

ATTACHMENT B



Nanaimo Aquatic Center

COVID-19 Safe Operations

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Date: June 12, 2020

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Date: June 30, 2020

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1.0 Introduction

City of Nanaimo is committed to providing a safe and healthy workplace for all of our staff. A combination of preventative measures will be used to minimize worker and public exposure to the COVID-19 virus, including the most effective control technologies available. Our work procedures will protect not only our employees, but also other workers and/or the public who enter our facilities. All employees must follow the procedures outlined in this plan to prevent or reduce exposure to the COVID-19 virus.

The purpose of this Exposure Control Plan (ECP) is to protect employees from harmful exposures to the COVID-19 virus, to reduce the risk of infection in the event of an exposure, and to comply with the WorkSafe BC Occupational Health and Safety Regulation 5.54 and 6.3, Exposure Control Plan.

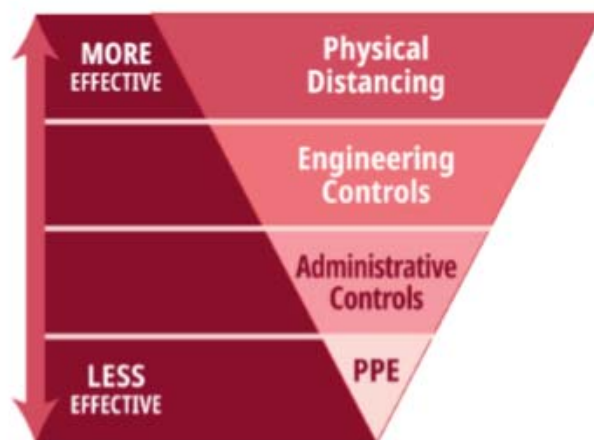
The City of Nanaimo will strive to find ways to control or eliminate exposure to the COVID-19 virus by developing and implementing proper risk controls, establishing safe work practices, raising awareness, and providing education and training for its employees. The City of Nanaimo will follow direction and controls as specified by the BCCDC, the Ministry of Health, and the Provincial or Island Health Medical Health Officer.

Image Source: BCRPA – The Recreation and Parks Sector Guidelines for Restarting Operations

Hierarchy of Controls For COVID-19

The hierarchy of controls is a framework for reducing transmission hazards. The most effective controls are at the top of the pyramid.

Source: Koehler, K, Rule A. Can a mask protect me? Putting homemade masks in the hierarchy of controls. [Internet] 2020 April 2. Johns Hopkins Education and Research Center for Occupational Safety and Health.



2.0 Staff Training Plan

Staff Training

The City of Nanaimo has staff training to re-activate staff prior to returning to work.

Training Topics – from site safety plan

1. Staff Safety (All staff)
 - a. Site specific orientation Crew Talk - Site Safety Plan
 - b. City Exposure Control Plan

2. Facility Admission & Access (All staff)
 - a. Public procedures
 - b. Front Desk Procedures
 - c. Aquatic Programming

3. Building Schedules and Programming (All staff)
 - a. Disinfection (All staff)
 - b. Procedure and Video
 - c. Facility Schedule
 - d. Program Guidelines

4. First Aid Procedures (OFA First Aiders)
5. Aquatic Specific Training For Lifeguards Only
 - a. Lifeguard Specific Safety Requirements
 - b. Airway Management and Oxygen Therapy Training
 - c. Lifesaving Instructor COVID Safety Training
 - d. Rescue Ready Assessment
 - e. In-water Rescue and Lifeguard Intervention Protocols
 - f. Personal Protective Equipment Changes
 - g. Public First Aid and Resuscitation Procedures

A recertification schedule will be provided to all staff identifying dates and times for recertification of required professional awards including: National Lifeguard Pool Certification, National Lifeguard Waterfront Certification, Water Safety Instructor, Lifesaving Instructor, and Cardio Pulmonary Resuscitation Level C.

All training must be documented and signed by both staff member and supervisor on the site specific orientation and/or Crew Talk.

3.0 Staff Health and Hygiene

COVID-19 Health Assessment

To avoid transmission between employees and patrons, every employee suspected or confirmed to have contracted COVID-19 must stay home.

Staff are required to verbally declare to their supervisor that they are symptom-free at the start of their shift.

Staff COVID-19 Self-Assessment

Anyone with COVID-19-like symptoms, such as sore throat, fever, sneezing, or coughing complete the [BC CDC self-assessment tool](#) or call 8-1-1 and inform your supervisor.

If directed, go for testing and self-isolate at home until test results are available. If testing is not possible self-isolate for 10 days. After 10 days, if your temperature is normal and you feel better, complete the self-assessment tool again to determine if you can return to your routine activities. Coughing may persist for several weeks, so a cough alone does not mean you need to continue to self-isolate for more than 10 days.

Sick Workers

- Sick workers should report to first aid, even with mild symptoms.
- Sick workers should be asked to wash or sanitize their hands and provided with a mask, and isolated. Ask the worker to go straight home and call the COVID-19 information line for further guidance related to testing and self-isolation.
- If the worker is severely ill (e.g. difficulty breathing or chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact to.

Daily records are kept of staff who work together in the event there is a need for contact tracing on the part of the Medical Health Officer.

Hygiene

Hand Hygiene

Employees must wash their hands upon entry to the building and before and after:

- Eating
- Breaks
- Smoking
- Blowing one's nose, coughing, or sneezing
- Using the toilet
- Being in contact with animals or pets
- Using shared equipment

- Providing routine care for customers needing assistance or first aid

Face Masks

- Staff should wear face masks if physical distancing cannot be maintained with other staff members.
- At this time, wearing a face mask at all times in the facility is not mandatory. This will be reviewed on an on-going basis according to provincial health recommendations.
- Masks can become contaminated on the outside when touched by hands so employees should avoid touching or adjusting them often.
- Masks that become wet, soiled, or damaged are less effective and must be replaced immediately.
- Masks must be put on and taken off correctly, including not touching the front of the mask and washing hands before/after application and removal.
- Never share masks with others.

