

# Phase 4 Program & Facility Guidelines

## Face Coverings & Health Restrictions

- All staff will wear face coverings at all times.
- Participants will wear face coverings when within 6-ft of others.
- Participants/staff will not be permitted into the facility if exhibiting COVID-19 symptoms.

## COVID-19 Exposure or Diagnosis

### Participants/Staff who is exposed/diagnosed to COVID-19 may not return until:

- They have had no fever for 72 hours (without medicine)  
**AND**
- Other symptoms have improved.  
**AND**
- At least 10 days have passed since their symptoms first appeared.  
**OR**
- Have had two negative COVID-19 tests in a row, with testing done at least 24 hours apart.

## Signs of Illness

- If a participant shows illness symptoms, they will be escorted to a dedicated room until they can be picked up safely by parent or guardian.

## If a Participant/Staff has a Confirmed Case of COVID-19

- Local health officials, staff and families will be notified immediately of any possible case of COVID-19 while maintaining confidentiality consistent with ADA and other privacy laws.
- The other program participants will be moved to another designated room in the building. The contaminated room will be quarantined and cleaned 24 hours after initial exposure. Programs will return to the room upon following proper disinfecting procedures.
- HEParks will ask the program participants to self-quarantine per CDC guidelines.

## Drop-Off & Pick-Up

- Participants will be dropped off and picked up via curbside at the facilities. Some programs may require a parent/guardian to enter the building with a participant. We encourage everyone to use the curbside service to keep the number of patrons in our facility to a minimum.
- Once the participant has been dropped off, they will be escorted to their program by the staff.  
**Triphahn Center** drop off and pick up will be at the main entrance on the south side in the circle drive by the playground.  
**Willow Recreation Center** drop off and pick up will be at the main entrance.  
**ELC and some camp programs** will drop off and pick up at different entrances designated for those programs.
- All programs will be limited to parents/guardians and one other person to drop-off and pick-up program participants.

## Facility Space & Cleaning

- All programs will be assigned to a designated space(s) each day to mitigate any interaction with other groups and sharing of spaces. Any spaces that are shared throughout the day will be disinfected in-between each group using that area.
- During program room changes, HEParks staff deep clean and use sanitizing foggers to disinfect rooms and high touch surfaces.
- All communal water fountains in the facility are closed and not available. Please bring your own labeled water bottle when attending a program.
- All toys, equipment and materials that are shared or used throughout the day will be sanitized daily.
- Hand sanitizing stations are located throughout the facilities.

### Public Restroom

- Patrons/participants should use hand sanitizer prior to entering any restroom facility.
- All patrons/participants must thoroughly wash hands for at least 20 seconds prior to exiting restrooms.
- Restrooms are disinfected regularly throughout the day.

## Group Sizes & Staffing

- All in-person programs will consist of no more than 50 participants. Camp groups will be limited to 10 participants per group with a max of 50 participants.
- Groups will remain with the same group throughout the instruction/rental. Groups may not mix/switch participants.
- Subs will also be designated to specific groups to decrease any cross interaction between programs.

## FAQ

- **Will you take patron's temperature before the start of the program each day?**  
No, but we do ask if your child or any family members show illness symptoms that you please stay home.
- **How will we be cleaning toys and materials?**  
All toys and materials will be fully sanitized before they are shared with the next participant by a bleach/water solution or our high-temp sanitizing dishwasher.
- **Will programs be going outside?**  
Weather permitting, yes, we will be going outside with programs that are able to do so.
- **Are staff required to always wear face coverings/gloves around program participants?**  
All staff are required to wear face coverings at all times. If they must have close contact with a participant or provide first aid, they will be required to wear gloves as well.
- **How will pick-ups and drop-offs work for programs?**  
We will be using a carline with staff at curbside to meet program participants and sign each child in and out of the program.
- **Will I be placed in programs with siblings?**  
We will do our best to place siblings together when it is applicable. Some of our programming is age based, in that case, if siblings differ in those ages, they will not be placed together.
- **Does each program have specific guidelines as well?**  
Yes, each of our programs will have guidelines that are specific to that program that must be followed upon participation. Those will be provided prior to the start of the program.

For more information please visit  
[HEParks.org/covid-19](https://heparks.org/covid-19)

