



COVID-19 POLICIES AND PROCEDURES



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Purpose

Coronavirus (COVID-19) is officially classified as a global pandemic. The Lakeview Community Association (LCA) is outlining the measures we are taking to mitigate the spread of this illness. These guidelines are set out by the Alberta Government, Alberta Health Services and the City of Calgary so that we can sustain a healthy and safe workplace in this unique environment. The LCA staff, volunteers, members, and ALL patrons are expected to respond responsibly to these health precautions.

This COVID-19 policy is susceptible to changes with the introduction of additional government guidelines. The LCA assures you that we will treat your private health and personal data with high confidentiality and sensitivity.

Policy

The LCA and its patrons are to follow all provincial guidelines in reducing the risk of transmission of COVID-19 among staff, volunteers, members, and patrons.

Procedure

General Guidance:

1. Rental group contact(s)/organizers will receive an email with all LCA COVID-19 policies/procedures prior to entering LCA facilities and/or with their hall rental contract.
2. Patrons are legally required to self-isolate or quarantine if experiencing symptoms of COVID-19, if returning from international travel, or if they have been exposed to a confirmed case of COVID-19.
3. If a patron has been inside an LCA facility (building or recreational) and has contracted COVID-19, they are to **immediately contact the LCA Administrator (403-242-8660)** so that other patrons can be notified and/or extra cleaning and disinfecting can be completed to the specific building/area.
4. The City of Calgary has passed the temporary Face Coverings Bylaw. The bylaw requires ALL LCA staff, members, patrons, etc. to wear a face covering (mask) in our indoor facilities.

5. Patrons must use proper hand hygiene and respiratory etiquette while in the LCA facility (ie. Wash hands often, use disinfectant, cough in your elbow, etc.).
6. Each rental group must have a key contact person to communicate with LCA Administrator and/or LCA Board of Directors and/or Alberta Health Services.

Distancing Measures:

1. Maximum capacity for indoor activities in the Main Hall is 50 people.
2. Maximum capacity for indoor activities in the Field House is 15 people.
3. Rental group contact(s)/organizers will be responsible for their congregants to be placed 2 metres apart from each other.
4. Signage will be placed on staff office door to request patrons stay 2 metres apart from staff member.
5. Signage will be placed on Main Hall entrance way bulletin board, in kitchen area, and the Field House whiteboard with COVID-19 rules/guidelines for all patrons to see.
6. Entrance and Exit doors for Main Hall will remain the same through the main entrance doors. If patrons would prefer, they are able to exit the facility using the kitchen exit. For the Field House, all entrances will be through the main door and all exits will be through the skate shack door.
7. All rental group contact(s)/organizers will be responsible for mandating face coverings and communicating social distancing rules and disallowing any congregations of people in the facility during their rental period. It is recommended to have a rental member volunteer to redirect patrons where crowding in tight spaces may occur, such as entranceways, kitchen, parking lots, etc.

Cleaning:

1. A set schedule for cleaning and disinfecting high-touch areas (e.g. countertops, doorknobs, light switches, bathrooms, etc.) will be put in place with a log sheet to monitor compliance.
2. Enhanced cleaning and disinfecting of shared spaces/high-touch areas will occur in between each rental group.
3. All occupied tables and chairs will be left out so that the LCA cleaner can clean, disinfect, and put away after every event.
4. The LCA will provide paper towels and spray cleaners to staff, volunteers, and patrons to regularly clean commonly used or shared spaces during their rental/event.
5. Hall renter contact(s)/organizers are responsible for cleaning and disinfecting any tables, chairs or equipment that is brought into the facility for their specific use before entering the hall and again before leaving the hall.
6. All kitchen dishes and cutlery that are used by hall renters are required to be cleaned in the industrial dishwasher provided, dried, and put away by the rental group. Proper hand washing and/or use of hand sanitizer must be applied before and after handling LCA dishes/cutlery.
7. All hand washing sinks will be fully stocked with soap and paper towels.

