



PLAN
PREPARE
PLAY
EAP

TIMBERHILL TENNIS CLUB
Re-opening Protocols
COVID-19
May 2020

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**This document will be organized
into the following sections:**

Plan

Prepare

Play

Emergency Action Plan



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STEP ONE: PLAN

To safely and successfully re-open, we need thorough education, engagement, and compliance with new protocols from both members and staff.

In order to open the club with an understanding that we have a responsibility to the health of our members and the greater community, these protocols are being presented as the only option forward. They have been compiled with consultation from other clubs and follow guidelines from the State of Oregon, Benton County, Oregon Health Authority and the CDC.

Hours of Operation

STAGE I

(first two weeks re-opened, minimum)

Mon-Fri 7:00am-10:15pm

Sat-Sun 8:00am-9:00pm

STAGE II & STAGE III

(after satisfactory review of Stage I)

Mon-Fri 7:00am-10:15pm

Sat-Sun 7:00am-10:15pm



Timberhill Tennis Club

PLAN

Phased Opening

	STAGE I	STAGE II	STAGE III
Tennis	Yes	Yes	Yes
Pro Shop	Curbside Only	Curbside Only	Regular Operations
Lobby Access	No	No	Modified Operations
Outdoor Social Areas	No	Limited	Regular Operations
Locker Room Use	No showers. Toilet & sinks only	No showers Toilet & sinks only	Regular Operations
Water Access	Restrooms Only	Restrooms Only	Yes
Private Lessons	Yes	Yes	Yes
Semi-Private Lessons	Yes	Yes	Yes
Group Lessons	Limited small groups	Junior & Adult groups with Limited Capacity	All programs running with modified capacity
Guests	Yes	Yes	Yes
Cash Transactions	No	No	Yes
Facility Rentals/Tournaments	No	Modified Tournaments	Modified Tournaments and Facility Rentals
USTA League Play	No	No	Modified



Timberhill Tennis Club

PLAN
membership

Membership Options

- Monthly dues will continue to be assessed on its regular schedule.
- TTC will continue to offer hardship Leave of Absence for any members experiencing financial difficulty due to the pandemic.
- TTC will evaluate return from hardship Leave of Absence on a case-by-case basis.

Member Communication

- Continued use of direct email & monthly Newsletter
- “Welcome Back” YouTube video detailing new club usage protocols
- In-person signage
- Consistent messaging from staff



PLAN

Code of Conduct

Member Code of Conduct

- Member must not come to facility if feeling ill or with symptoms of COVID-19.
- Must follow all rules/guidelines for conduct as indicated by TTC.
- Will practice exceptional hygiene practices – washing/sanitizing hands upon arrival/departure and during time at club, proper respiratory etiquette.
- Will wear masks in indoor common areas and when distancing is not possible.
- Will respond to requests by staff.
- Notify Hunter immediately if you receive a COVID-19 diagnosis.
- Will abide by the terms of the code of conduct and all TTC policies. The Board has authorized the staff to enforce all new protocols, and members who do not comply may be asked to leave.



PLAN *waivers*

WAIVERS

- All members will sign a waiver prior to using club.
- Waiver includes the COVID-19 public health threat relative to use of Timberhill Tennis Club facilities.
- Waiver transparently states that use of the facility during the COVID-19 outbreak may carry certain risks which the customer voluntarily assumes.
- Waiver will include an agreement by the member to abide by the new guidelines and staff requests.

PLAN *staff*

Staff Communication

- Communicate the re-opening plan and guidelines
- Staff communication will be conducted via email and Zoom meetings.
- Ensure consistent messaging for members

Staff Code of Conduct

- Similar to the Member Code of Conduct



PREPARE

staff orientation

Staff Orientation

- Staff will be brought onsite in small groups to review facility layout changes
- Staff will be walked through safety protocols
- Staff will be trained to greet members, enforce social distance, and accurately confirm player registrations on court bookings
- Staff will be trained in how to effectively clean and sanitize the facility
- Staff will be trained in how to conduct Stage I pro shop transactions
- Staff will be given a Code of Conduct to sign and return to club

