

PRO SHOP PROCEDURES

Last modified: 6/12/2020

Customers - Queueing

No more than two customers waiting to check in inside the clubhouse at any time. Signs will be placed on the clubhouse walls and floor indicating where people should stand. All markers where people should stand will be at least 6 feet apart. Markers will indicate where people should stand as well as the direction of the line for the following lines: indoor line for Front Desk, outdoor line for Front Desk (continuation of indoor line), outdoor line for Clubhouse bathroom/locker room. The doors to the clubhouse will remain open when practical (taking such things as weather, wind, and dust into consideration). Facing the clubhouse from outside, the right door will be used to go into the club house, and the left door will be used to leave the clubhouse. (The right door is the only one that can be opened from the outside when the doors are closed so people are used to going in through this door). We will have an extra Clubhouse Staff person to help enforce the rules in the Clubhouse.

- 1. All customers waiting in line (inside or outside) must wear a mask, and all customers must wear a mask inside the clubhouse.**
- 2. The first customer will be at the pro shop counter.**
 - a. There will be a plexiglass shield to protect interactions between the customer and proshop staff.
 - b. Pro Shop Staff will wear masks at all times.
 - c. Customers inside the clubhouse must wear masks.
 - d. Lining up to enter the clubhouse.
- 3. The second customer will be waiting on a designated marked spot at least six feet behind the first customer.**
 - a. If there are more than two customers waiting. the third and subsequent customers must wait outside the clubhouse.
- 4. The third customer will stand at least six feet from the entrance on the designated spot. When the first customer leaves the clubhouse, the third customer may go up the stairs to the second customer spot, and the second customer moves to the front desk.**
 - a. Customers must go up the stairs on the right (perspective of the customer going up) and come down the stairs on the right (perspective of the customer going down).
- 5. The fourth customer must stand six feet behind the third customer, and so on.**
- 6. We will have signs posted outside the clubhouse indicating the procedure for customers and that they need to wear a mask while they are inside the clubhouse.**

Customers - Check-In

Procedure for customers to check-in for a court with minimal contact.

Only one person should check in representing the entire group playing together.

1. Everyone playing must have an account on our new registration software, not just the person checking in. Even if they registered in the past, they will have to register again with our new system.

- a. This will help with contact tracing if we discover someone was infected and came into contact with players.
- b. They can register on our web site: <http://www.mountainviewtennis.net>
- c. Customers may add money to their account remotely or put a credit card on file in order to minimize contact with the clubhouse staff.

2. The first time checking in, the customer will have to show the ID of each resident. After showing proof of residency, the resident badge will be good for one year. Non-residents don't need to show an ID.

- a. If the customer can't show proof of residency, that customer will be considered a non-resident.
- b. The customer can come into the clubhouse at any time to show proof of residency.
- c. Customers can create their account remotely via our web site at <http://www.mountainviewtennis.net>

3. Upon checking in at the Front Desk, the customer will tell the Front Desk Staff if they are there for a reservation (pre-booked) or a Walk-On court.

4. Reservation

- a. For reservations, we will strongly encourage customers to place reservations online for everyone's safety. All of these will be pre-booked with the customer's credit card, so once they check in, the court will be paid for.
 - i. If a customer booked by phone or in person, they will pay by cash or check.
- b. The Front Desk Staff will remind the players that a maximum of two separate household may play on one court. If there are more than two households, they will need to play singles.
- c. The Front Desk Staff will remind the players to keep social distance while playing if there is more than one household.
- d. The Front Desk Staff will inform the players of their court and they can go play.

5. Walk-On Courts

- a. For Walk-On Courts, the player will tell the Front Desk Staff the names of all players playing together and show IDs for the residents.
- b. The Front Desk Staff will remind the players that a maximum of two separate household may play on one court. If there are more than two households, they will need to play singles.
- c. The Front Desk Staff will remind the players to keep social distance while playing if there is more than one household.
- d. If there are any non-residents, the Front Desk Staff will collect any payment due. Payment may be made via credit card in order to minimize contact.
- e. The Front Desk Staff will inform the players of their court and they can go play.

6. Cash or Check Transaction Procedure

- a. If the customer wants to pay by cash or check, the Front Desk Staff will sanitize their hands and tell the customer the amount they owe and slide over the tip tray.
- b. The customer will put the cash (or check) onto the tip tray and slide it back.
- c. The Front Desk Staff will open the cash drawer, get any change due the customer from the

cash drawer, place it on the change tray and slide it to the customer, then place the customer's money in the cash drawer.

d. Once the transaction is complete, the Front Desk Staff will sanitize his/her hands.