8. Used cleaning supplies will be properly disposed of in a lined waste bin that is emptied daily.

Screening:

1. Patrons are encouraged to use the Alberta Health Services [self-screening tool](#) before every visit to the LCA facility. It is also encouraged that each hall rental contact(s)/organizer use the attached Screening Checklist with their patrons ([Appendix A](#)).
2. Staff, volunteers, and renters **must not enter** the LCA facility if they are sick, even if symptoms resemble a minor cold. Symptoms to look for include: fever, cough, shortness of breath, sore throat, runny nose, nasal congestion, headache, chills, muscle aches/pain, new loss of taste or smell, and a general feeling of being unwell.
3. Each rental group will be required to have a sign in/attendance log of ALL patrons at each event. [Please see Appendix B](#). The completed log will need to be returned to the LCA Administrator after each event. Attendance log will have first name, last name, phone number, email, and time entering and exiting the building. This log will be given to renters from the LCA Administrator. Once returned to the LCA Administrator, the log will be kept in a secured location for two weeks after the event.
4. Renter contact(s)/organizers are responsible for isolating and sending patrons home if they are showing any COVID-19 symptoms as well as informing the LCA Administrator.
5. If renter contact(s)/organizer notices an increase in absenteeism of patrons due to illness or isolation requirements, they are to notify the LCA Administrator to discuss next steps (e.g. cancelling the event and potentially future rental dates, increase cleaning and disinfecting protocols, etc.)
6. Renter contact(s)/organizers are encouraged to purchase and use a contactless infrared thermometer to check patrons temperatures at each event.

Personal Protective Equipment & Hand Hygiene:

1. Patrons are **required** to bring and wear their own [non-medical masks](#) as per the City of Calgary's temporary face coverings bylaw.
2. Patrons should make every effort to use proper respiratory etiquette (e.g., coughing or sneezing into a bent elbow, promptly disposing of used tissues in a lined garbage bin, etc.).
3. LCA will provide hand sanitizer dispensers with a minimum of 60% alcohol content in the Main Hall entranceway, upper hall, kitchen, Mitchell room, Field House entranceway and skate shack entranceway.
4. Signage will be displayed throughout the LCA facilities to remind attendees to practice respiratory etiquette and proper hand hygiene.
5. Hand washing with soap and water is required if the attendee has visibly dirty hands.

Food Service:

1. The LCA is not licensed for any commercial cooking in our facility due to improper ventilation. Warming up of pre-cooked food is allowed on the stove and the use of the microwave is acceptable.
2. All frequently touched items (e.g., salt shakers, ketchup bottles, etc.) will be removed from the LCA kitchen.
3. Encourage guests to wash their hands or use hand sanitizer prior to making and/or eating any food within the LCA facility.
4. It is encouraged that bottled water be brought into the facility by each individual patron as to not have numerous individuals using the water faucets during the event. If open water from the faucets is required, it is suggested that proper hand washing and/or hand sanitizer be used before and after touching the faucets.

Live Performances:

1. Performances which include live singing are not permitted at this time.

Indoor Sport, Physical Activity and Recreation:

1. Any hall rental contact(s)/organizers of indoor sport, physical activity or recreation should discourage patrons use of scents to prevent sneezing and coughing.
2. It is encouraged to provide natural ventilation to patrons by opening doors wherever possible to increase air flow.
3. Consideration should be given to how to appropriately include or accommodate vulnerable persons such as seniors, those with disabilities and persons with compromised immune systems. Examples include reducing attendance, offering virtual methods of engagement and dedicating certain rooms/times for those at greater risk. Instructors/responsible persons may not know who is an at-risk person, so consideration may be given to beginning high-intensity group physical activities with a reminder that there may be increased risk of transmission in these settings, and spacing guidance should be carefully followed.
4. Avoid any unnecessary sharing of any equipment or supplies. If equipment is shared, it should be cleaned and sanitized between users.
5. Instructor is required to wear a mask when they are not separated by a physical barrier from participants. Other personal protective equipment may be appropriate depending on the task being performed (e.g., First Aid or resuscitation).
6. Request that participants arrive no more than 5 minutes before their activity/class to avoid crowding and reduce wait times.
7. To the extent possible, participants should refrain from touching their eyes, nose, mouth, and face during activity.
8. Limit group celebrations and other customs during activities (e.g., handshakes, high fives, fist bumps) that bring participants within two-metres or promote contact.

