

**FRONT DESK**

1. Arrivals Check in: From 3pm to 5pm on Friday and Sunday check-in days.
  - a. Arrival will be greeted by a staff member in driveway to verify if room is clean.
  - b. If clean, one person from the party will proceed to check-in desk.
  - c. If unit isn't clean, greeter will ask for a cell phone number and will be notified by phone or text when their unit is clean. should be directed off property or to wait in the RSC Parking Lot until they hear from us.
  - d. All other check-in days procedure is the same without a greeter
  - e. Maximum lobby capacity is 12 guests
2. Ask each guest if they are experiencing poor health symptoms of any kind and report whether they have been in direct contact with someone diagnosed with COVID-19 in the last 14 days.
3. Obtain the names of all occupants and enter them into their folio (additional names).
4. Disinfect payment terminals and counter tops on both sides periodically or after every 3 check-in or whenever possible.
5. Recommend the guest to use the express check out by calling the front desk.
6. Advise guests of new operating rules for cleaning services, supply procedures and for the use of common areas. (ie no daily service, pool towels etc)
7. Do not reuse electronic guest keys. Be sure to have used keys placed in temporary keys return boxes and held unused for 3 days.
8. Stay updated with other departments protocols so that you can respond to questions.
9. Limit reasons for lobby visits such as daily papers, internet computers, etc.
10. Ensure proper disinfection of all equipment (telephone, radio, computers, keys, payment processors, photocopier, headphones at the end of each shift). Check-in terminals should not be shared if possible.
11. Computers shall be disinfected whenever possible and at a minimum of every 60 minutes and after each shift.

**General**

- The reception desk must have hand-disinfecting stations on top of the counter or in the area just near the employee side of the counter.
- Add "sneeze guards" at reception desk
- Place health and hygiene signage reminders in the lobby immediately pointing out that the resort is taking seriously the safety of its employees' and guests.
- All guests will be informed about local health measures and the specific actions taken by the property to ensure the well-being of all inhouse guests. "Know before you Go"

- Reorganize the floor plan in the lobby to ensure a minimum of 6 feet between areas of seats and tables and avoid the congregation of guests.
- Place space markers on the floor and ensure it to be followed as directed.
- Remove coffee station in the lobby.

### **Lunchroom & Back of the House**

1. Staff must wash their hands before entering and leaving the Lunchroom.
2. Lunchroom time should be limited to 20 minutes to allow staff turnover in the area.
3. Provide adequate spacing to allow staff to properly distance while in the room.
4. Disinfect tables and furniture every 20 minutes and/or after each meal.
5. Have disinfectant wipes and or cleaning materials available at each table.
6. Only disposable items should be added.
7. Meal shifts should be staggered in several 15-minute \ spaces to ensure there is no crowding in lockers and lunch areas.
8. Other procedures authorized by department manager.

## **HOUSEKEEPING**

Improved cleaning and disinfection protocols are added. The sanitation process should be followed required as detailed below.

Use Disinfectants and other cleaning chemicals proven to be effective against viruses, bacteria, and other pathogens in the air.

- Properly clean and disinfect surfaces regularly and increase the frequency of your surfaces sanitation.

- Stock levels of all cleaning and disinfection products should be increased.

Be sure to arrange an appropriate delivery schedule with suppliers to avoid any interruption of supply.

### **Bathrooms, Elevators and Common Areas**

1. Place Health and Safety posters that promote hand washing and disinfection that are clearly visible.
2. Have the following hands-free if possible. If not use dispenser.
  - a. Hand soap
  - b. Disposable paper napkins (one at a time)
3. Thoroughly clean and disinfect high-contact areas constantly used such as door handles, sink faucets and toilet handles, the handle of the towel dispenser, the thrust plates of the soap dispenser, the station to change diapers, counters, and the contact points of the garbage receptacle regularly.
4. Soap dispensers, paper towels and toilet paper must also be fully stocked. Be careful not to overstock the supply area (to avoid any pilferage)
5. Employees should monitor bathrooms more frequently ensuring that they do not require attention.
6. Add signs to common areas about the maximum recommended capacity and social distancing. Consider outdoor grill spacing, picnic tables, game rooms may be closed, etc.
7. Identify and post the capacity of elevators. Post a notice to just allow one person or family per elevator.

### **Rooms and Laundry**

1. All carts, baskets and equipment will have to be disinfected at the beginning and end of every shift.

2. Room attendant should clean and disinfect all surfaces of the room,

- |  |   |
|--|---|
| <input type="checkbox"/> all door, knobs & handles | <input type="checkbox"/> peephole               |
| <input type="checkbox"/> table and chairs          | <input type="checkbox"/> trash can              |
| <input type="checkbox"/> lamps,                    | <input type="checkbox"/> iron and ironing board |
| <input type="checkbox"/> light switches            | <input type="checkbox"/> hangers                |
| <input type="checkbox"/> thermostats               | <input type="checkbox"/> luggage racks          |
| <input type="checkbox"/> curtain wand              | <input type="checkbox"/> windows                |
| <input type="checkbox"/> refrigerator              | <input type="checkbox"/> mirror                 |
| <input type="checkbox"/> ice bucket                | <input type="checkbox"/> faucet handle          |
| <input type="checkbox"/> phone                     | <input type="checkbox"/> toilet                 |
| <input type="checkbox"/> remote control            | <input type="checkbox"/> microwave              |
| <input type="checkbox"/> television                | <input type="checkbox"/> toaster                |
| <input type="checkbox"/> iHomes                    | <input type="checkbox"/> Keurig                 |
| <input type="checkbox"/> charging dock             |   |
| <input type="checkbox"/> carpet sweeper            |   |

3. All bedding must be changed when cleaning rooms including a bed that has not been used. Including mattress cover, pillow protectors, duvet and duvet covers.
4. Extra linens and pillows will be bagged and stored in the entry closet. Opened bags are to be removed and replaced with a new set.
5. All towels must be changed when cleaning the room including those that have not been used. Used bathroom amenities like shampoo, conditioners, soaps must be cleaned and disinfected.
6. All deliveries will be in a plastic bag and will include an additional trash bag for removal of dirty supplies. Ask guest to place the bag near the hallway next to their room so not put themselves in contact the cleaning staff, who collects the bags without entering the rooms.
7. Dirty laundry will be packed in the guest's room to eliminate excessive contact while being transported to the laundry.
8. Do not provide in room cleaning service during the guests' stay unless instructed.
9. Remove pen, paper.
10. Lost and found items are to be bagged and brought to housekeeping office.
11. Aero beds are to be removed and brought to housekeeping office.

