

# **SENIOR ADULT PROGRAM MEMBER & STAFF PROTOCOLS**

*Revised: January 2021*



# MEMBER PROTOCOLS:

## MEMBER EXPECTATIONS

- Members attending the program are expected to follow facility policies regarding behavior, hygiene, health practices, social distancing, and CDC recommendations.
- Members must be able to participate in programs and follow instructions of program staff to ensure their safety.
- Members who show disregard for policies or exhibit intentional disruptive behavior may be suspended from the program for a period of time determined by program administration.
- Members are expected to pre-register for all programs and pass the wellness screening to participate.
- Members can enter the facility no more than 15 minutes prior to scheduled class. Upon completion of your scheduled class time, you must exit the building within five minutes to ensure staff have time to sanitize and prepare for the next class.
- Members are encouraged to bring their own coffee, drinks, and snacks. Food and drinks are not available.

## GENERAL HYGIENE

Members are required to follow CDC recommendations for reducing transmission and maintaining healthy business operations and a healthy work environment, including but not limited to:

- Washing hands upon entry into the building, after using the restroom, before and after eating, after the conclusion of a program, and before and after a health assessment or screening of staff or members.
- Practicing social distancing of at least six feet.
- Not touching their face.
- Coughing and sneezing into a tissue or inside shirt.
- Staying home if they are sick or knowing they will not pass wellness screening.

## MASK PROTOCOL

- Members must wear a mask at all times, except when eating or drinking.
- Members must wear masks from when they exit vehicles at the beginning of the day until they enter their cars at the end of the day.
- Extra masks will be available for members that lose theirs during the day.

## PROGRAM REGISTRATION PRODECURES

Class sizes are limited and require advance registration. Registration is on a first-come, first-served basis.

- Registration:
  - Lincoln Recreation Center: Call 979.764.3779 or email [cjohnson@cstx.gov](mailto:cjohnson@cstx.gov)
  - Meyer Senior & Community Center: Call 979.764.2670 or email [kpeterson@cstx.gov](mailto:kpeterson@cstx.gov)
- If your membership has expired, the staff member will inform you and you will be able to renew over the phone or when you arrive for your scheduled program.
- Popular classes may have a limit for the number of times you can attend each month to ensure members who wish to attend have an opportunity.

## MEMBER WELLNESS SCREENING

Performed by staff as members enter the facility.

## **TEMPERATURE CHECK**

- Staff will wear gloves and take the member's forehead temperature twice.
- Staff will note verbal screening acknowledgement and take a second reading.
- If the first two readings have different results, a third reading will be taken to determine member's disposition.
  - If the temperature is lower than 99.5 F, the member may enter building and proceed to the hand-washing station.
  - If the temperature is 99.5 F or higher, the member must go home until fever-free without using fever reducing medication for at least three days.

## **RESTROOMS**

- Everyone who uses the restroom must wash their hands for at least 20 seconds with soap and water before exiting the restroom.
- Only one member is allowed to be in the restroom at any time.

## **PROTOCOL SURROUNDING HEALTH CONCERNS**

If members exhibit signs of illness or experiences any symptoms, staff will implement this protocol:

- We will request that the member leave the facility for the health and safety of all other guests and staff.
- The supervisor will document a detailed account of the incident, people present, symptoms, steps taken, and the outcome to include in the end-of-day summary.

## **STAFF PROTOCOLS**

### **GENERAL HYGIENE**

Members and staff are required to follow CDC recommendations for reducing transmission and maintaining healthy business operations and a healthy work environment, including but not limited to:

- Washing hands upon entry into the building, after using the restroom, before and after eating, after play, and before and after a health assessment or screening of staff or members.
- Practicing social distancing of at least six feet.
- Not touching their face.
- Coughing and sneezing into a tissue or inside shirt.
- Staying home if they are sick or knowing they will not pass wellness screening.

### **UNIFORM REQUIREMENTS**

Staff members must wear a staff or city event shirt, a mask, and close-toed shoes. Staff members are asked to arrive with newly washed clothes every day.

### **MASK PROTOCOL**

- Members must wear a mask at all times, except when eating or drinking.

