



City of Louisville COVID-19 Reopening Plan Phase Two

July 17, 2020

Overview

The City of Louisville closed all facilities on March 16, 2020 at 5:00 pm in an effort to protect public health and prevent the spread of the coronavirus. This action was consistent with recommendations of Boulder County Public Health (BCPH) and the Colorado Department of Public Health and Environment (CDPHE). The City has been operating under the Colorado Safer at Home order since May 8, 2020. As the Safer at Home order comes to an end, the City will follow local public health guidance on whether or not Boulder County and its municipalities are able to transition to the Protect Our Neighbors phase.

The City's plan for reopening facilities and services is based on our commitment to protect City staff and residents, and in adherence to the most up to date State of Colorado and Boulder County public health orders. The City is following state and local public health recommendations for phased reopening, CDC guidelines, and a phased approach for reopening outlined by the American Enterprise Institutes National Coronavirus Response: A Road Map to Reopening. The Reopening Plan is informed by the City's overarching Recovery Plan, which helps define the roles and functions of each City department in disaster recovery.

The Plan provides an overview of the services and programs that will resume during the second phase of reopening and the way in which these services will be delivered. In May the City began Phase One of the recovery, concurrent with the Colorado Safer at Home public health order and consistent available state and local guidance. The Phase one and two plans identify operational guidelines applicable at all City facilities open to the public and those with ongoing staff operations, as well as facility-specific protocols for employees and the public.

Reopening Principles

The City has outlined the following principles to help guide the process of recovery and reopening:

- The health, safety and well-being of our employees and the residents of the City of Louisville are our top priority throughout reopening and recovery.
- The City will work to support the economic health of our residents, businesses and our organization through the process of recovery.
- The City will approach facility reopening carefully and with caution, evaluating the risks and rewards associated with each step toward recovery.
- The City commits to working collaboratively with our partners and supports alignment in our recovery efforts.
- The City will only move forward with reopening efforts if they are in compliance with state and county health guidelines.
- The City will remain flexible and nimble in planning and implementing recovery efforts, recognizing the pandemic response is dynamic and rapidly changing.
- Robust community engagement and response will be integral to the City's recovery process.

Reopening and Recovery Phases:

The State of Colorado has released a three-level strategy for restrictions necessary to prevent the spread and recovery from outbreaks while protecting vulnerable populations and allowing for economic growth and sustainability.



This leveled approach is also aligned with national guidance recommendations for ensuring that reopening can occur once certain public health milestones have been met.

- **Phase 1: Slow the Spread**
 - Goals include slowing transmission, increasing testing capacity and ensuring health care system has capacity to safely treat patients.
 - Triggers for next phase include sustained reduction for 14 days, health care system has capacity to safely treat patients, state can test all people with symptoms and state can actively monitor confirmed cases/contacts.
- **Phase 2: Reopen, Based on State and local data**
 - Goals include lifting strict physical distancing measures and allowing majority of businesses/schools to reopen.
 - Triggers for next phase include vaccine has been developed/tested and receives FDA emergency use authorization.
- **Phase 3: Establish Protection & Lift All Restrictions**
 - Goals include preventing infection, treating those with early disease, providing prophylaxis for those exposed, building population-level immunity and lifting all physical distancing measures.

At this time, Boulder County is still in the Safer at Home phase. The Protect Our Neighbors level requires that a County qualify and apply to transition to this phase, by meeting certain public health metrics. This plan may be updated regularly to reflect the most recent public health guidance. The City will update this reopening plan throughout each of the phases of the pandemic and associated restrictions.

PHASE 2 REOPENING

FACIAL COVERINGS REQUIRED IN ALL CITY FACILITIES



RECREATION & SENIOR CENTER

- Limited online programming continues.
- Recreation Center opens July 1 with restrictions.
- Reservations required.
- Hours: Mon-Fri 8 AM-5 PM, Saturday 7-11 AM, Sunday closed.
- Senior Center remains closed.