### **Lunchroom & Back of the House**

9. Staff must wash their hands before entering and leaving the Lunchroom.
10. Lunchroom time should be limited to 20 minutes to allow staff turnover in the area.
11. Provide adequate spacing to allow staff to properly distance while in the room.
12. Disinfect tables and furniture every 20 minutes and/or after each meal.
13. Have disinfectant wipes and or cleaning materials available at each table.
14. Only disposable items should be added.
15. Meal shifts should be staggered in several 15-minute \ spaces to ensure there is no crowding in lockers and lunch areas.
16. Other procedures authorized by department manager.

**High traffic touch areas.**

**Areas that we will be cleaning constantly:**

**All exterior door handles**

**Hallways:**

- vending machine
- ice machine
- hallway phones
- luggage carts

**Stairwell:**

- door handle
- handrail
- trash can
- 

**Laundry room:**

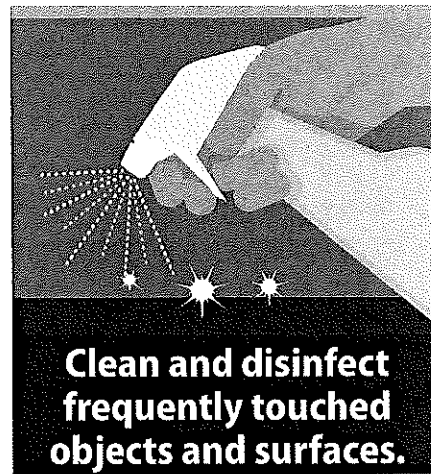
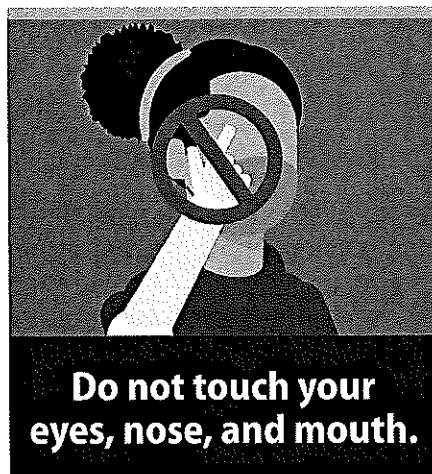
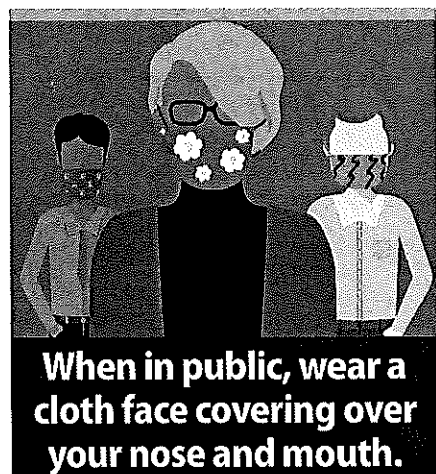
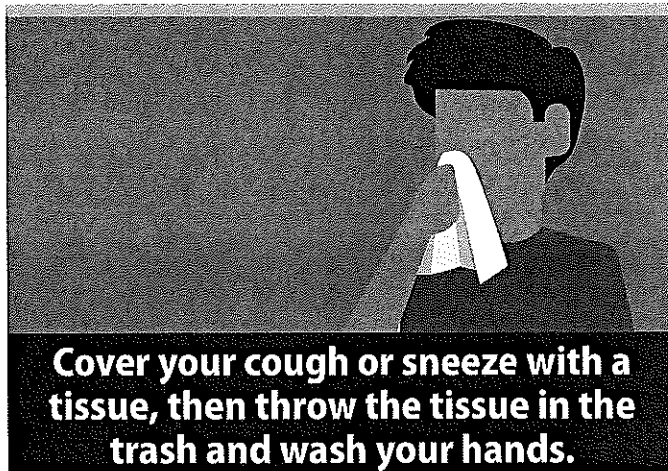
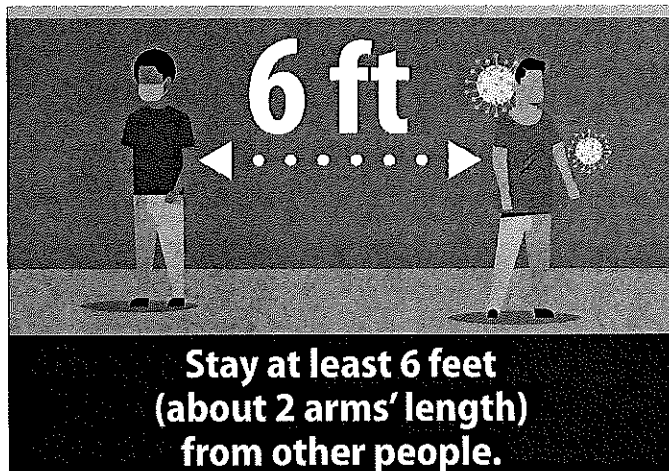
- door handle
- door handle on both washer and dryer machines
- light switch

**Social Center Areas:**

- wiping off tables and chairs
- ice and vending machines
- towel tracker

# Stop the Spread of Germs

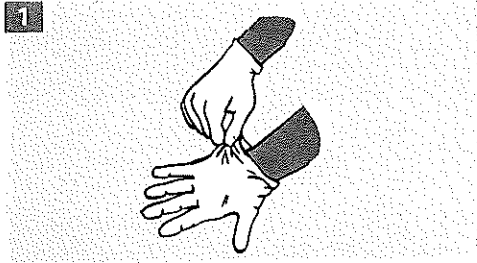
Help prevent the spread of respiratory diseases like COVID-19.



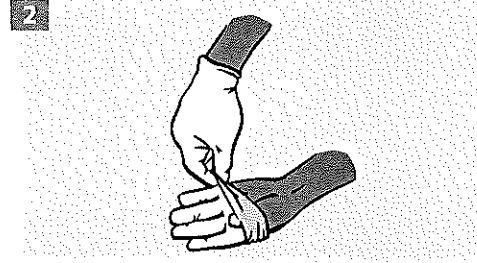
[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

# How to Remove Gloves

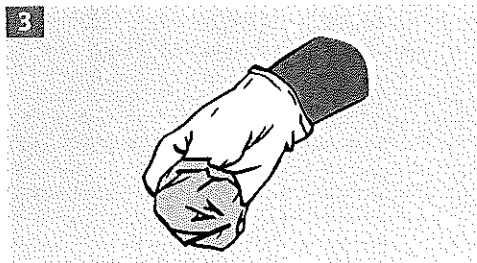
To protect yourself, use the following steps to take off gloves



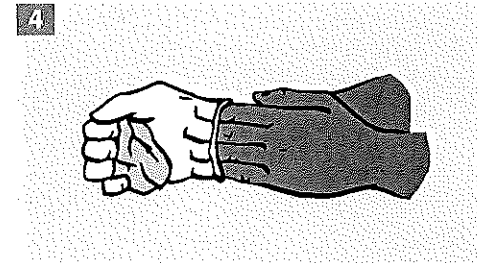
1 Grasp the outside of one glove at the wrist. Do not touch your bare skin.



