

## 2020 Siouxnami Waterpark Operations Policies and Procedures

With safety and health concerns surrounding the COVID-19 pandemic, City of Sioux Center Officials and the All Seasons Center Management team, in consultation with Iowa Department of Public Health, and the CDC considerations, have developed these policies and procedures to help us provide a safe and fun swim environment in and around the water.

### All Seasons Center Policy Summary

#### Staff Policies:

- Employees will be required to have a no-touch temperature taken when they arrive at work. If temperature is above 100 degrees the staff member will be sent home until they are fever free for 24 hours.
- Employees who appear to have symptoms (i.e., fever, cough, or shortness of breath) upon arrival at work or who become sick during the day should immediately be separated from other employees, customers, and visitors and sent home.
- Lifeguards will not be required to wear a mask, but masks will be available and can be worn if they would like.
- Lifeguards will keep their rescue tube with them for the day, and they will be disinfected each evening.
- Each staff member will have their own hip pack with PPE, including hand sanitizer, gloves and a breathing barrier.
- Concession Stand Attendants will be required to wear a mask. They will be required to wear gloves while handling any food.
- The Front Desk attendant will have a sneeze barrier in place.
- If an employee is confirmed to have COVID-19 infection, the All Seasons Center will inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). The All Seasons Center will instruct fellow employees about how to proceed based on the CDC Public Health Recommendations for Community-Related Exposure.

#### Customer Policies:

- The first hour of the day (12-1pm) Monday-Friday will be limited to Members only, and the option to bring a guest.
- We ask if you are feeling sick or experiencing any symptoms such as coughing or shortness of breath you do not visit the waterpark.
- All visitors are encouraged to follow the 6ft social distancing guidelines at all times.
- Life jackets, inner tubes and deck chairs will be cleaned and sanitized at the end of each day. If you would like any of the above disinfected before use, we have dedicated disinfecting staff that will happily disinfect the equipment.
- Deck chairs will be sectioned in groups of 2 or 3 and spaced 6 feet apart and must maintain spacing.
- Visitors are allowed to bring their own lounge chairs to use.
- We encourage youth guests to bring beach towels or beach pads for use on the deck and grass areas throughout the waterpark.



- Bathrooms, Locker rooms, Door handles, Hand-Rails, concessions area and High touch areas will be cleaned and disinfected at least hourly throughout the day by dedicated disinfecting staff.
- Disinfectant spray and paper towels will be available for use from the concession stand.
- Hand sanitizer will be available at the front desk, concession stand and near the outside bathrooms.
- All concessions will be single use items. Refillable Souvenir Cups will not be allowed to be passed into the concession stand to be filled again. Staff will fill a disposable cup to give to the customer at the discounted rate and the guests can pour and fill their souvenir cups.
- Anyone who is sick or refuses to follow the guidelines put in place will be required to leave the facility.

**Slide Tower Guidelines:**

- Customers will maintain all 6 foot social distancing rules while waiting in line by staying 3 steps away from the next person
- Customers will participate 1 slider at a time, or (2) family members on double tube together.
- Do Not Swap inner tubes while in line

**Zipline and High dive tower guidelines:**

- Customers will maintain all 6ft social distancing rules while waiting in line.
- The line for the zipline and high dive will begin on the ground, the next person in line may use the steps when the patron in front of them uses the feature.

**Lazy River Guidelines:**

- Customers will maintain all 6 foot social distancing rules while participating
- A limit of 60 inner tubes/participants at a time in the lazy river. Once full, customers must wait until someone leaves, to use the lazy river.

**It is the personal responsibility of each guest to follow the guidelines set in place as you swim at your own risk. If you are sick or have a health condition that puts you or the public at risk, please stay home.**

We ask for understanding during this season. Please be respectful of our staff members, they are following guidelines we have put in place. If you have suggestions, concerns, questions about general operations or complaints; please seek the supervisor (wearing a blue shirt/suit) or management.

All policies will be re-evaluated July 1, and could change at anytime.

If you have any questions or need additional information please call:

712-722-4386

Ext. 3 Dave Ruter

Ext. 6 Jill Miller

Ext. 5 Tanya Vande Griend

Sincerely,

All Seasons Center Management

