



# **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.

# TABLE OF CONTENTS

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## **SECTION ONE: General Information**

Introduction .....	1
Physical Distancing & Signage.....	1
Hygiene .....	1
Mandatory Masks .....	2
Hours of Operation .....	2
Cleaning & Disinfecting Procedures.....	3

## **SECTION TWO: Facility Reopen Phases**

Phase 1 Reopen.....	4
Phase 2 Reopen.....	5
Phase 3 Reopen.....	6
Phase 4 Reopen.....	7
Phase 5 Reopen.....	8

## **SECTION THREE: Booking Information- *During Phase 4***

Booking Process .....	9
Room Capacity and Set Up Options.....	10
Catering/Kitchen Access .....	10
Bar .....	10

## **SECTION FOUR: Ross Anderson PharmaChoice Teen Centre- *During phase 4***

Hours of Operation .....	11
Room Capacity .....	11
Signage & Hygiene .....	11
Mandatory Masks .....	11
Physical Distancing.....	11
Food Pantry.....	11
Materials & Activities.....	12
Signing In and Out of the Centre .....	12
What is KidCheck? .....	12

## **SECTION FIVE: Arena Field House Procedures- *During Phase 4***

Mandatory Masks .....	13
Field House Layout.....	14
Field House Capacity.....	14
Facility Environment .....	15
Screening .....	15
Booking and Contact Tracing .....	15

## **SECTION SIX: Resources**

Government of Nova Scotia.....	16
Government of Nova Scotia: Guidelines for Venues and Facilities .....	16
KidCheck.....	16
Recreation Nova Scotia.....	16
Nova Scotia Reopening Plan .....	16
COVID-19 Operational Plan- Dr. Carson & Marion Murray Community Centre .....	16

## **SECTION ONE: General Information**

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### **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, it will be implemented in a phased approach. Implementing a phased approach to the reopening 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**

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### **Mandatory Masks**

On July 24, 2020, the Government of Nova Scotia announced that masks are mandatory in most public places. 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.

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 aged 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.

### **Hours of Operation During Phase 4- Updated July 16, 2021**

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. The following hours of operation are effective July 19, 2021.

#### **Service Centre Window: Tax and Water Payment**

- Monday-Friday 8:30am-12:00pm & 1:00pm-4:30pm
- Located near the CIBC Common Room

#### **Dr. Carson & Marion Murray Community Centre**

- Monday – Friday: 8:30am-9:00pm
- Saturday & Sunday: Building Closed

#### **Community Centre Service Window**

- Monday-Friday 8:30am-4:30pm

#### **Ross Anderson PharmaChoice Teen Centre**

- Tuesday, Wednesday, Thursday, and Friday
- 4:00pm-9:00pm

## 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.

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

## SECTION TWO: Facility Reopen Phases

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The following is a phased approach for reopening the Dr. Carson & Marion Murry Community Centre. All reopen phases will be based on the Province of Nova Scotia's reopening plan. Applying a phased approach will ensure the Municipality is providing a safe environment with high quality service to all patrons and employees. Please note that this is a dynamic plan and will be examined and adjusted regularly.

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](mailto:mherrett@cumberlandcounty.ns.ca), prior to their booking. Hours of operation, procedures, and services are subject to change and will be contingent upon the Province of Nova Scotia's Reopening Plan.

### PHASE 1 Reopen

June 7, 2021

#### SERVICES BEING OFFERED

##### Springhill Service Centre

- Lobby Capacity (4)
- Monday-Friday
  - 8:30am-12:00pm
  - 1:00pm-4:30pm

##### Baseball/Softball Fields

- Capacity (10)
- Organized sport
  - Practices and trainings only
  - With an approved plan
  - Without social distancing or masks

***\*\*The Dr. Carson & Marion Murry Community Centre  
will remain closed for bookings and recreation purposes\****

## SECTION TWO: Facility Reopen Phases

Phase 2 will include an increase in capacity for meetings, events, and programs. Please note that this is a dynamic plan and will be examined and adjusted regularly. Hours of operation, procedures, and services are subject to change and will be contingent upon the Province of Nova Scotia's Reopening Plan