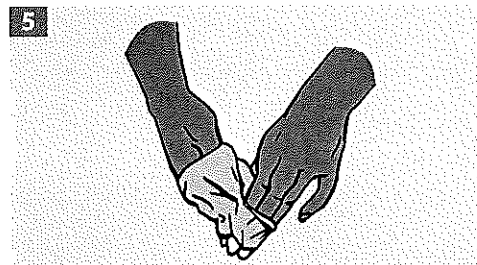
2 Peel the glove away from your body, pulling it inside out.



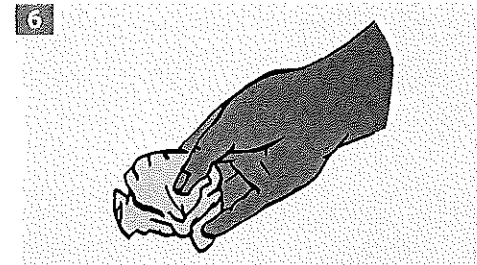
3 Hold the glove you just removed in your gloved hand.



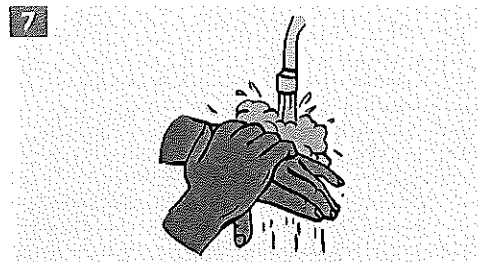
4 Peel off the second glove by putting your fingers inside the glove at the top of your wrist.



5 Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.



6 Dispose of the gloves safely. Do not reuse the gloves.



7 Clean your hands immediately after removing gloves.

## **ACTIVITIES**

### **Pools**

1. Review guidance for Public and Semi-Public Swimming Pools
2. Lounge chairs and furniture must be reconfigured to ensure a safe separation of at least 6 feet between guests or families.
3. Tables and chairs shall be disinfected at least once a day. Always before opening the pool area.
4. Pool gates should be reviewed as to how best be kept clean. Added staff or more frequent staff patrols of the area should always disinfect gate handles.
5. Social distancing must be maintained by all guests within the pool.
6. Add signage to promote social distancing and new occupancy levels.

### **Lunchroom & Back of the House**

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8. Other procedures authorized by department manager.



## **RSC REOPENING PROCEDURE AND RESPONSIBILITIES – OUTDOOR POOL**

During the initial reopening of the resort, all amenities, including RSC, will remain closed, with the exception of the outdoor pools.

RSC staff must adhere to the following procedure to ensure compliance with governmental safety guidelines during Phase 2 of the Covid 19 Emergency:

### **THE FOLLOWING LIST OF RULES/REQUIREMENTS MUST BE MONITORED BY RSC STAFF:**

1. SAVING OF LOUNGE CHAIRS AND TABLES WILL NOT BE PERMITTED. Pool occupancy is limited to 109 people.
2. ALL MEMBERS OF A PARTY MUST BE PRESENT WHEN ENTERING THE POOL. This means that one member of a group cannot enter the pool and save chairs for others in their party.
3. NO OUTSIDE EQUIPMENT MAY BE BROUGHT INTO THE POOL, INCLUDING NOODLES, INFLATABLES, TOYS, CHAIRS, OR COOLERS.
4. COVE BEACH BALLS WILL NOT BE GIVEN OUT.
5. CORN HOLE GAME WILL NOT BE AVAILABLE.
6. DAY USE AND OUTSIDE VISITORS WILL NOT BE ALLOWED USE OF THE POOL.
7. THE SIDE GATE BY THE RESTAURANT WILL BE AN EXIT ONLY GATE. ALL GUESTS MUST ENTER THROUGH THE MAIN GATE.
8. GUESTS WILL BE INFORMED OF THESE REQUIREMENTS AT CHECK-IN.
9. FACE MASKS MUST BE WORN BY STAFF AT ALL TIMES.
10. STAFF WILL ROTATE POSITIONS AS OFTEN AS POSSIBLE TO ALLOW FOR BREAKS.
11. RELAX, BREATHE, REMAIN CALM AND PROFESSIONAL!

### **SHIFT REQUIREMENTS:**

1. 8:30AM - OBTAIN RSC DOOR KEY FROM FRONT DESK. LOCK THE RSC DOOR UNLESS SOMEONE IS INSIDE.
2. OBTAIN A RADIO AND KEEP IT WITH YOU AT THE POOL.
3. OBTAIN A GUEST ROOM LIST FROM ME OR MY MAILBOX.
4. FOLLOW NORMAL OUTDOOR POOL CHECKLIST, CLEAN POOL AREA, WIPE TABLES, PICK UP TRASH, ETC. OPEN GATE AT 9:00AM.
5. USE THE INHOUSE GUEST LIST TO VERIFY NAME, ROOM NUMBER, AND NUMBER OF GUESTS STAYING IN THE ROOM. IF THEIR NAME IS NOT ON THE LIST OR ALL MEMBERS OF THEIR PARTY ARE NOT PRESENT, THEY MAY NOT ENTER THE POOL.
6. REMIND GUESTS THEY MAY NOT BRING NOODLES, INFLATABLES, TOYS, CHAIRS, OR COOLERS IN TO THE POOL AREA.
7. IF ALL CHAIRS ARE OCCUPIED, THE POOL IS AT CAPACITY. ADDITIONAL GUESTS MAY NOT ENTER UNTIL SOMEONE LEAVES. **CLOSELY MONITOR AVAILABLE SEATING to allow the greatest number of guests access to the pool.**
8. SANITIZE TABLES AND CHAIRS BETWEEN GUESTS AND OTHER HIGH TOUCH AREAS FREQUENTLY.
9. FOLLOW NORMAL PM CHECKLIST, CLEAN AREA, DISINFECT TABLES, PICK UP TRASH, ETC.
10. RETURN RADIO TO CHARGER AT RSC, LOCK DOOR AND RETURN KEY TO FRONT DESK.

June 11, 2020

**ACTIVITY STAFF JOB REQUIREMENTS AND EXPECTATIONS:**

In addition to the standard Activity Assistant job description, all Activity Staff will adhere to the following set of guidelines:

1. Upon arrival at work each employee must complete the Self Certification Form.
2. Staff is expected to begin their job assignment immediately at the start of shift.
3. Cell phone use is permitted during breaks ONLY. Use of cell phones in view of guests will not be tolerated.
4. The pool and/or gate area will be staffed at all times when the pool is open to guests. Breaks should be taken only when someone replaces your watch. Every attempt will be made to ensure frequent rotation of staff to allow for breaks.
5. We will be provided a key to the RSC. The key will be checked out at the Front Desk in the AM shift and must be returned at the end of the PM shift. You may enter the RSC for breaks, etc. **THE DOOR TO RSC SHOULD REMAIN LOCKED AT ALL TIMES. ONLY COVE EMPLOYEES SHOULD BE ALLOWED INTO THE BUILDING.**
6. All reopening procedures must be followed without exception due to governmental safety guidelines. Remember, guests have been "pent up" at home and may not always feel these guidelines are important, but they are critical to The Cove remaining open. Do not allow exceptions to these guidelines until we are permitted to relax them.
7. We should make every possible attempt to ensure the safety and happiness of every guests. If there is a way within these guidelines that we can make their stay more enjoyable, we should attempt to do so.

