



## LSCO Re-Launch Plan – June 23, 2020

### 1. Computer Sign in Area/Reception Desk

- **Physical Distancing Requirements**
  - Receptionist will be moved up to this office and will be the eyes and ears for the front entrance. She will enforce the importance of each guest signing in (contact tracing if necessary), ensure distancing is obeyed, encourage the use of the provided hand sanitizer and will maintain cleaning and sanitizing of this area. Also be used as security at the entrance.
  - Volunteer positions will be eliminated from this area.
  - Physical distancing markers will be placed here and into the lobby.
  - Sign in Computers have been set up to accommodate physical distancing requirements. Hand sanitizer will be at each computer
  - Receptionist will provide membership and program purchases once systems allow for this change.
  
- **Personal Protective Equipment**
  - A hand sanitizing station aside from the computers will also be at this location. Mask will also be made available here.
  - Protective Barriers have been installed at the reception area.
  
- **Cleaning & Disinfecting**
  - Receptionist will clean and sanitize this area as customers move through. It will also have a complete wipe down at the end of the day.
  
- **Staff, Volunteer & Visitor Inventory**
  - Each Customer who enters will be recorded, screening for symptoms related to Covid or cold like symptoms as per the AHS screening guidelines and what areas of LSCO they will be participating in ( program class or cafe for eg) will be recorded.

- **Communications**
  - Outside the main door and in Lobby area will be signage and notification of the info as per AHS such as screening, physical distancing, hand hygiene, respiratory etiquette, cleaning practices.
- **Site Map**
  - This entrance will be marked as an Entrance only.

## 2. Administration Area

- **Physical Distancing Requirements**
  - Proper physical distancing markings will be placed on the floor in front of the administration desk area, however we will allow for the appropriate spacing at the doorway to the card/dining room area. Elevator will be out of service unless necessary (signage) and then staff will be able to unlock it for use, it will then be cleaned/sanitized after use.
  - Crowd control barriers will be placed alongside the line up area to mark off those that are needing to stop at the administration desk and those who move on to the Dining Room area.
  - Computer Stations - 1 computer will be removed to accommodate physical distancing, disinfecting supplies will be made available for those who need to use the computers. Staff will also clean & disinfect as users move on.
- **Personal Protective Equipment**
  - A hand sanitizing station will be set up in the area. Mask will also be made available here.
  - Protective Barriers have been installed at the Administration area.
- **Cleaning & Disinfecting**
  - Implement procedures for increased frequency and disinfecting of high touch surface areas (door, counters etc)
  - Wipe twice method - wipes surfaces with a cleaning agent to clean soiled areas and the wipe again with a disinfectant.
  - Counter will be cleaned and sanitized as customers move through. Debit machine wiped down after each use. Lotto Checker will be removed and lotto ticket checking will be done by staff. Complete Area will also have a complete wipe down at the end of the day.
  - Cleaning schedules will be posted. Both LSCO staff and City staff will participate in increased cleaning frequency.

- **Staff, Volunteer & Visitor Inventory**
  - See reception guidelines for this. Signing in will occur at that area.
  - Any customer who shows symptoms related to COVID of cold-like symptoms must not be in the facility. If any visitor comes in sick or becomes sick while in the facility, will be asked to leave and begin isolation at home immediately. All surfaces and areas visited by said person will need to be cleaned and disinfected immediately.
  
- **Communications**
  - Remove all newspapers, magazines, puzzles and communal items.
  - Computer Stations - 1 computer will be removed to accommodate physical distancing, disinfecting supplies will be made available for those who need to use the computers. Staff will also clean & disinfect as users move on.
  - Daily Draw will be discontinued for the time being.
  - Library will remain closed.
  - Online payments and registrations will be encouraged
  - Debit, credit payments will be encouraged. Cash will be accepted when necessary
  - POSTERS AND INFORMATION WILL BE PLASTERED ALL OVER THE FACILITY. Some of those will be in regards to the following
    - Travel from outside of Canada -14 days
    - Symptoms - stay home
    - Hand Hygiene and respiratory etiquette
    - Maintaining physical distancing
    - Cleaning and disinfecting practices.
    - Cleaning checklists visible for all to see to reassure guests we are maintaining strict cleaning protocols.
    - Importance of recorded attendance
    - Dining room - all chairs and tables remain in place and not be moved
    - Leave dirty dishes on tables we will bus
    - Boutique closed, if you require assistance the staff at the administration desk will assist.
    - Newspaper distribution - ask for paper, newspaper to be kept at the admin desk for pickup
    - Elevator Use
    - What entrances will be utilized. Entry point and exit point. Entrance will be at the main lobby doors. Exit points will be at the administration desk doors or the Atrium doors.
    - Elevator - restricted to access only when needed

- Keep rooms and doors locked where public access is not wanted.

