



County Commissioners of Kent County, MD Department of Parks & Recreation



COVID-19 REOPENING SAFETY PROTOCOLS, POLICIES & PROCEDURES ~NOVEMBER 2020~

REVISED 11/2/2020

Patrons are responsible for reviewing and understanding the COVID-19 Kent County Community Center (KCCC) Reopening Safety Protocols, Policies and Procedures BEFORE registering/participating in programs/activities or visiting the KCCC.

COVID-19 Reopening Protocols, Policies and Procedures are located on our website publications page in portable document form (PDF) at <http://www.kentparksandrec.org/publications.php> and via hard copy at the KCCC (11041 Worton Rd., Worton, MD 21678).

The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization. COVID-19 is extremely contagious and is believed to spread mainly from person-to-person contact. As a result, federal, state, and local governments and federal and state health agencies recommend social distancing to prevent the spread of Coronavirus/COVID-19. Contracting Coronavirus/COVID-19 can lead to severe illness, personal injury, permanent disability, and death. Kent County Parks and Recreation (KCPR) has established and implemented new protocols and put in place preventative measures to help reduce the spread of COVID-19; however, KCPR cannot guarantee that participants of programs or activities, attendees, contractors, employees or others will not become infected with COVID-19. Participating in or attending any recreation program or activity, whether indoors or outdoors may increase the risk of contracting COVID-19.

KCCC Building Hours /Administrative Staff/Business Hours (Subject to Change)

Subject to change pending new circumstances that arise related to COVID-19, KCCC will be open Fall/Winter (November-April) from 8:30 am – 9 pm, Monday – Friday and 8:30 am – 6 pm Saturday (closed some holidays); Spring/Summer (May-October) from 8:30 am – 6 pm, Monday – Saturday. KCPR administrative staff/business hours are 8:30 am – 4:30 pm, Monday – Friday (excluding holidays). Administrative staff are not onsite/available on evenings, weekends or holidays, however, from time to time may be onsite to visit programs and staff. Please contact administrative staff during administrative business hours, but keep in mind that some staff will alternate teleworking and working onsite (rotating onsite staff to reduce the number of staff onsite at the same time).

Building / Room Capacity Limitations

Due to building and room capacity limits and social distancing requirements, only patrons who are registered in advance to participate in a program or activity, or individuals who have a scheduled appointment shall be permitted entry into the building.

Building Entry Requirements

COVID-19 Release, Waiver and Hold Harmless Agreement: All guests (including, but not limited to, program/activity participants, attendees, contractors, etc.) and employees shall be required to sign a release, waiver and hold harmless agreement in order to participate in or attend a Kent County Parks and Recreation program or activity or utilize the KCCC facility. The agreement can be found at the end of this document and shall be required to be on file with KCPR.

Face Mask/Covering Mandatory: A face mask/covering is required to enter the building and must ALWAYS be worn while participating in programs and activities. The face mask/covering must fully cover the nose and mouth and must be standalone - does not require to be held in place. The health and safety of everyone who enters the building (which means doing all that we can possibly do to reduce the spread of COVID-19) is and will continue to be our highest priority. We understand there will be concerns about the challenges of extremely heavy breathing with a covering over one's face while engaged in a high level of physical activity. *We strongly encourage all patrons to consider options for a face covering specifically designed for physical activities and sports, especially for higher intensity activities/programs, including but not limited to, use of cardio equipment, and during pickleball, ping pong, fitness classes, etc.*

Symptoms Assessment: For infection control purposes, upon each visit, all patrons shall be required to be screened before being permitted to enter the building. All patrons must have their temperature checked via an infrared non-contact thermometer and answer symptoms questions. **Patrons WILL NOT BE PERMITTED ENTRY if they have a temperature that is 100.4 or above, answer yes to any question, or for refusal to answer questions.** If you are exhibiting symptoms, please refrain from visiting the facility. **Please stay home if you have a fever (100.4) or have symptoms of illness.**

Symptoms Assessment Questions:

1. Do you have any of these symptoms: fever or chills, cough, shortness of breath or difficulty breathing, sore throat, nausea or vomiting, diarrhea or any other Flu-like symptoms?
2. Have you had a positive COVID-19 test for active virus in the past 10 days?
3. Within the last 14 days, has a public health official or medical professional told you to self-monitor, self-isolate, or self-quarantine because of concerns about COVID-19 infection?
4. Within the last 14 days, have you had contact with anyone you know that had COVID-19 or COVID-19 like symptoms? Contact is being 6 feet or closer for more than 2 minutes with a person or having direct contact with fluids from a person with COVID-19 (i.e. coughed or sneezed on).