### **DAILY OPENING PROCEDURES**

#### **SUPERVISORS**

- Unlock all program/staff spaces and turn on lights.
- Disinfect interior and exterior door handles, reception desk keyboard, and telephone.
- Supervisors will take their own temperature and record the reading on a daily chart.
- 10 minutes before staff arrives, set up devices, staff wellness checklist, health questionnaire, hand sanitizer, and thermometer at table in front of exterior door.

## **STAFF**

- The first staff member to arrive must confirm the supervisor's temperature.
- The verbal screening questionnaire is administered by a supervisor.
- Staff temperatures are taken when they enter the building.
- Staff members must sanitize their hands before and after clocking into their shift.
- Staff members must wash their hands when they enter the building.

## **STAFF WELLNESS SCREENING**

- Staff must be wearing a mask to enter the building.
- As staff enters, a supervisor should remain at the exterior check-in table to take temperatures and administer the verbal health questionnaire.

## **VERBAL QUESTIONNAIRE**

Staff members are required to answer these questions before entering the building each day:

- Have you had fever, cough, sore throat, shortness of breath, vomiting, diarrhea, rash, chills, runny nose, muscle pain, or new loss of taste/smell in the last five days?
- Have you taken fever reducing medications in the last five days?
- Have you been exposed to someone who has been diagnosed with the COVID-19?

If the staff member answers **yes** to any of these questions, they will be sent home and asked to return only when they can answer no to all four questions.

## **TEMPERATURE CHECK**

Once the staff member passes the verbal questionnaire, the supervisor should wear gloves and take their forehead temperature **twice**. The supervisor will note the verbal screening acknowledgment and record both temperature readings on the intake form. If first two readings give different results, a third reading will be taken.

- If their temperature is lower than 99.5 F, the staff member may enter building and proceed to the hand-washing station. The supervisor will note on the checklist.
- If their temperature is 99.5 F or higher, the staff member must go home until they are fever free without using fever reducing medication for at least five days.

## **SAFETY PROTOCOL & EXPANDED MEASURES**

- Staff will ensure cleanliness at the Lincoln Recreation Center and Meyer Senior & Community Center.
- Staff will participate in extensive training to review safety protocols.

## **PROGRAM DELIVERY**

Members will receive a safety briefing at the start of their day to remind them of the importance of social distancing and maintaining good hygiene practices. Staff will receive additional training around fostering a safe learning environment and are encouraged to clarify expectations and institute best practices for behavior management if an issue arises.

## **PROGRAM PREPARATION**

### **STAFF DAILY SAFETY BRIEFING**

Once all staff have arrived and clocked in, a supervisor must lead a daily safety review of general hygiene practices, safety reminders, and special circumstances of situations of which the team needs to be aware.

## **AFTER THE DAILY SAFETY BRIEFING, STAFF SHOULD ENSURE:**

- All rooms have hand sanitizer.
- 15 minutes before the first program starts, staff should be positioned at the exterior intake table with checklists and temporal thermometers.
- Each workstation and all equipment are wiped down with warm soap and water or disinfectant wipes 15 minutes before the first program session starts.

## **SUPERVISORS SHOULD ENSURE THE FOLLOWING ARE READY FOR MEMBER ARRIVAL:**

- Sign-in checklist with verbal health questionnaire acknowledgment.
- Medical gloves.
- Temporal thermometers.
- Staff members are smiling and greeting everyone.

## **STAFF CLOSING PROCEDURES**

### **CLEANING** (after the last member leaves the program space)

- In the rooms with a program including the lobby, disinfect all tabletops, chairs, devices, and equipment.
- Remove trash and debris from the floor.
- Take the trash to the dumpster.
- Disinfect interior and exterior door handles.
- Wipe down switch plates and turn off the lights.

## **END OF DAY SUMMARY**

Supervisors will give a snapshot of highlights to the recreation manager at the end of each week, including:

- The number of members served.
- The number of members sent home through wellness screening.
- An overview of incidents.

## **STAFF DEPARTURE**

- Staff will clock out using personal devices.
- Hand sanitizer must be used before and after clocking out.
- Staff members are instructed to wash their clothes when they get home.