



COVID-19

Operational Plan

Dr. Carson & Marion Murray
Community Centre

This document is meant for any person or group intending to use or rent any portion of the facility.

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SECTION ONE: General Information

Introduction

Throughout the COVID-19 pandemic, the health and safety of our staff and the residents of the Municipality of the County of Cumberland has been our number one priority. As provincial guidelines and advice from public health change, so will our directions. Please note that this is a dynamic plan and will be examined and adjusted regularly.

This document is an operational plan specifically for the Dr. Carson & Marion Murray Community Centre and it will be implemented in a phased approach. Implementing a phased approach to the re-opening of the facility, can help mitigate and reduce the risk of COVID-19 and ensure we are providing a safe and enjoyable atmosphere for all patrons and employees.

Physical Distancing & Signage

Throughout the facility, patrons will see bright visual floor markings (2meters / 6 feet apart) to encourage physical distancing and directional arrows to identify the flow of traffic. Doors in the facility will be marked to identify points of entry and exit.

Plexiglass barriers have been installed at the Springhill Service Centre and the Community Centre Service Windows to protect employees and customers where physical distancing may be difficult.

We ask patrons to respect and follow floor markers when making payments, waiting for an appointment, or proceeding to your activity.

Hygiene

Our goal is to protect against the spread of COVID-19 by promoting and enabling frequent and proper handwashing, as well as respiratory etiquette for patrons and employees.

The following hygiene practices will be put in place for the Dr. Carson & Marion Murray Community Centre.

- Repeated signage will be placed around the facility encouraging proper hand and respiratory hygiene.
- Each patron entering the facility will be encouraged to use hand sanitizer that is placed throughout the building.
- Washrooms in the lobby will be accessible, with a capacity of 2 users at a time.

SECTION ONE: General Information

Mandatory Masks

On July 24th, the Government of Nova Scotia announced that masks are mandatory in most public places starting July 31st, 2020. The Municipality will require all patrons to wear a non- medical mask upon entering the Dr. Carson & Marion Murray Community Centre until exiting the facility following.

There are exceptions to wearing a mask in the facility. Masks do not have to be worn while participating in sport or physical activities. Once patrons are finished their activity, they must put their mask back on. Children under two and children age two to four when their caregiver cannot get them to wear a mask are exempt. People with valid medical reasons for not wearing a mask are exempt.

If patrons arrive at the facility during office hours (8:30am-4:30pm), without a mask one will be provided by the Administrative Assistant at the front counter. If patrons arrive at the facility after office hours, maintenance staff will provide one. If patrons refuse to wear a mask, they will be asked to leave the facility immediately. If the situation escalates the RCMP will be called.

Response to Increased Restriction in the Atlantic Provinces

If the Government and Public Health Departments of New Brunswick, Prince Edward Island, or Nova Scotia, implement increased measures in Zones, and recommend against non-essential travel outside that Zone, the Municipality will request that residents from the effected Zones do not enter the Dr. Carson & Marion Murray Community Centre.

SECTION ONE: General Information

Hours of Operation

Hours of operation for the Dr. Carson & Marion Murray Community Centre will be continually adjusted to ensure we are providing a safe environment for all users and to reduce the risk of COVID-19. Hours of operation for the CIBC Room and Walking Track are to be announced. Users will be notified of changes via municipal website, social media, and on our monthly events calendar. Booking times may vary to ensure maintenance staff have the proper amount of time to clean and disinfect spaces before and after each use.

Community Centre Service Window: Facility Bookings and Other Community Centre Inquires

- Monday – Friday 8:30am-4:30pm
- Located in the Main Lobby of the Community Centre

Service Centre Window: Tax and Water Payment

- Tuesday and Thursday 10:00am-12:00pm & 1:00pm-3:00pm
- Located near the CIBC Room

Richard Calder Arena – Field House

- Monday – Sunday 8:30am-9:00pm
- Updates will be available on our municipal website and social media pages.

Ross Anderson PharmaChoice Teen Centre

- Monday, Wednesday, Thursday, and Friday 4:30pm-9:00pm

SECTION ONE: General Information

Booking Process

We will be implementing contact tracing for all patrons entering the facility. Users will be required to do the following:

Organised Sport and Recreation Groups

Includes but is not limited to: Adult Ball Hockey Groups, Pickleball, Yoga, Aerobics, Fitness Classes, and Recreational Sport.

