers other than those in the healthcare industry, emergency response organizations (e.g., emergency medical, firefighting and law enforcement services), and correctional institutions may have difficulty making determinations about whether workers who contracted COVID-19 did so due to exposures at work. Accordingly, until further notice, OSHA will not enforce its record keeping requirements to require employers outside the above industries to make work-relatedness determinations for COVID-19 cases, except where:

1. There is objective evidence that a COVID-19 case may be work-related. This could include, for example, a number of cases developing among workers who work closely together without an alternative explanation; and
2. The evidence was reasonably available to the employer which includes information given to the employer by employees, as well as information that an employer learns regarding its employees' health and safety in the ordinary course of managing its business and employees.

Employers of workers in the healthcare industry, emergency response organizations and correctional institutions must continue to make work-relatedness determinations pursuant to 29 CFR Part 1904.

OSHA's Enforcement Approach and Priorities

OSHA has announced a special interim enforcement plan to prioritize how they will address workplace Coronavirus issues. The plan provides instructions and guidance to OSHA Area Offices and compliance safety and health officers (CSHOs) for handling coronavirus-related complaints, referrals, and severe illness reports. The plan took effect upon its issuance on April 14 and will remain in effect until further notice. It is intended to be time-limited to the current public health crisis.

During the coronavirus outbreak, OSHA Area Offices will utilize their inspection resources to fulfill mission essential functions and protect workers exposed to the disease. The response plan contains interim procedures that allow flexibility and discretion for field offices to maximize OSHA's impact in securing safe workplaces in this evolving environment.

The response plan outlines procedures for addressing reports of workplace hazards related to the coronavirus. Fatalities and imminent danger exposures related to the coronavirus will be prioritized for on-site inspections. The response plan contains procedures and sample documentation for OSHA inspectors to use during coronavirus-related inspections. Workers requesting inspections, complaining of coronavirus exposure, or reporting illnesses may be protected under one or more whistleblower statutes and will be informed of their protections from retaliation.

Recognition of Employer Good Faith Effort

OSHA has announced that the agency will take an employer's good faith effort to comply with workplace safety requirements into consideration before deciding whether to issue a citation for a violation. OSHA's decision reflects the realities that government ordered closures, and shortages of key personnel can have a significant impact on an employer's ability to fully meet the requirements specified by OSHA such as training, testing, or inspections.

The guidance to OSHA inspectors specifies that during an inspection, compliance safety and health officers should assess an employer's efforts to comply with standards that require annual or recurring audits, reviews, training or assessments. Officers should evaluate if the employer:

- Explored all options to comply with applicable standards (e.g., use of virtual training or remote communication strategies);
- Implemented interim alternative protections, such as engineering or administrative controls; and
- Rescheduled required annual activity as soon as possible.

The agency may issue a citation if it finds an employer cannot demonstrate any efforts to comply. To ensure corrective actions employers have taken once normal activities resume, OSHA will develop a program to conduct monitoring inspections from a randomized sampling of cases where the agency noted, but did not cite, violations.

The guidance is in effect as of issuance on April 17, until further notice consistent with the Coronavirus public health emergency.

Conclusion

As employers begin to resume operations, protecting employees from exposure to Coronavirus will be a key component to the overall public health goal of preventing further spread of the virus. The combined guidance from OSHA and CDC provide the best resources for employers to consult as they make their plans. OSHA may update and expand their guidance going forward so checking OSHA's website set up for COVID-19 regularly is recommended. In addition, if you operate in a state with its own workplace safety agency, you should consult that agency's website for specific guidance or requirements.

RE-OPENING OPERATIONAL CHECKLIST

In order to make their staff and their guest experience more comfortable and as safe as possible, focus:

1. Establishing social distancing guidelines
2. Consistent sanitizing procedures

Each facility has unique elements, and therefore should establish procedures to fit their operation. It is suggested that facilities build these procedures with the recommendations below as a baseline.