LCA Outdoor Tennis Courts/Basketball Courts/Ice Rink/Community Garden:

1. If participating in activities with people from outside your household or cohort family, please maintain a physical distance of 2 metres at all times, refrain from sharing equipment, and wear a mask to help limit the risk of spread to others.
2. Practice good hand hygiene by washing your hands before and after any activity in the LCA recreational facilities. Refrain from touching your face and carry and use hand sanitizer during your activity.
3. LCA recreational facilities are intended for the use of LCA members and the LCA community.
4. Any misbehaviour or misuse can result in closure of the recreational facility by the LCA Board of Directors.
5. League play is NOT permitted.
6. Participants are encouraged to clean and disinfect any equipment prior to and after use.
7. Follow proper play etiquette (e.g. no handshaking or loitering).

Recommandations/Response Plan:

1. LCA staff, volunteers, members, patrons who become symptomatic during an activity are required to be isolated from others and must return home immediately.
2. To support public health contact tracing efforts in the event an attendee tests positive, LCA staff and hall rental contact(s)/organizer will collect the names and contact information of individuals entering the building and/or participating in rental activities. Providing information is voluntary for attendees. The LCA and/or hall rental contact(s)/organizers must obtain an individual's consent and notify them about the purpose and legal authority for the collection. Information about attendees will only be requested by the LCA Administrator or Alberta Health Services if a potential exposure occurs onsite.
3. Records will only be kept for two weeks. The LCA will make security arrangements to protect personal information. Any personal information that is collected for COVID-19 contact tracing can only be used for this purpose.
4. The LCA encourages patrons to download the [Alberta Trace Together](#) contact-tracing app to assist public health officials with contact tracing in the event an outbreak should occur.
5. For LCA volunteers, members or patrons who do not comply with the LCA policies and procedures/Alberta guidelines, LCA staff, Board member or hall rental contact(s)/organizer can:
 - a. Remind the person that not following public health orders is against the law and puts people at risk
 - b. Report urgent matters that require immediate response to the Calgary Police Service at 403-266-1234, and
 - c. Submit a complaint to AHS public health inspectors online (<https://albertahealthservices.ca/careers/Page12298.aspx>) or leave a message at 1-833-415-9179.

6. A rapid response plan sets out a fast-action plan for operators when an attendee shows symptoms or tests positive for COVID-19. All hall rental contact(s)/organizers should develop a rapid response plan for their rental activity and provide it to the LCA Administrator prior to renting LCA space. The LCA rapid response plan is attached in [Appendix C](#).

Appendix A: Screening Checklist

If an individual answers **YES** to any of the questions, they must not be allowed to enter the building/recreational area and/or participate in the activity. Children and youth will need a parent to assist them to complete this screening tool.

1.	Does the person attending the activity, have any of the below symptoms:	<i>Circle One</i>	
	• Flu	Yes	No
	• Cough	Yes	No
	• Shortness of Breath/Difficulty Breathing	Yes	No
	• Sore Throat	Yes	No
	• Chills	Yes	No
	• Painful Swallowing	Yes	No
	• Runny Nose/Nasal Congestion	Yes	No
	• Feeling Unwell/Fatigued	Yes	No
	• Nausea/Vomitting/Diarrhea	Yes	No
	• Unexplained loss of appetite	Yes	No
	• Loss of sense of taste or smell	Yes	No
	• Muscle/Joint aches	Yes	No
	• Headache	Yes	No
2.	Have you, or anyone in your household, returned from travel outside of Canada in the last 14 days?	Yes	No
3.	Have you or your children attending the program/event/activity had close unprotected contact (face-to-face contact within two-metres) with someone who is ill with cough and/or fever?	Yes	No
4.	Have you or anyone in your household been in close unprotected contact in the last 14 days with someone who is being investigated or confirmed to be a case of COVID-19?	Yes	No

If you have answered “YES” to any of the above questions do not participate. Proceed home and use the [AHS Online Assessment Tool](#) to determine if testing is recommended.