1. Must submit a “Return to Play” plan and/or, a “COVID-19 Operational Plan” to the Administrative Assistant via email mherrett@cumberlandcounty.ns.ca prior to booking.
2. Pre book their time.
3. Provide a participant list.
 - We ask groups to designate one individual to complete the check-in process and provide a participant list for the entire group.
 - After office hours, user groups must put their participant list in the lobby drop box following each ice time.

All Other User Groups

Includes but is not limited to: Conferences, Meetings, Small Events and Weddings

1. Pre-book their time.
2. Provide a participant list to the Administrative Assistant via email mherrett@cumberlandcounty.ns.ca or use the locked drop box in the lobby.
 - We ask groups to designate one individual to complete the check-in process and provide a participant list for the entire group.
 - After office hours, user groups must put their participant list in the lobby drop box.

All patrons are encouraged to bring any materials/ equipment while in the facility and remove them once they leave. Should you require any additional materials (projector, laptop etc.), please inform staff of the request during the booking process. Loitering in common areas/lobby is prohibited before and after rentals. Users will be allotted 15 minutes to exit the facility following the booking.

All user groups are encouraged to review the Dr. Carson & Marion Murray Community Centre COVID-19 Operational Plan, which can be found on the municipal website, prior to arrival. The Operational Plan outlines proper COVID-19 requirements and procedures to ensure groups are aware of pertinent facility operations and booking information.

SECTION ONE: General Information

Room Capacity and Set Up Options

Room capacity and set up options for bookings will vary depending on what phase we are currently in and on direction from the Province of Nova Scotia. Upon booking, user groups will be provided with room capacity numbers and setup options.

Catering / Kitchen Access

We will not be offering in house catering service throughout the phased approach. If user groups would like catering, we can provide a list of local business that offer such services. External catering services will be required to submit a COVID-19 plan prior to offering their services to user groups in the facility. All plans can be submitted to the Administrative Assistant via email mherrett@cumberlandcounty.ns.ca.

Bar

The bar will remain closed until further notice.

SECTION ONE: General Information

Cleaning and Disinfecting Practices

Strict cleaning and disinfecting practices will be implemented to ensure we are providing a safe environment for patrons and employees. Maintenance staff at the facility will be implementing a rigorous cleaning and disinfecting protocol in addition to existing procedures.

Please note: The Community Centre will be sprayed and disinfected each evening after operating hours.

COMMUNITY CENTRE				
ACTION	FREQUENCY	PRODUCT USED	METHOD	STAFF RESPONSIBLE
Doors Handles Entire Door	4 x per day Daily	Neutral Disinfectant Cleaner: Ecolab Diluted bleach AIRx44 + AIR75	Spray & wipe	Maintenance
Floors	End of day & as needed		Mop	Maintenance
Chairs Tops & Arm Rests	After each meeting or program use		Spray & wipe	Maintenance
Tables	After each use		Spray & wipe	Maintenance
Washrooms Clean and disinfect	Every 2 hours		Mop, Spray, & wipe	Maintenance
Garbage Cans Emptied & Disinfected	Daily & as needed		Spray & wipe	Maintenance
Water Fountain Bottle fill only	4 x per day		Spray and wipe	Maintenance
Handrail in Lobby Stairwell	4 x per day		Spray & wipe	Maintenance
Elevator	4 x per day		Spray & wipe	Maintenance
Counter Tops	4 x per day		Spray & wipe	Maintenance
RICHARD CALDER ARENA				
Dressing Rooms	After each rental	Neutral Disinfectant Cleaner: Ecolab Diluted bleach AIRx44 + AIR75	Electrostatic Sprayer	Maintenance
Dressing Room Bathrooms	After each rental		Electrostatic Sprayer	Maintenance
Arena Seats & Player Benches	After each rental		Electrostatic Sprayer	Maintenance
Handrails in arena	After each rental		Electrostatic Sprayer	Maintenance

SECTION TWO: Facility Re-Open Phases

The following is a phased approach for re-opening the Dr. Carson & Marion Murry Community Centre. All three re-open phases will be based on the Province of Nova Scotia's COVID-19 guidelines to re-opening. Applying a phased approach will ensure the Municipality is providing a safe environment with high quality service to all patrons and employees. Patron and employees will need time to adjust to the additional procedures that will be required upon reopening the facility.