Personal Hygiene

- Avoid physical greetings such as handshakes and hugs.
- Employees must practice good hygiene throughout their shift including proper hand washing and cough/sneeze etiquette.
- There should be no sharing of cigarettes or vaping equipment or other personal products.

Keeping Shared Spaces and Equipment Clean

List Facility Rooms and Spaces Here (i.e. offices, washrooms, pools, change rooms, meeting rooms, lunch rooms

1. Cashier Wicket
2. Front Office Break Room
3. Front Cash/Safe Room
4. Lobby
5. Lobby Bathrooms (Male/Female)
6. Fitness Gym
7. Public Changerooms (Male/Female/Universal)
8. Jack Little Rooms (A/B)
9. Café Space and Viewing Area
10. Coordinator's Offices (2)
11. Manager Office
12. Pool deck
13. Sauna
14. Steam Room

15. Waterslide Tower
16. Staff Change Rooms
17. Aquatic Staff Break Rooms
18. Head Guard Office
19. Staff Washrooms (2)
20. Lifeguard Office and Break Room
21. Deck First Aid Room
22. Water test and mechanical room
23. Custodial Storage Closets
24. Back Aquatic Storage Room
25. Facility Technician Office

Note: See the lease holder section for more information pertaining to The Swim and Fitness Shop, CBI Health Clinic, VIHA Health and Wellness Centre, and Happy Times Café kitchen area.

Use the same general directions for all spaces/rooms. Examples below

- Staff should arrive dressed in their work clothes or uniform.
- A maximum of one staff in the change room. Physical distancing must occur at all times.
- Personal items brought in (e.g. bags, shoes, jackets) must be kept to a minimum.
- If personal items are in the change room, adequate space must be between each staff member's items to encourage physical distancing.
- All belongings must be brought home at the end of each shift.
- Lockers must be emptied and disinfected at the end of each shift.

Shared Equipment – list examples of equipment here i.e. photocopiers, vacuums, floor machines, computers,

1. Computers and Keyboards
2. Telephones
3. Work Stations and Chairs
4. Photocopiers and Printers
5. Cleaning and Janitorial Supplies
6. Water testing equipment
7. Rescue Tubes
8. Specialized Rescue Equipment
9. Keys
10. Lockers
11. Tokens and Token Collection Equipment

12. Tables
13. Cash Drawers and Equipment
14. Binders
15. Stationary Supplies
16. Janitorial Carts and Equipment
17. Vacuums

- Personal equipment and tools should not be shared between employees or must be disinfected between uses if sharing is unavoidable.
- Clean staff room table, telephones, keyboards, etc before and after each use.
- Do not share cups, glasses, utensils, fanny packs, etc.
- Avoid sharing common objects (e.g. pens).
- Uniforms and work clothes should be washed at the end of each shift.
- Avoid sharing uniforms

4.0 Disinfection and Cleaning Procedures

The disinfection procedures listed are in response to the COVID-19 pandemic. These cleaning measures are in addition to regular facility cleaning procedures. Please review the safe work procedures for [Cleaning and Disinfecting](#) and [How to Clean and Disinfect Your Work Station](#).

Personal Protection

The risk of exposure to cleaning staff is inherently low, however cleaning staff should wear disposable gloves and appropriate PPE for all cleaning tasks, including handling trash. PPE should be removed carefully to avoid contamination to the wearer and surrounding area. Work uniforms must be washed after each shift.

Cleaning Procedures

Surfaces frequently touched by hands are most likely to be contaminated. These surfaces include doorknobs, handrails, light switches, cabinet handles, faucet handles, tables, countertops, and electronics. These areas are high priority cleaning areas within the facility.

Lockers and cubbies used by patrons/employees to store personal belongings are cleaned and disinfected between use.

Nanaimo Aquatics Centre has created a detailed cleaning log which includes where, what, and how often cleaning is occurring. Log sheets and procedures are posted in the guard room and the back of washroom and change room doors and are completed/signed off each time cleaning occurs.

Chemicals Used for Disinfection/Cleaning

Product	Application	Who can use	PPE	Dwell Time	Rinse	Equip.
EP66 Disenfectant	Spray Bottle	All staff / gym patrons	Diluted no gloves for public Staff -gloves	5 minutes	Wipe off	Spray bottle Paper Towel
EP66 Disenfectant	Foamer attached to a hose	In Foamer Aquat. Custodians	Staff -gloves	15 minutes	Hose	Foamer / Hose floor squeegee
Perdiem Cleaner	Spray Bottle	All Staff Contractors	Diluted no gloves for public Staff -gloves	5 minutes	Wipe off	Spray bottle Paper Towel
Perdiem Cleaner	Foamer attached to a hose	In Foamer Aquat. Custodians	Staff -gloves	15 minutes	Hose	Foamer / Hose floor squeegee
Bleach 12%	Foamer attached to a hose Spray Bottle Mop Bucket	All Staff	Resperator Gloves / Goggles Apron	15 minutes	Hose Wash off	Foamer / Hose Spray bottle Mop bucket Mop heads cleaned daily
Ultra One Degreaser	Foamer attached to a hose Spray Bottle	All Staff	Gloves	15 minutes	Hose Wash off	Foamer / Hose Spray bottle
Oxivir Plus Disenfectant Cleaner	Spray Bottle Mop Bucket	All Staff	Gloves	15 minutes	Wash off	Spray bottle Mop bucket Mop heads cleaned daily

