



Pirates Hollow Community Waterpark Re-Opening Plan

June – August 2021

At Pirate's Hollow Waterpark we take pride in ensuring our guests, and our employees, are as safe as possible while spending time at our facility. Safety has always been, and continues to be, our top priority here at Pirate's Hollow. Due to the on-going Covid-19 pandemic, we will be instituting a few policy and procedural changes at our facility for the 2021 season. These changes will help us maintain a safe environment for the community, and we appreciate the patience and understanding of our guests as we navigate these changes together.

The plan that is being presented has been created through extensive research from the CDC, WEDC, DHS, and ARC aquatic industry leaders; and follows CDC, and local health guidelines. This is based on the most up to date guidelines, recommendations, and standards for the aquatic industry.

To minimize the risk of transmission of Covid-19 in our facility we ask for the strict adherence to these policies by our staff and ask for the understand and cooperation of our guests. **It should be noted that in any public area where people are present provides an inherent risk of Covid-19 exposure. We cannot guarantee that you will not be exposed during your visit.**

Pirate's Hollow Waterpark COVID-19 Safety Plan

- Requires all employees to wear a CDC approved face covering
- Recommends the use of face coverings for guests and requires them when passing through indoor spaces and upon entering the facility
- Encourages frequent handwashing and/or hand sanitation
- Utilizes a comprehensive cleaning routine using chemicals proven to be effective in eliminating the Covid-19 virus
- Limits capacity and establishes procedures that allow for appropriate levels of social distancing

Guest Guidelines and communication

All guidelines will be communicated to guest prior to their visit to Pirate's Hollow via the Port Washington Recreation Website. Signage will be posted throughout the facility with clear and concise instructions for guests.

Staff reserves the right to ask a guest to leave if not following guidelines and rules set forth by this guide. Refunds will not be provided if guests are asked to leave the facility.

If any of the following apply to you, it is recommended that you not visit our facility at this time:

- You are experiencing any symptoms of COVID-19 which include but are not limited to
 - Dry cough
 - Fever or chills
 - Difficulty breathing
 - Diarrhea
 - Loss of taste or smell
 - Muscle or body aches
 - Nausea or vomiting
 - Fatigue
 - Headache
 - Sore throat
 - Congestion or runny nose
- You have any of the following conditions or other risk factors identified by the CDC and have not yet been vaccinated
 - 65 years or older
 - Live in a nursing home or long-term care facility
 - Have chronic lung, kidney, or liver disease
 - Moderate to severe asthma
 - Compromised immune system
 - Severe obesity
 - Diabetes

Hand Sanitizing and Hygiene Guidelines

Guests should practice frequent handwashing and/or sanitizing by using the restroom facilities or utilizing the hand sanitizing stations located throughout the water park. Proper handwashing guidelines will be posted in all restrooms.

Proper Handwashing

1. Wet hands with clean running water.

2. Lather hands by rubbing them together with soap. Be sure to get the backs of your hands, between your fingers, and under your nails
3. Scrub hands for at least 20 seconds (sing "Happy Birthday" twice)
4. Rinse your hands under clean running water.
5. Dry hands with a clean towel or air dry them

Face Coverings

All pool patrons will be required to wear face coverings when they are waiting in line to enter the facility and when they are in the buildings. All Pirate's Hollow staff will be required to wear face coverings while in the buildings. Lifeguards who are actively lifeguarding will not be required to wear a face covering unless they need to communicate with a pool patron at a closer distance (i.e. provide first aid care). Guests are encouraged to wear face coverings when interacting with our staff. Face coverings should not be worn in the water.

Physical Distancing

Guests should be cognizant of the physical distance between their party and other parties using the facility at the same time. A minimum of 6 feet of space should be maintained between parties at all times. Physical distancing is recommended to be followed in all areas of the facility, including pool deck, lounge areas, concessions, bath house, and the pool itself. Capacity limits will be put into effect to ensure distancing regulations can be maintained. Guests will be encouraged to come to the pool "swim ready" to ensure lower capacities in the bath house and locker rooms areas.