Limited In-Person Staff Contact and Building Modifications

Should patrons need assistance during a visit, patrons must ALWAYS direct their inquiry to staff at the front desk. Please do not approach staff in hallways, in passing, etc. Thank you in advance for your cooperation and understanding of this policy/expectation. For control purposes, COVID-19 building safety/security modifications include crowd control lanes leading to the front desk, a glass partition and door that encloses the front desk and rear office hallway doors that only staff can access and allow non-staff entry.

Early Building Entry Not Permitted

- Patrons must remain in their vehicle until 5 minutes prior to their scheduled program or activity.

- Patrons must form a single line at the main entrance, maintaining a minimum of 6 feet distance between others.
- As applicable, patrons must arrive dressed and ready to participate in programs/activities.
- Patrons must adhere to all social distancing guidelines and posted signage. In areas without posted signage, the general social distancing expectation of at least 6 feet (exception for social distancing is during applicable programs/activities during which it may not be possible).

Gathering/Congregating Not Permitted

- At the start/conclusion of a program or activity all patrons must promptly enter/exit the program/activity space at the designated starting/ending time. Please do not congregate. Patrons may only utilize the area in which scheduled.

Fan Use Not Permitted

- Use of fans during programs or activities or otherwise shall not be permitted.

Locker and Shower Use Not Permitted

- Use of lockers and showers within restrooms shall not be permitted. Please arrive dressed and ready to participate in programs/activities. Patrons are responsible for their belongings (only bring inside the facility what you truly need).

Water Fountain – Use at Your Own Risk

- Patrons are highly encouraged to bring a pre-filled drink bottle. The water fountain should be used to fill drink bottles only and is not recommended for directly drinking from the fountain.

Lobby Game Tables / Lounge Area Closed

- The lobby shall remain closed until a date to be determined.

Open Gym Closed

- Open Gym and Reserved Open Gym are closed until a date to be determined.

Kent County Public Library Computer Facility

- Reservations must be made in advance and are accepted by phone only during building operation hours beginning the Friday before the upcoming week (Monday through Saturday)
- Reservations are for the timeslot listed for the designated computer in pre-determined 45-minute increments beginning at 8:45 am
- A delayed start time forfeits unused time and will not extend the reservation beyond designated ending time
- Reservations shall not be accepted for consecutive/back to back timeslots
- A Facility Access Card (FAC) is NOT required to use a KCPL computer, however a KCCC guest pass must be issued from front desk staff before a patron may be granted access to the computer room. Patrons who do not have a valid FAC shall not be permitted access to other areas at the KCCC
- Per pre COVID-19 policy, **NO FOOD OR DRINK** permitted in computer room
- Patrons are required to clean/disinfect equipment after use
- No Show – No Call Policy: If a reservation is not cancelled at least 1-hour before the start of the reservation or if a patron repeatedly cancels their reservation, it will result in a patron not being permitted to make a reservation in the future

Exclusive Use Room Rentals

Exclusive use rental requests will be considered and approved on a case by case basis. Requests for the Meeting Room will generally be permitted for meetings with no more than 15 total attendees. Requests for rental of gym space are not guaranteed to be approved and will involve assessing the size and nature of the activity, along with the requestor submitting a safety plan that demonstrates how attendees will remain safe. Most room rental policies and procedures remain in effect, however additional requirements have been implemented during COVID-19 operations (please inquire).

Facility Access Card (FAC) Extension/Credit Policy

- All program/activity participants ages 12 and older are required to have a valid FAC to participate in program and activities at the KCCC.
- FACs that expired prior to the March 16, 2020, closure must be renewed. Please visit <http://www.kentparksandrec.org/communitycenter.php> for current rates for residents (residence/address is in Kent County, MD) and non-residents (residence/address is not in Kent County, MD).
- FACs with an expiration date between March 16, 2020 and October 31, 2020, will be extended for the full amount of time lost from March 16, 2020 to the original expiration date.
- FACs with an expiration date after October 31, 2020, will be extended for the full period of the closure (an additional 7 months and 2 weeks) from the original expiration date.

Pre COVID-19 Program Registration Fee Credit Policy

A pro-rated credit amount will be applied to a patron's account if the patron was registered (and paid in full) for a program that closed before the program's scheduled ending date. Programs identified eligible for a credit are: Morning/Afternoon Pickleball, Weekend Pickleball, Evening Pickleball, Adult Ping Pong, Adult Soccer and Start Smart Football. Please inquire about a credit amount BEFORE registering for a program or activity. When a patron registers for a new program, the credit amount will be deducted from the new registration fee total, reducing the total amount due.

