

Taking A Deeper Dive Into Safely Opening Pools



Things I've Learned While Working At Home

My next door neighbors get something from Amazon every.single.day.



The guy across the street gets Whataburger for breakfast every.single.day.



I remembered how much fun juicing is.



My 12-year old found an inopportune time to break his left arm.



Introductory Thoughts

Some aquatic facilities will be able to manage social distancing and capacity better than others.



World Waterpark Association

- Communication
- Staff Training and Protection
- Capacity
- Screening
- Physical Distancing
- PPE
- Cleaning and Sanitizing
- Positive / Presumptive Positive Response

WORLD WATERPARK ASSOCIATION AQUATIC FACILITY AND WATERPARK REOPENING CONSIDERATIONS

THE WORLD WATERPARK ASSOCIATION and its members have made the safety of waterpark guests and employees our number one goal. The COVID-19 pandemic, which has closed aquatic facilities around the world, is a significant challenge to this goal. By working with public health officials, waterpark operators are developing strategies to successfully protect the health and safety of their guests and staff as local Shelter in Place and Safer at Home orders are lifted and reopening commences.

The information provided in these considerations is designed to help operators develop reopening action plans that meet the needs of their facilities and the requirements of their local public health officials. Much of the information presented is drawn from available public health guidelines and links to useful resources are provided at the end of the document.

This public health crisis has been fast moving, with rapid changes in understanding of the virus, its effects and public health responses to it. The WWA recommends operators look to the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) as trusted sources for up to date information on the virus, maintain an awareness of recent medical advances and work closely with their state and local public health officials while they develop their reopening plan.

GOVERNMENTAL REOPENING GUIDELINES

On April 16, 2020, the White House unveiled phased guidelines that provide direction on the reopening of the United States. State Governors, both individually and in groups, have also published guidance specific to their state or region on the process of reopening during the COVID-19 pandemic. Additionally, many federal and state agencies are issuing guidance, rules and regulations pertaining to the reopening process.

These considerations are based on the phased opening approach common to federal and state guidelines, but operators must ensure they are compliant with the most current information provided by their public health and governmental officials.

COMMUNICATION

In any crisis, communication is key. In order to reopen, operators must have systems in place to share information with their employees and guests in an accurate and timely manner. Consideration must be given to these key topics:

STAFF -

- Changes to the hiring and training process.
- On-boarding and orientation procedures.
- Operational changes to enhance employee protection and mitigate their risk of exposure.
- Policies and procedures to protect guests from exposure to COVID-19.

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International Association of Amusement Parks and Attractions (IAAPA)

- Physical Distancing
- Signage
- Capacity
- Support Areas
- Cleaning and Sanitizing
- Proper Water Chemistry

WATER PARK OPERATIONS

Note: These guidelines only apply to water park attractions/rides where the pool water is treated in accordance with health department regulations (typically, 1 ppm free chlorine and pH less than 7.5.) They do not apply to water rides where the water is not treated to these standards. For those attractions, see the "Rides and Attractions" section above.

1. Physical distancing is critical and can be effectively managed in a water park. Consider if physical distancing can be facilitated by a timed/controlled entry system to control guest density.
2. Install signs at the entrances of all attractions regarding physical distancing. Establish control points of entry to monitor capacity and have employees remind guests to adhere to the guidelines.
3. Total venue and attraction capacity should be reduced to ensure appropriate physical distancing can occur. (See section above on determining attraction capacity.)
4. In queues, place distance markers at least every 6 feet (2 meters) to designate appropriate physical distancing positions on the ground, stairs, or other locations where guests wait. Consider using recorded messages, signs, and other means to communicate physical distancing requirements to guests. Consider providing timed entries for popular rides, which might reduce queue lines that are so long they interfere with other operations.
5. If physical distancing cannot be managed effectively for a specific attraction, you should consider not opening it.
6. Evaluate locker arrangements. Close or rotate some sections to allow for appropriate physical distancing during busy times. Post signs reminding guests to maintain physical distances of 6 feet (2 meters) and to wait for others to vacate before approaching the locker. Consider positioning an employee in the locker area to limit the number of people in the space at one time. Sanitize lockers between each use or provide bags so guests can stow their personal items in those bags before placing them in a locker.
7. Evaluate seating/lounging areas and adjust them to accommodate physical distancing guidelines to allow 6 feet (2 meters) of space between individuals or family units. Areas should be cleaned and sanitized frequently. Consider providing sanitizer and paper towels or sanitizing wipes for guests to use in seating areas (similar to those found in grocery stores near grocery baskets, carts, and trolleys.)

