

# GUESTS/PARENTS FAQ

## OUR HEALTH IS OUR RESPONSIBILITY

### We are all in this together – and together we are stronger!

- Open Court Sports Complex is proud to be a partner to our community as we all come back stronger than ever. We know there are many in our area hurting and experiencing hardships. We are committed to providing a safe, clean, positive environment to help you and your family come and enjoy the activities you love the most.
- As part of partnership with our community, we want to thank those who have tirelessly given of themselves to keep the rest of us going. Open Court Sports Complex is providing a 10% discount off select programs to First Responders and their children (military personnel, nurses, doctors, paramedics, EMTs, fire fighters, sanitation workers, etc).

### What restrictions will be in place?

- Our indoor facility will reduce capacity to allow guest to adhere to recommended social distancing guidelines.
  - **We are a 100% mask facility.**
  - Masks must be worn upon entry, seated on the sidelines, scoring tables and as a spectator.
  - We take the necessary precautions to “slow the spread.”
  - Capacity reductions will change as government guidance is updated.
  - Showers and water fountains will remain closed until further notice.
- Activities that do not adhere to government and OCSC guidance will not be allowed.
- We constantly monitor all activities and guests not complying will be reminded or removed if not practicing OCSC COVID19 rules.
- All sport/event organizations will provide the names of their staff (no more than three) and team participants; must adhere to proper cleaning and disinfection practices.

### What is happening to enhance the safety and cleanliness of the venue?

- **Open Court Staff Members**
  - Our staff members and volunteers are screened prior to their shift to ensure they do not currently have virus symptoms and have not been exposed to anyone who has tested positive for COVID-19.
  - Our staff members, and trainer are required to wear masks.
  - Open Court Sports Complex have multiple sanitizing stations, throughout the facility.
  - Designated staff members for routine cleaning and sanitizing high usage areas during business hours.
  - Open Court prohibits congregating of five or more off the court and we limit capacity of common areas to allow for safe distancing.
  - Guests, coaches, teams are required to follow the appropriate COVID19 rules established by Open Court Sports Complex. If your team is not intended to practice or participate for more than two hours, to reduce occupancy, we will require the organization to leave the venue and return within 30 minutes of their participation time.
- **Food Service Areas**
  - Open Court has incorporated the CDC recommendations, OSHA and local Health Department standards, and industry best practices into operating guidelines for our staff to follow.
  - Open Court has extensive cleaning standards for food service and throughout the venue.
  - Routine sanitizing of chairs where contact occurs.
  - Restrooms are cleaned routinely during the business day.
  - Open Court ½ Café attendant is required to wash hands frequently, not less than once every 30 minutes and handle all products with gloves on when food is being sold.
  - A digital menu is mounted in clear view.

- **Additional Cleaning/Safety Standards**

- Restrooms are cleaned with sanitizing solutions several times a day.
  - Indoor restrooms will be accessible with a reduced capacity
  - We have temporarily closed men and women's showers.
- We have placed signage throughout the venue encouraging distancing, hand washing, and other safe practices.
- We provide sanitation stations in high traffic areas.
- We are continuously monitoring and improving our operations for the safety of our guests, athletes, spectators, and staff members.
- We are communicate with coaches, event managers, participants, vendors, and other visitors to the facility our guidelines and requesting everyone work together to keep us all safer.

## **What process can Athletes, Participants, Spectators, and other Guests to the venue expect for entry?**

- Remember, your health is your responsibility.
- As designated by the governing officials, Open Court may have a reduced capacity for occupancy, to allow for appropriate social distancing.
- Advance reservations will be needed to reduce the need to turn people away at the entrance. Please visit our web site or call the venue for updates and space availability.
- Sanitizing stations upon entry/exit of the building, main entrances, food service area and conditioning room.
- Signage will be posted at the entrance asking/informing guests the following:
  - Have you had exposure to COVID 19 in the past 14 days?
  - Have you experienced:
    - Cough or shortness of breath?
    - fever?
    - loss of taste or smell?
  - You are at an increased risk for COVID-19 if you are:
    - 65 years or older, have underlying lung/asthma conditions, have heart complications, suffer from diabetes, liver disease, severe obesity or are otherwise immune-compromised
- We reserve the right to institute further COVID-19 screening to ensure guests are not endangering others.
- Any Guest who has had symptoms or exposure will not be allowed in the Open Court.

## **What's your plan if someone attending has tested positive for COVID-19?**

We are communicating to event managers, organizations, renters, and those who register online, that anyone who has tested positive with COVID-19 is not allowed to enter Open Court Sports Complex until they have been released by their doctor and diagnosed as "recovered."

Anyone who is presenting symptoms of illness, or answers screening questions upon entry in a way that gives us concern, will not be admitted to Open Court, as a way of protecting every other guest at the facility and preventing exposures and spread.

## **Will you be testing players from out of state?**

- At that time, our OCSC will work with the governing officials, local health department and event organizers to institute standards above and beyond the minimum for the safety of our guest.

FOR QUESTIONS, PLEASE SEE VENUE OWNER