Sustainable Earth (SE) SE 64 Neutral Cleaner	Spray Bottle Mop bucket	Custodians	Gloves	10 minutes	Wipe off Wash off	Spray bottle Mop bucket Mop heads cleaned daily
Sustainable Earth (SE) SE 70 Washroom Cleaner	Spray Bottle Mop bucket	Custodians	Gloves	10 minutes	Wipe off Wash off	Spray bottle Mop bucket Mop heads cleaned daily
Sustainable Earth (SE) Glass Cleaner	Spray Bottle	Custodians	Gloves	None needed	Wipe off	Spray bottle Paper Towel Rags
Sustainable Earth (SE) SE 71 Toilet cleaner non acid	Ready to use container	Custodians	Gloves	None needed	Wipe off	Toilet Brush
Staples Washroom Cleaner	Spray Bottle Mop bucket	Custodians AMW	Gloves	None needed	Wipe off Wash off	Spray bottle Paper Towel Rags
Soap and Hot Water	Cloth Squeegee Scrub Brush	Custodians AMW	Gloves		Wash off	Rags Mop Buckets

Room/Space	Product	High Touchpoints	Frequency: hourly daily, weekly, on demand, before and after use	Staff Responsible	Date and time	Staff Initials
Offices and Work Stations	Perdiem	Phones, keyboards, mice, desk tops, Counter Tops	Before and after use	All staff		
Washrooms and Change Rooms	Perdiem Staples Washroom Cleaner	Toilets, sinks, floors, paper towel holders, soap dispensers, door handles	Every two hours when facility is open to public and after facility closes	Custodians Lifeguards		
Lobby	Perdiem	Counter tops, door handles, benches	Every 30 minutes	Custodians Clerks/Cashiers Lifeguards		
Front Office Break room and Lifeguard Office Break Room	Perdiem	Table, chairs, countertops soap dispenser	After use	All staff		

Front Office/Wicket	Perdiem	Counter tops, photocopiers, printers, door handles	Every two hours when the facility is open and after the facility closes	Clerks/Cashiers Custodians		
Jack Little Rooms (A/B)	Perdiem	Counter tops, door handles, tables, chairs, flip charts	After Use and after the facility closes	Custodians		
Fitness Gym	Perdiem	Machines, weights, door handles, seats	After Use and Every 2 hour hours while open Additional Clean when Facility closes	Public Users Lifeguards Custodians Gym Attendants		
Café Space and Viewing Area	Perdiem	Table countertops, chairs, benches, door handles	After Use and Every 2 hour hours while open Additional Clean when Facility closes	Café Owners Custodians Lifeguards		
Sauna, Steam Room, Hot Tub, Waterslide Tower	Perdiem	Hand rails, seats, door handles, shower buttons, floors	Every 2 hour hours while open Additional Clean when Facility closes	Custodians Lifeguards Facility Technicians		
Pool Deck Area		Hand rails, seats, floors	Midday and after facility Closes	Custodians and Lifeguards		

First Aid Room	Perdiem	Counter tops, door handles, bedding, equipment	Once a day and after every use	Lifeguards		
Water Testing and Mechanical Room and Aquatic Back Storage Room	Perdiem	Counter tops, door handles, stair rails,	Once a day	Custodian		
Custodial Storage Rooms	Perdiem	Door handles	Every 2 hours	Custodians		
Air Handling Space	Perdiem	Stair Rail	After Use	All Staff		

