

Protocols for Tennis Centers: Appendix E

This protocol is to be completed by tennis centers. The requirements below apply to all golf courses. In addition to the conditions imposed by the Governor, the tennis centers must also be in compliance with the conditions laid out in this Golf Course Protocols. This protocol must be implemented and posted prior to a golf course 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.

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.
- Inform customers and members of all safety protocols ahead of time
- All employees, visitors, and players must use cloth face coverings at all times when in contact or near other people.
- 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.

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- 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 Physical Distancing Protocol. Facility doors are propped open wherever possible.
 - No group play or tournaments are allowed.
 - Players are required to leave the property immediately upon completion of play. No congregating or tailgating in the parking lot is allowed.
 - Players are required to stay on their side of court and avoid changing ends.
 - 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.

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- 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. FOOD AND BEVERAGE

- On-site restaurants must operate in accordance with the Restaurant Physical Distancing Protocol. Concession stands must operate in accordance with the Mobile Food Vendor Physical Distancing Protocol.
- Six-foot markers for guests to maintain physical distances are installed. Hand sanitizer is available at all sites serving food and/or beverages.
- Benches and tables are removed to discourage congregation.
- Beverage carts may be operated. Staff manning the carts wear a face covering and protective gloves to conduct transactions. Physical Distancing Protocols are observed.
- Drinking fountains and water coolers have been removed or covered.

C. 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 1 coach/instructor to every 4 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.
- 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.

D. 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.

E. TENNIS EQUIPMENT

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- 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.

F. EMPLOYEE PROTOCOLS

- 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, 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.

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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.
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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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