### PHASE 2 Reopen

June 16, 2021

#### SERVICES BEING OFFERED

##### **Springhill Service Centre**

- Lobby Capacity (4)

##### **Arena Field House (Sport and Recreational Activities)**

- Free of charge
- Playing surfaces will be identified by letters A-D, located on the arena glass.
- Recreational sport (10) participants on each playing surface, without social distancing.
- Batting Cage (2)
  - Users must bring their own equipment.
- Must pre book and provide a participant list.

##### **Arena Field House (organized events)**

- Capacity (50)

##### **Baseball/Softball Fields**

- Capacity (25)
  - Practices and trainings only
  - With an approved plan
  - Without social distancing or masks

##### **CIBC Common Room**

- Room Capacity:
  - Sport & Recreation (groups of 10)
  - Meetings and Trainings (25)
  - Special Events
    - 25 with tables- 45 with chairs

##### **Community Centre Lobby Window**

- Lobby Capacity (4)

##### **Walking Track (Starting June 22)**

- Free of charge
- Track Capacity (10)
- Monday- Friday
  - 8:30am-4:30pm
  - No pre-registration
  - Must sign in upon arrival and departure.
- Evenings: Tuesday, Wednesday, Thursday, Friday
  - 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 (Starting June 22)**

- Room Capacity (15)
- Tuesday, Wednesday, Thursday, Friday
  - 4:00pm-9:00pm

## SECTION TWO: Facility Reopen Phases

Phase 3 of reopening will include an increase in capacity for meetings, events, and programs. Please note that this is a dynamic plan and will be examined and adjusted regularly. Hours of operation, procedures, and services are subject to change and will be contingent upon the Province of Nova Scotia's Reopening Plan.

### PHASE 3 Reopen June 30, 2021

#### SERVICES BEING OFFERED

##### **Springhill Service Centre**

- Lobby Capacity (4)

##### **Arena Field House (Sport and Recreational Activities)**

- Free of charge
- Playing surfaces will be identified by letters A-D, located on the arena glass.
- (25) participants on each playing surface, without social distancing.
- Batting Cage (2)
  - Users must bring their own equipment.
- Must pre book and provide a participant list.

##### **Arena Field House (organized events)**

- Capacity (100)

##### **Baseball, Softball and Soccer Fields**

- Capacity (50)
  - Practices, games and league play.

##### **CIBC Common Room**

##### **(Recreational sport, meetings, trainings, and events)**

- Room Capacity:
  - Sport & Recreation (25)
  - Meetings and Trainings (25)
  - Special Events
    - 25 with tables-45 with chairs

##### **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: Tuesday, Wednesday, Thursday, Friday
  - 6:00pm-7:00pm
  - 7:30pm-8:30pm
  - Registration is required.
- Masks are always required.

##### **Hospitality Room**

- Capacity (6)

##### **Ross Anderson PharmaChoice Teen Centre**

- Room Capacity (15)
- Tuesday, Wednesday, Thursday, Friday
  - 4:00pm-9:00pm

## SECTION TWO: Facility Reopen Phases

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Phase 4 of reopening will include the addition increase in capacity numbers for specific services, booking opportunities, and allowing spectators during organized sport and events, with an approved plan. Please note that this is a dynamic plan and will be examined and adjusted regularly. Hours of operation, procedures, and services are subject to change and will be contingent upon the Province of Nova Scotia's Reopening Plan.

### PHASE 4- Reopen July 19, 2021

#### SERVICES BEING OFFERED

##### **Arena Field House (Recreation & Sport)**

- Free of charge
- (25) participants on each playing surface, without social distancing.
- Batting Cage (2)
  - Users must bring their own equipment.
- Must pre book and provide a participant list.

