



**Subject:**

**Tarza**

**Water Park SOP -**

**Covid 19 Precautionary Measures & Response**

**General:**

- ❑ SOP outlines the general as well as area and equipment specific procedures to be implemented for the prevention of covid 19 virus from both air and surface transmission within our facility. In order to ensure guest and employee health and aid in the prevention and reduction of the spread of the covid 19 virus it is imperative that the protocols listed be understood and followed. Please ask questions and feel free to make suggestions that would help us to provide a safe healthy workplace for our team and a safe enjoyable experience for our guests. Safety is everyone's job! Lets keep each other and our visiting friends, guests, and family safe and Covid free.

**Symptoms Screening:**

- ❑ Temperature screening will be performed at admissions prior to park entry.
- ❑ Admissions staff will observe for any unusual coughing or ill looking patrons and respectfully inquire if they are well prior to park admission. If guest(s) show obvious signs of Covid, as described on signage throughout park and at the admissions gate, guest must be politely asked to return at a time when they are feeling well and explanation given that we are obligated to protect their health and that of all guests and employees in the park.

**Group Size Limiting & Traffic Control Measures:**

- ❑ Admissions will maintain clearly marked and attended separate entering and exiting corridors to aid with adherence to 6 foot social distancing between guests.
- ❑ Areas of congested pedestrian foot traffic will utilize defined and properly distanced entry and exit points where ever feasible. These include Tarzana Café food pickup counter, Information Center, tubes pickup area and any other noted areas of heavy gathering or close "two way" traffic that can be minimized.
- ❑ Employee Café will utilize rotating schedule to limit occupancy to under 6 persons

**Occupancy:**

- ❑ Space occupancies will be given utilizing an areas usable square footage divided by the space required for each individual to move without entering into another individuals social distancing area. Social distance "footage" will be that of the current Gov Guam mandate. And will be adjusted as Gov Guam updates the requirement.
  - Park

- Admissions Office
- Employee Café & Training Room
- Safety & Security Office
- Lower Restrooms
- Locker & Shower Areas
- Beach Seating
- Tarzana Seating
- Tarzana
- Facilities Office
- Halom Tano Seating
- Upper Seating Area

**Signage:**

- Instructional & Guam Department of Public Health required signage will include brief list of Covid related symptoms, social distancing requirement, hand washing and sanitizing methodology and mask wearing requirement. Signage will be provided in English, Japanese and Korean language formats. Signage will be posted at:
  - Admissions entry
  - Information Desk
  - Hand Washing Stations
  - Hand Sanitizing Stations
  - Restroom Entries
  - Shower Rooms
  - Locker Rooms
  - Beach Seating
  - Tarzana Seating
  - Employee Café & Training Room
  - Upper Seating Area
  - Halom Tano Seating Area
- Occupancy signage stating number of persons and proximity will be provided in English, Japanese and Korean language formats. Signage will be posted at:
  - Admissions entry (total guests in park)
  - Restroom Entries
  - Shower Area Entry
  - Locker Room Entry
  - Beach Seating
  - Tarzana Seating
  - Employee Café & Training Room (multi language not needed)
  - Upper Seating Area
  - Halom Tano Seating Area
  - First Aid Room
  - Security Office (multi language not needed)
  - Facilities Office (multi language not needed)
  - Admissions Office (multi language not needed)

### **Scheduling:**

- ❑ Employee lunch breaks will be scheduled in rotation so employee café occupancy stays within Government regulation and adequate staffing is “on the clock” to ensure all posts are continually manned during operational hours. Rotation will be posted in employee café on employee engagement board and by the time clock:
- ❑ Additional facilities personnel will be hired and scheduled during operational hours to meet the increased disinfecting and monitoring requirements mandated by current government covid response policy.

