



# KidsCanSwim Kanata COVID-19 Operations Protocol

**Abstract:** This document will special guide business operations while under the threat of COVID-19 in Ottawa. The guidelines are set forward through expert opinions as well as previous successful adaptations. The philosophy of the protocol is to (a) reduce the amount of people in the entire building at once (b) protect employee's working at KidsCanSwim both inside and out of the pool (c) to protect guests (d) participating in efforts to prevent further infection in an open economy.

**Last Updated:** 25 June, 2020

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## Section 1 Areas of Work and Service

1. This section will define the areas in which daily operations will take place in order to properly identify where social contact is being made. This will allow how to delegate and mediate foot traffic throughout the building.
  - 1.1. **The Parking Lot:** All guests should be using the parking lots as per typical operation conditions. Guests must stay 6 feet apart from other households at all times.
  - 1.2. **Front Entrance Vestibule:** This is defined as the front entrance of the building and is limited to the two doors leading to the lobby. The doors that directly lead outside will remain open during operating times to limit surface contact on the door handles. During winter operations the doors will not be left open; guests are encouraged to use the automatic disability button to open the doors. The handles will still be cleaned throughout the day as outlined in the cleaning protocol in Chapter 5. Foot traffic will enter to the right and exit to the left as outlined by arrows on the ground. Shoes must be taken off in the lobby and left in the cubbies in the lobby. Guests are encouraged to keep this area neat for their own benefit. Guests are encouraged to yield to others taking their shoes off on a first come first serve basis. This is to reduce the amount of lingering in the lobby. This is an in and out area only. For winter clothing only boots can be left in the lobby; guests are asked to bring their belongings with them on the pool deck.
  - 1.3. **Lobby and Front Desk:** the lobby is the area adjacent to the vestibule with all of the windows watching the pool. The front desk is the counter surface and physical objects of the desks, the front desk will not be in use during COVID-19 operations. The Front desk coordinator will be outside of the building. The viewing area will be blocked off during COVID-19 protocol operations. Guests should not interact with anyone unless they maintain 6 feet apart from each other or are wearing a face mask to reduce infected airway droplets from reaching an infected or uninfected person.
  - 1.4. **Changeroom, Changing stalls, Accessibility elevator, Washroom and Showers:** This area is defined as everything from the automatic sliding door separating the lobby to the entrance of the pools where the showers are. In this area there are two “tight” spots where physical distancing may be difficult to achieve. In these cases guests are asked to use their judgment and wait for others to pass by in these tight areas. The tight areas will be clearly marked.
  - 1.5. **Pool Deck:** Everything from the entrance to the pool on, including the pool itself. The maximum number of people on the pool deck will be determined by public health guidelines and governed by government of Ontario COVID-19

recommendations as per the phased opening of the Ontarian economy. This will dictate the number of guests on the pool deck as well as the number of aquatic educators and other team members working in the area.

- 1.6. **Employee Only areas (Storage Closet, Pump Room, HVAC room, Admin Office):** These areas are the hot water room with cleaning supplies, the pump room, the administration office and the HVAC room. These areas are only accessible by team members there must be limited access to these areas by a select number of team members on a given day. (i.e on any given shift only one person is allowed to enter these areas throughout the shift. This restriction resets when starting another shift and the facility has gone through its round of sanitization.)

## Section 2 Employee Protection

2. This section will outline the measure being put in place to protect KidsCanSwim employees while working together and with guests.
  - 2.1. **Personal Protective Equipment:** For all team members
    - 2.1.1. In the water Aquatic Educators will wear face shields while teaching. Aquatic Educators may not remove their PPE until all students and parents have vacated from the pool deck. Aquatic Educators must remain 6 feet apart from colleagues when face shields are not over their face.
    - 2.1.2. On the pool deck the On-deck supervisor will also wear a face shield subject to the same conditions as the aquatic educator. The on-deck supervisor is a role model for aquatic educators and should promote hygiene and best practices.
    - 2.1.3. The reception team members will be outside and will also wear a face shield.
    - 2.1.4. Masks will be provided by the employer.
    - 2.1.5. Hand sanitizer pumps will be available in 7 locations at the centre as depicted in appendix [C].
  - 2.2. **Schedule:** The overall operations schedule has been optimized to further enable physical distancing in the facility.
    - 2.2.1. The front desk coordinator will arrive 1 hour before opening and follow the schedule depicted in appendix [D] to efficiently open the centre in time.
    - 2.2.2. The On-deck supervisor will arrive 30 minutes before opening to set up the pool deck.
    - 2.2.3. Since the on-deck supervisor will be setting up the pool deck Aquatic Educators will arrive 5 minutes before their lesson and be wearing their bathing suit prior to arriving at the pool. Aquatic educators may put their belongings in the administrative room as per normal operating