Four Operational Categories

Areas where we
know how to
proceed

Areas where we
have solid guidance
on how to proceed

Areas where we still
do not have enough
information to
proceed

Areas where it is
not safe to proceed



Promoting Behaviors that Prevent the Spread of COVID-19

Hand Hygiene and Respiratory Etiquette

- Encouraging all staff, patrons, and swimmers to [wash their hands](#) often and cover their coughs and sneezes.

Cloth Face Coverings

- Encouraging the use of [cloth face coverings](#) as feasible. Face coverings are **most** essential in times when physical distancing is difficult.
 - Advise those wearing face coverings to not wear them in the water. Cloth face coverings can be difficult to breathe through when they're wet.

Staying Home

- Educating staff, patrons, and swimmers about when to stay home (for example, if they have [symptoms](#) of COVID-19, have tested positive for COVID-19, or were exposed to someone with COVID-19 within the last 14 days) and when they can safely [end their home isolation](#).

Adequate Supplies

- Ensuring adequate supplies to support healthy hygiene. Supplies include soap, hand sanitizer with at least 60 percent alcohol (for staff and older children who can safely use hand sanitizer), paper towels, tissues, and no-touch trash cans.

Signs and Messages

- Posting [signs](#) about how to [stop the spreadpdf icon](#) of COVID-19, [properly wash hands](#), [promote everyday protective measurespdf icon](#), and [properly use a cloth face coveringimage icon](#) in highly visible locations (for example, at deck entrances and at sinks).
- Broadcasting [regular announcements about how to stop the spread on PA system](#).
- Including messages about behaviors that prevent the spread of COVID-19 in contracts with individual patrons or households, in emails, on facility websites (for example, posting online [videos](#)), through facility's [social media accounts](#), and on entrance tickets).



Promoting Behaviors that Prevent the Spread of COVID-19

- Hand Hygiene and Respiratory Etiquette
- Cloth Face Coverings
- Staying Home
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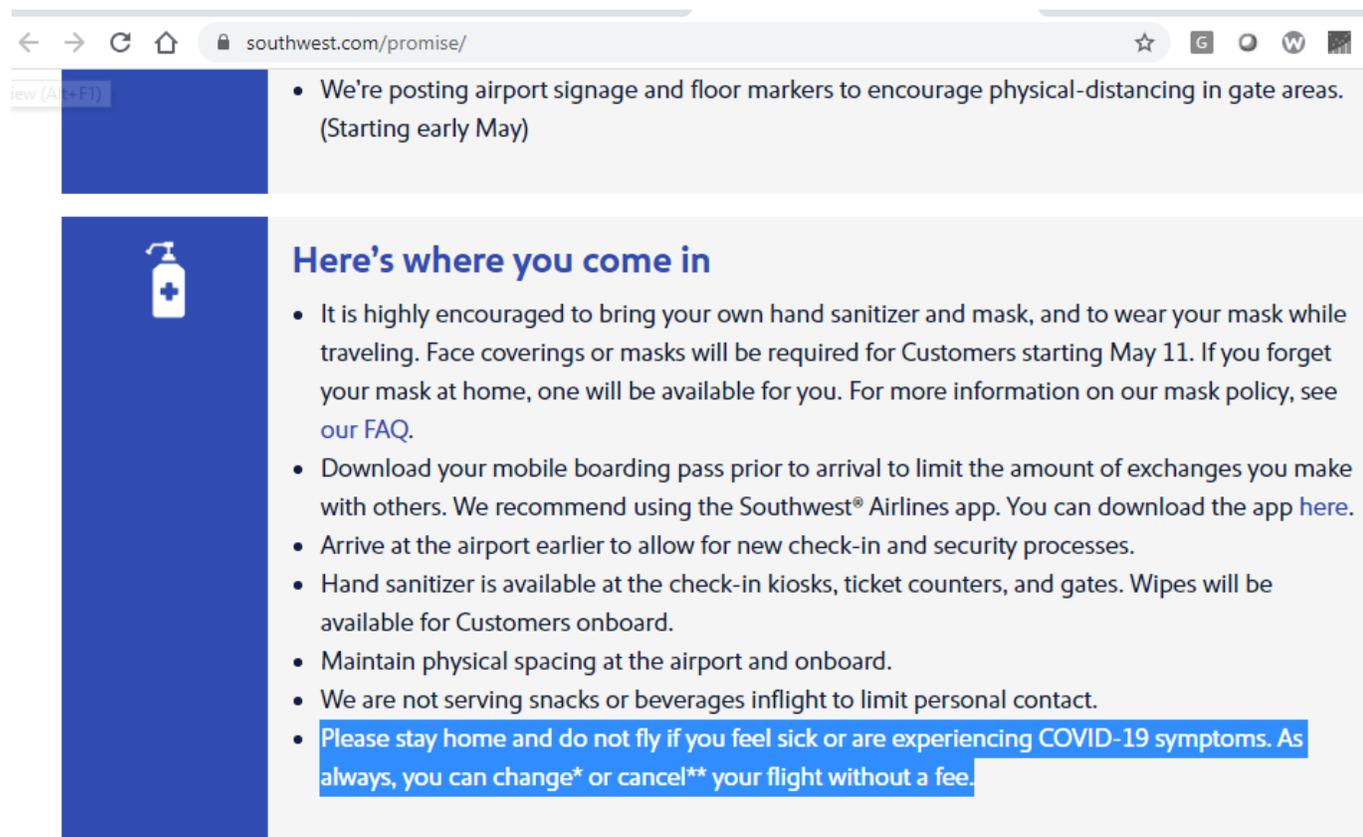
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The screenshot shows a browser window with the URL `southwest.com/promise/`. The page content includes:

- A blue header bar with a white icon of a hand sanitizer bottle.
- A section titled "Here's where you come in" with a list of bullet points:
 - We're posting airport signage and floor markers to encourage physical-distancing in gate areas. (Starting early May)
 - It is highly encouraged to bring your own hand sanitizer and mask, and to wear your mask while traveling. Face coverings or masks will be required for Customers starting May 11. If you forget your mask at home, one will be available for you. For more information on our mask policy, see our FAQ.
 - Download your mobile boarding pass prior to arrival to limit the amount of exchanges you make with others. We recommend using the Southwest® Airlines app. You can download the app [here](#).
 - Arrive at the airport earlier to allow for new check-in and security processes.
 - Hand sanitizer is available at the check-in kiosks, ticket counters, and gates. Wipes will be available for Customers onboard.
 - Maintain physical spacing at the airport and onboard.
 - We are not serving snacks or beverages inflight to limit personal contact.
 - Please stay home and do not fly if you feel sick or are experiencing COVID-19 symptoms. As always, you can change* or cancel** your flight without a fee.



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Maintaining Healthy Environments

Modified Layouts

- Changing deck layouts to ensure that in the standing and seating areas, individuals can remain at least 6 feet apart from those they don't live with.

Physical Barriers and Guides

- Providing physical cues or guides (for example, lane lines in the water or chairs and tables on the deck) and visual cues (for example, tape on the decks, floors, or sidewalks) and signs to ensure that staff, patrons, and swimmers stay at least 6 feet apart from those they don't live with, both in and out of the water.

Communal Spaces

- Staggering use of communal spaces (for example, in the water or breakroom), if possible, and [cleaning and disinfecting](#) frequently touched surfaces at least daily and shared objects each time they are used.

Shared Objects

- Discouraging people from sharing items that are difficult to clean, sanitize, or disinfect or that are meant to come in contact with the face (for example, goggles, nose clips, and snorkels).
- Discouraging the sharing of items such as food, equipment, toys, and supplies with those they don't live with.
- Ensuring adequate equipment for patrons and swimmers, such as kick boards and pool noodles, to minimize sharing to the extent possible, or limiting use of equipment by one group of users at a time and cleaning and disinfecting between use.