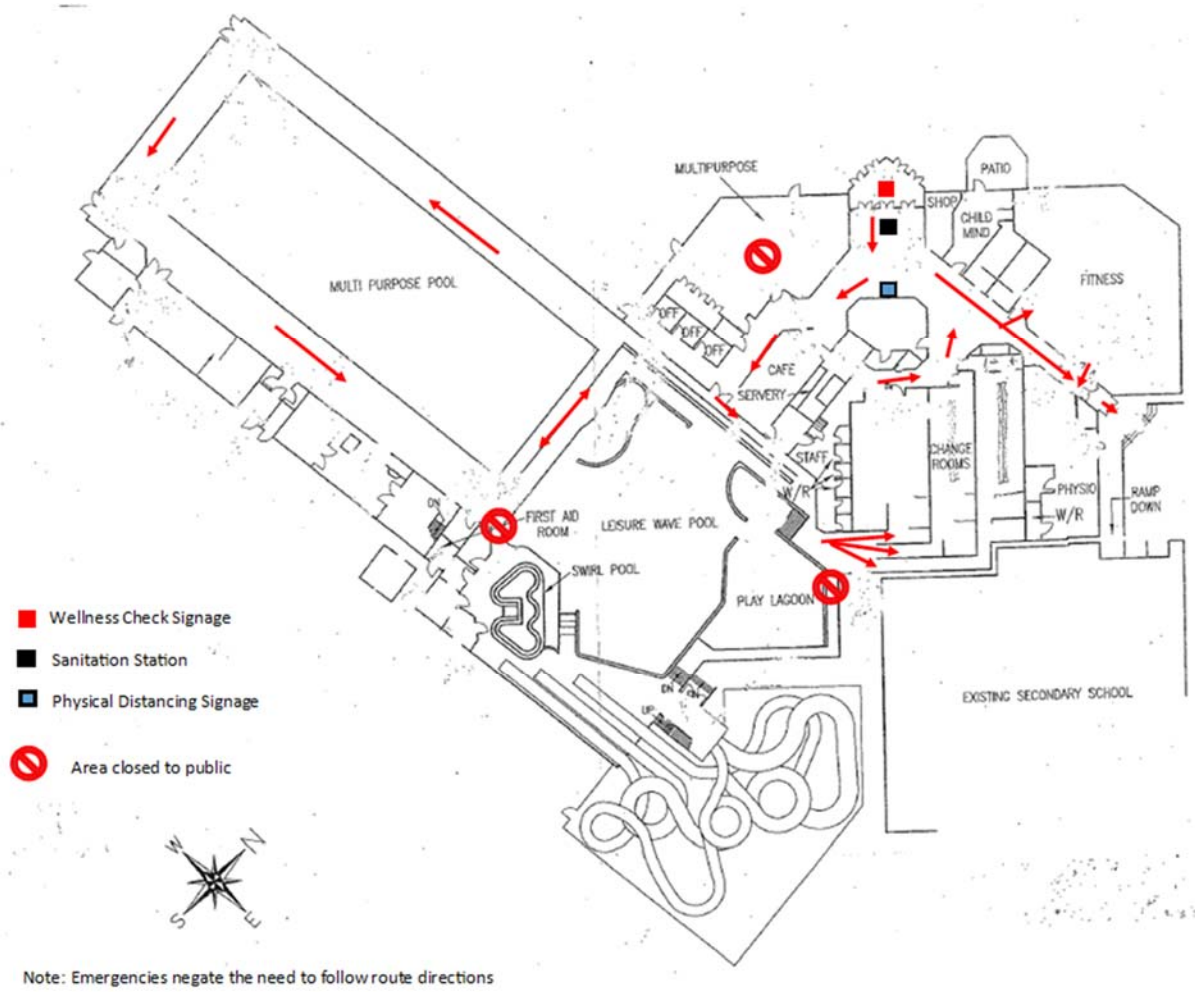
5.0 Facility Information

Facility Access, Egress and Traffic Flow

Nanaimo Aquatic Center is implementing the following facility admission protocols:

1. At the entrance, signs are installed to inform patrons that:
 - a. Patrons must not enter if they are diagnosed with, suspect they have, or if they have any of the known COVID-19 symptoms.
 - b. Patrons must maintain physical distance of 2 meters from other patrons and staff
 - c. Patrons are to wash their hands with soap and water or use hand sanitizer upon entry to the facility.
2. Upon admission to Nanaimo Aquatic Center, all employees and members of the public will immediately wash their hands with soap and water or use hand sanitizer (70% alcohol or higher) for at least 20 seconds.
3. Employees will complete the [BC COVID-19 Self-Assessment Tool](#) prior to the start of their shift
4. Employees located at the front desk are protected by a plexiglass barrier.
5. Employees should wear gloves while handling cash, payment machines and locker tokens.
6. A reservation system and rental/program time limitations are in place to avoid crowd gathering and wait times.
7. Facility access is provided with separate entry and exit points at the main entrance with a barrier ensuring physical distancing.
8. Signage, floor markings and barriers are installed to guide patrons in and out of the building.
9. Physical markers are installed on the lobby floor and throughout the facility which indicate two meter physical distancing for patrons waiting in line.
10. Signage and barriers are installed in the change rooms to encourage physical distancing.
11. Lockers are spaced out to encourage physical distancing.
12. Occupancy limits will be posted for all public and staff spaces.
13. Public visitors are prohibited in staff areas. Staff must arrive no more than 15 minutes prior to their shift and leave the building immediately after their shift ends.
14. Allow time for staff shift changeover to minimize group gathering in staff areas.

Facility Floor Plans



Occupancy Limits – Public and Staff Spaces

Public Spaces	Maximum Occupancy
Lobby	20
Fitness Gym	20
Lobby Washrooms (2)	2
Cashier Wicket	4
Jack Little A	24*
Jack Little B	34*
Café Area	24
Women's Change Room	10
Men's Change Room	9
Universal Change Room	10
Leisure Pool	45
Main Pool	100
Hot Tub	5
Sauna	3
Steam Room	5
Deck Washroom (2)	1
Slide Tower Platforms (2)	2
Waterslides (3)	1

Staff Spaces	Maximum Occupancy*
Cashier Wicket	4
Offices (3)	2
Head Guard Office	2
Lifeguard Staff Room	4
Staff Change Rooms (2)	2
Staff Washrooms (2)	1
First Aid Room	3
Deck Equipment Room	1
Mechanical Upstairs	3
Mechanical Downstairs	4

*calculated based on stationary activity. Reduce to 16 (Rm A) and 22 (Rm B) if physical activity occurring.

- The City's occupancies comply with all Provincial Health Orders as directed by the Public Health Officer (PHO). Facilities will continue to be monitored and occupancies adjusted as needed based on health information and facility activity.
- Facilities capacities are based on the size of the space used by patrons and staff to ensure physical distancing can be maintained.
- Staff spaces can have higher occupancy if a mask is worn where 2m physical distancing cannot be maintained

6.0 Service Delivery

Aquatic Program Delivery

General

1. Bather loads are reduced to allow appropriate physical distancing.
2. Signage installed at the entrance to inform patrons that:
 - a. Users should not spit, urinate, or blow their nose in the water
 - b. People at higher risk of COVID-19 should not participate in programmed activities.
 - c. Water fountains are unavailable, bring filled bottles from home.
 - d. Use of goggles is encouraged to avoid mucus contamination
 - e. Snorkels are prohibited.
3. Patrons requiring assistance to enter and exit the pool are encouraged to receive assistance from a family member if needed

Patron Equipment

1. Only essential equipment (e.g. PFDs) will be available for use during the initial opening.
2. Shared equipment will be disinfected between uses.