### **Facility Cleaning and Disinfecting:**

- ❑ Restrooms, Locker Rooms and Shower Areas will be cleaned and disinfected hourly with CDC and Guam DPHSS approved liquid and foggingdisinfectants by facilities personnel.
- ❑ Employee Café will be cleaned and disinfected after morning staff clock in & briefing, after each lunch rotation and after closing.
- ❑ Guest use lounges, chairs & tables will be cleaned and disinfected after guest is finished using as much as is possible. But at least when they are vacant and prior to park opening each morning. In addition, furnishings will be rearranged after use and prior to daily waterpark opening to meet the government mandated social distancing requirements.
- ❑ Bottles, food wrappers and other trash left on furnishings or grounds within the park will be picked up promptly and disposed of in appropriate receptacles utilizing latex gloves or immediate hand washing/hand sanitizing after handling.
- ❑ Safety & Security Office is limited to authorized personnel only. Authorized personnel are: Facility Manager, Tarza S&S Manager, Guam Plaza Security Manager and S&S Supervisor. Room will be kept closed unless authorized management team member is present and only 1 additional person may enter room with authorized person present. Office will be disinfected daily at close of day.
- ❑ Admissions and Information Center counters and guest interaction surfaces will be disinfected in between guests and no one other that assigned personnel will be in space
- ❑ First Aid Room will be kept secured and unoccupied unless injury. If tending to injury the room will be disinfected immediately after use.

### **Hand Wash & Disinfection Stations:**

- ❑ Hand washing sinks with signage will be installed at:
  - Employee café entry
  - Admissions entry
  - Tarzana Café line entrance.
- ❑ Hand Sanitizer wall hung stations with signage will be installed at:
  - Admissions Entry
  - Employee Café by time clock
  - Employee Café dining area
  - By Outside lockers
  - Womens lower restroom wall by shower entry
  - Womens lower restroom wall by restroom entry

- Mens lower restroom wall by shower entry
- Mens lower restroom wall by restroom entry
- Information Center outside wall
- Womens upper restroom wall by restroom entry
- Mens upper restroom wall by restroom entry
- Tarzana wall by guest line up
- Tarzana inside kitchen
- Facilities staff showering/cleaning area
- Halom Tano
- Speed Chutes Platform/Retaining wall
- Tulu/Black Hole Platform/Retaining wall
- Hand Sanitizer free standing stations with signage will be installed at:
  - Tarzana Café beachside seating
  - Tarzana Café riverside seating
  - Beach Area Lounges 01
  - Beach Area Lounges 02
  - Halom Tano Lounges Area
  - Upper Seating Area 01
  - Upper Seating Area 02
- Hand Sanitizer pump or spray type bottles will be supplied to
  - Admissions Office
  - S&S Office
  - Information Center Office
  - First Aid Room
  - Facilities Office

**Guest Rented/Use Equipment:**

- Lockers
  - Outside surfaces will be cleaned and disinfected hourly per Cleaning and Disinfecting Policy. Lockers inside surfaces will be cleaned after each guest use by facilities personnel. Systematic method of locker assignment will be implemented for ease of cleaning and disinfection after guest use. (note; employee lockers are assigned to only one employee and do not require per use disinfection.)
  - Shall be given sufficient contact time for disinfection prior to reuse
- Locker Keys
  - Will be disinfected after each use with approved fogger, spray, or liquid solution
- Life Jackets
  - Will be disinfected after each use with approved fogger, spray, or liquid solution
  - Shall be given sufficient contact time for disinfection prior to reuse
- Towels
  - Will be collected after each use. Used towels will be placed in plastic bag and sealed prior to transport to laundering facility. They will be washed daily or as needed to keep up with guest demand. Staff handling used towels will wear

appropriate PPE including face mask, face shield, latex gloves, and removable apron

- ❑ Tubes
  - Guests will be instructed to hold on to the tube they are using until they are finished with its use. Then, after use, turn them in to tube cleaning station at side gate.
  - Tubes will be hose washed with sanitizing solution and water. Additional attention will be given to hand holds.
  - After tubes are washed, they will be inflated as needed and stacked for guest use by speed chute landing