Maintaining Healthy Environments

- **Modified Layouts**
- **Physical Barriers and Guides**
- **Communal Spaces**
- **Shared Objects**



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Maintaining Healthy Environments

Cleaning and Disinfection

- [Cleaning and disinfecting](#) frequently touched surfaces at least daily and shared objects each time they are used. For example:
 - Handrails, slides, and structures for climbing or playing
 - Lounge chairs, tabletops, pool noodles, and kickboards
 - Door handles and surfaces of restrooms, handwashing stations, diaper-changing stations, and showers
- Consulting with the company or engineer that designed the aquatic venue to decide which [List N disinfectants approved by the U.S. Environmental Protection Agency external icon](#) (EPA) are best for your aquatic venue (***swimming pool water is not on the list***).
- Setting up a system so that furniture (for example, lounge chairs) that needs to be ***cleaned and disinfected*** is kept separate from already cleaned and disinfected furniture.
- Labeling containers for used equipment that has not yet been cleaned and disinfected and containers for cleaned and disinfected equipment.
- Laundering towels and clothing according to the manufacturer's instructions. Use the warmest appropriate water temperature and dry items completely.
- Protecting shared furniture, equipment, towels, and clothing that has been cleaned and disinfected from becoming contaminated before use.
- Ensuring [safe and correct use](#) and storage of disinfectants, including storing products securely away from children.

Ventilation

- Ensuring that ventilation systems of indoor spaces operate properly.
- Increasing introduction and circulation of outdoor air as much as possible by opening windows and doors, using fans, or other methods. However, do not open windows and doors if doing so poses a safety risk to staff, patrons, or swimmers.

Water Systems

- [Taking steps](#) to ensure that all water systems (for example, drinking fountains, decorative fountains, hot tubs) are safe to use after a prolonged facility shutdown to minimize the risk of [Legionnaires' disease](#) and other diseases associated with water.



Maintaining Healthy Environments

- **Cleaning and Disinfection**
- **Ventilation**
- **Water Systems**



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Maintaining Healthy Environments

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Our commitment to cleanliness

The safety and cleanliness of our vehicles have always been a top priority, and now more than ever, we stand behind that commitment with the Complete Clean Pledge. We want you to feel confident about traveling again when the time is right, so we're taking extra steps to ensure your vehicle and rental location are clean and safe.

All vehicles rented from National® are cleaned and sanitized after every rental. In addition to washing, vacuuming and general cleaning, we use a disinfectant to sanitize with a particular focus on more than 20 high-touch points throughout the vehicle.

Complete Clean Pledge



- | | | |
|-------------------|-----------------------------------|-----------------------------------|
| 1 Key / key fob | 8 Interior door handles | 15 Accessory panel / touchscreen |
| 2 Steering wheel | 9 Exterior door handles | 16 Rearview mirror / side mirrors |
| 3 Steering column | 10 Seat pockets / seat surfaces | 17 Visors / visor mirrors |
| 4 Seat belts | 11 Areas between seats & consoles | 18 Dashboard / vents |



Maintaining Healthy Environments

- **Cleaning and Disinfection**
- **Ventilation**
- **Water Systems**

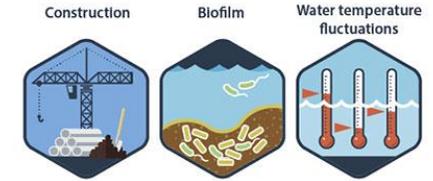


Maintaining Healthy Environments

- Cleaning and Disinfection
- Ventilation
- Water Systems

How *Legionella* affects building water systems and people

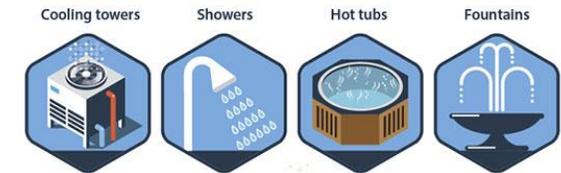
1. Internal and external factors can lead to *Legionella* growth in building water systems.



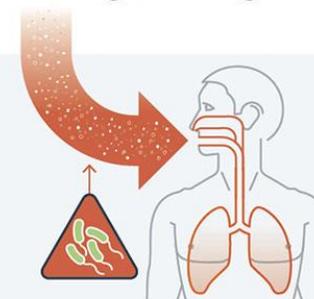
2. *Legionella* grows best in large, complex water systems that are not adequately maintained.



3. Water containing *Legionella* is aerosolized through devices.



4. People can get Legionnaires' disease when they breathe in mist or accidentally swallow water into the lungs containing *Legionella*. Those at increased risk are adults 50 years or older, current or former smokers, and people with a weakened immune system or chronic disease.



www.cdc.gov/legionella

01/12/2018



Maintaining Healthy Environments

Protections for Vulnerable Staff

- Offering options such as telework or modified job responsibilities that reduce their risk of getting infected.
- Limiting aquatic venue use to only staff, patrons, and swimmers who live in the local area, if feasible.

