

Protocols for Tennis Centers and Pickleball Courts: Appendix E

Recent Updates:

- 5/5/21 - This protocol is effective as of May 5, 2021. Los Angeles County, including Long Beach, is subject to the Yellow Tier under the State's Blueprint to a Safer Economy. No changes to this Protocol as a result of the Tier change.

This protocol is to be completed by tennis centers and pickleball courts. The requirements below apply to all tennis centers and pickleball courts. In addition to the conditions imposed by the State Health Officer for outdoor recreation operators and Adult and Youth Recreational Sports, which may be found at <https://covid19.ca.gov/industry-guidance/>, tennis centers must also be in compliance with the conditions laid out in this Protocol. This protocol must be implemented and posted prior to operating.

Please note: This document may be updated as additional information and resources become available so be sure to check the Long Beach COVID-19 website at <http://www.longbeach.gov/covid19> regularly for any updates to this document.

Retail operations must comply with Retail In-Person Shopping Protocols (Appendix B).

Restaurants, food services, and food concessions must comply with Restaurant Protocols (Appendix H).

Adult and youth sports must comply with State Protocols for Youth and Adult Recreational Sports found at <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/small-groups-child-youth.aspx>.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services

All Tennis Centers must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable.

Tennis Center Name: _____

Facility Address: _____

A. PLAYER CHECK-IN, TENNIS PLAY AND CLUBHOUSE SURROUNDS - RESTRICTIONS

- The clubhouse remains closed to the public.
- Instructional and informational signage is posted throughout the facility regarding infection control, physical distancing and the use of face coverings.

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- Inform customers and members of all safety protocols ahead of time
- Customers are required to wear face coverings at all times while onsite. Cloth face coverings should not be placed on young children under age 2, anyone who has a medical condition, mental health condition, or disability that prevents them from wearing a face covering, or is otherwise unable to remove the mask or cloth face covering without assistance.
- No visitors or sales representatives are allowed within the clubhouse and pro-shop areas. This includes outside distributors and manufacturer representatives. Meetings are held via telephone or virtual platforms.
- Payment of fees is done from an existing outdoor facing starter window or from a check-in table inside the facility. Six-foot physical distancing markings are installed to let customers know where to wait to pay.
- Reservations are required and players are encouraged to pre-pay using debit/credit cards at the time of reservation.
- Encourage payment by gift, debit, or credit card.
- Markings or delineators are set up to create a six-foot barrier to minimize close contact between employees and the public.
- Hand sanitizer, soap and water, or effective disinfectant/wipes is made available to players at or near each entrance to the facility at any beverage carts and food stations/facilities and restrooms, and other main points of contact.
- Reservations are no less than 10 minutes apart. Players are encouraged to come to the facility no more than 10 minutes before the time expected to play.
- Games are limited to no more than 4 players who need not be from the same household or living unit. Each group must be stable (i.e., persons may not substitute in or out of the group).
- Each item of equipment rented must be wiped down in its entirety with disinfectant effective against COVID-19 after each use.
- Employees are assigned to disinfect rental equipment between rentals.
- Public counters and service windows are frequently sanitized with disinfectant effective against COVID-19.
- All court gates and stair rails are wrapped with caution tape to discourage touching, or else should be wiped down every hour.
- All gates are roped off or left open to prevent touching, if feasible. If the facility has a wide open side entrance to the courts, its use is recommended.
- Alternate courts are reserved for play if there is no barrier, such as fencing, between courts.
- All score tenders are taken off the courts to prevent touching.
- Trash cans are touchless. Lids have been removed if present.
- All restrooms are serviced and disinfected frequently. Doors are propped open when possible to minimize touching of door handles or surfaces.
- Pro shop sales must adhere to the Retail Protocol. Facility doors are propped open wherever possible.
- Players are required to leave the property immediately upon completion of play. No congregating or

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tailgating in the parking lot is allowed.

