

Club Preparedness for COVID-19

HOUSEKEEPING AND FACILITY SANITATION

Review club emergency-response plan and sanitation practices.

Update club facility operations policy to reflect an aggressive approach to housekeeping, sanitation, hygiene and food handling:

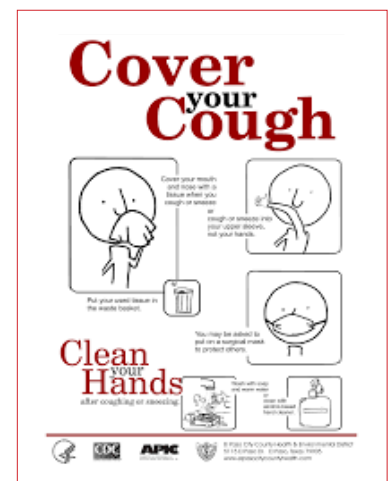
- Increase the frequency of routine cleaning, sanitization and disinfection at all locations, especially all common and high traffic areas and frequently touched surfaces, including stair handrails and elevator buttons, tables, interactive elements.
- Increase the number of hand sanitizer stations throughout the club, especially at club entry points, lobby and entrances to dining and fitness facilities.
- Provide disposable gloves for custodial and F&B positions.
- Increase frequency of HVAC system filter changing and testing of HVAC water treatment monitoring to prevent the transmission of airborne diseases.
- Improve ventilation of air conditioning systems, and when possible, increase fresh air circulation by opening doors and windows.
- Clean centralized air conditioning systems before opening; increase frequency of cleaning/ disinfection.
- Maintain cleaning and disinfection recordkeeping.
- Follow food safety protocols, including guidance from [ServSafe](#).

ANTI-EPIDEMIC MEMBER INTERACTIONS

Hold regular meetings with club leaders to allow efficient decision-making on all practices and policies associated with the prevention & control of the epidemic based on latest information, and to develop messaging for members.

Encourage social distancing of approximately one meter as defined by the government recommendation by:

- Open up all club spaces and zones to ease member distribution.
- Reduce capacity of restaurant seating available and increase space between parties.
- Limit access to inside areas like the bar or grill during peak periods to avoid overcrowding.
- Limit large gatherings and suspend intimate interactions.
- No self-service: F&B staff assist members for buffet and other food items, drinks, cutlery.



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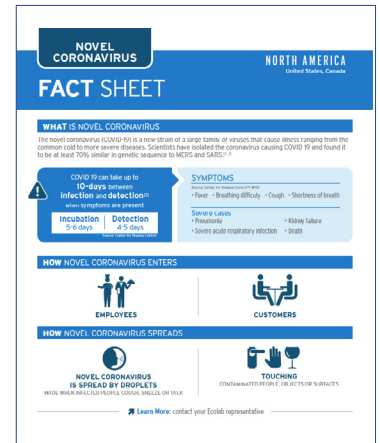
- Employ single queue lines; prioritize outdoor queueing when possible.
- Conspicuously place “Cover Your Cough” signage throughout the facility and “Proper Handwashing Instructions” in restrooms and locker rooms.
- Suspend highly interactive, high-touch activities.
- Discourage handshakes, hugs and kisses.
- Communicate what the club is doing to keep members safe. [Sample Letter 1](#). [Sample Letter 2](#).



CLUB STAFF

Review club emergency response and communications plans and establish flexible leave policies and procedures for staff during an epidemic.

- Educate staff on hygiene, sanitation and food handling to learn about epidemic prevention and control.
- Educate staff to recognize the symptoms of COVID-19 and to act responsibly if they detect or exhibit symptoms.
- Develop a monitoring system to track staff absences due to illness.
- Encourage staff to practice healthy behaviors (staying home if ill, covering coughs, washing hands often).
- Provide supplies (tissues, soap, single-use gloves, disposable wipes).
- Encourage staff to frequently clean their phones, POS/keyboards and tablets.
- Look at cross-training for critical jobs. Ensure every role at your agency has at least one or two others who could perform the job if necessary. Back-up plans are critical – especially for payroll and employee benefits.
- Consider ancillary workforce. Do you have access to contractors? What jobs could they do? Have job titles and job descriptions determined. Contact them to ensure you know if they may be available and at what cost.



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See the [CDC Interim Guidelines for Employers and Businesses to Plan and Respond to Coronavirus Disease](#) for more information. The U.S. Department of Labor also provides information for workers and employers about COVID-19. Visit the [Occupational Safety and Health Administration \(OSHA\)](#) website for guidance on hazard recognition, standards, medical information and control and prevention.

BUSINESS OPERATIONS

Questions to Ask

- What are your critical services and inputs?
- What can only be performed on-site and in person?
- What can be provided remotely (e.g., telephone, videoconference, webinar)?
- What services or operations are not critical and could be suspended or rescheduled for the short-term?

Contact your critical supply chain vendors. Discuss their plans for dealing with potential disruption (e.g., food for meal programs) and consider stocking up on commonly used items (e.g., paper products, hand sanitizer) within reason.

Make a business continuity plan

Be prepared to change your business practices if needed to maintain critical operations (e.g., identify alternative suppliers, prioritize customers, consider digital meetings, or temporarily suspend some of your operations if needed).

Health confidentiality: If an employee is confirmed to have the Coronavirus infection, employers should inform fellow employees of their possible exposure to the Coronavirus in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). Employees exposed to a co-worker with confirmed Coronavirus should refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

Coordinate with state and local health officials

- Coordination with state and local health officials is strongly encouraged for all businesses to ensure timely and accurate information to guide appropriate responses in each location where their operations reside.
- Outbreak intensity may differ according to geographic location. Local health officials will be issuing guidance specific to their communities.
- Employers should take the time to research plans in place in each community where they have a business by contacting their local public health department.

Explore flex working options

- Determine policies and practices, such as telecommuting and flexible work hours.
- Supervisors should educate employees that if they become sick they should telework instead of coming into the workplace until symptoms are completely resolved.

Develop an employee communications plan

- Establish a process to communicate the latest Coronavirus information to employees and business partners (i.e., CDC Coronavirus Workplace Tips For Employees).
- Anticipate employee fear, anxiety, rumors, and misinformation, and plan communications accordingly.

Decide how to handle an increase in absenteeism

- Determine how you will operate if absenteeism spikes from increases in sick employees, those who stay home to care for sick family members, and those who must stay home to watch their children if dismissed from school.

ADDITIONAL RESOURCES

Monitor daily advisories from the [CDC](#) and the [WHO](#) and update protocols in accordance with the recommendations of these agencies.



Center for Disease Control and Prevention

- [Travel Information and Alerts](#)
- [Business Pandemic Influenza Planning Checklist](#)
- [CDC Pages: Influenza](#)



World Health Organization

- [Planning Recommendations for Mass Gatherings](#)
- [Get Your Workplace Ready for COVID-19](#)
- [Advice for the Public](#)



John Hopkins University

- [COVID-19 Live Tracker](#)