Aquatic Programs

1. Program ratios will be reduced to maintain physical distancing.
 - a. Aquatic Fitness Classes – Maximum 24 people per class for Main Pool and 15 people per class for leisure pool.
 - b. Swimming Lessons – Maximum 4 people per class. To be evaluated regularly.
 - c. Advanced Aquatic Classes – Maximum 10 people per class. To be evaluated regularly.
2. A pre and post-meeting area will be established for swimming lessons
 - a. Parent supervision is required while children are in the pre/post-meeting area
 - b. Participants must arrive in their swimming suit prepared for lessons.
 - c. Parents of children in levels up to Swim Kids 3 will be required to participate in the water with their child.
 - d. Parents for children in SK 4 and above will not be able to attend on deck
 - e. Instructor will meet the participant(s) at the meeting area and return them following the lesson

- f. Instructor will lead the participants to the on-deck shower prior to their lesson
 - g. Instructor will remain on deck for all instruction, unless an emergency requires entry.
 - h. Instructor will escort the participant(s) back to the meeting area
 - i. Participants must shower and change at home.
3. Advanced Aquatics s

Lane Swimming

1. To maintain physical distancing a maximum of 6 people, not of the same household, may swim together in a single lane, and up to 12 people in a double lane.
2. Lane swimmers will be required to follow proper lane swimming etiquette, including swimming on one side of the lane and down the other.
3. Swimmers requiring longer rest periods between swims must move to the side of the lane or exit the pool to rest to avoid preventing physical distancing requirements.
4. No facility-owned, shared equipment (ie. Kickboards, fins, pull buoys) will be available but swimmers may bring their own.

Recreational Swimming

1. Bather loads will be reduced to allow for physical distancing requirements
2. All patrons must follow physical distancing (2m) measure unless they are a family unit
3. No unnecessary shared equipment will be available,
4. Waves will not be available.

Group Rentals

1. All rentals will be required to book space in advance.
2. Groups with more than 7 people will be required to provide a COVID-19 Safety Plan identifying how the group will follow COVID-19 safety guidelines outlined by the PHO.

Diving Boards

1. Markers are installed on the floor to indicated 2m physical distancing.
2. Touch points such as the handles will be disinfected every 3 hours.

Sauna, Steam Room, and Hot Tub

1. Sauna, steam room, and hot tub will be unavailable until further notice. Their introduction will be evaluated ongoing.

Water Features, Waves, and Waterslide

1. Spray features, waves, and waterslides will not be available during initial opening to assist with maintaining physical distancing.

Consent Forms

1. All participants must complete a Program Participation Consent form prior to attending and participating in Aquatic Programs

Facility Allocations

Rental – Community Group/Private Groups

1. All renters must provide a written request for facilities to the City's allocation clerk using the aquatic facility request form. Verbal request will not be accepted.
2. All bookings must be booked with the allocations clerk over the phone or by email. Face to face bookings are not permitted at this time.
3. Contracts will be sent to customers via email. Contracts must be signed and emailed back to the allocations clerk.
4. Contracts must be paid in full prior to the booking taking place.
5. User groups are asked to arrive no sooner than 15 minutes prior to the start of their rental time.
6. All user groups must provide a COVID operating plan to the City of Nanaimo prior to their booking.
7. Facility renters must comply with all health authority directives and orders.
8. Facility renters must comply with all City of Nanaimo procedures and protocols pertaining to facility use.
9. All renters must provide the City of Nanaimo with insurance naming the City of Nanaimo as co-insured.
10. The City of Nanaimo will provide all users groups with the safety protocols and guidelines that must be adhered to all times while using the facility in advance of their booking. Any non-compliance may result in termination of contract without refund and may lose booking privileges on a temporary basis.
11. Contracts are subject to change based on provincial health directives and orders.

Aquatic Leases and Facility Use Agreements

1. Lease holder must comply with all City of Nanaimo procedures and protocols pertaining to facility use and disinfecting within their areas.

2. Lease holders that operate in City of Beban Park P received rent forgiveness as a result of facility closures due to the COVID 19 pandemic. This will remain in effect until such a time that service and operations can resume.
3. All lease holders are required follow the directives/orders outlined by the Provincial and local health authorities.
4. Lease holders may be required to provide a COVID operating plan for their operations in the Aquatic Center.

Operating Schedules

Tentative Nanaimo Aquatic Centre Schedule – September to December 2020

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Staff Set Up	Staff Set Up	Staff Set Up	Staff Set Up	Staff Set Up	Staff Set Up	Staff Set Up
Leisure and Lengths (6:30-9:45am) Therapy AquaFit 8:30-9:15am	Leisure, Lengths, and Rentals (6:30-10am)	Leisure and Lengths (6:30-9:45am) Therapy AquaFit 8:30-9:15am	Leisure, Lengths, and Rentals (6:30-10am)	Leisure and Lengths (6:30-9:45am) Therapy AquaFit 8:30-9:15am	Leisure, Lengths, and Rentals (6:30-11:30am)	50 M Leisure and Lengths (6:30-12:30am)
9:45-10:15 CLEAN	10:00-10:30 CLEAN	9:45-10:15 CLEAN	10:00-10:30 CLEAN	9:45-10:15 CLEAN		
Leisure and Lengths (10:15-3:15pm)	Leisure and Lengths (10:30-3:45)	Leisure and Lengths (10:15-3:15pm)	Leisure and Lengths (10:30-3:45)	Leisure and Lengths (10:15-3:15pm)	11:30-12:00 CLEAN	12:30-1:00 CLEAN
3:15-3:45 CLEAN	3:45-4:15 CLEAN	3:15-3:45 CLEAN	3:45-4:15 CLEAN	3:15-3:45 CLEAN		Lessons and 50M Rentals (1:00-4:00pm)
Lessons and Rental (3:15-7:30pm)	Leisure and Lengths (4:15-7:30pm) AquaFit 5:45-6:30pm	Lessons and Rental (3:15-7:30pm)	Leisure and Lengths (4:15-7:30pm) AquaFit 5:45-6:30pm	Lessons and Rental (3:15-7:30pm)	Family Swimming (12:00-7:30pm)	Family Swimming (4:15-7:30pm)
Cleaning and Closing	Cleaning and Closing	Cleaning and Closing	Cleaning and Closing	Cleaning and Closing	Cleaning and Closing	Cleaning and Closing