circumstances. No more than 1 person may be in the administration room at once.

### **2.3. Physical Working Adaptations**

- 2.3.1. Traffic flow is one of the key elements to enable physical distancing. Arrows will be on the floor to indicate the ideal traffic flow throughout the facility. As a general rule people should stick to the right side.
- 2.3.2. Check-in will be performed outside of the centre to further increase physical distancing. The front desk coordinator will be stationed under a marquis tent for comfort and protection. This team member will be wearing a face shield but a 6 foot marker will be placed in front of the team member to further promote physical distancing. This specification of the COVID-19 operations protocol will be revised for winter conditions if the government of Ontario is still advising the public to obey physical distancing guidelines.
- 2.3.3. The pool deck will operate at its minimum occupancy throughout the phased re-openings.
- 2.3.4. All instructors shall remain on the pool deck for the entirety of their shift with the exception of the brief moment they need to get changed. Instructors shall stay in the same lane for the entire duration of their shift. Instructors shall use the same equipment for the entire duration of their shift.
- 2.3.5. No more than one person may be in the administrative office at once. Instructors must arrive at their shift with their bathing suit on beneath their clothes.
- 2.3.6. The on-deck supervisor will spend most of their time on the pool deck but will be the person who disinfects the change room as per the cleaning schedule in appendix G.
- 2.3.7. At the end of the shift when the guests are no longer using the change room facilities aquatic educators will use the changerooms. The AE's are asked to coordinate physical distancing amongst each other when going to use the change rooms as there are certain parts of this area that cannot facilitate physical distancing. Before going to get changed AE's must ensure that their teaching station has been properly sanitized so that the on-deck supervisor may put the equipment away. If an AE finds themselves waiting for the changerooms they are encouraged to ask the on-deck supervisor what tasks they can do to help.
- 2.3.8. Entrance doors of the centre will remain open during operating hours.
- 2.3.9. Washrooms will be cleaned on a per user basis, team members will also be included in the hourly cleaning round depicted in appendix G.

### **2.4. Teaching Adaptations**

- 2.4.1. AE's must avoid cheek to cheek exercises.

- 2.4.2. AE's must remain 2 m away from their students.
- 2.4.3. AE's must demonstrate breathing exercises 2 meters away from their student.
- 2.4.4. AE's must not make any physical corrections. (to be revised when the government of Ontario lifts physical distancing measures)
- 2.4.5. AE'S must stay in their designated teaching station throughout their shift until either (a) their shift is over and there are no guests on the pool deck or (b) they have been otherwise instructed by a supervisor.

## **2.5. Roles and Responsibility**

- 2.5.1. Front desk coordinator:
  - Opening the centre
  - Welcoming guests when they enter the facility
  - Screening guests with the COVID-19 Checklist appendix C
  - Customer Service and inquiries
  - Sanitizing the lobby as per the cleaning protocol
  - Instructing guests on how the facility operates under the COVID-19 protocol
- 2.5.2. Aquatic Educator:
  - Teaching the curriculum as per usual according to the private lesson curriculum
  - Ensuring the safety of their own students
  - Delivering the material in a safe and effective way
- 2.5.3. On-deck supervisor:
  - Customer service on the pool deck (where applicable)
  - Safety and well-being of aquatic educators and students
  - Ensuring all protocols and rules are being followed and enforced
  - Guiding and helping instructors with the curriculum
  - Intervening in any sort of emergency
  - All closing procedures on the pool deck
  - Sanitizing the pool deck and the administrative office as per the cleaning protocol every hour
  - Cleaning the equipment being used by instructors and students
- 2.5.4. Centre Coordinator: where applicable
  - Leading the shift
  - Direct supervisor to all the aforementioned employees
  - Ensuring quality of customer service
  - Only person to move around the designated areas of the centre
  - Sanitizing the change room area at the end of the shift
  - Assisting team members with any questions or queries
  - Overview of program and reporting of any and all issues that may arise that should be addressed to ensure effective, efficient and safe programming.