- Review federal, state, and local health department recommendations, and integrate them into your plan. taking into account OSHA and CDC recommendations.
- Consult manuals for manufacturer's advice on how to close/re-open play areas with regards to extended closures.
- Ensure all licenses, inspections are up to date before opening.
- Identify possible exposures and health risks to employees while following HIPAA guidelines, and report up through SFM HR process.
- Establish protocols to account for possible exposure in the workplace, including requiring workers to self-disclose to their HR departments if they have tested positive for COVID-19.
- Establish new training protocols for staff for social distance guidelines, particularly for common staff areas.
- Establish a screening station with signage, collateral, masks and gloves for guests, and a medical professional if temperature screening guests
- Utilize a capacity calculator to identify maximum humans within each area, as well as diagrams that show proper spacing. Capacity approach:
- Install clear markers to queue lines that establish social distancing prior to reopening.
- Create a "Guest Flow" plan of reworked queue lines for entry, and post "Guest Flow" chart plan in public and staff areas.
- Create social distance information graphic or videos and display throughout for visitors to view easily.
- Utilize a reservation system to limit spectators and other non-participants.
- Utilize ticketing to limit attendance to events, to the amount you can comfortably accommodate maintaining proper spacing.
- Provide seating area consistent with social distancing by eliminating/closing select tables, seating or spreading them out to allow for significant spacing, at least six feet from the edge of the next edge, and seating no more than six to a table.
- Utilize cones, field paint, etc., to physically mark spacing where applicable
- Consult venue diagrams created to help manage spacing of guests
- Establish hand sanitizing/cleaning locations at facility entry points.
- Provide accessible sanitizing/cleaning locations throughout the facility (include restrooms, food service areas, POS stations, welcome areas, screening areas, high traffic areas, and other locations as needed,) taking into consideration tables, buttons, handles and other multi-touch surfaces.
- Post signage throughout, letting visitors know the procedures they should follow. Utilize an FAQ on-line, to prepare visitors prior to coming.
- Enhance previously available protocols of PPE for staff by encouraging mask use where appropriate during guest facing shifts.
- Establish procedures for third party workers that enter the facilities to wear proper PPE while performing their duties appropriately.
- Encourage cashless payment methods through on-line payment/gift card pre-purchase/or credit card payment only to be used for ticket purchase or to purchase items while inside the facility.
- Establish procedures for food delivery where applicable
- Identify a "Safety Team" inclusive of "Safety Team" vests as uniform items to serve as a communication resource so that employees and customers have access to accurate information throughout the crisis, as well as to be very visible in cleaning and sanitizing duties during times of operation.
- Conduct training on cleaning protocols and frequency
- Conduct training on the safe use of PPE for staff
- Conduct training on situations where guests do not adhere to venue guidelines
- Ensure exits are set to avoid bottlenecks and large gatherings.
- Continue to meet Health Department standards for sanitation practices.
- Provide seating area consistent with social distancing by eliminating/closing select tables, seating or spreading them

out to allow for significant spacing.