Lifeguards and Water Safety

- Ensuring that lifeguards who are actively lifeguarding are not also expected to monitor handwashing, use of cloth face coverings, or social distancing of others. Assign this monitoring responsibility to another staff member.

Alterations of Public Aquatic Venues

- Consulting the company or engineer that designed the aquatic venue before altering aquatic features (for example, slides and structures designed for climbing or playing).

Regulatory Awareness

- Being aware of local or state regulatory agency policies on gathering requirements or recommendations to determine if events, such as aquatic fitness classes, swim lessons, swim team practice, swim meets, or pool parties can be held.

Staggered or Rotated Shifts

- Staggering or rotating shifts to limit the number of staff present at the aquatic venue at the same time.

Designated COVID-19 Point of Contact

- Designating a staff member to be responsible for responding to COVID-19 concerns. All staff should know who this person is and how to contact him or her.



Maintaining Healthy Environments

Gatherings

- Avoiding group events, gatherings, or meetings both in and out of the water if social distancing of at least 6 feet between people who don't live together cannot be maintained. Exceptions to the social distancing guidance include:
 - Anyone rescuing a distressed swimmer, providing first aid, or performing cardiopulmonary resuscitation, with or without an automated external defibrillator.
 - Individuals in the process of evacuating an aquatic venue or entire facility due to an emergency.
- If planned events must be conducted, staggering drop-off and pick-up times, as much as possible, to maintain distance of at least 6 feet between people who don't live together.
- Asking parents to consider if their children are capable of staying at least 6 feet apart from people they don't live with before taking them to a public aquatic venue.
- Limiting any nonessential visitors, volunteers, and activities involving external groups or organizations.

Communication Systems

- Putting systems in place for:
 - Having staff, patrons, and swimmers self-report if they have [symptoms](#) of COVID-19, a positive test for COVID-19, or were exposed to someone with COVID-19 within the last 14 days.
 - Notifying [local health authorities](#) of COVID-19 cases.
 - Notifying staff, patrons, and swimmers (as feasible) of potential COVID-19 exposures while maintaining confidentiality in accordance with the [Americans with Disabilities Act \(ADA\)](#)[external icon](#).
 - Notifying staff, patrons, and swimmers of aquatic venue closures.

Leave Policies

- Implementing sick leave (time off) policies and practices for staff that are flexible and non-punitive.
- Developing return-to-work policies aligned with CDC's [criteria to discontinue home isolation](#).

Back-Up Staffing Plan

- Monitoring absenteeism of staff and creating a roster of trained back-up staff.

Staff Training

- Training staff on all safety protocols.
- Conducting training virtually or ensuring that [social distancing](#) is maintained during in-person training.

Recognize Signs and Symptoms

- Conducting daily health checks (for example, temperature screening or [symptom checking](#)) of staff. Ensure safe and respectful implementation that is aligned with any applicable privacy laws and regulations.
 - Consider using examples of screening methods in CDC's [General Business FAQs](#) as a guide.



Maintaining Healthy Environments

- **Gatherings**
- **Communication Systems**
- **Leave Policies**
- **Back-Up Staffing Plan**
- **Staff Training**
- **Recognize Signs and Symptoms**



Maintaining Healthy Operations

- Gatherings
- Communication Systems
- Leave Policies
- Back-Up Staffing Plan
- Staff Training
- Recognize Signs and Symptoms



Maintaining Healthy Operations

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Maintaining Healthy Operations

- Gatherings
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**“If we can't train to the standard
that we've always trained to, then
we probably shouldn't open.”**

-Madison Seil



Preparing for When Someone Gets Sick

Isolating and transporting those who are sick to their home or a healthcare provider.

- Immediately separating staff, patrons, or swimmers with COVID-19 [symptoms](#) (for example, fever, cough, or shortness of breath).
- Establishing procedures for safely transporting anyone sick to their home or to a healthcare provider.

Notifying health officials and close contacts.

- Immediately notifying [local health officials](#), staff, patrons, and swimmers of any case of COVID-19 while maintaining confidentiality in accordance with the [Americans with Disabilities Act \(ADA\)external icon](#).
- Informing those who have had [close contact](#) with a person diagnosed with COVID-19 to stay home and [self-monitor for symptoms](#), and follow [CDC guidance](#) if symptoms develop.

