



## Covid-19 Procedures and Protocols

As of May 14<sup>th</sup>, 2020

### Facility Operations

- **Form a facility safety committee. All face-to-face meetings should follow social distancing suggestions.**
  - Staff screening. Staff with flu-like symptoms are to stay home.
  - I (Matt Boughton) will take all questions regarding COVID-19 procedures and protocols (at the John and Fay Menard YMCA Tennis Center) . Josh will take all cleaning and facility questions
  - Send a notice of new procedures to members regarding concerns and actions taken. This includes CDC/USTA best practices. Notify them that this facility is closely monitoring and following all restrictions.
  - Send notice to facility employees regarding Covid-19 concerns and actions. New protocols and procedures will be shared.
- **General actions to prevent spread of Covid-19**
  - Members/guest and staff members who do not feel well stay home.
  - When you arrive and before you leave wash your hands! Do not touch your face.
  - Utilize hand sanitizer stations. Install more throughout the facility with members/guest activity (i.e. pro shop, hallways, locker rooms, offices, etc.)
  - Institute more frequent and thorough cleaning procedures for high touch areas.
  - Educate members/guests and staff as to the protocol of social distancing, hand washing, and other best practice recommendations put forth by the CDC.
  - Facility members/guests and staff will maintain proper social distance of six feet or more from others to limit physical contact such as handshakes, high fives, hugs and other close physical contact in discouraged.

- **Non-Essential Community items at the facility (non-permanent items that should not be used at this time. because they are difficult or impossible to sanitize after every use).**
  - Demo racquets
  - Removable chairs
  - Pro Shop items
  - Water coolers
  - Scorecards/scoreboards
  - Locker room procedures-Bathrooms only, no showers
  - Coffee makers
  - Towel service will be discontinued
- **Essential Community items at the facility (permanent items that can't be removed and cannot be sanitized after each use).**
  - Doors and door handles
  - Gates, latches
  - Court valet on net post
  - Permanent seating
  - Net posts
  - Nets
  - Drinking fountains
  - Tarps (touch points)

It is very important if these items are touched that you do not touch your face and sanitize hands immediately. Staff will be sanitizing these items frequently.

- **Non-Community/Essential items at the facility.** If these items are used only by tennis center staff. These items should be personalized for each staff member. **DO NOT ALLOW ANYONE** else to touch these items except for the staff member using them. Sanitize these items frequently. Place these in an area away from other coach's items so that you are not moving their items to reach for yours. **ONLY Tennis Professionals** are allowed to pick up or touch balls.
  - Ball Carts
  - Hoppers/Rollers
  - Teaching Balls

- Training Aids
- Teaching (ball machine)
- iPad etc.

If anyone touches a ball other than the Tennis Professional, DISCARD the ball immediately. If anyone accidentally touches the Tennis Professional's Equipment, sanitize it immediately. No serving during point-play by students or serve lessons where anyone other than the Tennis Professional can touch the balls.

- **Member Touch Points**

- Door handles
- Tarps
- Bathroom sink
- Garbage containers
- Chairs
- Water fountains
- Benches
- Lockers in locker room (not used during phase 1)
- Light switches
- Balls (not used during phase 1)
- Ball machines (not used during phase 1)
- Scorecards (not used during phase 1)

- **Staff Touch Points**

- Door handles
- Tarps
- Bathroom sinks
- Drinking fountains
- Garbage containers
- POS (point of sale i.e. computers)
- Desk/Table
- Desk chair
- Benches

- Office supplies
- Tablets (not used during phase 1)
- Light switches
- Balls
- Ball machines (not used during phase 1)
- Court reservations
  - Stagger court times
  - Online only for court reservations
  - Singles only (during phase 1)
  - Senior only time 7-9a Monday-Friday, Saturday 8-10a (most vulnerable age)

### **Programming**

Follow all CDC, local, state, and federal guidelines for reopening all facilities. Update and revise all training manuals and procedures for operations in regards to COVID-19 and how staff will handle different situations. Phase in and out all items based on our location and what stage of virus progression we are experiencing. Guidelines are changing by the day so procedures and protocols will be revisited frequently and adjusted to ensure that we are current with our local, state, and federal guidelines. Create dates for our facilities as to what phase we are in and when the other phases will be suggested.