##### **Arena Field House (organized events)**

- Capacity (150)
  - Organizers must have a COVID-19 Prevention Plan

##### **Baseball, Softball and Soccer Fields**

- Informal games (50)
  - without social distancing
  - tournaments are not permitted.
- Organized sport (50)
  - without social distancing
  - practices, games, and league play.
  - Tournaments are permitted if they are run by or affiliated with a provincial sport organization and follow their return to Sport Plan.

##### **Hospitality Room**

- Capacity (10)
- Small meetings, gatherings, and birthday parties.

##### **CIBC Common Room (Recreation, Meetings, Trainings, and Events)**

- Recreation (25)
- Meetings and Trainings (50)
  - Room variations will determine event capacity.
- Special Events
  - Room variations will determine event capacity.

##### **Walking Track**

- Track Capacity (20)
- Monday- Friday
  - 8:30am-4:30pm
  - No pre-registration
  - Must sign in upon arrival and departure.
- Evenings: Tuesday - Friday
  - 6:00pm-7:00pm
  - 7:30pm-8:30pm
  - Registration is required.
- Masks are always required.

##### **Ross Anderson PharmaChoice Teen Centre**

- Capacity (20)
- Tuesday - Friday
  - 4:00pm - 9:00pm

## SECTION TWO: Facility Reopen Phases

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Phase 5 of reopening will include an increase in capacity for meetings, events, programs. The bar and canteen service will be available. Please note that this is a dynamic plan and will be examined and adjusted regularly. Hours of operation, procedures, and services are subject to change and will be contingent upon the Province of Nova Scotia's Reopening Plan.

### PHASE 5- Reopen

#### SERVICES BEING OFFERED

**\*\*Return to full operation with increase capacity and reduced public health measures\*\***

## SECTION ONE: Booking Information

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### *During Phase 4*

#### **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](mailto: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*

1. Pre-book their time.
2. Provide a participant list to the Administrative Assistant via email [mherrett@cumberlandcounty.ns.ca](mailto: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 ([www.cumberlandcounty.ns.ca/dr-carson-and-marion-murray-community-centre.html](http://www.cumberlandcounty.ns.ca/dr-carson-and-marion-murray-community-centre.html)). The Operational Plan outlines proper COVID-19 requirements and procedures to ensure groups are aware of pertinent facility operations and booking information.

## **SECTION ONE: Booking Information**

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### ***During Phase 4***

#### **Room Capacity and Set Up Options**

Room capacity and set up options for bookings will vary depending on the current phase 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 at this time. 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](mailto:mherrett@cumberlandcounty.ns.ca).

#### **Bar**

We will not be offering bar service at this time.

## **SECTION THREE: Ross Anderson PharmaChoice Teen Centre**

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### ***During Phase 4***

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.

- Tuesday- Friday
  - 4:00pm-9:00pm

### **Room Capacity**

The Teen Centre capacity is 20 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 with one.

### **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

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### *During Phase 4*

#### **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 for 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 and access your account from anywhere.

## **SECTION FOUR: Arena Field House**

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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 24, 2020, the Government of Nova Scotia announced that masks are mandatory in most public places. 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.

There are exceptions to wearing a mask in the facility. Masks do not have to be worn while participating in sport or physical activities. Masks are recommend when you can't maintain a minimum physical distance of 2 meters (6 feet) from others. 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.