- Communicate with event owners / user groups about all venue guidelines and procedures related to COVID-19 response.
- Close locker rooms and showers
- Implement screening for each team member to be executed prior to each shift. The screening will consist of the following:
 - Team members should be sent home if they have a temperature of 100.4 or higher and/or any symptoms of contagious illness such as vomiting, cough, etc.
 - Team members certify in writing that they are not – to their knowledge – in a high-risk category for illness, or symptomatic.
 - Accommodating leave policies are in place, so team members do not feel pressured to come to work if they are sick.
 - Remind team members to report any illness to a manager, especially if sick with fever, cough, muscle aches and pains, sudden changes in smell or taste, sore throat, and/or shortness of breath.
 - Provide training to staff on proper use of personal protective equipment.
 - Provide masks for all team members to wear while at the venue.
 - Provide sanitizing stations such as a wash basin with soap and/or bottle of hand sanitizer, accessible to team members.
 - Provide vests clearly designating certain team members as “safety team,” to be worn while performing safety and sanitation related duties in guests’ view.
 - Provide gloves for team members to wear at all times when handling food and while cleaning the venue. All team members should have access to gloves to wear for any other duties where they feel more comfortable doing so.
 - Stagger shifts, breaks, and meals, in compliance with wage and hour laws and regulations, to encourage social distancing.
 - Require all team members to report any illness to a manager and require notification of COVID-19 positive case in team members household.
 - Prohibit congregating of 10 or more people in break rooms or common areas and limit capacity of such areas to allow for safe social distancing.
- Incorporate OSHA and local Health Department standards:
 - Limit customer seating capacity in the food areas to allow:
 - Tables spaced at least 6 feet apart
 - Limited seating at tables for no more than 6.
 - If removing tables is not feasible (i.e. booths), then place a barrier making the space physically unavailable for use
 - Mark waiting areas so that social distancing standards are met.
 - Consider options to order and deliver food by telephone or other electronic means
 - Options can include a text system to alert guests of available seating, an intercom system, or only one member of a party being allowed to wait in the waiting area)
 - Hand sanitizer available at cashier stations
 - Menus are digital or single use.
 - Consider installing plastic barriers to protect cashiers.
 - Frequently sanitize all front-of-house contact surfaces including door handles, screens, phones, pens, keyboards and other areas of hand contact.
 - Sanitize all chairs and tabletop items, including condiments after each table turns.
- In addition to normal standards, team members in concessions areas are required to wash their hands frequently, not less than every 30 minutes when preparing food. Team members handling prepared food will wear gloves. Face masks will be worn when required by the local Health Department.
- Kitchen are thoroughly cleaned with sanitizing solutions daily.
- Offer self-service items only as necessary. When self-service is offered, consider providing gloves for guests if possible.
- Display signage about hand washing and hygiene techniques at strategic locations.
- Consider providing vending machines where feasible for both food and beverages to accommodate guests who prefer “touchless” food service

GUEST / PARENTS FAQ

This section summarizes SFM's communication with the general public and will be published on the venue web site. We expect to update this material continuously and frequently as events unfold.

- What restrictions will be in place?
- What is happening to enhance the safety and cleanliness of the venue?
- What process can Athletes, Participants, Spectators, and other Guests to the venue expect for entry?
- What is your plan if someone attending has tested positive for COVID-19?
- Will you be testing players from out of state?

We are all in this together – and together we are stronger!

- Our venue is proud to be a partner to our community as we all come back stronger than ever. We know there are many in our area hurting and experiencing hardships. We are committed to providing a safe, clean, positive environment to help you and your family come and enjoy the activities you love the most
- As part of partnership with our community, we want to thank those who have tirelessly given of themselves to keep the rest of us going. Our venue is providing select Summer and Fall programs (leagues, camps, clinics) to children of hospital and physician's office employees at a **20% discount (or 50% or free – case by case as you find a sponsor)**

Q: WHAT RESTRICTIONS WILL BE IN PLACE?

- Outdoor playing fields and surfaces will be open for limited use with distancing requirements that include:
 - Bleachers and fixed seating will be limited
 - Guests are encouraged to bring in their own chairs
 - Social distancing of families watching games must be 6 feet apart, cones or other markers will be used to help communicate spacing
- Indoor facilities will reduce capacity to allow guest to adhere to recommended social distancing guidelines
 - We're taking necessary precautions to ensure proper distancing
 - Capacity reductions will change as government guidance is updated
 - Activities that do not adhere to government guidance will not be allowed
 - We will be monitoring social distancing and guests not complying will be reminded to practice distancing. In the event guests will not comply with social distancing practices, they may be asked to leave the premises
 - Any vendors offering services will be required to be separated by appropriate distance and must demonstrate cleaning and disinfection practices

Q: WHAT IS HAPPENING TO ENHANCE THE SAFETY AND CLEANLINESS OF THE VENUE?