- Teacher to student ratios will be different at each phase of reopening. Phase 1, Phase 2 and Phase 3.
- No serving during lessons in Phase 1. Private lessons only during early stages. If small groups are allowed, they will be conducted with no more than 2 players on a court, and spaced appropriately (i.e. singles with players 78 feet apart)
- No cardio tennis during Phase 1 of opening and possibly phased in during phase 3, depending on state, local and federal guidelines.
- Tournaments are postponed and or cancelled during Phase 1-3 and only permitted once the CDC, state, local and federal guidelines approve.
- Group teaching will be addressed at each phase. Decisions on court limits will follow CDC, state, local and federal guidelines.
- Singles and family play is idea for initial reopening of the facilities and doubles will get phased in when allowed by CDC, state, local and federal guidelines.
- All court reservations will be made online or over the phone. Please visit SETTEO to see what the daily court availability.
- All members will need to have a **credit card on file**. Charges for lessons and court time will be processed at the end of the business day.
- Family play is encouraged during phase 1. Members are asked to only play tennis with people they have been quarantined with.

## **Tennis Shop Operations**

The pro shop is a vital part of our operations and can remain active as long as guidelines set up by the CDC, state, local and federal guidelines are being followed.

- The pro shop may be allowed to operate virtually during phase 1. Members can drop off racquets to be restrung (by appointment) and purchase racquets from the pro shop. Staff will wear appropriate PPE items when handling equipment.
- All sales are final. No returns are allowed during this time.
- Staff will sanitize work desks, telephones, keyboards, mouse and other equipment located in the pro shop area at the opening of the day and after use.

## **Teaching best practices**

Follow all CDC, local, state and federal guidelines for social distancing for reopening all facilities. Phase in and out all items based on our location and what state of the virus progression the Chippewa Valley is experiencing. Update and revise training manuals and procedures for our operations in regards to COVID-19 and how staff will handle different situations. Remember that guidelines are changing daily so we need to make sure that we are staying current with all CDC, local, state and federal guidelines. Anti-bacterial wipes and sanitizer will be available at all times for staff.

- Before each lesson, coaches will clean all hoppers, tubes, carts etc. Items will also be cleaned at the end of the day and before opening.
- Private and Semi-Private lessons are encouraged for the initial reopening and group lessons can be phased in based on our phase dates (June 1<sup>st</sup>).
- Large group lessons are not allowed during this time and will be phased in based on phase dates.
- All staff will wash their hands after each lesson.
- Lessons should end 5 minutes early to allow for distancing between lessons and no congregating before or after play during this time.
- Members should bring their own water.
- There will be no food allowed. This will help limit people touching their mouths.
- No serving in group or private lessons during initial opening.
- Remind lessons/members to use the hand sanitizer stations following lessons.
- Make sure your lessons/members are aware of our new protocols and procedures prior to opening. If they are not comfortable or willing to follow the protocols they will not be allowed to participate during this initial phase.
- Frequently communicate with lesson/members and offer online tips and videos to maintain rapport during this time.
- If you or your lessons are not feeling well, lessons will need to be cancelled and or rescheduled.
- No towels! Have members/lessons bring their own.
- When changing ends have players change ends on opposite sides of the post.
- Players should not touch any balls being used by the tennis professionals for lessons.
- Each pro will maintain their own ball cart for teaching. These carts will be locked up and members will no longer have access to the ball carts.

- During lessons members can ONLY use disinfected hoppers, or tubes to pick up balls. If those are not available, they will not be allowed to pick up the tennis balls.
- Showers will not be allowed during these initial phases.
- Doors will be removed from the courts, and court dividers will be closed at all times during phases 1-3.

### **Cleaning Recommendations**

Update and revise all training manuals and procedures for operations in regards to COVID-19, and how staff will handle different situations. Guidelines are changing daily, so we will make sure that we are staying current with CDC, state, local, and federal guidelines. Cleaning will be a top priority in the reopening of facilities, and staff will create checklists to ensure everything is getting completed.

- Create daily cleaning schedule for Staff
- Post Daily cleaning schedule (for Staff and Members)
- Update employee handbook
- Record and post in facility training
- Collect and store staff sign-off form confirming adherence to cleaning protocols.

### **USTA Recommendations for Facilities**

The USTA recognizes that the coronavirus has been affecting different parts of the country in different ways and with different timing. We therefore believe it will be possible for people to return to playing tennis safely in some cities and states sooner than in others.

The Federal Government issued guidelines on April 16 for “Opening up America Again” at [WhiteHouse.gov/Opening America](https://www.whitehouse.gov/opening-america). By following these guidelines as well as those of local governments and health agencies, facilities and players will be able to make informed decisions as to when play can recommence.