7. Credit Card Transaction Procedure

- a. If the customer pays by credit card, the Front Desk Staff will tell the customer how much they owe and have them swipe their credit card through the reader.
- b. If the card doesn't read properly, the Front Desk Staff may need the customer to hand over the card by putting it on the tip tray, so staff can enter the number to charge it.
 - i. Before handling the credit card, staff should sanitize their hands.
 - ii. After entering the number, staff should place the credit card on the tip tray and slide it back to the customer.
 - iii. After the customer retrieves their card, staff should sanitize their hands again.

Snacks and Beverage Sales

For the time being, no snacks (chips, energy bars, candy) will be available for sale in the clubhouse. Bottled water, Gatorade, and soda will be available.

1. If a customer wants to buy a drink, they must ask the Front Desk Staff to get the drink for them.

- a. This minimizes the number of people in contact with the drinks in the refrigerator.

2. We will have a minimum charge of \$10 for credit card transactions, but a customer may apply the charge as a credit onto their account.

- a. There is no minimum purchase amount when paying from the customer's account.

Bathroom/Locker room Protocol for Clubhouse

See ***Camp Procedures*** for bathroom procedures during camp. The following procedures are for regular visitors to the clubhouse. The locker room changing area (where the lockers are) and the shower area will be taped off and off limits. The urinal in the men's bathroom and one of the stalls in the women's bathroom will be taped off and off limits. One of the sinks in each of the bathrooms will be taped off and off limits. Signs will be placed prominently so people understand they can't go there.

1. A maximum of two people may use the bathroom/locker room area at a time.

- a. The two people must always be socially distanced while in the bathroom.

2. Everyone who goes into the bathroom and/or the clubhouse must always wear a mask unless medically unable to do so.

3. The door for the bathrooms will be propped open to minimize contact with

the door and handles.

4. A person waiting to go into the bathroom will wait outside the clubhouse entrance on the designated spot, at least six feet away from people waiting to check in for a court.
5. If there is a person who wants to go down the stairs at the same time someone is coming up the stairs, the person going up has priority, so the person going down should wait outside until the person going up has left the building.
6. The bathroom protocol will be posted outside the clubhouse as well as on the way to the bathroom and inside the bathroom.

Clubhouse Sanitation Protocol

1. The bathroom/locker room doors inside the club house will be propped open so people don't need to touch the door to go in/out.
2. We have a professional janitorial service doing a deep clean of the entire clubhouse twice a month.
3. The pro shop staff does general cleaning as needed including:
 - a. emptying trash
 - b. wiping down sinks
 - c. refilling soap, paper towels, and toilet paper
4. At least twice a shift pro shop staff will sanitize high touch areas (most shifts are 3 hours, occasionally up to 5 hours, but for the foreseeable future probably 3 or 4 hours):
 - a. Bathroom/locker room area:
 - i) Wipe down sinks
 - ii) Wipe down counters at sinks
 - iii) Wipe down toilets
 - iv) Wipe down soap dispenser
 - v) Wipe down bathroom stall doors
 - b. Front desk area:
 - i) Wipe down Front Desk counter
 - ii) Wipe down handle to drink refrigerator (only staff is allowed to retrieve drinks from the refrigerator)
 - iii) Wipe down credit card swiper (after each swipe)
 - iv) Wipe down staff computer keyboard (at end of each shift or before different staff uses it if multiple staff needs to use it in same shift)
 - v) Drinking fountain will be off limits so will be taped up.
 - vi) Guest computer will be off limits so customers will not have access to it.

c. Stairs and entrances:

- i) Wipe down stair railings (we will have signs discouraging people from touching the railings unless necessary for their safety)**
- ii) Wipe down entrance door handles and doors (the doors will be propped open whenever practical, so this applies only when the doors are closed)**

CAMP COVID-19 PROCEDURES

Check-In and Grouping

All students will be sent an introduction email explaining what they are expected to bring and what they are expected to do to follow COVID-19 procedures.

- 1. Students will go to the court where they were told to meet in their Intro email.**
- 2. Next to the court will be a Check-In Desk, where parents/guardians check their child in.**
 - a. Parents/guardians and children must wear masks (unless medically unable to) when they are off the court, including check-in (as they will be told in the Intro email).
 - b. At check-in, the parent/guardian will turn in their signed agreement they received with their intro email. The agreement acknowledges the expectations and states that the child has not been enrolled in any other summer programs or classes for a three-week period. The agreement also lists any people authorized to pick up the child.
 - c. The child will be asked if they have any COVID-19 symptoms or if they have been in contact with anyone who has been diagnosed with COVID-19.
- 3. The students will be asked to enter a court, one at a time, to be evaluated individually on playing level.**
 - a. Once the level is established, they will be directed to the appropriate coach for their level, and they will remain with that coach and group for the remainder of the session.
 - b. The groups will be no larger than 12 and will be consistent through the course of the session.
 - c. Each group will be spaced so that there are no more than 6 people playing on a court at a time. If there are more than 6 students, there will be at least two coaches.