Fitness Room / Cardio Equipment Reservations Required

- Limited cardio equipment shall be available for use and will be limited to pre-designated equipment. Signage will be placed on equipment that is "closed for use." Equipment available for use: Treadmill A, Treadmill B, Elliptical and Seated Recumbent Bike
- Patrons may only use the equipment designated for their reservation and may not use other equipment during reservation time
- Reservations must be made in advance and are accepted by phone only during building operation hours beginning the Friday before the upcoming week (Monday through Saturday)
- Reservations are for the timeslot listed for the designated equipment in pre-determined 1-hour increments beginning at 8:45 am, with 15 minutes between each timeslot reserved for staff cleaning/disinfecting of equipment
- A delayed start time forfeits unused time and will not extend the reservation beyond designated ending time
- Reservations shall not be accepted for consecutive/back to back timeslots
- FAC must be current (confirmed by staff at time of reservation)

- Floor workout of any kind shall not be permitted (Use of mats, steps, weights, balls, body bars, resistance bands, etc. prohibited)
- Fitness Room doors will always remain open when the room is in use
- Fan use shall not be permitted
- **Television use permitted; A request must be made to staff to change channels (Pre-COVID-19 viewing restrictions apply)**
- Patrons are required to clean/disinfect equipment after use
- No Show – No Call Policy: If a reservation is not cancelled at least 1-hour before the start of the reservation or if a patron repeatedly cancels their reservation, it will result in a patron not being permitted to make a reservation in the future

Program/Activity Fees and Resident/Non-Resident Fee Structure

Fiscal year 2021 (FY2021: July 1, 2020 – June 30, 2021) fees have increased (nominally) as a result of scheduled minimum salary wage increases set by the State of Maryland (increases scheduled January 1 each year from 2020 – 2025). Additionally, and generally, fees are based on residency, with resident fees and non-resident fees as listed for each program/activity on our website and online through ActiveNet (our online registration program).

- Due to the KCCC being closed for 4 months of the new fiscal year (2021 began July 1, 2020), programs/activities with a season or annual fee are pro-rated for the current fiscal year (FY2021) only. Fees will return to the full rates in fiscal year 2022 (July 1, 2021 – June 30, 2022).

Program/Activity Advanced Registration Required

- Programs or activities that require entry inside the facility require advance registration (primarily online) but some programs and activities may allow for call-in (fitness room use) or *in-person registration. Mail-in registration is also excepted.
- *An appointment is required for in-person registration by calling 410-778-1948 or emailing info@KentParksAndRec.org during normal administrative staff business hours from 8:30 am – 4:30 pm, Monday through Friday (excluding holidays).
*** **Please note that emails are not monitored outside of administrative staff hours (evenings, weekends and holidays) *****
- Many (not all) programs and activities offer online registration through ActiveNet (our online registration program). Online registration requires a nominal payment processing fee.
- Although we encourage online registration and payment at the time of registration to reduce in-person contact, **if a payment is not required to be completed at the time of online registration, in-person and mail-in registration is accepted.** Please mail completed registration (one form is required for each person being registered) and full payment to: KCPR, P.O. Box 67, Worton, MD 21678. Registration forms are located at <http://www.kentparksandrec.org/publications.php>. **If a specific form is not listed for the program/activity, please complete the general registration form and include with payment.**

How to Register Online (Nominal Processing/Convenience *Fee Applicable)

To register online, please visit <http://www.kentparksandrec.org/index.php> and click on the “Register Online. Go!” banner. You will be required to create an online account before registering for a program (if you have never registered online for a KCPR program and you do not already have one; Please do not create a new account if you have registered online for a KCPR program/activity in the past; For password reset assistance please email info@KentParksAndRec.org). From there, follow the easy steps to register for a **program.

**Some programs allow registration to be completed online without submitting payment when registering. If this option is available, you will be required to submit full payment via mail or in-person within (3) days of registering but no less than (3) days from the program start date. Payment is required to be made online if registering less than (3) days from the program start date. An appointment is required to make a payment in-person.*

***Although not an indoor program, Platform Tennis Annual Membership registration requires registration for a “membership” so please search using the membership option instead of searching under the program option. Full payment is required to be made online for “memberships” using our online registration feature.*

Facility Cleaning and Disinfecting

Prior to reopening, the facility has undergone several thorough cleanings of equipment and surfaces. We will continue to practice routine cleaning of frequently touched surfaces, with many surfaces cleaned more frequently based on level of use. We use products that are specifically designed and approved to be effective against COVID-19. Staff will clean/disinfectant program equipment between scheduled uses. During scheduled cleanings, program areas and equipment will be closed for use.

What if a Patron Tests Positive for COVID-19?

If a patron who has visited the KCCC tests positive for COVID-19 we will follow policies and procedures established by the Kent County Health Department (KCHD) to determine if we need to close the building. KCHD will conduct contact tracing to determine if a patron needs to take any steps as a result of their contact with or exposure to a patron who tested positive. We will also post an announcement via Rainout Line – our alert and notification method – as well as post a notice at the KCCC. As determined appropriate by KCHD and the Kent County Public Works Building Maintenance Division, we will take steps to fully sanitize and disinfect the building and equipment using the proper Environmental Protection Agency and Center for Disease Control approved process and disinfectant via a COVID-19 fogger method.