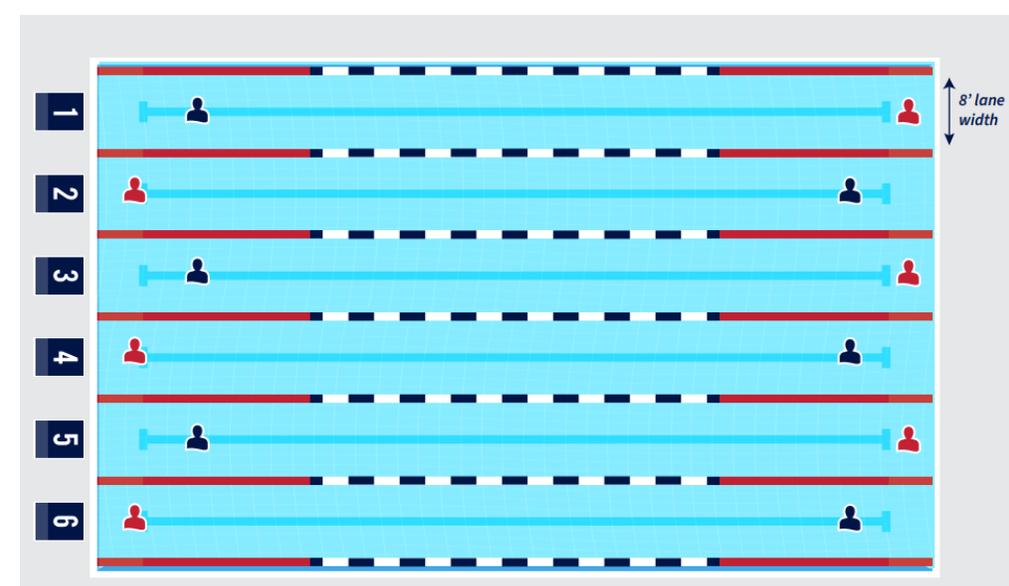
Cleaning and Disinfection

- Closing off areas used by a sick person and not using the areas until after cleaning and disinfecting them.
- Waiting more than 24 hours before cleaning and disinfecting these areas. Ensuring [safe and correct](#) use and storage of [EPA-approved List N disinfectantexternal icon](#), including storing products securely away from children.



Aquatic Programs

- Base participant numbers on local and national guidelines
 - Swim team
 - View USA Swimming's Facility Re-opening Messaging and Planning Document
 - Swim Lessons
 - Consider semi-private/private lessons with parent in the water and instructor on deck
 - Water fitness classes
 - Allow adequate spacing of participants



Concluding Thoughts

- **Develop a plan to reopen safely**
- **Develop a plan to communicate your cleaning and disinfection protocols to guests**
- **Develop a plan to deal with the unknown**
- **Plan on regional closures**
- **Hang in there!**

COUNSILMAN-HUNSAKER

OPERATIONS



COVID-19



GUIDANCE

[COUNSILMANHUNSAKER.COM/COVID-19](https://counselmanhunsaker.com/covid-19)

030 MCB-19-050720



Concluding Thoughts

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- Hang in there!

Southwest Promise 

Learn how we're protecting your health and wellness from check-in to deplaning. >

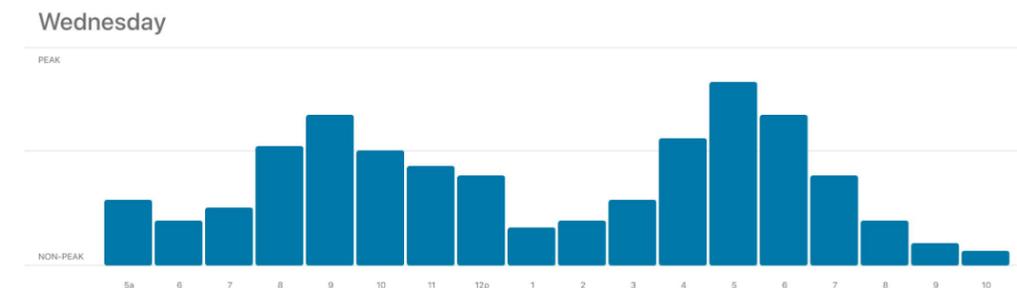
Electrostatic disinfectant spray **HEPA air filter** **Physical-distancing measures**

What added cleaning protocols and social distancing efforts will Life Time be enacting?