Camp Procedures

All coaches will be given copies of all procedures and be expected to abide by them. At the start of each camp and at checkpoints throughout the camp, management will observe the camps to make sure the procedures are being followed appropriately.

- 1. Each coach will carry hand sanitizer with them and sanitize their hands frequently throughout the day, especially after coming into contact with high touch surfaces.**
- 2. Coaches will wear masks at all times unless they are actively exercising.**
- 3. If the coach has any COVID-19 symptoms, they will not come to work, and a substitute will take their place.**
- 4. Coaches will make sure students are spaced at least 6 feet apart throughout the camp.**
 - a. With 7200 square feet per court and 6 students per court, tennis lends itself naturally to social distancing.

b. Coaches will have markers on the court for where students should stand, and markers on the outside areas of the court for where to take breaks in between drills. Each player will have their own area.

5. Coaches will keep kids away from high-touch areas on the court.

- a. The gates to enter and exit the courts will be tied open so that players and coaches will not have to touch them to get in or out.
- b. One gate will be designated for going into the court, and the other gate will be designated for leaving the court.
- c. Kids will be discouraged from touching the net, net posts, and benches. The benches will be taped off with Caution tape to discourage kids from sitting there.

6. We will keep kids outdoors throughout the day to keep them as safe as possible from spreading the virus.

7. We will have portable awnings for artificial shade and will take breaks in shady areas of the complex.

8. Regular bathroom breaks will be taken.

- a. Most of the group will wait outside, and a maximum of two students at a time will be allowed to go into the bathroom.
- b. One student can be using the sink to wash their hands with soap and water for a minimum of 20 seconds while the other student can be using the toilet.
- c. When one pair comes up the stairs from the bathroom, the next pair can go.
- d. If one person is using the sink, the other person must be waiting at least six feet away if they also need to use the sink.
- e. All students must wear masks when waiting and going to use the bathroom.

9. Coaches can not touch the students, so cannot help the students with their masks, putting on sunscreen, etc.

10. Shared equipment

- a. The tennis balls used for each camp will be used within that group of 12 only for the entire session and will be kept separate from other balls. No other campers will use those balls outside of the 12 in their camp. Once the session is over, the balls will be sanitized before they are used for the next session.
- b. Any other shared equipment will be sanitized before any other groups use them.

Camp Agreement for Parents/Guardians/Students:

- 1. If the parent/guardian or student exhibits any COVID-19 symptoms, they will not come to camp.**
- 2. I will stay six feet apart from coaches and other students.**
- 3. I will let a coach know if I start to feel sick.**
- 4. I will wash or sanitize my hands before check-in and after pickup, and wash them often throughout the day.**
- 5. I will not touch other campers or their equipment.**
- 6. List of people authorized to pick-up student at end of camp day: .**

List of things to bring:

- 1. Backpack or bag to hold personal items, with name clearly marked where practical.**
- 2. Hand sanitizer.**
- 3. Tissues.**
- 4. Sunblock. (please apply before coming to camp; coaches cannot help apply)**
- 5. Tennis racket marked with name.**
- 6. Large bottle of water.**
- 7. Hat**
- 8. Face mask (for cloth masks, please wash every day or wear a new one)**
- 9. Snacks to eat during breaks (do not share)**
- 10. Towel to sit on and to use.**

Private Lesson Protocol:

- 1. Coach and student will maintain social distance throughout the lesson**
- 2. Coach will not touch student, and student will not touch coach.**
- 3. Each coach will have their own basket of tennis balls for their private lessons that only they use.**
 - a. The coach may feed the balls to the student by racket or by hand.**
 - b. The coach should sanitize his/her hands before and after feeding the balls.**
 - c. When picking up the balls, the student can use his/her racket to roll the balls over to the coach, but the coach should be the only one touching the balls or the hopper/basket/cart.**
- 4. If serving is part of the lesson, the coach will open new balls for this purpose, and during the lesson, the student will be the only one touching the balls.**
 - a. When the student serves, the coach may return the balls using his/her racket but will not touch the balls with his/her hands.**
 - b. At the end of the lesson, the serving balls will be separated and set aside or sanitized until they are deemed safe to use. At which point they will be added to the coach's basket.**
 - c. If the student brings their own basket of balls, they can use that basket to practice serves. In this case, the student will be the only one allowed to touch these balls and basket.**
- 5. Care will be taken by the coach to sanitize hands when touching high-touch surfaces, such as the gate to the court. The coach will also be careful to keep the student from touching any high-touch surfaces during the lesson.**
- 6. Both coach and student must wear a mask when coming to the court and when leaving the court.**