All rooms will be adjusted to accommodate physical distancing and to encourage proper hygiene practices. All sport groups will be required to submit a "Return to Play" plan and/or a "COVID-19 Operational Plan" to the Administrative Assistant, mherrett@cumberlandcounty.ns.ca, prior to their booking. Hours of operation, procedures, and services are subject to change.

PHASE 1 RE-OPEN Early September

SERVICES BEING OFFERED

Springhill Service Centre Window

- **Open**
- Lobby Capacity (4)

Community Centre Service Window

- **Open**
- Lobby Capacity (4)

Richard Calder Arena

- **Open**

Ross Anderson

PharmaChoice Teen Centre

- **Open**
- Room Capacity (10)

CIBC Room (pickleball, fitness classes, and small events)

- **Open**
- Room Capacity (25)
- Must pre-book, provide participant list and sign in at the Community Centre desk prior to attending activity.
- Booking times will vary depending on availability and cleaning/disinfecting procedures.

Walking Track (Tuesday, Thursday, & Friday)

- **Open**
- Track Capacity (5)
- Masks are required at all times.
- Hours of operation: 10:00am – 11:00am
2:00pm-3:00pm
- Must pre-register and sign in upon entering the facility. Users will only be approved to register once a day.
- Track will be one directional.
- May only pass on the track near the entrance.

SECTION TWO: Facility Re-Open Phases

Phase 2 will include an increase in walking track hour and the addition of Adult Skate and Parent and Tot Skate times. Hours of operation, procedures, and services are subject to change.

PHASE 2 RE-OPEN

January 12

SERVICES BEING OFFERED

Springhill Service Centre Window

- Lobby Capacity (4)

Community Centre Service Window

- Lobby Capacity (4)

Richard Calder Arena

- Arena Capacity (50)
- Spectators (200- with approved plan)

Ross Anderson PharmaChoice Teen Centre

- Room Capacity (10)

CIBC Room

(Pickleball, yoga, aerobics, and small events)

- Room Capacity:
 - Tables and Chairs: 25
 - Chairs : 50
- Must pre-book, provide participant list.
- Booking times will vary depending on availability and cleaning/disinfecting procedures.

Walking Track Hours of Operation:

- Monday- Friday
 - 10:00am-11:00am
 - 12:00pm-1:00pm
 - 2:00pm-3:00pm
- Track Capacity 5
- Masks are required at all times.
- Must pre-register and sign in upon entering the facility.
- Track will be one directional.
- May only pass on the track near the entrance.

Adult Skate and Parent & Tot Skate (Pre - registration required)

- Adult Skate (Capacity 10)
 - Mon: 12:45pm-1:45pm
 - Tue: 11:00am-12:00pm
 - Wed: 12:30pm-1:30pm
 - Thur: 11:00am-12:00pm
 - Fri: 12:45pm-1:45pm
- Parent & Tot Skate (Capacity 10)
 - Monday-Friday
 - 2:00pm-3:00pm

Canteen, Bar, & Catering Service

- Will remained closed

SECTION TWO: Facility Re-Open Phases

Phase 3 of re-opening will include the addition of Public Skating, an increase in capacity numbers for specific services, booking opportunities, and allowing spectators during organized sport run by a business or organization, with an approved plan. Bar, Canteen and Catering services will not be available at this time.

PHASE 3- RE-OPEN

February 17

SERVICES BEING OFFERED

Springhill Service Centre

- Lobby Capacity (4)

Community Centre Lobby Window

- Lobby Capacity (4)

Richard Calder Arena

- Ice Surface Capacity
- Organized sport (60)
- Spectators (100), with an approved plan

CIBC Room

(Recreational Sport, small events, meetings, and conferences)

- Room Capacity:
 - With Social Distancing
- Tables (25)
- Chairs (50)

Ross Anderson PharmaChoice Teen Centre

- Room Capacity (15)
- Monday, Wednesday, Friday
 - 4:30pm-8:30pm

Walking Track

- Track Capacity (10)
- Monday- Friday
 - 10:00am-11:00am
 - 12:00pm-1:00pm
 - 2:00pm-3:00pm
- Mon, Wed, Fri
 - 6:30pm-7:30pm
- Masks are always required.
- Must pre-register and sign in upon entering the facility.
- Track will be one directional.
- May only pass on the track near the entrance.