- Emergency interventions
- Cleaning the washrooms

### Section 3 **Guest Protection**

3. Guest protection: Measures in place to protect the guest during normal operations.

#### **3.1. Guest interaction and team member interaction:**

- 3.1.1. For all questions or inquiries guests are required to send an email to [contact@kidscanswimcanada.ca](mailto:contact@kidscanswimcanada.ca). They may also call the pool phone number (613) 714-5892. For COVID-19 specific questions guests may email the COVID-19 liaison officer using [kadamus@kidscanswimcanada.ca](mailto:kadamus@kidscanswimcanada.ca).
- 3.1.2. Team members will be wearing face shields but must still maintain a 2 m distance when interacting with guests. Aquatic Educators will be wearing face shields.
- 3.1.3. Team members should assume that their hands are contaminated until they are thoroughly washed. The moment a team member touches something they must operate under the assumption that once again their hands are contaminated. Proper hand washing technique will be taught and assessed during the COVID-19 specific training.
- 3.1.4. Parents and guardians are strongly encouraged to wear masks IF they are waiting on the benches in the pool deck during their child's swimming lesson.

#### **3.2. Designated Guest area:**

- 3.2.1. Guests may wait on the bench on the pool deck on the designated spot corresponding to their child's lane. (i.e if their child was swimming in Lane A they must sit under the marking at the bench for Lane A). See appendix E.
- 3.2.2. Guests must bring their child ready to swim in the pool with the exception of having showered which they may do using the showers in the facility right before going to their swimming lesson.
- 3.2.3. Guests may use the change room to change their child AFTER their swimming lesson.
- 3.2.4. There are three spots in the center that do not allow for physical distancing if there is two way traffic; these areas are depicted in appendix F. These areas are the vestibule, the area next to the hair dryer station and the entrance to the pool deck. Guests must look ahead in these areas before proceeding to ensure they do not break physical distancing rules with other guests. Team members will inform guests of this upon arrival. Convex mirror's will be installed in front of the changeroom doors and the pool entrance for guests to be able to see upcoming foot traffic.

### **3.3. Areas of Restricted Access (to guests).**

3.3.1. Guests may not:

- Be behind the front desk.
- Use the gallery waiting area
- Use the public storage facilities
- Enter any areas that were otherwise restricted to team members only during normal operations.

### **3.4. Foot flow traffic**

3.4.1. Foot flow traffic will resemble road traffic, people must stay on the right side and pass people on their left.

3.4.2. It is ultimately the responsibility of the individual person to maintain a 2 m distance from others. Guests will be reminded of physical distancing guidelines whenever possible.

3.4.3. Guests may use the benches at the front entrance to store their shoes.

3.4.4. For any hold ups which would interrupt traffic flow there will be designated wait area's for clients on the pool deck.

### **3.5. Swimmer's protection:**

3.5.1. Swimmer's will be placed in private lessons until otherwise advised.

3.5.2. Until further notice aquatic educators may not use any physical corrections when teaching.

3.5.3. Swimmers are advised that it is absolutely imperative not to spit, spray or drink the pool water.

3.5.4. Instructors have been trained on how to adapt their swimming lessons to facilitate physical distancing.

## **Section 4 Adapted Programmation**

4. Adapted Programmation: Until further advisement by the provincial government we will assume that the number of people allowed in the building at once is to the absolute minimum.

4.1. **Instructor to Swimmer Ratio:** Schedule 1 will see a 1:1:1 ratio, Schedule 2 will see a 2:1 ratio and Schedule 3 will resume regular KidsCanSwim ratios.