If you have questions, suggestions, or feel an issue or situation is out of your control, see me immediately, do not allow yourself to become frustrated. We are all focused on making this a successful summer during a very difficult time for all and together we can do it!

I have read and understood the responsibilities, expectations, and procedures for Activity Staff personnel.

Signature \_\_\_\_\_

Date \_\_\_\_\_

Print name \_\_\_\_\_

## Training

1. Proper hand washing
2. How and when to wear protective equipment (face mask, gloves, others)
3. Strengthen personal hygiene (handwashing and cough and sneezing label) throughout your operation.
4. Clear communication of each employee's role and responsibilities and how they can contribute to the effectiveness of the implementation of these measures.
5. You should also explain to all the implications and possible consequences of not following the guidelines.  
Such as sick team members or guests that can cause a quarantine of the resort.
6. Review departmental training of new protocols.
7. Training of new protocols that apply directly to departments - Front Desk, Housekeeping, Activities and Maintenance.
8. Learn and discuss with staff the signs and symptoms of COVID-19, and what to do if a staff member or guest becomes symptomatic.
9. Hand disinfection stations: Hand sanitizer dispensers must be available to all guests and strategically located in common public areas, including entry, reception. You must use alcohol-based hand sanitizers (at least 60% alcohol).
10. Handwashing: All employees should be instructed to wash their hands or use disinfectant when a sink is not available, every 60 minutes (for a duration of 20 seconds) and after any of the following activities: use The bathroom, sneeze, touch your face, blow your nose, clean, smoke, eat, drink, take a break and before or after starting a shift.
11. Health and safety signage: Health reminders should be installed and clearly displayed. Signs must be displayed and fully visible areas in the entrance area, reception, bathroom, lunchroom, elevators etc. The message should emphasize the correct way to wash your hands, requirement to use mouth covers and precautionary measures to prevent the spread of germs and viruses.

## **Pool Furniture Arrangement as 6/8/20**

### **Indoor Pool – Total Seating 68**

11 Tables  
44 chairs  
24 Chaise Lounges  
**68**

### **Outdoor Pool – Total Seating 109**

Old Pool  
7 Tables  
28 chairs  
36 Chaise Lounges  
**64**

New Pool  
7 Tables  
28 chairs  
17 Chaise Lounges  
**45**



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**CHARLES D. BAKER**  
GOVERNOR

**KARYN E. POLITO**  
LIEUTENANT GOVERNOR

**ORDER REQUIRING FACE COVERINGS IN PUBLIC PLACES WHERE SOCIAL DISTANCING IS NOT POSSIBLE**

COVID-19 Order No. 31

**WHEREAS**, on March 10, 2020, I, Charles D. Baker, Governor of the Commonwealth of Massachusetts, acting pursuant to the powers provided by Chapter 639 of the Acts of 1950 and Section 2A of Chapter 17 of the General Laws, declared that there now exists in the Commonwealth of Massachusetts a state of emergency due to the outbreak of the 2019 novel Coronavirus ("COVID-19");

**WHEREAS**, on March 11, 2020, the COVID-19 outbreak was characterized as a pandemic by the World Health Organization;

**WHEREAS**, the Federal Centers for Disease Control have determined that COVID-19 is spread mainly by person to person contact and that the best means of slowing the spread of the virus is through practicing social distancing and by minimizing personal contact with environments where the virus may be spread;

**WHEREAS**, the Department of Public Health continues to urge all residents of the Commonwealth to limit activities outside of the home and to practice social distancing at all times to limit the spread of this highly contagious and potentially deadly virus;

**WHEREAS**, public health experts have determined that it is possible for an infected individual to transmit COVID-19 even when the individual does not exhibit symptoms of the virus;

**WHEREAS**, the Centers for Disease Control and Department of Public Health have advised individuals to wear cloth face coverings when they are out of the home and may be in close proximity to others in order to prevent transmission of this highly contagious virus;

**WHEREAS**, the number of confirmed cases of COVID-19 continues to rise in the Commonwealth. As of April 30, 2020, the Department of Public Health had reported 62,205 cases of COVID-19, including 3,562 deaths, with all counties across the Commonwealth affected;

**WHEREAS**, the eventual reopening of businesses and public places in the Commonwealth will require residents to continue to take precautions, including the wearing of masks or cloth face coverings; and

**WHEREAS**, sections 7, 8, and 8A of Chapter 639 of the Acts of 1950 authorize the Governor, during the effective period of a declared emergency, to exercise any and all authority over persons and property necessary or expedient for meeting a state of emergency, including but not limited to authority over assemblages and pedestrian travel in order to protect the health and safety of persons; transportation or travel; regulation of the sale of articles of food and household articles; and the policing, protection, and preservation of public and private property;

**NOW, THEREFORE**, I hereby Order the following:

Effective Wednesday, May 6, 2020, any person over age two who is in a place open to the public in the Commonwealth, whether indoor or outdoor, and is unable to or does not maintain a distance of approximately six feet from every other person shall cover their mouth and nose with a mask or cloth face covering, except where a person is unable to wear a mask or face covering due to a medical condition or the person is otherwise exempted by Department of Public Health guidance. A person who declines to wear a mask or cloth face covering because of a medical condition shall not be required to produce documentation verifying the condition. This requirement applies to all workers and customers of businesses and other organizations open to the public that are permitted to operate as COVID-19 Essential Businesses as defined in Appendix A of COVID-19 Order 13, as extended by COVID-19 Orders 21 and 30.

All persons are required to wear masks or cloth face coverings at all times when inside grocery stores, pharmacies, and other retail stores. All persons are also required to wear masks or cloth face coverings when providing or using the services of any taxi, car, livery, ride-sharing, or similar service or any means of mass public transit, or while within an enclosed or semi-enclosed transit stop or waiting area.

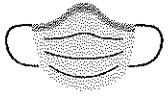
All persons are strongly discouraged from using medical-grade masks to meet the requirements of this Order, as medical-grade masks should be reserved for healthcare workers and first responders.

The Commissioner of Public Health is directed to issue guidance, subject to my approval, to implement the terms of this Order, which shall include guidance for the use of face coverings by children between the ages of two and five years old.