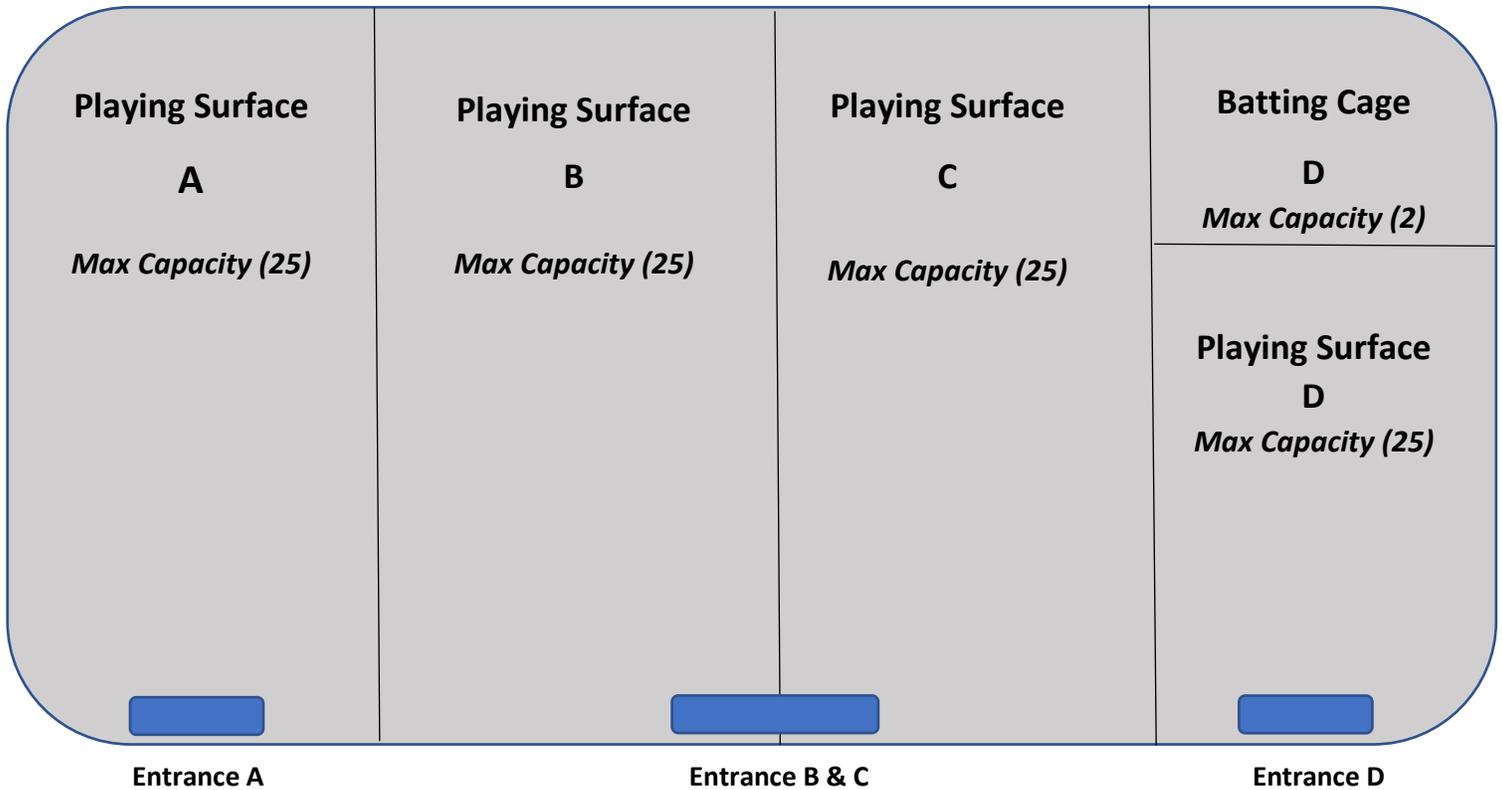
- All users and groups will be asked to provide a participant list to the Administrative Assistant upon arrival to the facility during office hours, 8:30am-4:30pm
  - User must submit their participant list after office hours in the locked drop box located in the lobby.
- Additional procedures can be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

## SECTION FIVE: Arena Field House

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### Arena Field House- Layout & Capacity

The Arena Field House can be divided into several playing surfaces. Playing surfaces will be identified by letters A-D if necessary, located on the glass. 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.



## **SECTION FIVE: Arena Field House**

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### ***During Phase 4***

#### **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 are required 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 SIX: Resources

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### **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>

### **Nova Scotia Reopening Plan**

<https://novascotia.ca/reopening-plan/phase-one/>

### **COVID-19 Operational Plan – Dr. Carson & Marion Murray Community Centre**

<https://www.cumberlandcounty.ns.ca/dr-carson-and-marion-murray-community-centre.html>