Because tennis does not require direct person-to-person contact, players can enjoy the many physical and mental benefits that tennis offers so long as they practice social distancing by keeping six feet apart from other players to ensure a safe exercise environment and follow other safety recommendations included in the Player Tips and Recommendations document that is being distributed along with this Facility and Programming Recommendations.

### **ASSESS YOUR SITUATION**

Tennis providers, coaches and facilities across the country are all different and operate in different local contexts. Making an assessment of whether a safe exercise environment can be provided depends on a range of factors, which apply differently at each venue. It is the responsibility of each tennis provider, coach and facility to make that assessment based on their local environment.

Know that the Federal Guidelines for Opening up America Again is a three-phased approach, and safety precautions must remain in place as we move from Phase One to Phase Three until there is a universal vaccine or effective treatment for the coronavirus.

In communities where stay-at-home or shelter-in-place orders have been lifted or modified, and where the locality meets the standards in the Federal Guidelines, then tennis, if played properly, can be a great opportunity to relieve stress, socialize with others and provide much-needed exercise. Of primary importance is taking every precaution to help keep all participants safe.

### ORGANIZE YOUR TENNIS ACTIVITIES

Activity should always be in line with the Federal Government's advised social distancing measures (defined by the Centers for Disease Control and Prevention as keeping six feet apart), including when arriving at and departing from a court.

- Limit activities to casual court rental, one-on-one coaching, small groups and private lessons.
- Shorten programs and stagger booking times to create a buffer between sessions.
- Online bookings are recommended, and have participants make payments online. Avoid handling cash.
- Postpone any social gatherings. Do not provide any congregation areas at the court or facility.
- Plan for increased levels of staff and volunteer absences.
- Keep your team and your participants informed of the actions you're taking.
- Staff must wear masks or "like in kind" and gloves when checking in players. Staff should wash hands and/or gloves often and after touching items.
- Alternating courts should be reserved for play if there is no barrier, such as fencing, between the courts.
- Capturing accurate information on reservation play sheets when people are making reservations is a must, in case the authorities need to trace who has been onsite.
- Players should come to the facility no more than 10 minutes before the time expected to play.
- Having a parent/guardian present at the facility with juniors under age 18 is highly recommended. When that is not feasible, the parent/guardian must provide written permission for each junior participating in the coaching session and/or when playing with other juniors.

### PROVIDE A CLEAN ENVIRONMENT

- Clean all surfaces—such as counters, tabletops, doorknobs, bathroom fixtures and toilets—several times a day wearing disposable gloves.
- All common area chairs and tables should be stacked, roped off or removed from the area to prevent congregating and touching.
- All court gates and stair rails should be wrapped with caution tape to discourage touching, or else should be wiped down every hour.

- 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 score tenders will be taken off the courts to prevent touching.
- Make disinfectant soap, hand sanitizers or wipes available at all main contact points.
- Regularly remind and encourage everyone, particularly juniors, of the need to wash hands often and adopt the other principles of a good hygiene strategy.
- Display signage about handwashing and hygiene techniques at strategic points such as sinks, eating areas, drinking areas and on the side of the court.
- Limit the use of indoor spaces by keeping all locker room and shower areas closed.

#### ENCOURAGE SOCIAL DISTANCING

- People should stay at least six feet apart to maintain social distancing.
- Use every second court where practical.
- Players should stay on their side of court and avoid changing ends.
- Implement ways to minimize contact between participants and staff.
- Recommend that only one parent/guardian accompany younger children to the facility when possible.
- Promote prevention techniques and lead by example. See the “Preparing to Play” section in the Player Tips and Recommendations document for tips on how to protect against infections.

#### COACHING

- Group coaching should take place only where full social distancing is possible. Group coaching should be limited to small groups. An exception would be where all participants are family members or are otherwise in one home.
- Teaching professionals should be assigned specific courts—and possibly specific days and times.
- Position the players at well-spaced stations.
- Live ball drills and game-based play is recommended over using baskets.
- Limit the use of coaching equipment such as target cones.
- Don’t let the players handle any coaching equipment. The coach should pick up the balls.
- Encourage players to use their racquet/foot to push balls back and/or hit them to their opponent to avoid using hands and touching the balls.

#### TENNIS BALLS



Practice caution with the tennis balls and avoid letting the participants touch them. Although there is no specific evidence that tennis balls can spread COVID-19, we know that contamination by respiratory droplets from an infected person can potentially survive on hard surfaces up to three days.

- Try to restrict balls to a particular group, court or day of the week. One idea is to label them with a permanent marker.
- Replace all balls if someone suspected to have COVID-19 comes in contact with them.
- Consider spraying tennis balls briefly with a disinfectant spray (e.g., Lysol or Clorox) at the conclusion of play. Using new balls on a very regular basis is highly encouraged.
- For private lessons that feature serving, have customers bring two cans of balls that only they handle for serving.