Enhanced Cleaning and Disinfecting

All commonly used surfaces and regular touch points will be frequently sanitized throughout the day. This includes but is not limited to:

- Door handles
- Counter tops
- Bathrooms
- Sinks and shower handles
- Tables and chairs
- Rails for stairs and ladders

Concessions

In addition to the ServSafe procedures already in place our concessions staff will also be following health department guidelines that are in place for the rest of our facility.

- Staff will practice social distancing of 6 ft whenever possible

- Only one staff will handle cash transactions
- There will be an elevated emphasis on hand washing
- Additional cleaning and sanitizing measures will be in place

Open Swim

We encourage all guests to arrive at the pool “swim ready”. Changing areas, restrooms, and showers will be available with limited capacities in these indoor spaces. We encourage guests to use the facilities in a timely fashion and no congregating will be allowed.

- Guests will be allowed to enter on a first-come/first-serve basis in accordance to our modified capacity. Admissions staff will keep track of attendance, monitoring who enters and exits the facility.
- Practice social distancing of 6 ft between other parties and households
- Face coverings are required inside all buildings and upon entrance to the facility. We encourage guest to wear a mask when interacting and communicating with our staff team.
- Lounge chairs will be spread out and disinfected on a regular basis
- There will be an elevated emphasis on hand washing

Swimming Lessons & Swim Team

We encourage all participants to arrive at the pool “swim ready”. Changing areas, restrooms, and showers will be available with limited capacities in these indoor spaces. We encourage guests to use the facilities in a timely fashion and no congregating will be allowed.

- Participants will be distance as much as possible within their lesson
- Instructors will be instructing in the water with face shields to be worn
- All spectators are encouraged to social distance on deck while waiting for the lesson to be completed.
- Parents/Guardians are encouraged to wear masks when interacting and communicating with staff, coaches, or instructors
- Lounge chairs will be spread out and disinfected on a regular basis
- There will be an elevated emphasis on hand washing

Staff Protocols

- All staff will be provided training to better understand the policies and procedures
- Administrative policies and controls, safe workplace practices, and PPE will be used to protect staff and patrons.
- All staff will be provided with necessary PPE (gloves, masks, and protective barriers)
- Staff will be trained in the following
 - Handling unsafe conditions and emergency situations

- Preventative measures
- Personal protection
- When to stay home
- Symptoms to watch for
- What to do if they are unwell
- Effective hand-hygiene
- How to properly use, clean, and dispose of PPE
- How to effectively clean, sanitize, and disinfect
- All physical distance guidelines
- Daily staff screenings that will include a symptom related questionnaires
- Staff will be instructed to stay home if they are not feeling well
- Use of online scheduling and paperless communication
- Physical distancing in high traffic areas
- Barriers between staff and public to minimize possible transmission

Personal Protective Equipment

Team members will use PPE following guidelines provided by the CDC, Red Cross, and all local Health Department guidelines based on job requirements and safety. Staff will be trained in the proper use, sanitization, and disposal of all PPE for their job description.

This includes but is not limited to:

- Disposable gloves
- Face shields
- Masks/face coverings
- Bag-valve masks/CPR masks
- Protective eye wear

Resources

The following resources have been consulted in creating this plan and will continue to be consulted as conditions continue to change during this time.

Centers for Disease Control and Prevention

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.cdc.gov/coronavirus/2019-ncov/community/parks-rec/aquatic-venues.html>

American Red Cross Training Services – Care during Covid-19

<https://www.redcross.org/take-a-class/coronavirus-information/first-aid-cpr-aed-care-during-covid19#:~:text=Per%20CDC%20guidance%20facemasks%20are,should%20be%20worn%2C%20if%20available.>

Occupational Safety and Health Administration (OSHA)

<https://www.osha.gov/coronavirus>

Wisconsin Guidance on Preparing Workplaces for COVID-19: Entertainment and Amusement (pg 5)

https://wedc.org/wp-content/uploads/2020/05/WEDC_COVID-19-Entertainment-and-Amusement-Service-Guidelines.pdf

Washington Ozaukee Public Health Department

<http://www.washozwi.gov/Services/Communicable-Disease/COVID-19-Industry-Guidance>