- Players are required to stay on their side of court and avoid changing ends.
- Symptom checks are conducted before visitors may enter the facility. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing, fever or chills and whether the individual is currently under isolation or quarantine orders. These checks can be done in person or through alternative methods such as on-line check in systems or through signage posted at the entrance to the facility stating that visitors with these symptoms should not enter the premises.
- Employees have been reminded to adhere to personal prevention actions including:
 - Stay home when you are sick. Stay home for at least 3 days (72 hours) after recovery, which means your fever has resolved without the use of fever-reducing medications and there is improvement in your respiratory symptoms (e.g., cough, shortness of breath), AND at least 10 days have passed since your symptoms first appeared.
 - Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use alcohol-based hand sanitizer that contains at least 60% alcohol. Wash your hands before meals, after using the restroom and after coughing and sneezing.
 - Cover your coughs and sneezes with a tissue, and then dispose of the tissue and clean your hands immediately. If you do not have a tissue, use your elbow (not your hands).
 - Do not touch your mouth, eyes, nose with unwashed hands.
 - Avoid contact with people who are sick.
 - Avoid sharing items such as phones or other devices. If devices must be shared be sure to wipe them down with a disinfectant wipe before and after sharing.
 - Constantly observe your work distances in relation to other staff. Always maintain the recommended minimum 6 feet separation from others unless specific work assignments require less distancing and wear a face cloth covering when working near or with others.
 - Disinfect frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, machines, shared devices, and doorknobs. This should be done hourly during business hours.
 - Encourage staff to replace handshakes with other touch-less forms of greeting to customers and members
- Eliminating time clocks or assigning management/one individual the responsibility of punching employees in/out.
- Copies of this Protocol have been distributed to all employees.

B. COACHING

- Private lessons are allowed using proper physical distancing techniques to allow for 6 ft or more between individuals. Group lessons or coaching are allowed with groups limited to no more than 2 coaches/instructors to every 14 students.
- Teaching professionals are assigned specific courts and specific days and times, where feasible.
- Only baskets, ball dispensing machines, and ball mowers are permitted on the court.
- Players are encouraged to use their racquet/foot to push balls back and/or hit them to their instructor to avoid using hands and touching the balls.

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- Players will not handle any of the coaching equipment.
- Balls are restricted to each student. Balls may be provided by either the pro or the student. Using the same set of balls between multiple students is prohibited.
- The pros will use a glove on their non-dominant hand.

C. TENNIS BALLS

- Players must bring their own balls which should be marked to indicate which balls they brought. Players must take their balls with them when they leave.

D. TENNIS EQUIPMENT

- Sharing of tennis equipment is prohibited.
- Ball dispensing machines, ball baskets, and ball mowers are sanitized between uses. Use of ball tubes and baskets to pick up loose balls after ball machine use limits contact and is encouraged.
- Avoid using unnecessary equipment, such as throw-down lines.

E. TOURNAMENTS AND GROUP PLAY

- Games are limited to no more than 4 players who need not be from the same household or living unit. Each group must be stable (i.e., persons may not substitute in or out of the group).
- Group or organized play of no more than 4 players per game may occur if such play will not increase the quantity of people present at the facility at one time. Group or organized play must be scheduled so that individual game time intervals are no less than 10 minutes apart. Pre-pay and electronic registration for group or organized play is strongly encouraged. Electronic scorecards, information, and rule sheets are strongly encouraged. Where paper scorecards are used, one member of the group should keep score for all players to avoid unnecessary contact between players. On-site vendor displays must comply with the [Retail In-Person Shopping Protocols](#) and must distance at least 6 ft between vendor displays.
- Tournaments or events that involve more than two teams are prohibited. A “team” is defined as a group of players forming one side in a competitive sport. A “team” shall not include multiple groups or levels from the same league or intuition (e.g. Freshman, Junior Varsity, and Varsity teams from the same school or league are considered different teams).
- Only one competition, per team (or individual for singles games), per day maximum to be played. (e.g. no round robins or multiple matches in the same day).

F. EMPLOYEE PROTOCOLS

- Everyone who can carry out their work duties from home has been directed to do so.
- Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible.
- All employees have been told not to come to work if sick. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
- Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs](#) supporting sick leave and worker’s compensation for COVID-19, including employee’s sick leave rights under the [Families First Coronavirus Response Act](#) and

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employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 exposures occurring between March 19 and July 5 pursuant to the Governor's [Executive Order N-62-20](#).

- Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.
- Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures.
- Employee screenings are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and if the employee has had contact with a person known to be infected COVID-19 in the last 14 days. These checks can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.
- In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer should report this cluster to the Long Beach Department Health and Human Services 562-570-INFO.
- Employees who have contact with others are offered, at no cost, an appropriate face covering that covers the nose and mouth. The covering is to be worn by the employee at all times during the workday except where the employee is working in a vehicle, office, or room alone. Employees who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves should not be used.
- Customers, vendors, and subcontractors, or any person that is not an employee is required to wear face coverings at all times while onsite. Cloth face coverings should not be placed on young children under age 2, anyone who a medical condition, mental health condition, or disability that prevents them from wearing a face covering, or is otherwise unable to remove the mask or cloth face covering without assistance.
- All employees have been told not to come to work if sick.
- Symptom checks are being conducted before employees may enter the workspace. All desks or individual workstations are separated by at least six (6) feet.
- Physical space between employees and customers increased (e.g. drive through, partitions, plexiglass at point of sale locations)
- Where possible, employees who can carry out their work duties from home have been directed to do so.
- Flexible meetings (e.g. teleconferencing or video conferencing).
- Flexible travel options (e.g. postpone non-essential meetings or events).
- Flexible work hours (e.g. staggered shifts).
- Delivering services remotely (e.g. phone, video, or web).
- Break rooms, bathrooms, and other common areas are being disinfected frequently, and stocked with necessary hygiene supplies on the following schedule:
 - Break rooms: Bathrooms:
 - Other:

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- Disinfectant effective against COVID-19 and related supplies are available to all employees at the following location(s):
- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):
- Soap and water are available to all employees at the following location(s):
- Employees are required and permitted adequate time for, to wash their hands at least every 30 minutes, or as needed if gloves are provided. Where hand washing is impracticable, hand sanitizer with that contains at least 60% alcohol has been provided to the employee instead.
- Copies of this Protocol have been distributed to all employees.
- Optional - Describe other measures:

Employees who have contact with others are offered, at no cost, an appropriate face covering that covers the nose and mouth. The covering is to be worn by the employee at all times during the workday except where the employee is working in a vehicle, office, or room alone. Employees who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves should not be used. \
- Employers must ensure workers maintain 6 feet of distance from others whenever possible. When it is not possible, the length and frequency of interaction should be kept to a minimum. Where job duties require regular interaction, employers should offer a secondary barrier (i.e. face shields or safety goggles) for use by workers who wish to use one and permit workers to use their own if they prefer.
- Staggered start times for staff and split shifts are put in place to limit the number of staff on site, at team meetings, at lunch breaks, and during departure times. No one is allowed to congregate in groups.
- Staff meetings are held in open air spaces such as parking lots or large storage bays in order to maintain physical distancing.
- No visitors or sales representatives are allowed on or within the tennis center facility. This includes outside distributors and manufacturer representatives. Meetings are held via telephone, zoom or other virtual platforms.
- The use of time clocks has been discontinued, if possible.
- Employees are required and permitted adequate time to wash or sanitize their hands every 30 minutes or as needed if gloves are provided. Locker room facilities are cleared of all belongings. Additional uniforms, gear and all belongings can be kept in personal vehicles on-site. No personal belongings are allowed to be stored on-site.
- The use of the breakroom facility common use items (e.g. coffee pots, vending machines,

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refrigerators and microwaves) has been suspended. Personal coolers are suggested for meals/personal beverages and should be stored in personal vehicles.

- A secondary break and lunch area has been set up if possible to allow for greater physical distancing.
- Management will set guidelines for cleaning facilities at least three times daily; (In the morning after staff arrivals and teams depart to the facility, after the lunch hour and at the end of the shift once everyone has departed for the day and focus on all key touch points (doorknobs, restrooms, tables, chairs, sinks, computers/keyboards etc.). High touch areas may require more frequent cleaning.

G. END OF SHIFT PROCEDURES

- Staff are responsible for disinfecting equipment after operation. Disinfectant at key tool stations will be available for staff to wipe down tools prior to and after use.
- All staff members are required to leave the property immediately after their shift.
- Each team member is reminded of the importance of physical distancing away from the job as well as on the job.

H. MONITORING PROTOCOLS

- The tennis center operator has a 'Safety Ambassador' on-site during all business hours. The sole purpose of said staff member is to ensure that staff and patrons are practice all required Physical Distancing Protocols. The Safety Ambassador wears a name tag and indication that they are the "Safety Ambassador". The Safety Ambassador always has this document with them to reference the required safety protocols.
- Friendly, yet firm communication with any patron violating the required safety protocols is a must. Patrons are reminded that any violation of Physical Distancing Protocols will jeopardize the continued operation of local tennis centers.
- Any patron, who refuses to adhere to the safety protocols after one warning is asked to leave the property immediately.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

**Tennis Center
Contact Name:**

Phone number:

**Date Last
Revised:**

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