### TENNIS EQUIPMENT

Tennis equipment should be touched only by the pro/coach and should be cleaned frequently. Use alcohol-based disinfectant to clean all tennis gear, including racquets, towels, target cones, ball machines, etc.

- Teaching pros should have their own marked hoppers and teaching charts to avoid sharing with other pros.
- Using a ball machine is a great option for giving lessons, as it avoids having people touch the balls. Using ball tubes and basket pickups to pick up loose balls after a ball machine rotation also limits contact.
- Avoid using unnecessary equipment such as throw-down lines.

## **USTA Recommendations for players**

### BEFORE YOU PLAY

Make sure that your state and region allow tennis play, satisfy the Federal Government's gating criteria (as outlined in the "Opening up America Again" guidelines) and have entered Phase One of the Phased Comeback.

States and regions with no evidence of a rebound and that satisfy the gating criteria a second time may proceed to Phase Two of the Phased Comeback, in which all individuals, when in public recreation areas, should maximize physical distance from others.

Be aware that although restrictions are eased when your state and region move from Phase One to Phase Two or Phase Three of the Phased Comeback, safety precautions must remain in place until there is a universal vaccine or effective treatment for the coronavirus.

The USTA Medical Advisory Group highly recommends competitive players ease their way back into play prior to competition. Given the layoff from competing, players will be more susceptible to under-

training, over-use and other injuries. The USTA strongly recommends at least three weeks of on court and off court conditioning before competition begins.

Arrange to play only with family members or others who live in your household or with individuals who are considered to be low risk.

Do not play if any of you:

Are exhibiting any symptoms of the coronavirus: mild to severe respiratory illness with fever, cough and difficulty breathing, or other symptoms identified by the CDC.

Have been in contact with someone with COVID-19 in the last 14 days.

Are a vulnerable individual and your state and region is in Phase One or Phase Two. A vulnerable individual is an elderly individual and/or an individual with serious underlying health conditions, including high blood pressure, chronic lung disease, diabetes, obesity, asthma and those whose immune system is compromised such as by chemotherapy for cancer and other conditions requiring such therapy. (For states and regions in Phase three, a vulnerable individual can resume public interactions, including playing tennis, but should practice physical distancing.)

#### PREPARING TO PLAY

- Protect against infections:
- 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, before going to the court.
- Clean and wipe down your equipment, including racquets and water bottles. Do not share racquets or any other equipment such as wristbands, grips, hats and towels.
- Bring a full water bottle to avoid touching a tap or water fountain handle.
- Use new balls and a new grip, if possible.
- Consider taking extra precautions such as wearing gloves.
- 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 court gates, fences, benches, etc. if you can.

#### WHEN PLAYING

- Try to stay at least six feet apart from other players. Do not make physical contact with them (such as shaking hands or a high five).
- You should consider not playing doubles, which could lead to incidental contact and unwanted proximity. If you do play doubles, avoid all incidental contact, NO Bryan Brothers Chest Bumps and NO whispering to each other from a close distance to strategize.

- Avoid touching your face after handling a ball, racquet or other equipment. Wash your hands promptly if you have touched your eyes, nose or mouth.
- Avoid sharing food, drinks or towels.
- Use your racquet/foot to pick up balls and hit them to your opponent. Avoid using your hands to pick up the balls.
- Stay on your side of court. Avoid changing ends of the court.
- Remain apart from other players when taking a break.
- If a ball from another court comes to you, send it back with a kick or with your racquet.

#### AFTER PLAYING

- Leave the court as soon as reasonably possible.
- Wash your hands thoroughly or use a hand sanitizer after coming off the court.
- Do not use the locker room or changing area. Shower at home.
- No extra-curricular or social activity should take place. No congregation after playing.
- All players should leave the facility immediately after play

#### USE FOUR BALLS OR SIX BALLS

Although unlikely, it's possible that a tennis ball can transmit the COVID-19 virus, as virtually any hard surface can transmit the disease. So here is an extra precaution you can take to keep safe when playing tennis:

- Open two cans of tennis balls that do not share the same number on the ball.
- Take one set of numbered balls, and have your playing partner take a set of balls from the other can.
- Proceed with play, making sure to pick up your set of numbered balls only. Should a ball with the other number wind up on your side of the court, do not touch the ball with your hands. Use your racquet head or feet to advance the ball to the other side of the court.