4.2. In Phase 2 of the Ontario reopening plan instructors must teach the parent how to teach the child therefore the ratio will be one instructor to one swimmer to one guardian.

### **4.3. Equipment Restrictions:**

4.3.1. No large equipment such as mats may be used for swimming lessons.

4.3.2. Only small pieces of equipment is to be used throughout lessons.



- 4.3.3. Equipment may not be used by multiple lanes. Each lane has a designated set of equipment.
- 4.3.4. Equipment will be cleaned by the aquatic educator between each class with a solution of disinfectant and water.

**4.4. Mobility restrictions:**

- 4.4.1. In the big pool Aquatic Educators will stagger their teaching areas. Lane A and C will see Aquatic Educators (when the child is stopped) teaching at the east end of the lane while Lane B Aquatic Educator will be at the west end of the pool. As depicted in appendix B.
- 4.4.2. In the small pool Aquatic Educators will stagger their teaching areas just as the big pool. Lane D will teach at the south end of the pool while Lane E will teach at the North end. As depicted in appendix B.

**4.5. Program Schedule and New Prices**

- 4.5.1. Swimming lessons will start in 5 minute staggers with arrival times also being specified for guests.
- 4.5.2. See schedule in.

**Section 5 Cleaning Protocol**

- 5. **Cleaning Protocol:** This protocol must be followed to ensure the centre is disinfected throughout operating hours.