### **Attractions Slides & Pools:**

- ❑ Guests will be advised of current social distancing and mask wear requirements by admissions team upon Tarza entry and through multi language signage throughout park.
- ❑ Appropriate distances between riders in lines will be reinforced by safety attendants operating the slide as well as patrolling safety officers and facilities team members.
- ❑ Slide grab and push off rails/surfaces will be cleaned hourly with liquid disinfecting solution by safety attendant operating the attraction.
- ❑ Lounges, chairs & tables around pools and at beach area will be marked off in such a way that current appropriate social distances are readily understood and maintained.
- ❑ Pool and beach area lounges, chairs & tables will be repositioned throughout the day as needed to maintain appropriate social distancing of guests.
- ❑ Guests will be advised of current social distancing and mask wear requirements by admissions team upon Tarza entry and through multi language signage throughout the park
- ❑ Appropriate distances between swimmers and sunbathers will be reinforced by lifeguards as well as patrolling safety officers and facilities team members.

### **Tarzana Café F&B Guidelines:**

- ❑ Follow current Guam DPHSS guidelines for occupancy
- ❑ Social distancing signs placed at entrances
- ❑ Install hand sanitizing unit at entrance
- ❑ Provide sign in record of guests. Sign in conducted at time of taking order
- ❑ Tables removed/spaced to allow for social distancing
- ❑ Clean and sanitize high touch areas including condiments, check presenters, table tops, cashier stations, phones etc..
- ❑ Team members required to wear face masks and face shields when serving guests
- ❑ Ensure all hard copies of menus are sanitized prior and after handling
- ❑ Install of Plexiglas barrier on counter between quest and cashier
- ❑ Menu may be posted on a menu board at entrance area
- ❑ Use presentable tape markings on floor at entrance to avoid congregating. If guests are reading menu board or waiting to enter restaurant if seating unavailable.
- ❑ Clean and sanitize tabletops, chairs after guests leave and before another guest is seated
- ❑ Enforce employee personal hygiene

- ❑ Monitor employee hand washing practice

### **Response to ill Persons with symptoms of Covid:**

- ❑ Employees showing symptoms of covid infection will be asked to punch out and stay home until they are well. If employee is out sick beyond 2 days a doctor's note and covid test are required prior to returning to work. All surfaces with which employee has had contact must be disinfected immediately.
- ❑ If a guest shows symptoms of potential covid infection the guest will be respectfully asked to leave park for their own wellbeing as well as that of other guests. All surfaces with which guest has had contact must be disinfected immediately

### **Records Keeping:**

- ❑ In order to support contact tracing efforts names with contact phone numbers along with date and times of park visit will be maintained by admissions for a period of 90 days.
- ❑ Signed attendance sheet of Covid awareness, prevention and response training will be maintained in training records file.
- ❑ Corrective and appreciative writeup documentation will be maintained in employee HR folder and department managers file.

### **Training:**

- ❑ General procedures and team specific training will take place prior to park reopening with additional trainings scheduled as needed for new hire, procedural revisions, and periodic information refreshers.
- ❑ Staff will be instructed on SOP and practical application of its standards utilizing written, graphically illustrated & physically demonstrated instructional methodology including role play and hands on practice where applicable.

### **Program Review, Evaluation & Reinforcement:**

- ❑ Employee performance of procedures will be audited daily by department heads to ensure compliance with Tarza SOP and Guam DPHSS and related Government regulations.
- ❑ Effectiveness of procedures, strengths and challenges of program will be evaluated monthly or as needed. At that time department heads will meet and collectively work to resolve program challenges and affirm or revise program as required.
- ❑ Employees refusal or persistent failure, deliberate or unintentional, to follow SOP will result in disciplinary actions including corrective write ups and termination.