Adult Skate, Parent and Tot Skate, and Public Skating

- Adult Skate (Capacity 25)
 - Mon: 12:45pm-1:45pm
 - Tue: 11:00am-12:00pm
 - Wed: 12:30pm-1:30pm
 - Thur: 11:00am-12:00pm
 - Fri: 12:45pm-1:45pm
- Parent & Tot Skate (Capacity 25)
 - Monday-Friday
 - 2:00pm-3:00pm
- Public Skating (25)
 - Sun: 3:00pm-4:00pm

SECTION TWO: Facility Re-Open Phases

On April 26th, the Government of Nova Scotia announced additional restrictions that have impacted Phase 4 of the re-open plan for the Dr. Carson & Marion Murray Community Centre.

Gathering limits for recreational activities, events, meetings, and trainings have been reduced until further notice. Bar, Canteen and Catering services will not be available at this time.

PHASE 4- RE-OPEN

****Modified on: April 27****

SERVICES BEING OFFERED

Springhill Service Centre

- Lobby Capacity (4)

Arena Field House (ice out)

- Free of charge
- Playing surfaces will be identified by letters A-D, located on the arena glass.
- Recreational sport (10) on each playing surface.
- Batting Cage (2)
 - Users must bring their own equipment.
- Must pre book and provide a participant list.

Arena Field House (organized events)

- Currently not available

Baseball/Softball Fields

- Capacity (25)
 - Practices and trainings only

CIBC Room

(Recreational sport, meetings, and trainings)

- Room Capacity:
 - Recreational Sport (10)
 - Meetings and Trainings (25)

Community Centre Lobby Window

- Lobby Capacity (4)

Walking Track

- Free of charge
- Track Capacity (10)
- Monday- Friday
 - 8:30am-4:30pm
 - No pre-registration
 - Must sign in upon arrival and departure.
- Evenings: Mon, Wed, Fri
 - 6:00pm-7:00pm
 - 7:30pm-8:30pm
 - Registration is required.
- Masks are always required.

Hospitality Room

- Room Capacity (6)

Ross Anderson PharmaChoice Teen Centre

- Room Capacity (10)
- Monday, Wednesday, Thursday, and Friday
 - 4:30pm-9:00pm

SECTION THREE: Ross Anderson PharmaChoice Teen Centre

The Municipality is committed to creating a safe, healthy, and fun environment for all youth. Necessary adjustments in the Teen Centre have been made to help reduce and limit the risk of exposure to COVID-19. The procedures for re-opening the Teen Centre will be dynamic and adjusted as directed by the Province of Nova Scotia. The following procedures will be put in place for the reopening of the Teen Centre. This plan applies to all youth, staff, parents/guardians, and volunteers.

Hours of Operation

To ensure we are meeting the directives and additional precautionary measures set out by the Nova Scotia Government, we will be operating at reduced hours to achieve these measures and allow for proper cleaning and disinfecting.

- Monday, Wednesday, Thursday, and Friday
 - 4:30pm-9:00pm

Room Capacity

The Teen Centre capacity is 10 users (includes youth and employees) at any given time. Youth are encouraged to come with a consistent group.

Signage & Hygiene

Education and increasing awareness are essential to supporting all users of the Teen Centre. It is our goal to educate youth on proper hygiene practices to avoid the risk of exposure to COVID-19.

Additional signage and hand sanitizer will be placed throughout the Teen Centre to ensure physical distancing and hygiene practices are in place. Teen Centre Coordinators will go through the proper hygiene process with each youth as they enter the facility.

Mandatory Masks

All youth and staff will be required to wear a mask at all times while in the facility. If a youth does not have access to a mask, they will be provided.

Physical Distancing

While in the Teen Centre, youth will be encouraged to practice physical distancing and keep more than 2 meters (6 feet) apart from others.

Food Pantry

Food security is an essential and critical service provided to our youth. The food pantry will continue to operate.

SECTION THREE: Ross Anderson PharmaChoice Teen Centre

Materials and Activities in the Teen Centre

Youth will be asked to request use of materials and games prior to each use. After each use, materials and games will be sanitized.

Signing in and out of the Teen Centre

The Municipality of the County of Cumberland is dedicated to providing a safe and secure environment all children and youth. That is why we have chosen **KidCheck** as our youth check-in solution. This will ensure we are providing youth and guardians with the best check-in experience when arriving to the Teen Centre. All youth will be required to check-in and out of the Teen Centre using KidCheck. To learn more about KidCheck visit <https://go.kidcheck.com>.