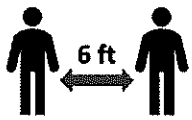
If a customer refuses to wear a mask or cloth face covering for non-medical reasons, a business may decline entry to the individual.

# OUTDOOR POOL GUIDLINES

## PLEASE READ PRIOR TO ENTERING

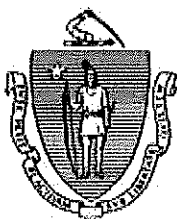


FACE MASKS MUST BE WORN WHEN  
SOCIAL DISTANCING IS NOT POSSIBLE



PLEASE REMAIN 6 FEET APART FROM  
OTHER PARTIES

- ALL MEMBERS OF A PARTY MUST BE PRESENT TO ENTER
- NO SAVING OF LOUNGE CHAIRS AND TABLES
- NO OUTSIDE EQUIPMENT MAY BE BROUGHT INTO THE POOL, INCLUDING NOODLES, INFLATABLES, TOYS, CHAIRS OR COOLERS
- NO OWNER DAY USE AND OUTSIDE VISITORS ALLOWED
- **POOL AREA OCCUPANCY IS LIMITED TO 109 PEOPLE**



*The Commonwealth of Massachusetts*  
*Executive Office of Energy and Environmental Affairs*  
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**Memorandum**

From: Executive Office of Energy and Environmental Affairs

Date: June 4, 2020

Subject: Safety Standards for Public and Semi-Public Swimming Pools - Phase II

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The Executive Office of Energy and Environmental Affairs (EEA) is providing guidance for the operation of public and semi-public<sup>1</sup> outdoor swimming, wading, and special purpose pools (including but not limited to hot tubs and whirlpools) at recreational facilities in Phase II of the Commonwealth's Reopening.

All public and semi-public pools must continue to meet the requirements of 105 CMR 435.00: Minimum Standards for Swimming Pools, State Sanitary Code: (Chapter V) in addition to any stricter state or local standard developed to control the transmission of COVID-19.

During Phase II, outdoor pool facilities may reopen, but indoor facilities may only reopen to supervised youth sports leagues and summer sports camps for participants under 18 years old in accordance with the *Workplace Safety and Reopening Standards for Businesses and Other Entities Providing Outdoor Adult Sports Supervised Youth Sports Leagues, Summer Sports Camps* guidance. Hot tubs and whirlpools should be closed in Phase II. Operators are allowed to prepare facilities and train staff upon issuance of this guidance in advance of Phase II.

This guidance applies until amended or rescinded. Any questions regarding this guidance can be sent to [outdoor.recreation@mass.gov](mailto:outdoor.recreation@mass.gov)

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<sup>1</sup> Pursuant to 105 CMR 435.00 a Semi-Public Pool means a swimming, wading or special purpose pool on the premises of, or used in connection with a hotel, motel, trailer court, apartment house, condominium, country club, youth club, school, camp, or similar establishment where the primary purpose of the establishment is not the operation of the swimming facilities, and where admission to the use of the pool is included in the fee or consideration paid or given for the primary use of the premises. Semi-public pool shall also mean a pool constructed and maintained by groups for the purposes of providing bathing facilities for members and guests only.



## General

- ❖ Pool operators should review and follow the Commonwealth's Guidance on Safety Practices for Non-Healthcare Service Workers, General Business Guidance for Reopening Massachusetts, the Centers for Disease Control and Prevention (CDC) Considerations for Public Pools, Hot Tubs, and Water Playgrounds During COVID-19, and review the Environmental Protection Agency (EPA) list of disinfectants meeting EPA criteria for use against the novel coronavirus. Pool operators should consult with venue designer in selecting a disinfectant.
- ❖ According to the CDC, there is currently no evidence that the virus that causes COVID-19 can be spread to people through the water in pools. Proper operation and maintenance (including disinfection with chlorine and bromine) of these facilities should inactivate the virus in the water. Criteria for maintaining proper water chemistry, pursuant to 105 CMR 435.00, is noted in the section: *Maintaining Chemical Standards and Turnover*.
- ❖ The temporary shutdown or reduced operation of a building and reductions in normal water use can create hazards for returning occupants; these hazards can include mold and *Legionella*. After a prolonged shutdown, building owners and employers should ensure that their building does not have mold and that the water system is safe to use to minimize the risk of Legionnaires' disease. Guidance on how to do this is available from the CDC <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>.
- ❖ Consider operating hours set aside for high-risk populations (e.g. adults 60 years or older).

## Social Distancing

- ❖ Recreational activities, including swimming and wading, should be conducted with adherence to social distancing recommendations of 6 feet between individuals and the proper use of face coverings in public settings where other social distancing measures are difficult to maintain. Swimming lessons are not allowed in Phase II.
- ❖ Face coverings should be worn by patrons and staff in accordance with Covid-19 Order 31: *Order Requiring Face Coverings in Public Places Where Social Distancing is Not Possible* to prevent against the transmission of COVID-19 while at the facility. Face coverings should not be worn while in the water (diving masks, goggles, and snorkels may be worn): <https://www.mass.gov/info-details/covid-19-state-of-emergency>
- ❖ Social distancing of at least 6 feet is required for all individuals outside of a household group and applies to deck areas, bathrooms, or wading areas. No one should congregate in the water or on the pool deck.
- ❖ Pool operators, taking into consideration bather load, any building occupancy limits, and social distancing on deck areas should manage capacity to accommodate social distancing to the greatest extent possible, such as setting a maximum number of individuals that can be in a pool facility or pool area at one time. This number should not exceed 40% of existing facility capacity.
- ❖ Hot tubs and whirlpools should be closed in Phase II.

- ❖ Locker rooms and changing areas should be closed in Phase II. Restroom or shower facilities (if access is required) can be accessed through a locker room, but operators must ensure that guests do not use the lockers or changing area.
- ❖ Indoor and outdoor pool facilities must provide access showers in compliance with 105 CMR 435. If outdoor showers are not available, facilities may meet this requirement by providing access to indoor showers. If outdoor showers are available, facilities should keep indoor showers closed.
- ❖ Physical barriers such as plastic partitions, orange cones, rubber mats, tape and other easily cleanable products may be used to maintain social distancing.
- ❖ Consider using one-way signs on walkways and pool deck or visual guidelines for maintaining 6 feet distance in all restroom facilities to support social distancing and control flow of traffic.
- ❖ Make regular announcements or post clear signage to remind pool staff and patrons to follow social distancing guidelines.
- ❖ Facilities should limit the number and spacing of items of pool deck furniture on premises to maintain social distancing.
- ❖ 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.
- ❖ Organized activities in the pool, including but not limited to, swim lessons, ball games or swim tournaments should not be allowed.

