**Questions, Comments & Concerns***Team Q&A – May 15, 2020*

**Volunteers**

*When would an office volunteer be able to come into the RCN 1st floor staff area to work? -Pat*

*When she is permitted to come to the Rec, would it be better to set her up in the Zone alone? We can remain 6 ft apart in my office, but will we be limiting the number of people working in the staff area at one time? -Pat*

**Answer:**

Once all Parks & Rec staff, full and part-time have resumed normal scheduling we can revisit the use of volunteers. We need to make sure that all opportunities to work are given to our staff first.

**Staff Expectations**

*What scenarios are there that I might be worried about? I haven't received any specifics as to what is expected from me in regard to the day to day. – Anonymous*

**Answer:**

The full-time Rec Ops and Aquatics staff are returning to the office today. They will be working together to finalize the reopening plans and what that means for staff. Later this week they will be contacting their teams to share the details. The Natural Resources teams is working closely with Kevin this week to create re-opening plans and procedures for the DFNC. Special Events, Athletics, Recreation and Admin staff will should continue working remotely for the next two weeks. Kyle/Brandon add more information here

*Will lunch be provided or is lunch on our own? - Mychal*

**Answer:**

Sorry, lunch will not be provided. The budget office has suspended the purchase of all food and snacks until further notice. Employees returning to work should plan to bring their lunch or leave for lunch. Please adhere to the following guidelines when using the break room... Kyle can add information here if he has specific guidelines other wise we can add the basics

* wipe down anything you use/touch
* No communal food (those things that linger on the table to share with others) at this time
* Please adhere to social distancing (6ft) in all common areas, break room included.
* Limit congregating as much as possible – meetings, break room, copy room included
* Try lunch “al fresco”, offsite, or somewhere else to limit congregating

*Are we going to be other jobs other than our own, and if so, when will be notified? What measures are being taken to help keep us protected? - Araceli*  
**Answer:**

**Yes “COVID related duties” and special jobs have been created that will assist us in effectively operating during the first phases of reopening. These JD’s were developed with safety of both employee and guest at the forefront. Staff is expected to wear proper PPE when performing these duties and when they are around others. Part of reopening plans timeline (available to you on the reopening channel) includes thorough training of all staff before reopening for these positions, safe member interaction, proper cleaning/disinfecting, etc.**

*Understanding all staff will be asked to do tasks outside of our normal job responsibilities, what will be the expectation for assignments, deadlines, tasks, and/or work relating to our regular everyday job? – Mychal*

**Answer:**

**Monica please answer…**

**It would be my hope that through block scheduling, some time management, project prioritization, shared duties and responsibilities, we can effectively reopen our facilities and take steps FORWARD to normal operations. Please discuss specifics concerns with you supervisor.**

**Staff Masks**

*Will staff be provided with masks? – Anonymous   
Will staff be provided PPEs (masks & gloves) while working at the RCN? – Mychal*

*Will staff be required to wear masks in our open facilities? – August*

*Will PPE be required in the RCN office spaces? If so, will the City provide? - Anonymous*

**Answer:**

Yes, all necessary PPE including masks and gloves will be provided to employees. Superintendents are working to secure these supplies through the IMT’s logistics division. If you identify PPE or supplies that are running low or that are needed communicate with your superintendent.

\*\*Can we also say they are free to use their own PPE if they prefer? That is what we included in reopening plans because some people have preference, skin allergies, etc. - MM

*Will there be allotted budget for PPE? – Anonymous*

**Answer:**

Yes, please communicate any needs with your superintendent.

Is this a good place to address no one is supposed to be purchasing on their own PCARD or otherwise, as we have been instructed to go through 1 city wide source? - MM

*Will part time be working and will they receive PPE? - Anonymous*

**Answer:**

Yes, PT staff will be returning to work gradually. Their supervisors will be contacting them this week to coordinate the details. Yes, all PPE will be provided.

**Staff Schedules**

*Who will be allowed to come back and work out of the RCN starting May 18th, and how will we be notified if we are the "chosen ones"? – MK*

**Answer: Announcement was made 5/15 on FT Staff Remote Information Channel. – RMHM**

*Are we (staff) on a set schedule for work to work at the RCN? (example: being scheduled to work Mondays, Tuesdays, and Fridays from 12p - 4p each day) – Mychal*

**Answer:**

Presently for phase 1 of reopening, Kyle and Brandon are scheduling their staff (giving first priority to them since their staff is needed for operations). If they are in need of additional staff to fulfill some spots, they are reaching out to FT staff first and scheduling PT staff where needed. As mentioned over that past few weeks. Our jobs and related duties might look a little different these days. Aside from this, for those who can do their work efficiently from home, they are encouraged to do so as we are still trying to keep number of staff in the facility to low numbers (10 or less).   
*When will we find out each week's work schedule? – Mychal*

**Answer:**

Staff will be notified by Friday (but likely before) of the previous week if they are needed to RTW by that Monday.