POLICE & MUNICIPAL COURT

- Starting July 13, Police Department and Court window open by appointment only for services not available online - Mon/Wed 10 AM - 2 PM.
- In-person court every other Tuesday with appointments for hearing times.



PUBLIC LIBRARY

- Curbside service and online programming continues.
- Starting the week of July 13, computer workstations can be reserved for 2 hours Wed/Thurs/Friday 10 AM-6PM.



PARKS, AMENITIES & OTHER CITY FACILITIES

- Parks and trails remain open.
- Outdoor recreational amenities open with restrictions.
- Center for the Arts open for rental for groups of up to 10 people starting July 13.



COAL CREEK GOLF COURSE

- Open with social distancing measures in place.
- Public access limited to those who book and pay remotely.



HISTORICAL MUSEUM

- Online programming continues.
- Starting late July, tours by appointment for groups of 6 people or fewer.



CITY HALL

- By appointment only Tue/Thurs 8 AM-12PM.
- No drop in services available.



WATER/WASTEWATER & CITY SERVICES

- Closed to the public.

ALL FACILITIES REOPENED IN PHASE 1 REMAIN OPEN.

PHASE TWO Reopening

Phase two reopening reflects the reduced restrictions of the Safer at Home order and the transition to the Protect Our Neighbors. The City continues its gradual reopening based on state and local data, and continues to have protective measures in place for staff and the community. Under this phase of reopening, all facilities and services open under Phase one remain open, and additional in-person services and programs are offered to the community.

I. City Hall

No changes to Phase one reopening. City Hall remains open for limited hours with most service delivery occurring remotely. In-person services will continue to be provided by appointment only on Tuesday and Thursday from 8:00am to 12:00pm, and all safety protocols from phase one are still required.

II. Public Library

In addition to the services provided in phase one, the Library will open to very limited in-person services beginning the week of July 13, 2020. Additional services including browsing at the

Library will reopen with a target date of July 27th. The current Safer at Home order does not permit libraries to provide in person services, however BCPH has received guidance that CDPHE is permitting libraries to reopen under the State Indoor Event guidance. This plan reflects the protocols outlined in that section of the Safer at Home order. Phase two the library will open for limited hours, allowing metered access to the building by patrons for computer use. Curbside delivery will continue.

Library staff that will be involved on-site for this level of service delivery:

- Library Director
- Support Services Coordinator
- Circulation Services Supervisor
- Youth Services Supervisor
- Adult Services and Materials Management Supervisor
- Adult and Youth Services Librarians and Library Associates

Hours of Service/Public Access:

Through July 26th:

Wednesday – Friday 11am to 6pm, Sunday 1pm-5pm

Beginning July 27th:

Saturday	Closed	
Sunday	1:00 pm -5:00 pm	Curbside service
Monday	10:00 am – 2:00 pm	Computers and browsing
Tuesday	10:00 am – 2:00 pm	Computers and browsing
Wednesday	10:00 am – 12:00 pm	Vulnerable patrons
	1:00 pm -5:00 pm	Curbside service
Thursday	1:00 pm -5:00 pm	Curbside service
	5:00pm -8:00pm	Computers and browsing
Friday	1:00 pm -5:00 pm	Curbside service

Additional hours may be added based on demand

Programs/Services available:

Beginning the week of July 13th, patron activities in the building will include:

Computer Access -

- Upstairs PCs only – 6 in Adult and 4 in Teen
- 3 Two-hour sessions reservable by patrons through EventBrite or by phone
- Reservations allowed two days in advance
- Computer use is self-service only
- No library card required, guest passes can be used
- Patrons receive 10 free prints per day
- PCs sanitized by staff between patron sessions
- No Sunday reservations until July 26th (target)

In addition, this phase includes:

- No study or meeting room use by patrons
- No programs or events

- Move all desks, chairs and other furniture apart to facilitate social distancing
- Remove most soft seating to discourage patrons from lingering

Beginning July 27th (target date), additional patron entry to the building will be allowed, with details forthcoming.