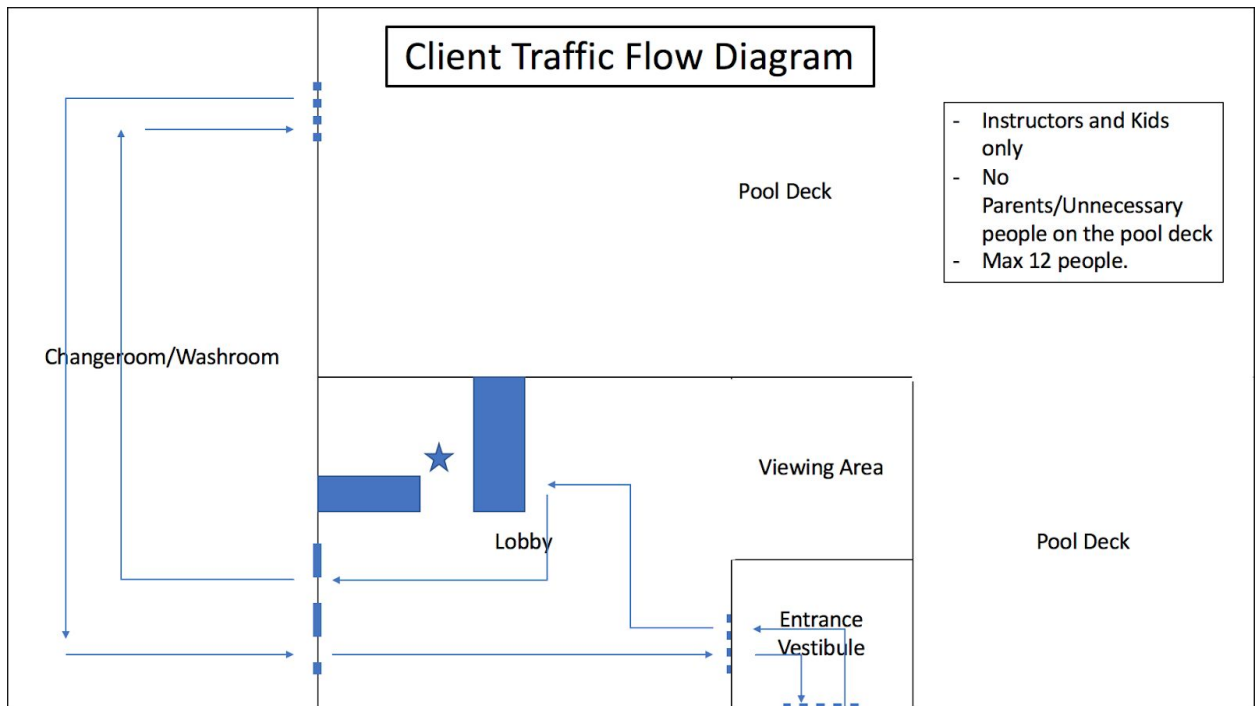
**5.1. Cleaning Schedule:**

- 5.1.1. The cleaning schedule will be performed every hour.
- 5.1.2. The items to be cleaned are outlined in appendix F.
- 5.1.3. On-deck supervisor is responsible for cleaning the equipment that AE's cannot and is responsible for cleaning the change room area.
- 5.1.4. Front desk coordinator is responsible for the lobby.

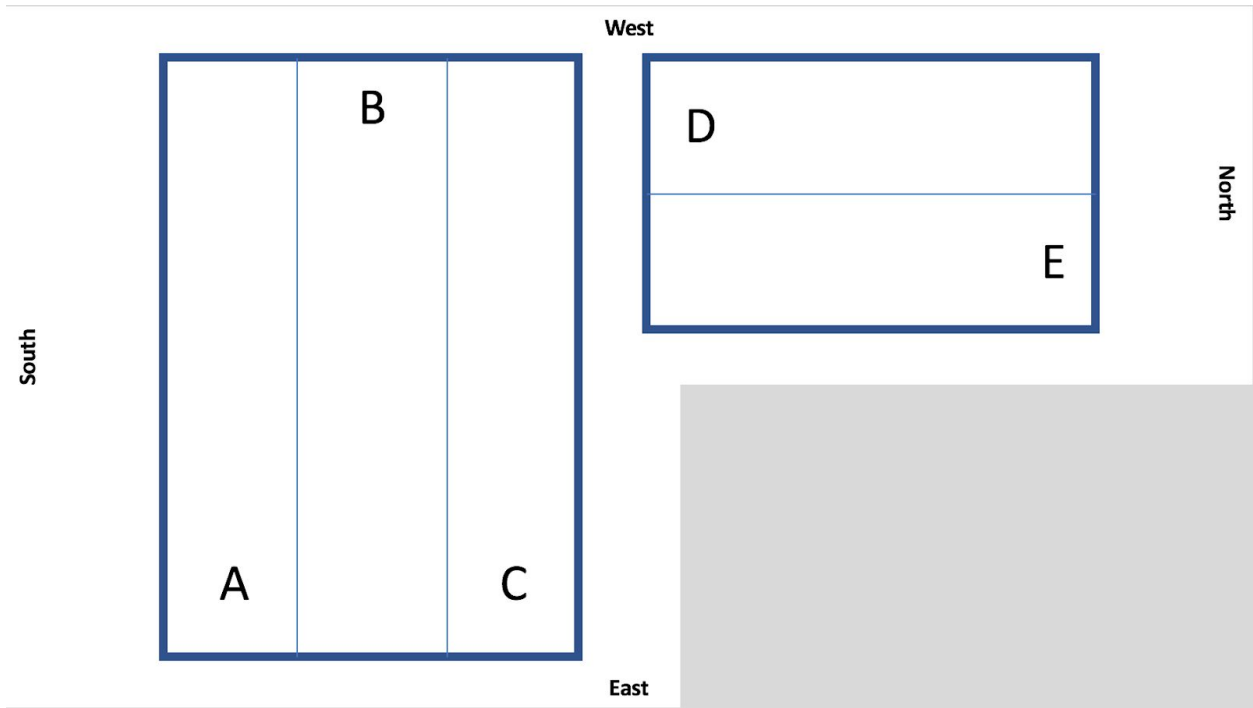
- 5.2. **Cleaning Equipment:** We have access to lysol wipes, bleach spray, multi purpose cleaner, Mr. Clean and Hand sanitizer

- 5.2.1. Lysol wipes will be available for guests in the change rooms and washrooms to wipe handles and other surfaces that are being touched.
- 5.2.2. Hand sanitizer will be available for team members and guests for use at their own discretion. There are seven hand sanitizing stations throughout the facility as previously mentioned.
- 5.2.3. A solution of water and bleach spray should be used at the end of the day for the final deep clean.
- 5.2.4. Multi purpose cleaner should be used for regular cleaning when using the cleaning protocol outlines in annexe C.
- 5.2.5. A solution of water and Mr. Clean should be used to clean the pool equipment.