### **General Sanitation**

Pool operators should clean in accordance with CDC Guidance: Considerations for Public Pools, Hot Tubs, and Water Playgrounds During COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/community/parks-rec/aquatic-venues.html>

- ❖ Clean and disinfect 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, showers, handwashing stations, and diaper-changing stations
  - Consult the EOEEA May 18, 2020 Outdoor Recreation Facility Restroom Cleaning Best Practices Memorandum, which details the standards and processes for the cleaning and disinfecting of certain outdoor recreation facility restrooms.
- ❖ Consult 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.

- ❖ Limit use of shared furniture or objects to one individual or group of users at a time and clean and disinfect between use by different individuals.
- ❖ Set up a system so that furniture (for example, lounge chairs) or objects (for example, kickboards, noodles) that need to be cleaned and disinfected is kept separate from already cleaned and disinfected furniture or objects. Label containers for used equipment that has not yet been cleaned and disinfected and containers for cleaned and disinfected equipment.
- ❖ If provided, launder towels and clothing according to the manufacturer's instructions. Use the warmest appropriate water temperature and dry items completely.
- ❖ Protect shared furniture, equipment, towels, and clothing that has been cleaned and disinfected from becoming contaminated before use.
- ❖ Ensure safe and correct use and storage of disinfectants and store them securely away from children.
- ❖ All handwash sinks shall be fully stocked with soap and paper towels.
- ❖ Alcohol-based hand sanitizer with at least 60 percent alcohol shall be available to staff.
- ❖ Close pool facilities used by a sick person and wait 24 hours before cleaning and disinfecting these pool facilities.
- ❖ Ensuring safe and correct use and storage of EPA-approved List N disinfectant, including storing products securely away from children.
- ❖ Admission/entry transactions are encouraged, where possible should be carried out through a no contact process such as online reservations, timed-ticketing, permit/sticker issuance or an on-site electronic transaction method that allows for social distancing guidelines to be followed. If not feasible, hand transactions and cash may be allowed.
- ❖ In order to manage capacity and allow for social distancing, operators may consider limiting the time individuals or groups are allowed to use pool facilities.
- ❖ Pool users may use personal floatation devices (PFD) that are U.S. Coast Guard (USCG) approved. PFDs cannot be shared. PFDs provided by the facility should be cleaned in accordance with the USCG guidance.
  - No other equipment brought from home, such as pool noodles, inflatables, lounge furniture and toys, are allowed into the facility. However, Americans with Disabilities Act (ADA) approved equipment for personal use is allowed.
- ❖ Pool operators are strongly encouraged to include strategies to reduce COVID-19 exposure to the pool staff and patrons according to the following best practice guidance from CDC:
  - <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

## **Ventilation**

Operators are required to maintain the facilities in accordance with CDC's guidelines found here: <https://www.cdc.gov/coronavirus/2019-ncov/community/parks-rec/aquatic-venues.html>

- ❖ Ensure ventilation systems of indoor spaces operate properly.
  
- ❖ Increase 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.

## **Signs**

- ❖ Post signage at each public entrance to inform all pool staff and patrons that they should:
  - Stay home if sick or in quarantine. Avoid entering the premises if symptomatic, e.g., a fever of 100.0 degrees Fahrenheit or above, unusual coughing, shortness of breath, headaches, chills, shaking chills, sore throat, muscle aches or pains, new loss of taste or smell, or whether they have felt feverish.
  - Maintain 6 feet separation between individuals, except for in household groups.
  - Sneeze/cough into cloth, tissue, elbow or sleeve. Discard tissue in trash cans
  - Avoid hand shaking or physical contact except among household members.
  - Wash hands often with soap and warm water, and for at least 20 seconds.
  
- ❖ Staff, visitors, and patrons must wear face coverings at-all-times, except for when in the water.
  
- ❖ Post signs reminding patrons to wear facial masks or coverings in all non-swimming areas and to maintain a minimum of 6 feet of separation between individuals in other areas of the facility, including swimming areas, pool decks, and bathrooms.

## **Staff Procedures**

- ❖ Staff must receive training about social distancing and general sanitation best practices. Conducting training virtually or ensuring that social distancing is maintained during in-person training.
  
- ❖ Staff should complete a self-assessment for symptoms and stay home if sick.
  
- ❖ Operators are encouraged to develop protocols to assess staff at the beginning of each shift and ask if they have experienced unusual coughing, shortness of breath, headaches, chills, shaking chills, sore throat, muscle aches or pains, new loss of taste, or smell or whether they have felt feverish.
  
- ❖ Anyone that develops a fever or symptoms, such as a cough or difficulty breathing, should not perform their work duties until they have obtained medical advice from a health care provider.
  
- ❖ Require frequent handwashing by staff, with soap and warm water for at least 20 seconds or the use of alcohol-based hand sanitizers or disinfecting wipes to reduce the spread of COVID-19.
  
- ❖ Log everyone (name and email or name and phone number) who is present at the facility for a sustained period of time to enable contact tracing, including patrons, staff, and visitors.

### **Maintaining Chemical Standards and Turnover**

According to the CDC, there is no evidence that the virus that causes COVID-19 can be spread to people through the water in pools. Proper operation and maintenance (including disinfection with chlorine and bromine) of these facilities should inactivate the virus in the water. Water Chemistry testing kits used by the facility should be in accordance with 105 CMR 435.30. In addition to meeting the minimum standards of 105 CMR 435.00, and in order to maintain safe swimming conditions, the Department is recommending:

- ❖ Increasing the frequency of water chemistry testing to a minimum of 6 times per day for all swimming, wading, and special purpose pools. Additional testing should be conducted during peak bather load periods.
- ❖ Increasing pool shocking frequency each week during hours of pool closure.
- ❖ Ensuring swimming, wading, and special purpose pools meet the minimum turnover requirement specified in 105 CMR 435.00.
- ❖ Operators and Supervisors should close immediately for maintenance and correction if the water chemistry does not meet minimum standards. All closures, maintenance, and corrections must be documented.

### **Lifeguards and Water Safety**

- ❖ Lifeguard staff who are actively monitoring pool safety should not be asked to monitor handwashing, use of face coverings, or social distancing of others. Other staff should be assigned this task. Lifeguards must wear a face covering while out of the water if social distancing cannot be maintained and limit any close contact with other people to emergency situations.

### **Communication Systems**

- ❖ Put systems in place for:
  - Responding when staff, patrons, and swimmers self-report 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 that have been brought to their attention.
- ❖ Provide online and other means of communication to alert pool staff and patrons to any pool status updates or changes, such as closures to maintain social distancing and general cleaning practices.

### **Vending/Rentals**

- ❖ Food service shall follow all applicable food service and restaurant guidance for such activities.
- ❖ Snorkels, goggles, etc., may not be rented or provided by a facility.