### 3. Dining Room Area

- **Physical Distancing Requirements**
  - Tables and Chairs have been rearranged to ensure that the tables and chairs are 2 meters between guests when seated. Both the Dining Room and Atrium have been set up to accommodate this.
  - Limits will be set on the number of patrons per table. LSCO will keep this at 4 and will not allow for the moving of tables and chairs. Chairs not in use will be removed.
  - Isle spaces are wide..
  - Physical distancing markers will be placed on the floor in front of the cafe service line and back to the start of the card area.
  - Isle spaces are wide and marking will be placed to direct traffic flow starting at the dining room area and will mark exits through the atrium and back through the dance floor and card room area.
  
- **Personal Protective Equipment.**
  - Protective Barriers have been installed over the sneeze guard on the service line and at the cashiers area.
  - Sanitize station will be set up at the point of entry into the Dining Room as well as information posters
    - Please sit with members of the same household or cohort group.
    - Please leave dirty dishes at your table and bussers will be around to clean and properly sanitize.
  
- **Cleaning & Disinfecting**
  - Disposable towels, spray cleaners and disinfectants will be available for all staff and volunteers.
  - Wipe twice method should be used - wipe surfaces with a cleaning agent to clean off soil and then wipe again with a disinfectant.
  - Tables will be thoroughly sanitized after each use. We will ask that trays and dirty dishes be left on the table and a volunteer will bus the table and then wipe down all table and chair surfaces. A bussing station will be set up in the Atrium
  - Develop & implement procedures for increased frequency for cleaning and disinfecting high traffic and high touch surface areas. (schedule to follow)

- Housekeeping/cleaning staff or volunteers not involved in food prep or food service.
  - Tables & chairs including underneath chairs cleaned and disinfected after each use.
  - Debit machine sanitized after each use.
  - Cafe line wiped down after patrons move through
  - Area will be fogged at the end of the day.
- **Volunteer Inventory**
    - Daily attendance of all volunteers. The volunteers will check in at the Volunteer Coordinators office where times and locations of each volunteer will be recorded. This information may be necessary for contact tracing if there is a report of a positive case within our facility.
    - Daily screening (temperature check) of all volunteers for symptoms related to Covid or cold-like symptoms. ANYONE SICK WITH COLD-LIKE SYMPTOMS MUST NOT BE IN THE FACILITY. If any volunteer comes in sick or becomes sick while in the facility will be asked to begin isolation at home immediately. All surfaces and areas visited by said person will need to be cleaned and disinfected
  - **Site Map**
    - Card room area will be used as a waiting area in the event the line forms past the sanitizing station.
    - Hours of operation will be 8am to 3pm to allow for proper cleaning at the end of the day.

#### 4. **Kitchen Prep Area and Service Area**

- **Physical Distancing Requirements**
  - Maintain physical distancing in the food prep area as much as possible
  - Prep cook will be hired - this will eliminate the need for a few volunteers in the area. Spacing is limited therefore this is required in order to maintain proper distancing.
- **Personal Protective Equipment**
  - Masks and gloves will be mandatory in food prep areas.(Gloves exception for Chefs on Grill)
  - Wait staff, servers and bussers must also wear a mask.

- **Cleaning & Disinfecting**
  - Staff and volunteers will perform frequent hand hygiene.
  - Common touch areas must be thoroughly cleaned and disinfected very often.
  
- **Staff, Volunteer Inventory**
  - Staff & Volunteers to take the online COVID training (Red Cross)
  - Daily attendance of all volunteers. Volunteers to check in at the Volunteers Coordinators office where times and location of volunteer service will be recorded. This may be needed for contact tracing.
  - Daily Screening (temperature check) of all volunteers for symptoms related to COVID or cold like symptoms. **ANYONE SICK WITH COLD-LIKE SYMPTOMS MUST NOT BE IN THE FACILITY.** If any volunteer comes in sick or becomes sick while in the facility will be asked to begin isolation at home immediately. All surfaces and areas visited by said person will need to be cleaned and disinfected.
  