In addition to following CDC guidelines, Life Time is taking extra precautions to help our communities stay safe and healthy. This includes extensive cleaning protocols and social distancing practices within each of our destinations. For detailed information, please refer to my.lifetime.life/safety.

Looking to see which day of week or time of day is less busy at the club?

Please see below chart for average club-usage collected from the past year, including weekdays and weekends.



Concluding Thoughts

- Develop a plan to reopen safely
- Develop a plan to communicate your cleaning and disinfection protocols to guests
- Develop a plan to deal with the unknown: Will you be blamed for spreading Covid-19?
- Plan on regional closures
- Hang in there!

Parks director shutting down rumors circulating on Facebook



Parks director shutting down rumors circulating on Facebook

By Region 8 Newsdesk | July 22, 2019 at 9:33 PM CDT - Updated July 23 at 8:35 AM

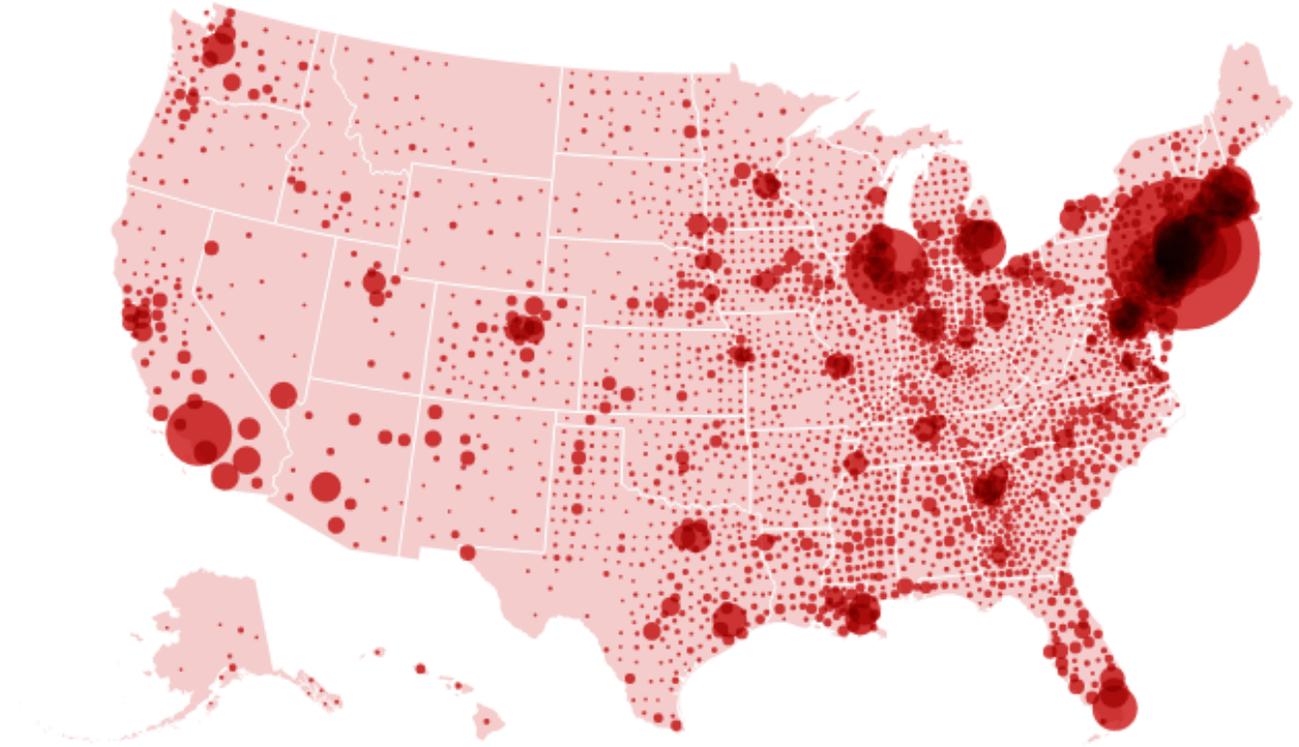
City gets two complaints of alleged "crypto" at Hurricane Harbor

A viral social media post shared over 17,000 times claims there's cryptosporidium in the water at Hurricane Harbor