June 11, 2020 10:00AM

**MAINTAINANCE**

1. Our cleaning and engineering employees will not enter any room with anyone present, guest having any problem or work order should be resolved and guests should plan be out of the room while it is being done.
2. Wherever possible improve the air conditioning system maintenance. Continuous monitoring of filters and their proper replacement to ensure the correct indoor air quality.
3. Maintenance will be a helping hand when necessary.
4. Golf cart will be kept clean and disinfected constantly.
5. Luggage assistance will be provided when necessary and adhering to masks and physical distancing. Assistance should only be made to the door entrance and not to enter the room.
6. Pool testing should be increased to 6 times per day and logged.

**Lunchroom & Back of the House**

1. Staff must wash their hands before entering and leaving the Lunchroom.
2. Lunchroom time should be limited to 20 minutes to allow staff turnover in the area.
3. Provide adequate spacing to allow staff to properly distance while in the room.
4. Disinfect tables and furniture every 20 minutes and/or after each meal.
5. Have disinfectant wipes and or cleaning materials available at each table.
6. Only disposable items should be added.
7. Meal shifts should be staggered in several 15-minute \ spaces to ensure there is no crowding in lockers and lunch areas.
8. Other procedures authorized by department manager.

## **Pool Furniture Arrangement as 6/8/20**

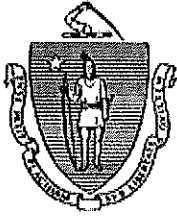
### **Indoor Pool – Total Seating 68**

11 Tables  
44 chairs  
24 Chaise Lounges  
**68**

### **Outdoor Pool – Total Seating 109**

Old Pool  
7 Tables  
28 chairs  
36 Chaise Lounges  
**64**

New Pool  
7 Tables  
28 chairs  
17 Chaise Lounges  
**45**



*The Commonwealth of Massachusetts*  
*Executive Office of Energy and Environmental Affairs*  
*100 Cambridge Street, Suite 900*  
*Boston, MA 02114*

Charles D. Baker  
GOVERNOR

Karyn E. Polito  
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**Memorandum**

From: Executive Office of Energy and Environmental Affairs

Date: June 4, 2020

Subject: Safety Standards for Public and Semi-Public Swimming Pools - Phase II

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The Executive Office of Energy and Environmental Affairs (EEA) is providing guidance for the operation of public and semi-public<sup>1</sup> outdoor swimming, wading, and special purpose pools (including but not limited to hot tubs and whirlpools) at recreational facilities in Phase II of the Commonwealth's Reopening.

All public and semi-public pools must continue to meet the requirements of 105 CMR 435.00: Minimum Standards for Swimming Pools, State Sanitary Code: (Chapter V) in addition to any stricter state or local standard developed to control the transmission of COVID-19.

During Phase II, outdoor pool facilities may reopen, but indoor facilities may only reopen to supervised youth sports leagues and summer sports camps for participants under 18 years old in accordance with the *Workplace Safety and Reopening Standards for Businesses and Other Entities Providing Outdoor Adult Sports Supervised Youth Sports Leagues, Summer Sports Camps* guidance. Hot tubs and whirlpools should be closed in Phase II. Operators are allowed to prepare facilities and train staff upon issuance of this guidance in advance of Phase II.

This guidance applies until amended or rescinded. Any questions regarding this guidance can be sent to [outdoor.recreation@mass.gov](mailto:outdoor.recreation@mass.gov)

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<sup>1</sup> Pursuant to 105 CMR 435.00 a Semi-Public Pool means a swimming, wading or special purpose pool on the premises of, or used in connection with a hotel, motel, trailer court, apartment house, condominium, country club, youth club, school, camp, or similar establishment where the primary purpose of the establishment is not the operation of the swimming facilities, and where admission to the use of the pool is included in the fee or consideration paid or given for the primary use of the premises. Semi-public pool shall also mean a pool constructed and maintained by groups for the purposes of providing bathing facilities for members and guests only.



## **General**

- ❖ Pool operators should review and follow the Commonwealth's Guidance on Safety Practices for Non-Healthcare Service Workers, General Business Guidance for Reopening Massachusetts, the Centers for Disease Control and Prevention (CDC) Considerations for Public Pools, Hot Tubs, and Water Playgrounds During COVID-19, and review the Environmental Protection Agency (EPA) list of disinfectants meeting EPA criteria for use against the novel coronavirus. Pool operators should consult with venue designer in selecting a disinfectant.
- ❖ According to the CDC, there is currently no evidence that the virus that causes COVID-19 can be spread to people through the water in pools. Proper operation and maintenance (including disinfection with chlorine and bromine) of these facilities should inactivate the virus in the water. Criteria for maintaining proper water chemistry, pursuant to 105 CMR 435.00, is noted in the section: *Maintaining Chemical Standards and Turnover*.
- ❖ The temporary shutdown or reduced operation of a building and reductions in normal water use can create hazards for returning occupants; these hazards can include mold and *Legionella*. After a prolonged shutdown, building owners and employers should ensure that their building does not have mold and that the water system is safe to use to minimize the risk of Legionnaires' disease. Guidance on how to do this is available from the CDC <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>.
- ❖ Consider operating hours set aside for high-risk populations (e.g. adults 60 years or older).

## **Social Distancing**

- ❖ Recreational activities, including swimming and wading, should be conducted with adherence to social distancing recommendations of 6 feet between individuals and the proper use of face coverings in public settings where other social distancing measures are difficult to maintain. Swimming lessons are not allowed in Phase II.
- ❖ Face coverings should be worn by patrons and staff in accordance with Covid-19 Order 31: *Order Requiring Face Coverings in Public Places Where Social Distancing is Not Possible* to prevent against the transmission of COVID-19 while at the facility. Face coverings should not be worn while in the water (diving masks, goggles, and snorkels may be worn): <https://www.mass.gov/info-details/covid-19-state-of-emergency>
- ❖ Social distancing of at least 6 feet is required for all individuals outside of a household group and applies to deck areas, bathrooms, or wading areas. No one should congregate in the water or on the pool deck.
- ❖ Pool operators, taking into consideration bather load, any building occupancy limits, and social distancing on deck areas should manage capacity to accommodate social distancing to the greatest extent possible, such as setting a maximum number of individuals that can be in a pool facility or pool area at one time. This number should not exceed 40% of existing facility capacity.
- ❖ Hot tubs and whirlpools should be closed in Phase II.

### **Maintaining Chemical Standards and Turnover**

According to the CDC, there is no evidence that the virus that causes COVID-19 can be spread to people through the water in pools. Proper operation and maintenance (including disinfection with chlorine and bromine) of these facilities should inactivate the virus in the water. Water Chemistry testing kits used by the facility should be in accordance with 105 CMR 435.30. In addition to meeting the minimum standards of 105 CMR 435.00, and in order to maintain safe swimming conditions, the Department is recommending:

- ❖ Increasing the frequency of water chemistry testing to a minimum of 6 times per day for all swimming, wading, and special purpose pools. Additional testing should be conducted during peak bather load periods.
- ❖ Increasing pool shocking frequency each week during hours of pool closure.
- ❖ Ensuring swimming, wading, and special purpose pools meet the minimum turnover requirement specified in 105 CMR 435.00.
- ❖ Operators and Supervisors should close immediately for maintenance and correction if the water chemistry does not meet minimum standards. All closures, maintenance, and corrections must be documented.