- **Communication**
  - Debit, credit of account payments will be encouraged. Use of cash only when necessary.
  - There can be no buffet service or self service. Staff and volunteers must serve off the line.
  - Staff/Volunteers dispensing all food items, trays & cutlery. No access to items from guests. 1 volunteer for trays & cutlery, 1 volunteer for sandwich, pop desserts cooler, 1 volunteer for hot food line, 1 volunteer for coffee area.
  - All items removed from tables
  - Utensil sets will be wrapped in napkins and distributed. This process will be done by individuals in a sanitized space with gloves and masks on.
  - Use pre packaged condiments and salad dressings
  - Switch out serving utensils between volunteers...do not use utensils used by someone else.
  
- **Site Map**
  - Food Service Cashier will be limited to the till area and to the disinfecting of the service line. She will not be allowed any food preparation duties.

## 5. Washrooms

- **Physical Distancing Requirements**
  - Sinks, Urinals & Stalls will be decommissioned to ensure proper physical distancing.
  - Water Fountain outside of main lobby will be decommissioned
- **Cleaning & Disinfecting**
  - Wipe twice method - wipe surfaces with a cleaning agent to clean off soil and then wipe again with disinfectant.
  - Develop and implement procedures for increased frequency for cleaning and disinfecting high traffic and high touch areas. (door buttons)
  - Washrooms will be fogged midway through the day.
- **Communications**
  - Hygiene Protocol posters to be poached in the washrooms.

## 6. Support Services and Support Group reopening

- **Physical Distancing Requirements**
  - Limited number of participants per group to ensure physical distancing. Setting up of tables and chairs will accommodate distancing requirements. Max number will be determined by set up needs and will set up will be in place prior to start time.
- **Personal Protective Equipment**
  - Hand sanitizer stations will be placed at entry/exit locations in the facility and in group rooms.
  - Recommended that masks will be made mandatory in areas where physical distancing cannot be maintained. (ie work groups if needed)
- **Cleaning & Disinfecting**
  - Increased frequency of cleaning and sanitation of common touch areas.
  - Cleaning schedules will be posted in rooms.
  - Participants will be encouraged to perform frequent hand hygiene before, during and after gathering.
- **Staff, Volunteer and Visitor inventory**
  - Class attendance will be recorded for contact tracing if needed. Instructors or group leads/facilitators will ensure this is done.

- Screening for symptoms related to Covid or cold-like symptoms. ANYONE SICK WITH COLD-LIKE SYMPTOMS MUST NOT BE IN THE FACILITY. If anyone comes in sick or becomes sick while in the facility will be asked to begin isolation at home immediately. Any participants will be asked to perform hand hygiene. All surfaces and areas visited by said person will need to be cleaned and disinfected.
- **Communication**
  - Online/telephone program/group registration will be encouraged.
  - Information posters and fact sheets will be placed throughout the facility and in each program room.
    - Hand hygiene and respiratory etiquette
    - Cleaning and disinfection practices (schedules)
- **Site Map**
  - Rooms that are not in use will remain locked.

## 7. Specific to Program and Fitness Reopening

- **Physical Distancing**
  - Soft reopening with limited number of participants per class to ensure physical distancing. Marking will be placed on the floor to accommodate this. Modified programs where necessary. This will start with a few low impact classes to ensure procedures put in place are easily followed
  - All program rooms have been/will be rearranged to accommodate physical distancing.
  - Fitness room equipment will be rearranged to accommodate 6 feet of distancing between each. In places where distancing cannot be accommodated the use of the equipment within that area will be limited to one participant. If needed we will install barriers between that equipment.
  - Pickleball/badminton/table tennis court times will be scheduled. Play with family members if applicable. Consider Cohort groups.
  - Participants will follow marked one way traffic patterns when entering and exiting program rooms where possible.
- **Personal Protective Equipment**
  - Hand sanitizer stations will be placed at locations leading into program room areas.