Appendix B : Attendance Log



Attendance Log

Event: _____

Date:* _____

Hall Rental Contact/Organizer Name: _____

By signing this attendance log, you are consenting to the possibility that this information could potentially be shared with the Lakeview Community Association staff/Board of Directors and/or with Alberta Health Services in the case of an active COVID-19 case.

Patron Name	Patron Phone Number	Patron Email	Time Entering LCA Facility	Time Leaving LCA Facility

*Please keep this attendance log for two weeks as it may be requested by the LCA Administrator and/or Alberta Health Services

Appendix C: LCA Rapid Response Plan

Overview:

The Lakeview Community Association has a responsibility to prevent the risk of COVID-19 transmission to staff, volunteers, members, and patrons at our building and recreational facilities.

The purpose of this plan is to supplement our COVID-19 Procedures to identify the necessary steps to offset the potential disruption of service(s) and reduce the spread of illness if COVID-19 has been identified within the LCA building/recreational facilities. This plan details the criteria that we will incorporate to ensure the readiness to manage symptomatic individuals, confirmed cases of COVID-19 and to respond to an outbreak, should one occur.

Symptoms:

You should get tested immediately if you have any COVID-19 symptoms. If you have any of these symptoms you are legally required to isolate for at least 10 days from the start of your symptoms or until they resolve, whichever is longer:

- Fever
- Cough (new cough or worsening chronic cough)
- Shortness of breath or difficulty breathing (new or worsening)
- Runny nose
- Sore throat

If you have any of these other symptoms, stay home and minimize your contact with others until your symptoms resolve:

- Chills
- Painful swallowing
- Stuffy nose
- Headache
- Muscle or joint aches
- Feeling unwell, fatigue or severe exhaustion
- Gastrointestinal symptoms (nausea, vomiting, diarrhea or unexplained loss of appetite)
- Loss of sense of smell or taste
- Conjunctivitis, commonly known as pink eye

Monitor your health and call [Health Link 811](#) if you have questions or concerns. Call 911 immediately if experiencing severe symptoms of COVID-19, including difficulty breathing, severe chest pain, feelings of confusion or loss of consciousness.

If you show any signs of the above symptoms, it is recommended you use the [AHS Online Assessment Tool](#) to determine if testing is recommended.

Identification:

If a staff member, volunteer, or patron has identified one of the below within two weeks of attending an event within the Lakeview Community Association building(s) or recreational facilities, they must notify the LCA Administrator immediately:

- a confirmed case of COVID – 19
- an exposure to a confirmed case of COVID-19,
- individuals with COVID-19 symptoms, or
- an outbreak of illness within their cohort.

LCA Response:

Once a COVID-19 illness has been suspected/identified and the LCA Administrator has been notified, the LCA will:

1. Request that the infected person leave the facility immediately and not return for two weeks. LCA Administrator will work with hall rental contact/organizer and plan for the safe transportation of the individual to their offsite location.
2. Notify Alberta Health Services if they have not already been notified.
3. Use antiviral chemicals specific to the virus to provide extra cleaning and disinfecting of ALL surfaces, high touch areas, and common areas multiple times daily for a period of ten days after the infected person notified the LCA.
4. Request attendance log from rental contact/organizer and notify any other staff, volunteers, members, or patrons who were associated with the infected person and ask them to be tested for the virus.
5. Notify ALL other patrons that a potential COVID-19 exposure occurred onsite and outline our response/action plan. The LCA Response plan will also be posted to the LCA website, social media accounts, and membership email distribution list.
6. Mandate staff, volunteers, members, and patrons to wear masks during their attendance in the LCA building that the infected person was identified in.
7. Mandate taking body temperature readings of staff, volunteers, members, and patrons entering the LCA building/facility that the infected person was identified in for a period of ten days after the infected person notified the LCA.
8. Continue to request attendance log be completed by staff, volunteers, members, or patrons entering an LCA building.

For any further requirements, we will look for guidance from the Alberta Government and/or Alberta Health Services.