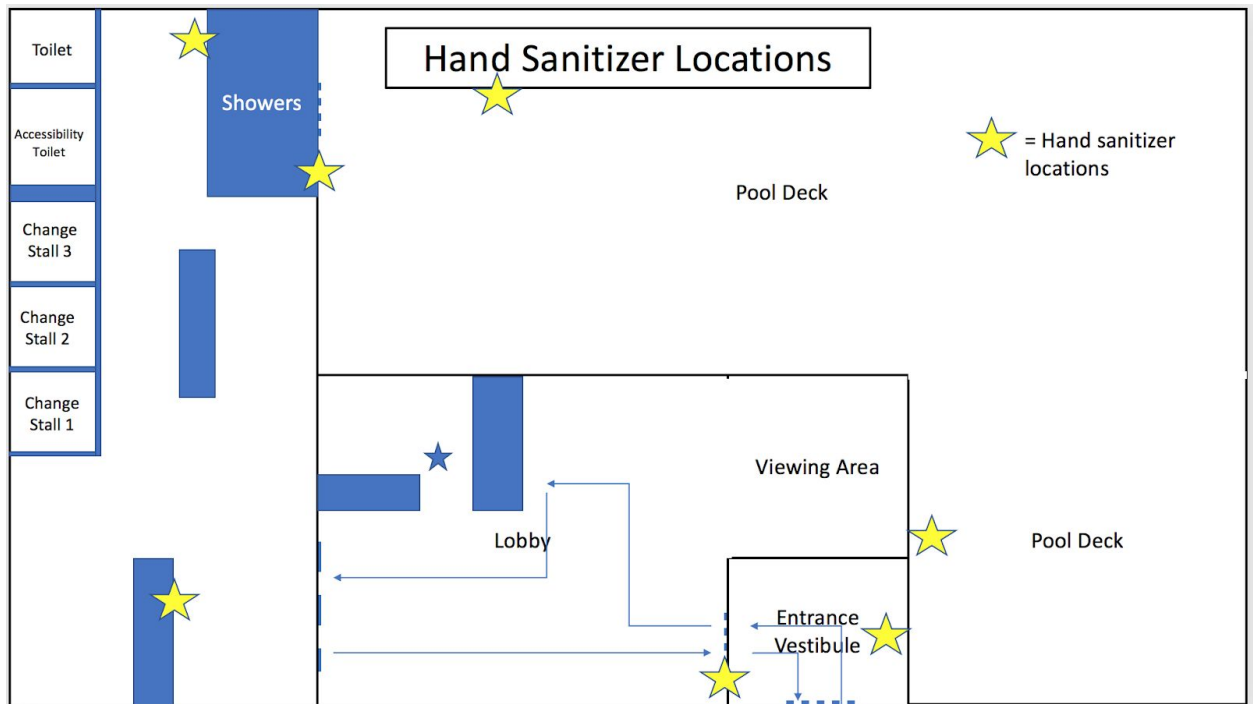
5.3. High Risk surfaces: this is deemed anything that someone's hand touches such as door handles, countertops, computer surfaces. Team members must be mindful when touching these surfaces and will be cleaning thoroughly during regular cleaning maintenance and end of the day cleaning as per the cleaning schedule.



Appendix A



Appendix B



Appendix C

Parent/Guardian's Name : \_\_\_\_\_ Date : \_\_\_\_/\_\_\_\_/\_\_\_\_  
Swimmer's Name : \_\_\_\_\_ Instructor : \_\_\_\_\_



Are you feeling sick?  
Ex. Headache, Cough, Chills, Fever, Difficulty Breathing,  
Loss of Smell or Taste, Loss of Appetite, Weakness

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

- Return home as soon as possible
- Contact Public Health
- You may be required to self-isolate



Have you travelled outside Canada in the last 14 days?.