It is required that all youth create a KidCheck account. Teen Centre Coordinators will be here to support youth in creating a KidCheck account

Youth will be able to set up their own accounts with the Teen Centre Coordinators. Upon setting up a **KidCheck** account, each youth will be assigned a barcoded ID card that will be used to sign- in and out of the Teen Centre. Guardians are encouraged to set up their child's account should they choose to do so.

What is KidCheck?

KidCheck is a free, secure youth & child check-in system that will allow us to control room capacity, ensure we are providing a safe environment, and increase communication with youth and guardians.

Secure Information

- Only designated staff will have access to your child's information.
- KidCheck uses the same secure data technology as banks to keep your information safe.
- KidCheck never asks for personal identification such as Social Insurance Numbers, credit cards, or banking information, and we never sell the information we do gather.

Convenient

- Will allow for a touchless check-in experience.
- KidCheck is web-based, so you can create an access your account from anywhere.

SECTION FOUR: Arena Field House

As provincial guidelines and advice from public health change, so will our directions. Please note that the procedures below are dynamic and will be examined and adjusted regularly.

Mandatory Masks

On July 24th, the Government of Nova Scotia announced that masks are mandatory in most public places starting July 31st, 2020. The Municipality will require all patrons to wear a non- medical mask upon entering the Dr. Carson & Marion Murray Community Centre until exiting the facility following.

There are exceptions to wearing a mask in the facility. Masks do not have to be worn while participating in sport or physical activities. Once patrons are finished their activity, they must put their mask back on. Children under two and children age two to four when their caregiver cannot get them to wear a mask are exempt. People with valid medical reasons for not wearing a mask are exempt.

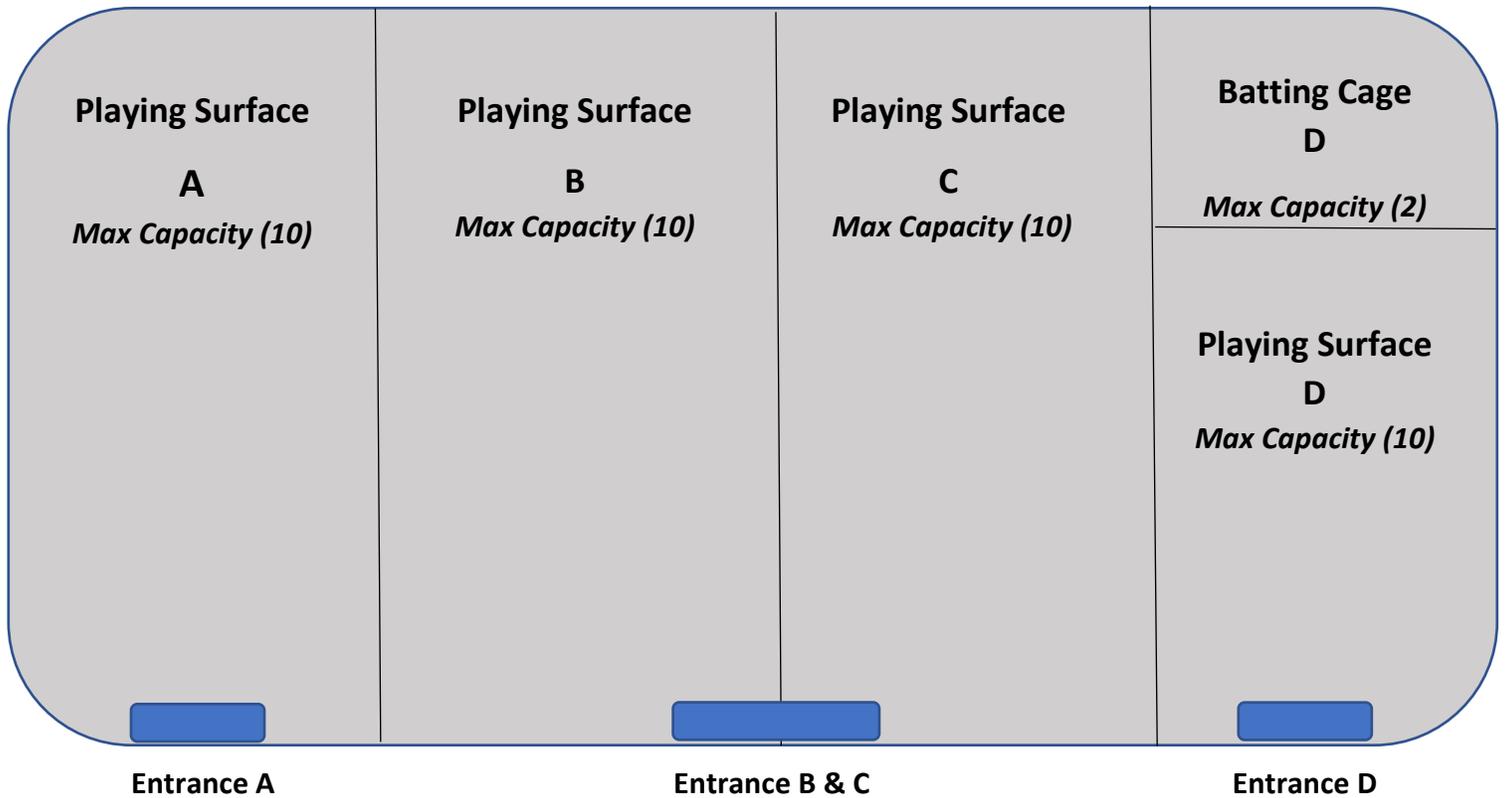
The following procedures will be put in place for the Arena Field House.