- Schedule is subject to change
- Regular cleaning surface cleaning will occur throughout the day with schedule change room closures identified above.

Operations from 6:30am-8:00pm daily.

7.0 Public Communication

Safety Education

- When providing information to customers about new rules and COVID-19 guidelines, it is important for staff to remember that not all customers may be initially accepting of the new protocols.
- Staff should be patient and take a customer-focused approach to safety education. **We're Here to Help!**
- Staff should maintain physical distancing while providing effective and consistent messaging and expectations.

Applying the Guidelines

1. Prior to entering the facility, educate the public on new admission standards using signage, including health questions and their responsibilities regarding physical distancing from non-family members for all activities and while using all facility amenities.
2. Educate patrons concerning one-way traffic measures around the facility.
3. Educate patrons on measures put in place to avoid crowd gathering such as waiting lines for recreational equipment.
4. Educate patrons about not sharing personal equipment such as water bottles, towels, goggles, etc.
5. Staff working directly with the public should maintain physical distancing while providing effective and consistent rule enforcement and accident prevention.
6. Staff are to maintain physical distancing when providing information to other team members.
7. Staff are to follow and maintain new protocols regarding disinfection of common contact surfaces throughout the day.

Below is a communication that can be provided to facility users prior to their session, ideally at the time of booking. Other booking communications will be provided to facility renters.



Preventative Measure Information for Aquatic Users and Program Participants

The City of Nanaimo is pleased to have Nanaimo Aquatic Center open to the community. The health and safety of City of Nanaimo employees and the public remains the highest priority as facilities reopen and begin providing services again. Please note, there are many changes to availability, facility access, activities, and more. These changes have been implemented to meet health guidelines and to ensure a safe environment.

General Information

1. Please follow the direction of facility staff and posted signage while using the facility.
2. All participants are required to follow all safety measures while using the facility.
3. Participants are asked to arrive no earlier than 15mins prior to their swim session.
4. All swim sessions must be reserved in advance and drop-in participation will not be permitted during initial phases.
5. Pool time is available in a one hour block of time with access to the change room 10 minutes prior and 15 minutes following the swim block.
6. Where possible, participants are asked to arrive in their bathing suits and to shower at home after swimming.
7. All participants must shower prior to entering the pool.
8. No more than 10 participants are permitted in each change room and participants are asked to limit the materials they bring with them.
9. No more than 4 people permitted in each lane, unless they are members of the same household.
10. Please maintain physical distancing at all times and leave the facility as quickly as possible following your session.
11. Please bring your own filled water bottle for the session if needed as water fountains may not be available.
12. If you are unsure of what to do or where to go please speak to staff as they are here to help.

Facility Information

1. Sauna, Steam Room, Hot Tub and waterslides will remain closed during initial phases.
2. Waves and spray features will not be available during initial phases.
3. Bleachers will remain closed.
4. Entrance to the change room from the lobby will be through the café-side deck doors.
5. One way signage will be posted in the change rooms.

Health and Safety Protocols

1. Stay home if you're sick.
2. Please maintain physical distancing (2m.) in the facility at all times.
3. Please follow the health and safety information posted throughout the facility.
4. Please use hand sanitizer upon entry to the facility.
5. Please refrain from spitting or blowing your nose while on the pool deck.

Spectators

1. To control the number of people in the facility and to reduce the chance of group gathering spectators are not permitted in the facility.
2. Please avoid gathering in groups outside the facility.

Equipment

1. Non-essential shared equipment will not be available (i.e. Flippers, Pull Buoy, flutter boards)
2. PFD's will be available and disinfected after use.

Drop off and Pick Up

1. To control the number of people in the facility and to maintain physical distancing requirements parents and guardians are asked to bring their child into the facility, drop their child off with the instructor, ambassador, volunteer or coach then leave the facility and return at the end of the session to pick up their child or youth.

Exiting Facility

1. Please leave the facility as soon as possible after the session has ended.
2. Please exit the change rooms through the lobby door and immediately out the side entrance closest to the high school.

8.0 First Aid Procedures

Isolation Areas and Procedure

There is a requirement to provide a self-isolation containment area/space/room for employees and patrons showing symptoms of illness while waiting for transportation to a medical center or home. The isolation space has been designated as First Aid Room on the pool deck. Ambulance access is available and EMS should be directed to the south-east side of the facility near the NDSS artificial turf.