*Are we (staff) following CDC guidelines for no more than 10 staff members in the RCN? – Mychal*

**Answer:**

Yes – however, we will follow these guidelines as **10 on rec side, 10 on natatorium side**, 10 at WEC, 10 at KAC.

*If we are asked to work some days at work and some days at home, how will we be able to complete work if our work computer is at one location and we don't have work laptops? - Araceli*

**Answer:** Communicate tech needs to your Superintendent.

*When will we find out our work schedules if we do have to work from home/RCN? Araceli*

**Answer:** Monica answer Staff will be notified by Friday of the previous week if they are needed to RTW on Monday. Please note - for this phase, the more people that can efficiently WFH, the better. Our intent is to work as best we can while keeping staff safe and under 10 in each designated facility.

**Reopening Plans**

*Curious what happened to the original opening plan for the end of June? - Anonymous*  
**Answer:** Plans are made based on the environment, and how we are responding to CDC/DSHS guidelines. Based on successful ‘flattening of the curve’ we are able to safely return sooner.

*What phase are we following concerning our reopening plan, State or City? I do not feel comfortable with State guidelines (just saying). – MK*

**Answer:** The State (DSHS) is just one of MANY plans that are reviewed. Ultimately plans are made for our City and vetted with the Medical Officer for safety before release.

*Are all other City facilities opening up or is it just PARD? – August*

**Answer:** All facilities have planned openings. Check pearlandtx.gov/coronavirus for the city-wide transition plan.

**Facility Sanitization & Safety**

*Currently the night A&A cleaning crew cleans the DFNC on Monday, Wednesday, and Friday. Is it possible to increase this to include daily cleaning of facility on days open to the public? – Cullen*

**Answer:** Kyle/Kevin - can you set this up with Jack E.? No additional cleanings at DFNC will be available than previously utilized under contract. PT staff at DFNC will supplement Tuesday and Thursday cleanings.

**Engaging with Guests & Patrons**

*If guests have questions about animals, full time staff typically come out to answer those questions. Is that informal chat, still allowed, as it is usually to a family group, not individuals? Do we just answer their questions from across the room? - Katie*

**Answer:** Internally compile a plan for these concerns and share with Kevin for situational awareness to have the full support of the team.

**Guest Masks & Guidelines**

*Are we requiring guest wear mask and/or gloves to enter the RCN? – Mychal*

*Kyle Answer – Verify position with State Guidelines (gov.texas.gov/opentexas)*

***We are looking into this and will update when confirmed, but yes, it is our recommendation for individuals to wear PPE in the facility.***

*(if it is a requirement for guests to wear masks) How do we decline entry to those not wearing masks? What constitutes as a mask, is a t-shirt pulled up over the face enough? (Joggers needing to use the restroom will likely not have an actual mask.) – Katie*  
cdc.gov/coronavirus or gov.texas.gov/open texas both detail ‘what is a mask’.

*Can we require people to wear masks in our facilities? - August*

**Answer:**  *Cullen Answer – Verify position with State Guidelines (gov.texas.gov/opentexas)* If available, individuals should consider wearing non-medical grade face masks.

*What are the guidelines going to be for patrons entering the building? Araceli*

**Answer:** *Kyle Answer*

*Please see reopening plans made available to you on the reopening channel.*

**Difficult Situations**

*What is the process for guests that refuse to follow our guidelines? (Such as leaving when asked) – Mychal*

*What happens to patrons who decide not to follow our guidelines and will we be supported? Araceli*

*What phrasing do we use for those who are disgruntled by our rules(saying it is an infringement on their rights etc.)? – Katie*

*How do we address "rule breakers" who refuse to follow safety guidelines, and will we have PD on site to support us? – MK*

*What do we do if people are not following safety guidelines as we have posted? What level of enforcement do we have? – August*

*How are we handling difficult customers who will not abide by the guidelines in place? – Anonymous*

**Answer:** *Monica: This will all be covered in training videos. But this is an overview until then:*

*Facility behavior policy addresses this - Appropriate behavior is expected from all participants, members and observers in programs and in facilities to protect the enjoyment and safety of all patrons. Behaviors that will not be accepted include:*