- All users and groups will be asked to provide a participant list to the Administrative Assistant upon arrival to the facility during office hours, 8:30am-4:30pm
 - User must submit their participant list after office hours in the locked drop box located in the lobby.
- Additional procedures can be found on pages 14 and 15.

SECTION FOUR: Arena Field House

Arena Field House- Layout

The Arena Field House will be divided into four (4) playing surfaces. Playing surfaces will be identified by letters A-D, located on the glass. Each playing surface will have its own entrance. Participants will have access to the seating area in the stands, this will be sectioned off, to finish putting gear on and for rest breaks. Masks are required until users step onto the playing surface.



SECTION FOUR: Arena Field House

Facility and Environment

- Doors will be marked to identify points of entry and exit.
- All users will have 15 minutes before and after each booking to prepare for their activity and exit the building following their activity.
- Upon entering the facility, users will see bright visual floor markers, signs, and directional arrows to direct the flow of traffic, encourage proper hygiene practices, and facility rules/procedures.
- Maintenance staff will be implementing a rigorous cleaning and disinfecting program to ensure we are providing a safe environment and reduce the risk of COVID-19.
- The main lobby of the Community Centre will be used as a point of entry.
 - User groups must exit the facility using the Arena side doors.
- Participants must come to the facility dressed in most of their equipment and ready for their activity.
- Users are asked to leave the facility immediately following their activity.
- Participants are strongly encouraged to fill water bottles prior to entering the facility.
- Users are not permitted to bring outside food into the facility.
- Users should encourage their participants to bring their own hand sanitizers.
- Dressing Rooms will not be available for use.
- Bathrooms will be available in the lobby.
- Loitering in the lobby will not be permitted.

Screening

- Upon entering the facility users will not be screened for COVID-19 by municipal staff.

Booking & Contact Tracing

- Users are required to prebook their activity during office hours, 8:30am-4:30pm.
 - Upon booking, users will be informed of what playing surface they will be assigned to.
 - If bookings are for youth under the age of 18 the guardian must request the booking.
 - Youth 15 and under must be supervised at all times.
- All users and groups will be asked to provide a participant list to the Administrative Assistant upon arrival to the facility during office hours, 8:30am-4:30pm
 - After office hours, in the evening and on weekends, users must submit their participant list in the locked drop box located in the lobby.
- Users interesting in booking the batting cage must pre book their time and bring their own equipment.
 - Maximum time per booking is 1 hour.

SECTION FIVE: Resources

Government of Nova Scotia

<https://novascotia.ca/coronavirus/>

Government of Nova Scotia- Guidelines for Venues & Facilities

[Developing-COVID-19-Facility-Plan.pdf \(novascotia.ca\)](#)

KidCheck

<https://www.kidcheck.com/>

Recreation Nova Scotia

<https://www.recreationns.ns.ca/covid-19-information.html>