Team Members

- Our team members are temperature tested before starting work each shift
- Team members are screened prior to each shift to ensure they do not currently have virus symptoms and have not been exposed to anyone who has tested positive for COVID-19
- We require all employees to report any illness to a supervisor
- We require notification of any COVID-19 positive cases in a team members household
- We will provide personal protective equipment including masks to all team members, and training on how to use it, based on CDC guidelines
- Our team members are provided sanitizing stations, such as a wash basin with soap and/or bottle of hand sanitizer
- We prohibit congregating of 10 or more team members in break rooms or common areas and limit capacity of such areas to allow for safe social distancing

Food Service Areas

- We have incorporated CDC recommendations, OSHA and local Health Department standards, and industry best practices into operating guidelines for our staff to follow
- We have extensive cleaning standards in place for our food preparation and public seating areas
- Sanitize chairs, especially where contact occurs
- Kitchens are cleaned with sanitizing solutions daily

- When preparing food, team members are required to wash their hands more frequently, not less than once every 30 minutes
 - We are following government guidelines for food area social distancing and seating capacity
 - We are using digital or single use menus

Additional Cleaning/Safety Standards

- Restrooms are cleaned with sanitizing solutions several times a day
 - Indoor restrooms will be accessible with a reduced capacity
 - We have temporarily closed every other urinal in men's restrooms
- We have placed signage throughout the venue encouraging distancing, hand washing, and other safe practices
- We will be continuously monitoring and improving our operations for the safety of our athletes, spectators, and team members
- We are committed to communicating with coaches, event owners, participants, vendors, and other visitors to the facility our guidelines and requesting everyone work together to keep us all safer
- We are providing hand sanitizer in high traffic areas

Q: WHAT PROCESS CAN ATHLETES, PARTICIPANTS, SPECTATORS, AND OTHER GUESTS TO THE VENUE EXPECT FOR ENTRY?

- Venues may have a reduced capacity for occupancy, to allow for appropriate social distancing
- In some cases, advance reservations will be needed to reduce the need to turn people away at the entrance. Please visit our web site or call the venue for updates and space availability
- Signage will be posted at the entrance asking/informing guests the following:
 - Have you had exposure to COVID 19 in the past 14 days?
 - Have you experienced:
 - Cough or shortness of breath?
 - Fever?
 - Loss of taste or smell?
 - You are at an increased risk for COVID-19 if you are:
 - 65 years or older, have underlying lung/asthma conditions, have heart complications, suffer from diabetes, liver disease, severe obesity or are otherwise immune-compromised
 - Your health is your responsibility
- We reserve the right to institute further COVID-19 screening to ensure guests are not endangering others.
- Any Guest who has had symptoms or exposure will not be allowed in the venue.
- If a symptomatic/exposed guest is a driver for another guest, they will be asked to wait in their closed vehicle until their passenger's activities are completed.
- Guests will be invited to use hand sanitizer stations upon entry and exit of the building. Sanitizing stations will be provided near main entrances.

Q: WHAT'S YOUR PLAN IF SOMEONE ATTENDING HAS TESTED POSITIVE FOR COVID-19?

We are communicating to event owners, partner organizations, renters, and those who register online, that anyone who has tested positive with COVID-19 is not allowed to enter the venue until they have been released by their doctor and diagnosed as "recovered."