Lifeguard Personal Protective Equipment

Lifeguards require additional personal protective equipment (PPE) for use in first aid scenarios and to reduce the risk of exposure. Below is a list of the PPE requirements for lifeguards:

1. **Surgical Mask (3 layered):** Reduce transmission of aerosol by 50% and protects the wearer from contracting aerosol route infection from others by 70-80%. Surgical masks must be dry to be effective. Surgical masks and other face covers are prohibited in the water.
2. **Eye Protection:** Face shields or protective goggles prevent virus exposure to the mucous membrane of the eye. Protective goggles must fit the user's facial features and be compatible with respiratory protection. Eye protection must be disinfected between used. Also note, corrective lenses and safety glasses are not approved PPE for first aid and must not be used in first aid scenarios.
3. **Hand Protection:** Non-latex medical examination gloves. Be sure to follow proper hand washing techniques after use.
4. **Body Protection:** Long-sleeved water-resistant gowns should be used when performing high-risk first aid treatment.
5. **Bag-Valve-Mask (BVM) with Viral Filter:** The viral filter or high-efficiency particulate air (HEPA) filter minimizes the risk of the virus spreading during ventilations. Viral filters must remain dry and in their original packaging to be effective.
6. **Pocket Mask with Viral Filter:** The viral filter or high-efficiency particulate air (HEPA) filter minimizes the risk of the virus spreading during ventilations. Viral filters must remain dry and in their original packaging to be effective. Only to be used in scenarios where additional support for BVM is delayed.

Each lifeguard will carry on their person, in a fanny pack, first contact PPE that includes disposable gloves, surgical masks (2), hand sanitizer, and a pen for personal use. The gloves and masks will be stored in a resealable bag to avoid getting wet. Additionally, each focal point and the first aid room will have a dry storage container that includes PPE for rescuers (4), victim (2), and bystander (1), along with resuscitation equipment (BVM with viral filter), hand sanitizer, and disinfection wipes.

Properly discard all protective equipment after the rescue and wash hands prior to continuing with other duties.

First Aid Protocols for the Public

Providing first aid to the public will be required in the course of work. Due to the aerosol nature of COVID-19 as an aerosol transmitted pathogen, first aid protocols have been classified low-risk or high-risk. High-risk protocols include all treatments that generate aerosols including:

- Chest compressions
- Ventilations
- High-flow oxygen administration (greater than 5 l.p.m)
- Abdominal thrusts and back blows

For every first aid scenario assess whether the situation requires contact or can be completed through non-contact efforts such as guiding the victim through self-treatment or with bystander support from a family member (ie. Parent cleans and dresses their child's wound).

When administering first aid lifeguards should apply the following principles to help reduce the risk of disease transmission:

1. Where possible avoid direct contact with the victim and maintain physical distancing measure.
2. If physical distancing cannot be maintained both the victim and the rescuer must don a facemask and additional PPE outlined below.
3. Put on gloves and all identified PPE for every first aid intervention, even non-contact assessments and treatment.
4. Minimize the number of staff in contact with the victim.

Additionally, the use of high-flow oxygen should be reserved for:

- Victims in need of resuscitation
- Children and infant victims
- Drowning victims

Lifeguard Rescue Matrix for PPE

Non-Contact	Direct Contact	
<p>LOW-RISK 2m Physical distancing is maintained between the rescuer and the victim</p>	<p>LOW-RISK</p> <ul style="list-style-type: none"> • Non-aerosol generating treatment • 2m physical distancing will compromise victim outcome 	<p>HIGH-RISK</p> <ul style="list-style-type: none"> • Aerosol generating treatment • 2m physical distancing will compromise victim outcome
<p>RESCUER Face shield/goggles, gloves, surgical mask</p> <p>VICTIM Surgical mask</p>	<p>RESCUER Face shield/goggles, gloves, surgical mask</p> <p>VICTIM Surgical mask</p>	<p>RESCUER Face shield/goggles, gloves, surgical mask, gown</p> <p>VICTIM BVM with viral filter and continuous seal</p> <p>OR</p> <p>Pocket Mask with viral filter and continuous seal</p> <p>OR</p> <p>Non-rebreather face mask with supplemental oxygen and open airway</p> <p>OR</p> <p>Surgical Mask (Compression-only CPR)</p>

Compression-Only CPR

While waiting for equipment, compression-only CPR may be utilized if there is no history of drowning. Lifeguard must don his or her gloves, place a cloth covering over the victim's mouth, and begin compressions. Once BVM and AED arrives, resuscitation efforts can resume with bagged breaths.

In-Water Rescues

Drowning is considered a "special circumstance" where ventilations should be prioritized to positively affect victim outcome. Due to the risk transmission, in-water ventilations should NOT be performed. For an in-water rescue lifeguards should:

- Remove face covering prior to entering the water.
- Approach the victim in a manner to avoid face-to-face contact.

- Remove the victim from the water at the focal point or closest point of removal where additional staff have donned PPE to take over the rescue. If additional staff not available, first lifeguard will do
- Once the victim is removed and transferred to PPE donned lifeguards, first lifeguard immediately removes clothing, shower with soap and water, and wash their uniform (bag it in sealed garbage bag if washing is not available) prior to returning to the rescue or other duties.
- Disinfect all rescue equipment used.

First Aid and Resuscitation Guidelines for COVID-19

The following guidelines break down the first and resuscitation guidelines for COVID-19:

Scene Assessment

- Maintain physical distancing (2m) where possible
- Collect information about the health status of the victim with regards to COVID-19
 - This information must be communicated to EMS to allow for optimal treatment of the victim
 - This information must also be collected from the victim's caregiver, bystander, and rescuers

Primary Assessment

- Maintain physical distancing (2m) where possible.
- Determine if the victim's condition requires the lifeguard to make direct contact (see decision tree below)
 - Alternative options may include victim's caregiver or family member administering first aid treatment with lifeguard direction.
 - Don the PPE to the appropriate level of victim contact and first aid treatment required.
- Provide care as needed
- When the victim's history indicates positive or suspected COVID-19, inform EMS.