- Collection browsing and computer use will be permitted during limited hours.
- Metered to admit number of visitors allowed by public health orders.
- Patrons required to follow all safety protocols including use of hand sanitizer on entry to the building, following all facial covering/mask orders.
- Patrons must sign in upon entry to the building, and make a reservation for computer use.
- Additional details/requirements for patron entry may be added based on most up to date public health guidance.
- One-way aisles for browsing
- Collection spread out to facilitate browsing while remaining socially distant

Library-specific safety measures:

The library will shift to the latest guidance on quarantining materials before re-shelving – from 7 days to 72 hours.

III. Louisville Historical Museum

The Historical Museum will move forward with limited in-person programming during Phase two, with a target of late-July. All online and remote programming will continue.

All Historical Museum staff will be involved in programming. There will be one or two staff on site for tours and programs, and other staff will continue to work remotely.

Hours of Service/Public Access:

Available slots/times for Museum tours will be on Tuesdays through Saturdays at 10 AM, 1 PM, and by request (pending facility/staff availability).

Programs/Services available:

Tours of the Museum campus and building will be made available by advance appointment for small groups of 6 people or fewer. Viewing of the interior of Museum campus buildings will be limited to small numbers based on the square footage of the building. Staff and attendees will stagger visits into buildings and remain social distanced while touring individual buildings and wear facial coverings/ masks.

Museum specific safety measures: All City safety measures and protocols for customers/patrons from Phase one will be followed.

IV. Police Department/Municipal Court

The Police Department and Court window will reopen with a target date of July 13, 2020 for limited, walk in services in Phase two to allow for access to police reports, ticket payments, or other in-person services that customers are not able to access online.

Police Department staff will include the Desk Officer and Records Staff, and Courts staff will include the Court Coordinator.

Hours of Service/Public Access:

The Police Department and Court services windows will be open on Monday and Wednesday from 10:00am to 2:00pm for in-person services by appointment only.

The Municipal Court will continue to hold in-person court two times per month (every other Tuesday), with appointments for hearing times.

Police Department specific safety measures:

- The PD has been open for employees through the duration of the coronavirus pandemic. All staff have been practicing health safety protocols, including temperature checks, personal health checks, and sanitization measures before entering the building.
- Staff have sneeze guards/barriers in place and signage and indicators for social distancing will be installed. As with all City facilities facial coverings/masks are required indoors.
- Touchless hand sanitizer will be installed at the Police Records Window
- A limited number of patrons (up to 6) will be allowed in the lobby area at one time.

V. City Services

Under normal circumstances, the City Services building offers very limited public access and services. City Services building will remain closed to the public through Phase two.

VI. Recreation and Senior Center (LRC)

The Phase two reopening plan for the Recreation and Senior Center includes a combination of limited indoor programming and services, outdoor programming as well as continued virtual programming. LRC will continue to support our mission of providing quality recreational and leisure activities that contribute to the physical, mental and social well-being of our citizens while ensuring fiscal responsibility. This phased reopening approach will allow for access to limited numbers of members via pre-registration for facility usage and limited onsite programming that adheres to all state and local guidelines for public health and safety.

Recreation and Senior Center Staff that will be involved on-site for this level of service delivery:

- Recreation Superintendent
- Recreation Manager
- Recreation Supervisors I & II
- Recreation Facility Assistant

- Community Resource Coordinator
- Meal Site Coordinator & Program Assistant
- Head Lifeguards
- Pool Maintenance Technician
- Facility Maintenance Technician
- Variable Part-Time Staff (As warranted/needed)

Hours of Service/Public Access:

Phase one – Closed to the general public.