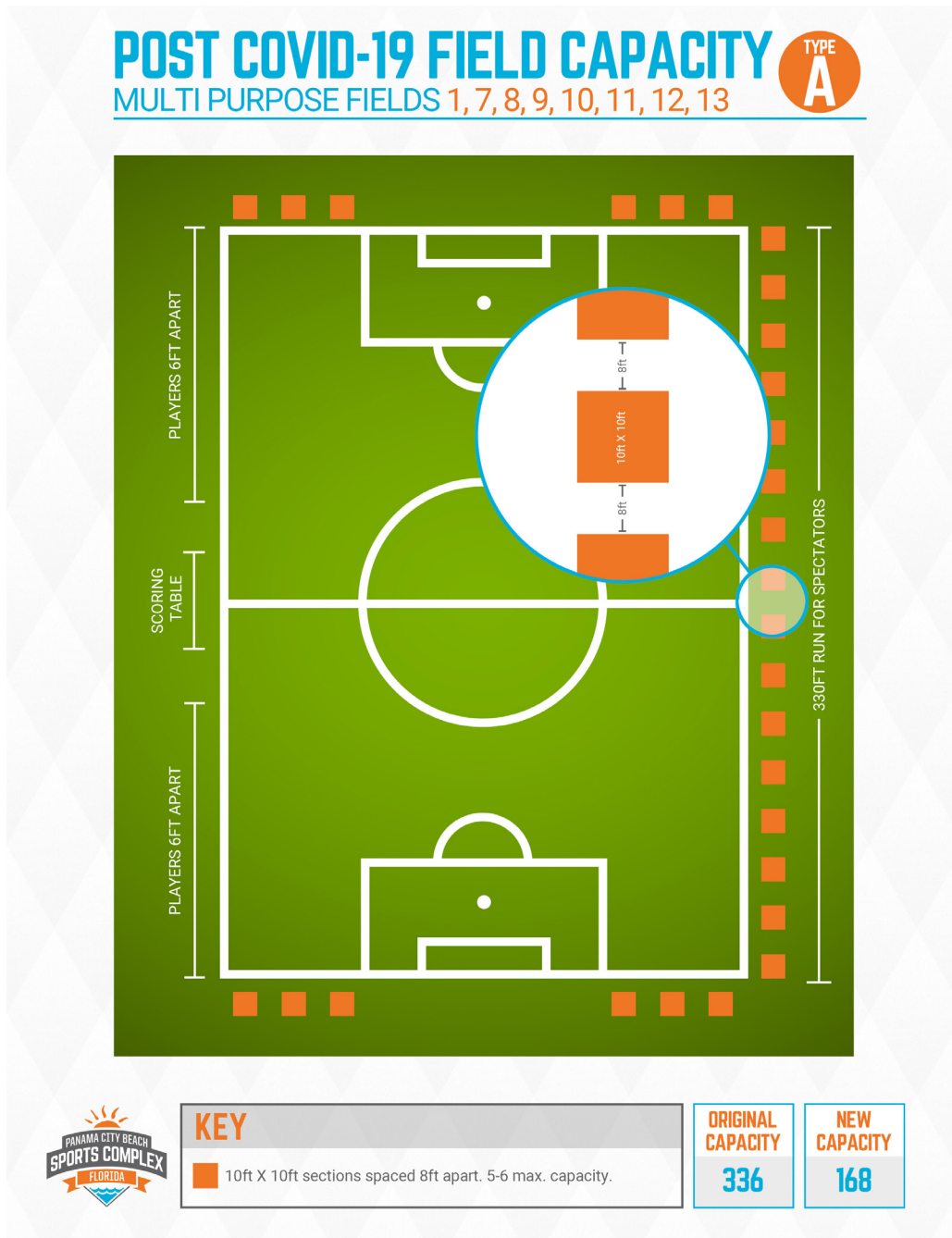
Anyone who is presenting symptoms of illness, or answers screening questions upon entry in a way that gives us concern, will not be admitted to the venue, as a way of protecting every other guest at the venue, and preventing exposures and spread.

(venue specific – we have partnered with XYZ medical group to provide first aid and medical advice to patrons in need, staffed for all large events offset from the main entrance, etc.)

WILL YOU BE TESTING PLAYERS FROM OUT OF STATE?

In most states, out of state travel will not occur until a later phase of reopening. At that time, our facilities will work with event organizers to institute standards above and beyond the minimum requirements to promote participant and guest safety.

SAMPLE VENUE DIAGRAM



*courtesy of Panama City Beach Sports Complex

ORDER SHEET

Included with this kit is an order sheet, in Microsoft Excel format, for COVID-19 supplies. You Will find this file included in the supporting documents directory.

<div> <div>THE</div> <div>SPORTS FACILITIES MANAGEMENT™</div> </div>				
Initial Order - COVID-19 Re-Opening Supplies				
Quantity	Item(s)	Price	Extended Cost	
4	OxyMed Thermometer	\$ 50.00	\$ 200.00	
4	3-Ply Blue Non-Hospital Masks (50 each)	\$ 55.00	\$ 220.00	
10	Nitrile Rubber Gloves (100 each)	\$ 12.00	\$ 120.00	
100	Lysol Wipes	\$ 4.67	\$ 467.00	
20	Safety Glasses	\$ 12.50	\$ 250.00	
10	Safety Team Vest (Various Sizes)	\$ 25.00	\$ 250.00	
10	Contactless Sanitizer Dispenser	\$ 115.99	\$ 1,159.90	
3	Traffic Cones (12 Pack)	\$ 95.98	\$ 287.94	