* *Endangering the health and safety of other members, participants, patrons or staff.*
* *Disrupting a program or creating a disturbance at a facility.*
* *Continuous refusal to follow program and/or facility rules and guidelines.*
* *Blatant disrespect of staff and program or facility rules and guidelines.*

*The behavior policy (on parks drive and can be dropped into the reopening channel) shares specifics – example, what about minors, etc. But - disregard or abuse of facility rules may result in removal by staff or police from the facility for a designated length of time or permanently.*

*How do staff safely deescalate that situation while still enforcing the rules? If they have already come in the building to the desk with no mask, what difference does it make to allow them to restroom and then back outside? - Katie*

**Answer:**  *Cullen Answer – Verify position with State Guidelines (gov.texas.gov/opentexas), Ensure desk area can catch all entries and discuss recommended open texas guidelines.*

*Parents that enter many times allow their children to roam freely. How do we politely ask parents who have already been instructed to keep their children with them, ie "hold their hand and move as a group", to be parents and mind their children, not their cell phones? If they refuse to follow rules, how do you kick someone out? - Katie*

***Answer:***  *Cullen Answer – Verify position with State Guidelines (gov.texas.gov/opentexas) Ensure staff are trained in appropriately encouraging families to stay together. Will discuss in PT training.*

**Foot Traffic, Entry and Reservations**

*Are we giving members a priority entry or will it be a first come first serve to the public? – Anonymous*

**Answer: Yes and no -** *only a limited number of punch passes will be available for those interested in accessing the facility who are not members. It is important for us to have an option for non-members though since we are not selling memberships at this time.*

*Is there an age limit or parent/guardian(s) requirement? Seems like it will be tough to constantly clean, take temperature, monitor foot traffic in restricted areas and watch teens that might want to act disorderly. - Anonymous*

**Answer:** we are adhering to current age limits for the facility. Behavior problems will be addressed accordingly, however.

*Are we setting a cut off time as we approach the end of a workout timeslot? (example: If someone arrives with only 10 minutes left in their designated timeslot) Are we allowing people to rollover their designated workout time to another if this happens? - Mychal*

**Answer:** *Monica Answer - scheduled announcements – no rollover, asking them to adhere to their scheduled slots and arrive on time. We are utilizing Neptune and intercom system on rec side, along with staff announcement. On Natatorium side – lifeguards*

*How is foot traffic going to be controlled from those who are going to the weight room, the activity room and those who are trying to access the track? How are we going to avoid that traffic from running into each other and creating crowds? Araceli*

**Answer:** *Monica Answer - directional signage, designated entrances and separate exits, stair wells, traffic flow and directional flow. Signage, floor tape, floor cling.*

*Will we still be required to keep tracking logs of visitors who enter the facility? - August*

**Answer:** Under the impression that was already occurring? Cullen Answer Staff will utilize tracking log to incorporate checklist of symptoms and clean sign in materials on an hourly basis.

**Messaging**

*What messaging is being communicated to the public and will their be copies of that posted in/around the RCN? – Mychal*

*What is the message that is being communicated to the public and when we will be notified? - Araceli*

**See table on page one of reopening plan for messaging, reservations, what to expect, what’s open, whats not open, etc.**

**Informational Video, digital and printed signage throughout the facility**

**Directional signage**

**Floor markers**

**Equipment markers**

**Info shared on social media, dept website**

**Illnesses & COVID**  
*How soon will we will shut down if we find that someone has or is showing symptoms of covid-19? - Anonymous*

**Answer:** Verifying with Safety Officer

*What happens if a patron does have COVID, visits and we find out after? Will we all be tested to ensure we weren't exposed? - Araceli*  
*What is the procedure when encountering guest(s) with covid symptoms? - Mychal*  
***Answer:*** Verifying with Safety Officer

*If someone appears to be ill, how do we ask them if they are ill and to leave? Are we even allowed to ask that? – Katie*

*If staff start to contract the virus, are there plans to close and stop access to those facilities or all city/P&R facilities? - Anonymous*

**Answer**: Verifying with Safety Officer/Legal

**Comments**

*It would be extremely helpful to have a comprehensive list that is updated regularly, detailing what is allowed at each facility and park. Size of groups allowed, masks vs no masks, where playgrounds are open or closed, is the pool open? Is the gym open for working out? etc. This will allow staff to know answers immediately if there are guest questions. (there may already be one, but I haven't looked for one) – Katie*

**Answer**: Superintendents - Share detailed reopening plan

*I miss everyone! Working from home is kinda hard. 😔 - Anonymous*

**Answer: #thestruggleisreal**

*As a high-risk individual in two categories - auto-immune and asthma - not having strict enough guidelines for guests in our facility worries me, as does the lack of concern I've seen from the general public for following any guidelines. I think things are opening up too soon, but if that's the decision that's been made, I hope that we'll be given the tools, support, and strict guidelines to keep ourselves safe and help us enforce the rules for those who aren't being cautious. – August*

**Answer:** The City will provide all recommended (or requested) PPE. If you still feel unsafe, please communicate that to your supervisor so that we can continue/alter schedule to accommodate.