Secondary Assessment

- Maintain physical distancing (2M) where possible
 - Only take vital signs that can be observed from a distance (i.e. skin colour, visual breathing check) or are required for victim decision (i.e. skin temp of a possible heat stroke victim).

Post Rescue Process

- Take care to remove and dispose of PPE in a safe manner.
- Disinfect all surfaces that may have come into contact with the victim or rescuer during treatment
- Where required, practice personal decontamination (i.e. removing clothing, showering with soap and water, donning new clean uniform, and washing used uniform)

First Aid Protocols have been updated by Worksafe BC and the following apply:

OFAA protocols during the COVID-19 pandemic

A guide for employers and occupational first aid attendants

During the COVID-19 pandemic, occupational first aid attendants (OFAAs) continue to provide treatment to workers as necessary. Because of the possibility of community infection, you may need to modify your standard protocols for first aid treatment to reduce the potential for transmission. This document provides additional precautions you may take to include public health directives such as physical distancing, hand hygiene, and disinfection in your procedures.

1. When you receive a call for first aid, if possible, gather the following information:
 - What are the circumstances surrounding the call for assistance?
 - Are critical interventions likely required? If so, call 911 or have an emergency transport vehicle (ETV) prepared.
 - Are there any obvious signs of COVID-19? If so, send the patient home or to a hospital.
2. If no critical interventions are required, if possible and appropriate, interview the patient from a distance. Ask the following questions:
 - Is anyone sick or in self-isolation in your household?
 - Have you been in contact with anyone who has been sick?
3. When you arrive at the patient's location, assess the situation:
 - Does the patient have a minor injury that the patient can self-treat while you provide direction and supplies?

- If yes, direct the patient to self-treat per your OFA protocols (see the self-treatment scenario below).
4. If the patient can't self-treat, don the appropriate level of personal protective equipment (PPE) for the situation. PPE could include the following items:
 - Face shield or surgical-type mask
 - Pocket mask
 - Gloves
 - Coveralls (disposable or washable)
 - Apron or lab coat
 - Glasses or goggles

Because the global supply of PPE is scarce, you may need to consider other options. There are various types of masks, face shields, and respirators that you can consider.

5. After treatment, sanitize all equipment with either soap and water or 70% isopropyl alcohol. Remove and wash any PPE that is not disposable, as well as any exposed clothing. Wash your hands thoroughly. If critical interventions are required and there is no way of determining background information, don appropriate PPE and limit access to the patient to the number of people required to deal with the critical intervention. It is important to limit the exposure of others.

Scenario: Self-treatment with direction

A first aid attendant receives a call stating a worker has injured her hand. The attendant collects as much information about the severity of the injury as possible. The injury is deemed to be minor with no other concerns, so the attendant goes to the worker, but stays 2 metres (about 6 feet) away. On arrival, the attendant asks:

- Is anyone sick or in self-isolation in your household?
- Are you able to administer first aid to yourself if I tell you what to do and how to do it?

After the first aid attendant has conducted the interview, the attendant visually assesses the patient and the wound from a distance and asks the patient about underlying conditions relating to the injury.

The attendant then places the required first aid supplies on a surface 2 metres from the patient. The attendant steps back and directs the patient to pick up and apply the supplies. The first aid attendant then verbally conducts a modified secondary survey and documents the findings.

Scenario: OFA Level 1 and Level 2 with intervention

A first aid attendant receives a call about a worker who has been struck in the head and is unresponsive. The attendant immediately ensures that 911 is called. On approaching the scene, the first aid attendant conducts a scene assessment and dons appropriate PPE. Once PPE is on, the attendant approaches the patient and conducts a primary survey to determine what, if any,

critical interventions are required. The attendant positions the patient in the three-quarter-prone position to ensure that the airway is open and clear and no further interventions are needed. Only one person (the attendant) needs to be in contact with the patient; all others can stay 2 metres away. The attendant monitors the patient until the ambulance arrives.

Scenario: OFA Level 3 — employer ETV for transport with intervention

A first aid attendant receives a call about a worker who has been struck in the head and is unresponsive. The attendant immediately arranges for the ETV to be ready. On approaching the scene, the first aid attendant conducts a scene assessment and dons appropriate PPE. Once PPE is on, the attendant approaches the patient and ensures an open airway. Once the airway is open and clear, the attendant stabilizes the patient's head with an inanimate object (to free the attendant's hands) and inserts an oropharyngeal airway (OPA) to protect and maintain the airway. The attendant then conducts a primary survey to determine what, if any, further critical interventions are required. Only one person (the attendant) needs to be in contact with the patient; all others can stay 2 metres away.

Helpers will be needed to assist the first aid attendant in lifting the patient into the basket and ETV. Use any PPE or other measures available to provide a barrier between the helpers and the patient, including covering the patient with a blanket. Once the patient is loaded, ensure the helpers remove their PPE and wash their hands with soap and water.

Documents referenced in the creation of the Nanaimo Aquatic Center Site Safety Plan include:

- a) BC's Restart Plan Next Steps to move BC through the Pandemic
- b) Work Safe BC
- c) British Columbia Recreation and Parks Association (BCRPA) – Guidelines for Restarting Operations
- d) viaSPORT British Columbia - Return to Sport Guidelines for BC
- e) BC Centre for Disease Control
- f) Regional Health Authority Guidelines for Swimming Pools V.1
- g) Lifesaving Society BC & Yukon Guidelines for Reopening BC's Pools and Waterfronts
- h) Recreation Facilities Association of BC (RFABC) /BC Recreation and Parks Association (BCRPA) COVID-19 Considerations for Restarting Swimming Pools
- i) Swim BC Guidelines for Swimming