SAMPLE SUMMARY OF NEW MONTHLY COSTS

IMPACT OF COVID-19

Initial purchase of COVID / re-opening supplies	\$5656
Monthly increase in labor related to COVID	\$3000
Monthly increase in chemicals/supplies related to COVID	\$ 750
Total Month 1 cost of COVID / re-opening	\$8656
Total Monthly cost for months 2-3	\$3750

RECOMMENDED SIGNAGE & LANGUAGE

SFM APPROVED SOCIAL MEDIA STATEMENTS

[Facility Name] is proud to be a partner to our community as we all come back stronger than ever. We are preparing to welcome guests back to our facility and want you to know that we are committed to providing a safe and clean venue for you and your family to visit. Our facility is implementing CDC guidelines and industry best practices to encourage safety, including social distancing, wearing masks, and other precautions. Please see our website: www.urlhere.com for more information.

##

We're opening soon! In light of the ongoing pandemic, we have implemented new procedures to encourage preventative health and guest safety. Our employees will be wearing masks and gloves, washing their hands regularly, and practicing social distancing. We've also established a rigorous cleaning and sanitizing schedule. As we welcome guests back to [facility name], we ask that visitors also follow guidelines set forth by the CDC, state, and local governments.

##

We are preparing to re-open our facility for limited programming and look forward to welcoming players and families back very soon. Please remember that you can help us make our facility safer by taking measures to protect your own help and by being respectful of others. If you are not feeling well, are symptomatic or know that you have any communicable disease or illness, please follow CDC Guidelines and stay home!

##

We are OPEN! Our team has been working hard to provide you a safe and clean facility for you and your family to play, eat, and spectate. We have implemented new safety and cleaning procedures in preparation for your arrival and will be encouraging social distancing and following other guidelines as recommended by the CDC and your local and state governments. Please view our website more information.

##

We're back in business and ready for action! To prepare for your visit, please see all our enhanced safety and cleaning policies online: www.urlhere.com

##

WE'RE OPEN! We have been preparing, cleaning, and working hard to prepare to welcome you to our venue and have implemented many recommendations and guidelines as set forth by the CDC and your state and local governments. Prior to your visit, please take a moment to review on our website www.urlhere.com

SFM APPROVED RESPONSES TO FAQ'S ON SOCIAL MEDIA

What are you doing to keep guests safe?

Guest safety is our number-one priority. In light of the COVID-19 pandemic, our team has implemented many new policies and procedures to keep our guests safe as we re-open to the public, including additional cleaning services, wearing masks, maintaining social distancing, and others as recommended by the CDC and your state, and local government.

Do we have to wear a mask? / Why are staff wearing masks?

Facial Coverings are currently recommended as a safety precaution by the CDC. For guidance as to when to when a facial coverings and what type of covering will best protect you and your family please refer to the most recent CDC guidance <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

Will the facility be taking temperatures or testing for COVID?

Our facility may ask you and your family screening questions at the entrance to encourage awareness of CDC recommendations and respect for the health and safety of other facility guests. Facility employees will be undergoing a separate screening process before they begin work each day. Local law enforcement and health care professionals may be engaged to assist any guest that has questions or concerns about the CDC Guidelines and/or adherence to state and local laws.

Is the venue still selling food?

Yes! As we welcome back our guests, we will also have our standard food and beverage options available. In light of COVID-19, we have implemented enhanced cleaning and safety procedures in our food preparation and service areas. For additional details, see our website www.urlhere.com

If someone is not respecting social distancing or displays symptoms, what will you do?

We ask all facility to adhere to a Responsibility Code to participate in activities at the facility. Failure to abide by the Facility Responsibility Code could result in your removal from the facility. Local law enforcement will be engaged as needed to explain to guests the potential consequences of not following any applicable CDC or state or local guidelines.

I can't believe you are open, this is irresponsible – and other negative comments.