<input type="checkbox"/>	<input type="checkbox"/>
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Have you provided care for, or had close contact with a person with COVID-19 (probable or confirmed) while they were ill and you did not have the appropriate personal protective equipment?

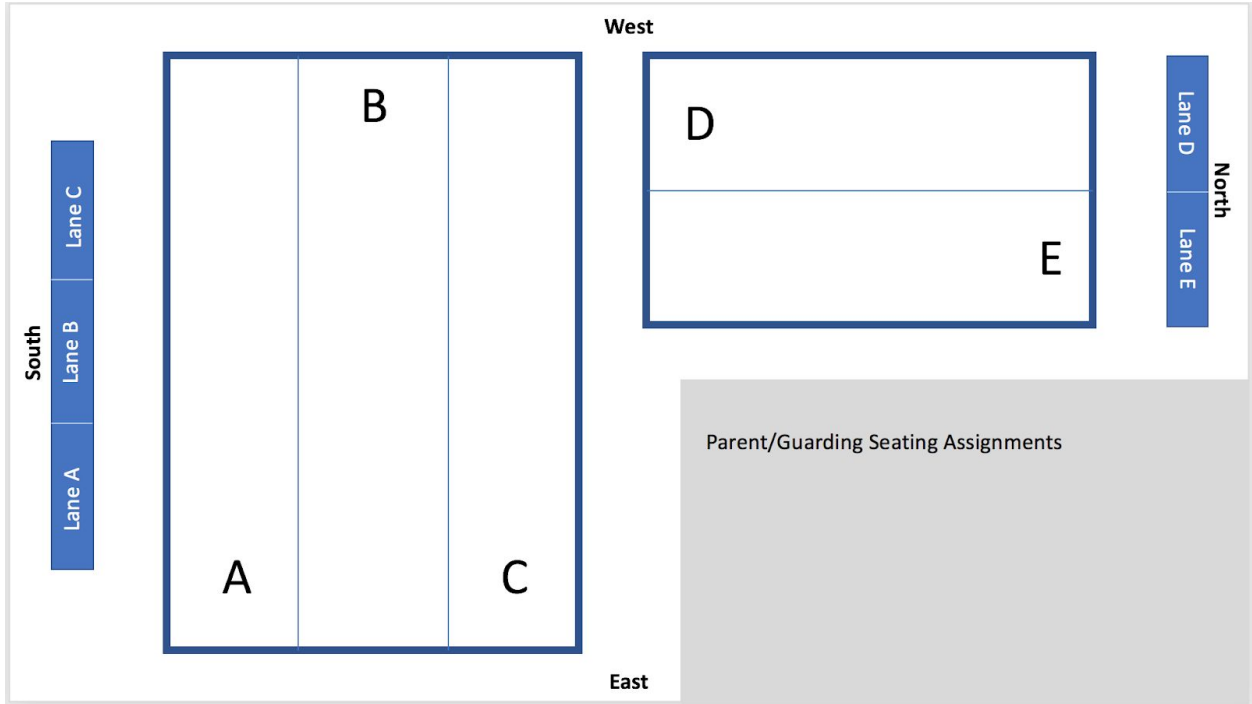
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- Return home as soon as possible
- Contact Public Health
- You may be required to self-isolate