Rainout Line Notification and Alert Platform: Not Receiving Our Announcements? - Sign Up for Notifications!

Rainout Line is our exclusive method for sending alerts and notifications about programs, facilities, events and more and is not just for weather updates. We do not make individual contact to patrons or the public for program changes and cancellations. We use the Rainout Line platform that pushes out alerts via text (limited to 140 characters so the full message may need to be reviewed using another alert method), our Facebook page at <https://www.facebook.com/KentCountyCommunityCenter/> and our website at <http://www.kentparksandrec.org/index.php>. Please visit <https://rainoutline.com/home/dnis/4104291401> for info and to sign up. Signing up to receive alerts is the best way to stay updated about our offerings.

Policies and Procedures Subject to Change

KCPR reserves the right to amend policies and procedures for health and safety reasons or emergencies. We thank you in advance for your patience and understanding as we navigate through new policies and procedures to ensure everyone remains safe and healthy. We will continue to assess policies and procedures and may make changes as determined needed that serve the best interest of all facility users.



County Commissioners of Kent County, MD

Department of Parks & Recreation



ACKNOWLEDGMENT OF RISK, RELEASE, WAIVER & HOLD HARMLESS AGREEMENT RELATING TO CORONAVIRUS/COVID-19

The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization. COVID-19 is extremely contagious and is believed to spread mainly from person-to-person contact. As a result, federal, state, and local governments and federal and state health agencies recommend social distancing to prevent the spread of Coronavirus/COVID-19. Contracting Coronavirus/COVID-19 can lead to severe illness, personal injury, permanent disability, and death. Kent County Parks and Recreation (KCPR) has established and implemented new protocols and put in place preventative measures to help reduce the spread of COVID-19; however, KCPR cannot guarantee that participants of programs or activities, attendees, contractors, employees or others will not become infected with COVID-19. Participating in or attending any recreation program or activity, whether indoors or outdoors may increase the risk of contracting COVID-19.

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I hereby confirm that I (or my minor child/children) do not have an elevated temperature or otherwise exhibit any symptoms of COVID-19, am in good health and able to participate. I understand and confirm that should I (or my minor child/children) have an elevated temperature or otherwise exhibit symptoms of COVID-19, am not in good health or unable to participate when the program or activity is scheduled to begin, that I (or my minor child/children) will refrain from participating in or attending the program or activity.

By signing this agreement, I acknowledge the contagious nature of COVID-19 and knowingly and voluntarily assume the risks that I (or my minor child/children) may be exposed to, or infected by COVID-19 by participating in or attending Kent County Parks and Recreation (KCPR) programs or activities, and that such exposure or infection may result in personal injury, illness, permanent disability, and death. I understand that the risks of becoming exposed to or infected by COVID-19 may result from the actions, omissions, or negligence of myself and others.

I knowingly and voluntarily agree to assume all of the foregoing risks and accept sole responsibility for any injury to myself (or my child/children) including, but not limited to, personal injury, illness, permanent disability, and death, damage, loss, claim, liability, or expense, of any kind, that I (or my minor child/children) may experience or incur in connection with my (or my minor child's/children's) participation in or attendance at a KCPR program or activity. On my behalf (or on behalf of my minor child/children), I hereby release, covenant not to sue, discharge, and hold harmless Kent County, Maryland, Advisory Board Members, and their respective elected/appointed officials, employees, agents, representatives, successors and assigns of and from any claims, including all liabilities, claims, actions, damages, costs or expenses of any kind arising out of or relating thereto. I understand and agree that this release includes any claims based on the actions, omissions, or negligence of Kent County, Maryland, Advisory Board Members, and their respective elected/appointed officials, employees, agents, representatives, successors and assigns after participation in or attendance at any KCPR program or activity.

I HAVE READ THIS AGREEMENT, FULLY UNDERSTAND ITS TERMS, UNDERSTAND THAT I HAVE GIVEN UP SUBSTANTIAL RIGHTS BY SIGNING IT AND HAVE SIGNED IT FREELY AND WITHOUT ANY INDUCEMENT OR ASSURANCE OF ANY NATURE AND INTEND IT TO BE A COMPLETE AND UNCONDITIONAL RELEASE AND WAIVER OF ALL LIABILITY TO THE GREATEST EXTENT ALLOWED BY LAW.

Printed Name of Participant/Attendee

FAC # (STAFF USE ONLY)

Full Mailing Address (Street Name and Number of PO Box) City State Zip Code

Printed Name of Parent/Guardian of Minor Participant/Attendee

Signature of Participant/Parent/Guardian of Minor Participant Date