We understand that in this extraordinary time, there are many opinions as to when and how facilities should re-open. We are carefully monitoring this situation and our asking that our guests be respectful of others and the wide-range of opinions regarding public health and the Coronavirus. Ultimately, you are the best protector of your own health and if you are concerned about your own health and how attending any public event might impact you, we encourage you to consult with a medical professional and make your own decision as to whether or not to attend.

THINGS WE DO NOT DO ON SOCIAL MEDIA

- We do not make “ensure” or “guarantee” safety. We cannot make that claim.
- We do not argue or engage negative commenters. We reply with the prepared statement and respect people’s opinions.
- We do not provide information that contradicts the website or CDC, state, or local policies
- We do not make up answers. When in doubt, refer to the official language provided for your website.

SAMPLE SOCIAL MEDIA POSTS

These social media posts can be found in the supporting documents folder included with this kit.



SIGNAGE

With this kit, we've included a comprehensive signage selection included in the "Signs" folder in this kit. This folder includes prepackaged signs as well as an Adobe Illustrator document for your use.

WELCOME

FOR YOUR HEALTH & SAFETY:



DO NOT ENTER IF YOU ARE ILL
If you have a fever, shortness of breath, cough, or have tested positive for COVID-19, please do not enter the facility and seek medical advice.



RESPECT SOCIAL DISTANCING
Please practice social distancing and stay 6' apart from other patrons.



PREVENT THE SPREAD
If you brought a mask, gloves, or other protective coverings, please wear it to protect yourself and others from the spread of COVID-19.


We reserve the right to enforce social distancing and may ask guests to leave or work with local law enforcement to remove unsafe guests.

YOUR HEALTH IS YOUR RESPONSIBILITY


If you feel unsafe, have questions or concerns, please contact a staff member or visit our safety station.

COVID-19


SCREENING & IDENTIFICATION



HAVE YOU HAD EXPOSURE TO COVID-19 IN PAST 14 DAYS?



HAVE YOU FELT ILL IN THE PAST 24 HOURS?
Have you experienced:
• cough or shortness of breath?
• fever?
• loss of taste or smell?
If so, you may be exhibiting symptoms of COVID-19.



YOU ARE AT AN INCREASED RISK FOR COVID-19 IF YOU ARE:
65 years are older, have underlying lung/asthma conditions, have heart complications, suffer from diabetes, liver disease, severe obesity or are otherwise immuno-compromised

YOUR HEALTH IS YOUR RESPONSIBILITY

If you feel unsafe, have questions or concerns, please contact a staff member or visit our safety station.

CAPACITY CALCULATOR

We've included an useful calculator in Excel format. This will make it easy to determine what your facility's capacity looks like was we continue through a phased reopening.

THE SPORTS FACILITIES MANAGEMENT		VENUE GUEST CAPACITY - CALCULATOR											
Arena/Space		Front Row (8 Foot Lengths)	Second Row (8 Foot Lengths)	Third Row (8 Foot Lengths)	Fourth Row (8 Foot Lengths)	Fifth Row (8 Foot Lengths)	Sixth Row (8 Foot Lengths)	Tables with 6 foot spacing & 6 seats	Toilet Count * 50%	Game Count * 50%	Wrapped Line @ 6 foot Intervals	Original or Fire Code Capacity	New Capacity
Indoor Play	Court 1												0
	Court 2												0
	Court 3												0
	Court 4												0
	Court 5												0
	Court 6												0
	Court 7												0
	Court 8												0
	Adventure 1												0
	Adventure 2												0
	Arcade												0
	Laser Tag / VR												0
Outdoor Play	Indoor Turf												0
	Small Turf												0
	Outdoor Field 1												0
	Outdoor Field 2												0
	Outdoor Field 3												0
	Diamond 1												0
	Diamond 2												0
	Diamond 3												0
	Diamond 4												0
	Sand Court 1												0
	Sand Court 2												0
	Sand Court 3												0
Communal	Lobby												0
	Concessions Seating												0
	Mezzanine												0
	Retail Store												0
	Events Room 1												0
	Events Room 2												0
Capacity Models - Individual		Capacity Models - Teams +											



THE SPORTS FACILITIES
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