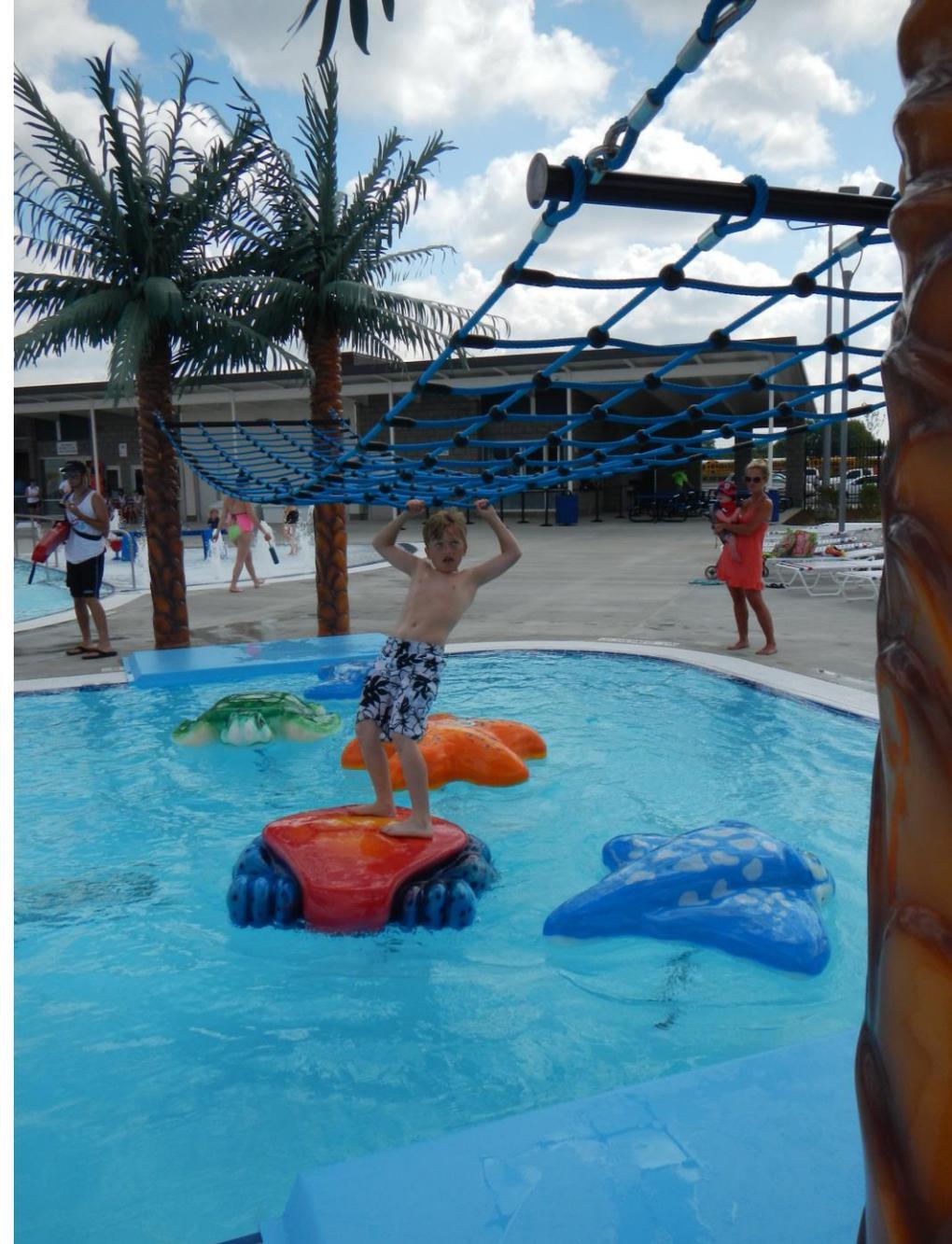


Concluding Thoughts

- Develop a plan to reopen safely
- Develop a plan to communicate your cleaning and disinfection protocols to guests
- Develop a plan to deal with the unknown
- Plan on regional closures: Your area could emerge as a “hot spot” for Covid-19
- Hang in there!



Hang in there!



Taking A Deeper Dive Into Safely Opening Pools

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The guidance in this presentation does not constitute legal advice. Aquatic facility operators should check with local, state and national government guidelines to ensure they are operating under the most up to date guidelines.

AUDIT



STUDY



DESIGN



OPERATE



WEB-APPS



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