Phase two - Beginning July 1, 2020 for reservation only (14 years + only)

- Monday – Friday: 7am – 5pm
- Saturday: 7am - 11am
- Closed Sundays

Programs/Services available:

- Currently the LRC is scheduled to reopen to the public on Wednesday, July 1st. The LRC will be open for daily use with physical distancing restrictions and other public health procedures in place. The LRC is planning to provide the following services based on current guidelines that allow for 25% capacity or up to 50 people per room (whichever is less) as long as social distancing can be maintained:
 - Membership/Customer Services
 - General Facility
 - Free Weights
 - Machine Weights
 - Cardio Equipment
 - Group Fitness
 - Limited youth programming utilizing Bear and Moose rooms
 - Gymnasium
 - Pool Area (Lap Swimming, open/family swim and river walking only with restrictions – reservations required)
 - Sauna/Steam and hot tub Closed
 - Restrooms
 - Locker Rooms (Open with restrictions)
 - Summer Day Camp (Closed)
 - Racquetball Courts (Open)
 - Track (Open)
 - Drop in Childcare (Closed)
 - Indoor play area (Closed)
- Open/Family Swim:
 - 50 spots total for the week.
 - 2 days a week - Tuesday and Thursday 10:45am-12, 12:15-1:30, 1:45-3:00pm.
 - Saturdays beginning 7/25 at 8:15am-9:30, 9:45-11am.
 - Times Slots of 1 hour and 15 min.
 - No use of any deck furniture or tables
 - Patrons bring their own chairs and
 - Tape off areas that are used for lap swim exit for social distancing
 - Areas Open: Water Features, Slides, Basketball (bring your own ball)
 - Slides: Create marks for our large body slide with 6ft distancing if in case a line were to form. Bleach and wipe down hand rails in between time slot transition.

- Lazy River: No equipment (for example tubes and noodles) in Lazy River.
- Outdoor programming – Currently outdoor programming is limited to a maximum of 50 people. Some contracted sport camp programming can operate with a maximum of 25 people.
- The Senior Center will remain closed through the Governor's Safer at Home phase, as the order includes specific direction that vulnerable populations and seniors must continue staying home except when absolutely necessary. During Phase two and the transition to Protect Our Neighbors staff will evaluate additional programming that can be introduced that is consistent with public health guidelines. At this time the following senior programming will continue:
 - Curbside Senior Meals will continue to be provided Monday through Friday. Weekend meal pick-up will be discontinued.
 - Senior health and wellness phone calls will continue.
 - Online senior programming will continue.
 - Senior social services and case management will continue remotely.

Recreation & Senior Center specific safety measures:

In addition to the safety and sanitization measures applied at all facilities, the following protocols will be applied at the Recreation & Senior Center.

- Per City ordinance, masks will be required in the Recreation Center by all staff and patrons.
- Swimmers will be required to wear a mask until the time that they enter the pool (including in the pool area), and may remove it when swimming. Masks are to be put on after swimming upon exiting the pool. 6 feet social distancing is required between swimmers at all times.
- Plexiglass shields will be installed at front desk.
- 6ft social distancing will be encouraged through floor markers.
- Additional signage and barriers will be installed to facilitate social distancing.
- Limited number of patrons – Reservations will be taken for both facility use and lap swimming.
- Users must be 14+ to enter use the facility for drop in use.
- All facility users will be provided a cloth towel and spray bottle when they enter the facility.
 - Patrons will be asked to wipe down equipment both before and after use.
- Removal of all social area furniture in the facility.
- Cover drinking fountains (patrons would be allowed to use bottle fillers).
- Staff and guests will be required to wear a mask while in the facility including while working out.
- Additional cleaning of high-touch areas, equipment, restrooms and other areas will be done on a regular basis.
- Aquatics Area
 - High touch surfaces will be sanitized throughout the day.
 - Pool Deck will be cleaned and sanitized at the end of each day.
 - All equipment (kickboards and pull buoys) will be sanitized after each use.
- Programming/Classes
 - Any equipment used will be cleaned and sanitized between uses.