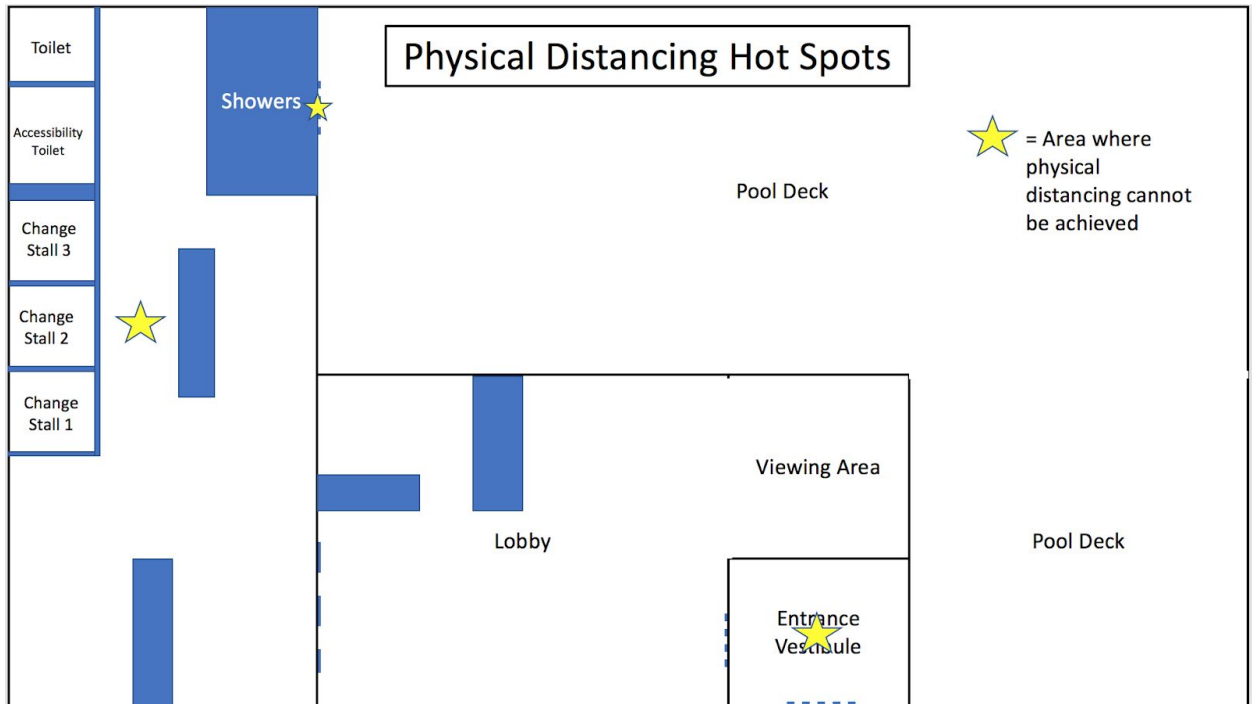


- TIPS**
- Wash your hands with soap and water for at least 20 seconds
  - Avoid touching your face with unwashed hands
  - Avoid close contact with individuals who are sick
  - Cough or sneeze into your elbow or a tissue

*All paper files will be kept for 30 days before they are shredded*



Appendix E



Appendix F

Week of:	Date:						Date:						Date:						Date:											
	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6						
<b>ENTRANCE AND LOBBY</b>																														
Front entrance door handle																														
Lobby entrance door handles																														
Entire lobby countertop																														
Front desk countertop																														
All 3 front desk computer keyboards																														
All 3 front desk computer mice																														
Front desk phone																														
Interac machine																														
Front desk stapler																														
Receipt box																														
All front desk binders																														
All chairs																														
All clipboards																														
Front desk cupboard doors																														
Computer screens																														
Shoe storage benches																														
<b>CHANGE ROOMS</b>																														
All surfaces of bathing suit dryer																														
All hair dryers																														
Countertop at hair dryer																														
All contact points of changing stalls																														
All contact points of bathroom doors																														
All changing stations																														
All sinks and countertops																														
Toilet seat																														
Hot water room door handles																														
Accessibility shower handle + bench																														
<b>POOL / ADMIN OFFICE</b>																														
Pool entrance door handles																														
Railing at Pool Entrance																														
Pump room door handles																														
Railing for stairs/ladders in both pools																														
Safety log binder																														
Pool test kit (after each use)																														
Spectator Bench																														
Office computer keyboard																														
Office computer mouse																														
Office computer countertop																														
Office computer screen																														
Office phone																														
Light switches																														

\*\*\* ALL ITEMS SHOULD BE CLEANED WITH THE DESIGNATED DISINFECTANT BOTTLES, PLEASE ASK A SUPERVISOR IF YOU ARE UNSURE OF WHICH PRODUCTS TO USE.

Supervisor's Signature: \_\_\_\_\_