**Concerns**

*Multiple points of entry, this could mess up our line configurations and allow too many guests in at once if not monitored constantly. And the random person that does not feel they need to follow rules and wants to make a stink about our possible mask policy. Will there be staff outside each entry point to monitor for masks so that no one enters without a mask? (if it is required). – Katie*

**Answer:** PT staff will be monitoring entry and exit doors at DFNC.

*I'm not feeling great about opening in 2 weeks. – Anonymous*

**Answer:** The City will provide all recommended (or requested) PPE. If you still feel unsafe, please communicate that to your supervisor (or Admin if you feel more comfortable) so that we can continue/alter schedule to accommodate.

*I'm concerned about my health and safety. I'm concerned about the extent of member engagement that MAY be asked of me. I'm concerned that if I openly expressed my concerns or objections to certain scenarios that I would be labelled negative and combative. I'm concerned for the security of my job. I'm also concerned that the opinions and concerned feelings shared among staff will not be voiced honestly to admin. – Anonymous*

**Answer:** The City will provide all recommended (or requested) PPE. If you still feel unsafe, please communicate that to your supervisor (or Admin if you feel more comfortable) so that we can continue/alter schedule to accommodate.

*Bats, roaches, skunks and overall facility/office cleanliness. Childcare*. - Anonymous

**Answer: we are committed to creating and maintaining high level of care and we can all work together to do so. Regarding the specifics, here’s an update: animal control – done and done bats have been removed and all tests came back negative. pest control- week of 5/18 this will be treated and Kyle (and others) have been treating during closure as well. A& A contract resumed for cleaning this week (5/18) as part of reopening timeline (see chart on page 2). Childcare will remain closed at this time, as will water fountains, coffee bar, locker rooms, showers, and all other amenities aside from lap swim, fitness room, indoor track, pickleball. - MM**

*Our facility has only a small private office and only one set of restrooms. The area between the office space and the restrooms/water fountain does not allow for 6ft of social distancing. So potentially, every time we exit the office, we could be put in a position to be too close to guests. This also means that guests will frequently be closer than 6ft to our office door, meaning that every time we open the door, we could be risking contagion coming in to our "safe space" - at least more so than facilities that can create a safe buffer zone around their office doors/entrances. August*

**Answer:**  PT staff will be trained to ensure no congregation to be allowed at this point.

*Our facility houses animals, and we know that many corona strains originate and/or are easily transferred between animals. There's been no known (to my knowledge) cases of COVID-19 in reptiles yet, but most facilities have fully enclosed exhibits for their reptiles and don't have as close of contact with them as other species. One of our exhibits is open air, and we regularly handle our animals for programming. Having an open facility, where guests are not required to wear masks, could be putting the animals at risk, and could cause us to re-evaluate, slow down, or change the timing of animal-related programs to compensate for guests being in the building. – August*

**Answer:** The only open environment currently at the DFNC is the alligators and spacing will be enforced by physical barriers and enforcement by PT staff who will be trained. Other enclosed exhibits should be fine at this point. No programs will be provided for public during open hours.

*If we open up early now because of community pressure, what happens when (I say when, not if, because that's what top scientists are predicting) the second wave of the virus hits, will we close again? Will we even be able to at that point? – August*

**Answer:**

*I'm concerned about our plans with the weight room. Cardio equipment such as treadmills, spin bikes, machine weights, etc. are more manageable than free weights when it comes to social distancing. Guest using free weights for bench press, squats, dumbbells, etc. will typically utilize multiple weights in the same exercise. Likewise, they will touch the same equipment (barbell, handles, pulleys, etc.) that get forgotten about when cleaning. What is the plan for the free weight area of the weight room? Are there additional details regarding equipment (other than weights) that is used but not put into the "Used" area to be cleaned? - Mychal*

**Answer: Equipment is being spaced off and marked off accordingly. designated free weight “check in” area where members will drop used equipment. This is a designated position to get things disinfected and returned to use in between shifts and in between use.- MM**

*A concern of mine is having a guest come in the RCN with covid-19 and staff not responding with urgency to maximize employee health/safety and prevent the potential spread of the virus. - Anonymous*

**Answer:**

*Are we opening too soon? - Araceli*

**Answer:**