Facility changes necessary to accommodate reopening:

- HVAC updates including adjusting air settings for a better dilution factor

Revenue/Expense Considerations:

The LRC has been closed since March 16th. During the three and a half month closure the facility has lost a considerable amount of revenue. Current estimates show an overall revenue decrease of approximately 40% for 2020. Once the facility reopens on July 1st, both access to the facility as well as the types and levels of programming will likely be limited based on state and county regulations. This will result in ongoing decreases to operational revenue with likely reductions in revenue for memberships and programming revenue. Staff will continue to evaluate our offerings upon reopening to ensure the safety of guests and staff and to maximize the amount of revenue generated to minimize the overall impact to the recreation fund.

The senior meal site will continue to exceed projected/budgeted costs, however Boulder County AAA funding will assist with increased costs of food resources. This additional assistance is not likely to cover the entire increase in costs associated with this program. Recreation and Senior Center staff redeployed to assist with senior meal site curbside delivery have kept other operational costs neutral.

VII. Coal Creek Golf Course (CCGC)

The Coal Creek Golf Course reopened to the public on April 25, 2020. The CCGC is now offering touch-free golf by reservation. The reopening plan for business operations for the CCGC is attached. The maintenance and operations reopening procedures are captured below.

Golf Course staff providing on-site operations includes:

Head Golf Pro, Assistant Golf Pros
Operational Staff
Course Superintendent, Assistant Course Superintendent
Course Maintenance Staff

Hours of Service/Public Access:

Hours will be based on weather and available staff. Public access will be limited to those that book and pay remotely.

Programs/Services available:

- Pro Shop is open based on public health guidelines for non-essential retail businesses.
- Carts are available at this time. Only people from the same household can share a cart
- Driving Range, chipping green, putting green and punch bowl green will be open for golfers while maintaining proper social distancing.
- Sweet Spot Café is open based on public health guidelines for restaurants.
- Bathrooms will be available in the clubhouse and on the course.

CCGC-specific safety measures:

In addition to the safety and sanitization measures applied at all facilities, the following protocols will be applied at CCGC.

Operational Protocols

- Extended tee time intervals to 12 minutes (normally intervals are between 8-9 minutes)
- Pencils, tees, scorecard and social distancing guidelines will be distributed at the first tee.
- Common items like rakes, ball washers and water coolers will be removed from the course.
- Flagsticks will stay in place with instructions not to remove. Cups will be modified so players can remove their ball without touching the cup and flagstick.
- Additional cleaning and sanitation of bathrooms will take place multiple times during the day.
- Staff will be wearing masks and gloves and players are strongly encouraged to wear a mask while on the course.
- Masks are required when indoors or outdoors and 6ft of social distancing cannot be maintained. Masks are highly encouraged while on the course.
- Plexiglass installed in the pro shop to protect staff and customers.
- Players are encouraged not to congregate before, during or after their round of golf.
- Players should not arrive more than 15 minutes prior to their tee time and should leave the course immediately after their round.

Maintenance Protocols

- Maintenance staff are staggering start times to minimize the number of staff in the shop at any given time.
- Staff are working independently on the course as much as possible. When working in groups, social distancing guidelines are being followed.
- Only one staff person is allowed per piece of equipment.
- Machinery is being cleaned and sanitized after each use.

Revenue/Expense Considerations:

CCGC was closed from March 18th through April 24th. In the first quarter of 2020, CCGC had budgeted a loss of \$94,026. The actual loss for that quarter was \$147,066. This is an additional loss of approximately \$53,000. This is due to a number of circumstances including increased labor expenditures, pro shop merchandise expenditures and decreased playable days due to the pandemic. CCGC will expect to see a significant drop in YOY revenue in April due to the closure as well. On the other hand, May saw record revenue for green fees as our first full month of reopening concluded. June has continued the trend with the first 15 days of the month contributing to the possibility of breaking the record for green fee revenue established in May.

VIII. Parks, Amenities and Other City Facilities

All parks, facilities and amenities open during Phase one will continue to be open with restrictions in Phase two. Additional facility openings outlined below will occur in Phase two.

Louisville Center for the Arts

The Louisville Arts Center will reopen for community use/rental with a target date of July 13, 2020.