### **Lifeguards and Water Safety**

- ❖ Lifeguard staff who are actively monitoring pool safety should not be asked to monitor handwashing, use of face coverings, or social distancing of others. Other staff should be assigned this task. Lifeguards must wear a face covering while out of the water if social distancing cannot be maintained and limit any close contact with other people to emergency situations.

### **Communication Systems**

- ❖ Put systems in place for:
  - Responding when staff, patrons, and swimmers self-report 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 that have been brought to their attention.
- ❖ Provide online and other means of communication to alert pool staff and patrons to any pool status updates or changes, such as closures to maintain social distancing and general cleaning practices.

### **Vending/Rentals**

- ❖ Food service shall follow all applicable food service and restaurant guidance for such activities.
- ❖ Snorkels, goggles, etc., may not be rented or provided by a facility.

## **Ventilation**

Operators are required to maintain the facilities in accordance with CDC's guidelines found here: <https://www.cdc.gov/coronavirus/2019-ncov/community/parks-rec/aquatic-venues.html>

- ❖ Ensure ventilation systems of indoor spaces operate properly.
- ❖ Increase 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.

## **Signs**

- ❖ Post signage at each public entrance to inform all pool staff and patrons that they should:
  - Stay home if sick or in quarantine. Avoid entering the premises if symptomatic, e.g., a fever of 100.0 degrees Fahrenheit or above, unusual coughing, shortness of breath, headaches, chills, shaking chills, sore throat, muscle aches or pains, new loss of taste or smell, or whether they have felt feverish.
  - Maintain 6 feet separation between individuals, except for in household groups.
  - Sneeze/cough into cloth, tissue, elbow or sleeve. Discard tissue in trash cans
  - Avoid hand shaking or physical contact except among household members.
  - Wash hands often with soap and warm water, and for at least 20 seconds.
- ❖ Staff, visitors, and patrons must wear face coverings at-all-times, except for when in the water.
- ❖ Post signs reminding patrons to wear facial masks or coverings in all non-swimming areas and to maintain a minimum of 6 feet of separation between individuals in other areas of the facility, including swimming areas, pool decks, and bathrooms.

## **Staff Procedures**

- ❖ Staff must receive training about social distancing and general sanitation best practices. Conducting training virtually or ensuring that social distancing is maintained during in-person training.
- ❖ Staff should complete a self-assessment for symptoms and stay home if sick.
- ❖ Operators are encouraged to develop protocols to assess staff at the beginning of each shift and ask if they have experienced unusual coughing, shortness of breath, headaches, chills, shaking chills, sore throat, muscle aches or pains, new loss of taste, or smell or whether they have felt feverish.
- ❖ Anyone that develops a fever or symptoms, such as a cough or difficulty breathing, should not perform their work duties until they have obtained medical advice from a health care provider.
- ❖ Require frequent handwashing by staff, with soap and warm water for at least 20 seconds or the use of alcohol-based hand sanitizers or disinfecting wipes to reduce the spread of COVID-19.
- ❖ Log everyone (name and email or name and phone number) who is present at the facility for a sustained period of time to enable contact tracing, including patrons, staff, and visitors.

- ❖ Locker rooms and changing areas should be closed in Phase II. Restroom or shower facilities (if access is required) can be accessed through a locker room, but operators must ensure that guests do not use the lockers or changing area.
- ❖ Indoor and outdoor pool facilities must provide access showers in compliance with 105 CMR 435. If outdoor showers are not available, facilities may meet this requirement by providing access to indoor showers. If outdoor showers are available, facilities should keep indoor showers closed.
- ❖ Physical barriers such as plastic partitions, orange cones, rubber mats, tape and other easily cleanable products may be used to maintain social distancing.
- ❖ Consider using one-way signs on walkways and pool deck or visual guidelines for maintaining 6 feet distance in all restroom facilities to support social distancing and control flow of traffic.
- ❖ Make regular announcements or post clear signage to remind pool staff and patrons to follow social distancing guidelines.
- ❖ Facilities should limit the number and spacing of items of pool deck furniture on premises to maintain social distancing.
- ❖ 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.
- ❖ Organized activities in the pool, including but not limited to, swim lessons, ball games or swim tournaments should not be allowed.

### **General Sanitation**

Pool operators should clean in accordance with CDC Guidance: Considerations for Public Pools, Hot Tubs, and Water Playgrounds During COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/community/parks-rec/aquatic-venues.html>

- ❖ Clean and disinfect 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, showers, handwashing stations, and diaper-changing stations
  - Consult the EOEEA May 18, 2020 Outdoor Recreation Facility Restroom Cleaning Best Practices Memorandum, which details the standards and processes for the cleaning and disinfecting of certain outdoor recreation facility restrooms.
- ❖ Consult 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.

- ❖ Limit use of shared furniture or objects to one individual or group of users at a time and clean and disinfect between use by different individuals.
- ❖ Set up a system so that furniture (for example, lounge chairs) or objects (for example, kickboards, noodles) that need to be cleaned and disinfected is kept separate from already cleaned and disinfected furniture or objects. Label containers for used equipment that has not yet been cleaned and disinfected and containers for cleaned and disinfected equipment.
- ❖ If provided, launder towels and clothing according to the manufacturer's instructions. Use the warmest appropriate water temperature and dry items completely.
- ❖ Protect shared furniture, equipment, towels, and clothing that has been cleaned and disinfected from becoming contaminated before use.
- ❖ Ensure safe and correct use and storage of disinfectants and store them securely away from children.
- ❖ All handwash sinks shall be fully stocked with soap and paper towels.
- ❖ Alcohol-based hand sanitizer with at least 60 percent alcohol shall be available to staff.
- ❖ Close pool facilities used by a sick person and wait 24 hours before cleaning and disinfecting these pool facilities.
- ❖ Ensuring safe and correct use and storage of EPA-approved List N disinfectant, including storing products securely away from children.
- ❖ Admission/entry transactions are encouraged, where possible should be carried out through a no contact process such as online reservations, timed-ticketing, permit/sticker issuance or an on-site electronic transaction method that allows for social distancing guidelines to be followed. If not feasible, hand transactions and cash may be allowed.
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  - No other equipment brought from home, such as pool noodles, inflatables, lounge furniture and toys, are allowed into the facility. However, Americans with Disabilities Act (ADA) approved equipment for personal use is allowed.
- ❖ Pool operators are strongly encouraged to include strategies to reduce COVID-19 exposure to the pool staff and patrons according to the following best practice guidance from CDC:
  - <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>