- Masks will be mandatory in areas where physical distancing cannot be maintained.
- **Cleaning & Disinfecting**
  - Increased frequency of cleaning and sanitation of common touch areas and equipment. Fitness Room & Equipment will be fogged each day.
  - Fitness equipment will be sanitized before and after each use. (instructors will ensure this happens). Adequate time will be left after each class to ensure the area and equipment are thoroughly cleaned.
  - Participants will be encouraged to bring their own equipment where applicable (Yoga mats, blocks etc.)
  - Cleaning schedules will be posted in change rooms, program rooms and fitness rooms documenting individual and time of cleaning.
  - Participants will be encouraged to perform frequent hand hygiene before, during and after activity and also to follow respiratory etiquette.
- **Staff, Volunteer and Visitor Inventory**
  - Class attendance will be recorded for contact tracing if needed. Instructors will ensure this is done.
  - Daily screening for symptoms related to Covid or cold-like symptoms. ANYONE SICK WITH COLD-LIKE SYMPTOMS MUST NOT BE IN THE FACILITY. If anyone comes in sick or becomes sick while in the facility will be asked to begin isolation at home immediately. Any participants will be asked to perform hand hygiene. All surfaces and areas visited by said person will need to be cleaned and disinfected.
- **Communication**
  - Online program registration will be encouraged.
  - Not all classes & programs will resume at this time. Cards, Choir, Karaoke, Billiards, Adult Day Program will not recommence at this time. Others may be added to the list as we go. Soft opening to start with only a few selected programs.
  - Information posters and fact sheets will be placed throughout the facility and in each program room.
    - Physical Distancing
    - Hand hygiene and respiratory etiquette
    - Cleaning and disinfection practices (schedules)

- **Site Map**

- As there historically has been minimal use of change rooms we will open them up. Cleaning and disinfecting (scheduled) and distancing protocols (place signage) will be implemented in the change rooms. Will reconsider if capacities require.
  - Water Fountain outside of main lobby will be decommissioned.
- Rooms that are not in use will remain locked.

## 8. Staff

- **Physical Distancing Requirements**

- Staff are to maintain the 6 feet of physical distancing requirement when amongst other staff members, volunteers and guests of our facility.

- **Personal Protective Equipment**

- Mask wearing is encouraged and is mandatory when 6 feet of physical distancing cannot be maintained.

- **Cleaning & Disinfecting**

- Proper hand washing and sanitizing is mandatory.
- Staff will be expected to also participate in cleaning & disinfecting procedures of high touch surface areas and program rooms as needed.

- **Staff Inventory**

- Staff will partake in asymptomatic testing prior to the reopening of LSCO
- Staff are asked to take the on-line Covid assessment tools on the Alberta Health website if they are not feeling well prior to each of their shift start time. Daily screening for symptoms related to COVID or cold-like symptoms are mandatory. If you are SICK WITH COLD-LIKE SYMPTOMS MUST NOT BE IN THE FACILITY. If you come in sick or become sick while in the facility will be asked to begin isolation at home immediately. All surfaces and areas visited by said person will need to be cleaned and disinfected immediately.
- If you do become sick, please take the on-line assessment and if recommended please get tested for COVID.

- **Communications**

- Staff are asked to inform Operations Manager if you will not be coming into work or to the facility. (Please let OM know if you will be working from home or other locations for the day so that proper inventory can be kept.)
- Sick time policy will accommodate for 10 - 14 days of illness leave without the requirement of a doctors note for illness related to COVID or cold-like symptoms

- It is asked that every staff member be responsible for making sure each of our volunteers and guests are made aware of the procedures we have put in place such as to follow physical distancing requirements, proper sanitizing and respiratory etiquette, abide by traffic flow etc.
- It is asked that every staff member do their part and help with cleaning and sanitizing of all areas of LSCO as needed. Please be aware of schedules and do your part. Please initial off when cleaning practices are done so that we can reassure our members and clients we are doing everything we can to ensure everyone's safety.
- **Site Map**
  - Please be sure to lock rooms that are not in use

### **Other things to consider**

**First Aid practices - please ensure you have face masks, shield and gloves when attending to first aid situations.**

**First Aid Lead Shiloh Sabas -**

**LSCO Rental Groups - At a date to be determined....We will accommodate Support Group rentals only (AA, Victim Services etc). Private booking will not resume at this time. A procedure document will be given to each support group outlining the need to follow screening of participants, physical distancing, hand hygiene and respiratory etiquette as well as supply their own sanitizers for their group.**

**Staff/Board/Volunteers will participate in an online training program in relation to COVID 19 (Red Cross or AlbertaHealth Service Website)**

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