Hours of Service/Rental:

The Center for the Arts will be open for pre-scheduled events and rentals only, with one event allowed per day.

Programs/Services available:

- Individual groups will be able to reserve/rent the Center for small group classes, events, trainings, etc.
- Groups will be limited to 10 people and under.
- Only one bathroom will be open.
- Kitchen will be open but limited to use of sink.
- All participants will be required to wear masks while in the Center, and outside the Center when social distancing can't be maintained.

Center for the Arts specific safety measures:

- Cleaning of facility will occur between all uses/rentals. An additional cleaning surcharge will be applied.
- Users/renters will be required to conduct their own cleaning of high-touch areas during events. Cleaning supplies will be available onsite.
- Users/renters must supply their own hand sanitizer for event participants.

COVID-19 Operational Guidelines for all City Facilities

Sanitization:

- ☐ A sanitization station and signage will be installed at entrances of all facilities.
- ☐ A designated sanitation worker will be appointed daily at each facility:
 - Frequently clean and sanitize commonly touched surfaces and objects such as electronics, door knobs and handles, faucet handles, counter tops, and cash machine keypads.
 - Restock cleaning and public/employee safety supplies.
 - Report any issues or concerns to supervisor.
- ☐ Employees directly serving customers will clean between each individual customer.
 - Provide disposable wipes/spray and wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks, grocery carts, etc.) can be wiped down by employees before each use, and by customers.
- ☐ Deep cleaning will occur at facilities that are open to the public, on every night that the facility is open to the public.

Employee Safety:

- ☐ Sick employees must stay home and contact a health care professional for guidance if experiencing symptoms of COVID-19. If an employee is presumed positive or tested for COVID-19, they will notify their supervisor immediately.
- ☐ High-risk employees are discouraged from working on-site and/or near other staff members. You can read more about high-risk groups on the BCPH website at <https://www.bouldercounty.org/families/disease/covid-19/#high-risk-groups> Please work with your supervisor and Human Resources to determine if adjustments to your work should be made.
- ☐ If an employee is experiencing symptoms of COVID-19 and sent home from a City facility, access to the areas that person worked will be immediately restricted for at least 2 hours after the person has left.
 - The City will coordinate with janitorial staff to do a deep cleaning of the facility.
 - Fellow employees should self-monitor for symptoms and notify their supervisor if they start to experience symptoms of COVID-19.
- ☐ Employees who can telework will continue to work from home as much as possible.
- ☐ Maintain 6 feet of physical distancing between staff and patrons at all times.
- ☐ Employees wear masks at all times while in City facilities and while in the field working, consistent with public health guidelines.
- ☐ Employees work in facilities is staggered or alternating shifts to reduce the number of employees in City offices at any time.
- ☐ Employees cover their nose and mouth when coughing and sneezing.
- ☐ Wash hands frequently, especially after coughing or sneezing. Wash with soap and water for at least 20 seconds. If soap and water are unavailable, use an alcohol-based hand sanitizer that contains at least 60% alcohol to clean hands.
- ☐ Provide thermometers for temperature checks upon entry to buildings. Employees must be screened for COVID-19 symptoms each day. Anyone symptomatic will be excluded from work for at least 7 days.

Public/Customer Management:

- ☐ Public entering any City facility or accessing City programs/services must wear masks consistent with public health guidelines.
- ☐ Public must utilize sanitization stations for customers upon entrance to buildings.
- ☐ Maintain adequate spacing (6 feet) between customers and staff inside and outside facilities.
 - In areas of high-volume traffic, the City will utilize pacing tools, such as tape markers on the floor, to keep customers and employees adequately spaced.
 - Physical barriers such as sign stands, ropes and sneeze guards will be utilized.
 - Each facility will have a staff member dedicated to monitor sanitization stations and social distancing.
- ☐ Prominently display signs in offices that communicate with customers and staff the steps the city is taking to minimize the risk of COVID-19 and give visual cues for correct social distancing.
- ☐ Adopt practices that encourage line management and reduce wait time for customers.