PREPARE

facility layout

Facility Layout

- Members may access parking lots, courts, and locker rooms, as well as the upstairs deck for any pro shop curbside pickup
- Building doors will remain open during business hours
- Sanitizer stations will be positioned at every entry door
- Staging areas will be adjacent to entry doors to each court, as well as outside of the locker rooms
- Social areas have been removed (picnic tables, chairs, etc.)
- The upstairs lobby and pro shop are off-limits to members during Stage I. Members may come to the upstairs front door and ring a bell for staff service. Directional traffic up the stairs to maintain social distance.
- Use of visible tape and signage as needed



PREPARE

facility layout

General Provisions

- All access doors will be propped open to increase airflow and decrease touch surfaces
- Hand sanitizer stations have been installed at each court entrance and each clubhouse entrance.
- Non-touch soap dispensers have been added to both locker rooms.
- Remove touchable items from locker rooms: lotion, etc.
- Remove scorecards from every court
- Benches have been removed from every court
- Ball machines, ball carts, baskets, and practice balls will be unavailable
- Outdoor social areas have been removed, and indoor social areas will be off-limits for the short term.
- Pro Shop items will be available; “Curbside Pickup” at the front door.
- Tennis staff will be using individual teaching carts & balls.
- We will be unable to keep “lost and found” items



PREPARE

*Equipment
Supplies
Deep Clean*

Equipment

- Teaching carts, baskets, and balls will be stored in the locked storage area when not in use.
- Place signage around all equipment and machines requesting members to sanitize before and after use.
- Remove difficult to clean items
- Establish a cleaning/sanitizing protocol for demo racquets

Supplies

- Create a list of safety items for staff
- Create a supply list for operation needs
- Consider supply chain issues; consider alternate suppliers
- Order disposable masks for members who forget their own (for purchase)

Deep Clean

- TTC deep cleaning of entire facility completed in April
- Daily cleaning protocols will include deep clean in locker room areas and sanitizing schedules for common surfaces (documented)
- In the event of a new outbreak, a new deep cleaning will be performed upon shutdown.



PREPARE

*Guests & Spectators
Reservation System*

Guests & Spectators

- Limit non-essential guests and visitors
- Members may still bring guest players (guests must fill out waiver)
- Non-members may still participate in lessons (must fill out waiver)
- No spectators for member play in Stage I
- Spectators for private lessons limited to one per lesson
- We are unable to accommodate spectators for group lessons at this time

Reservation System & Rules

- Court reservations will continue to be made online at www.timberhillbookings.com
- All reservations will be required to accurately list all players playing on that court.
- Reservation accuracy will be checked and verified by staff.



PREPARE

Pro Shop

Pro Shop

- “Curbside Service” at the front door will be our model in Stage I.
- Customers may not enter the lobby or pro shop; there will be a bell at the front door they can ring to get your attention (or they can call)
- No cash transactions; all sales must be account payments or credit card charges.
- We will continue to string and grip racquets (with safety protocols) and place special orders.
- Outgoing demo racquets must have a new overgrip (this can be provided by the user or purchased for \$1).

PLAY

Play

In order to safely and successfully re-open, the plans and preparations must be put in action.

This includes specific actions the organization must take from staff training, entry planning, and member communications.

Member engagement, understanding, and adherence to the new rules and safety protocols will be the key to being able to stay open. Lots of little changes to learn about, but you've got this!

Staff Recommendations

- Provide structured, thorough training to staff on new protocols
- Provide guidance regarding illness/monitoring/reporting
- Provide guidance regarding required notifications
- Provide guidance regarding time off / leave
- Solicit concerns and questions
- Review staff code of conduct
- Provide physical distancing with office space
- Provide individual equipment when possible
- Minimize overlap of shifts
- Provide additional training on conflict resolution

PLAY

Cleaning and Sanitizing

Cleaning/Sanitizing Touchable Surfaces and Shared Equipment

- TTC will provide a document specifying the protocol for cleaning and sanitizing various locations of the facility.
- Prior to and after shift – hands must be washed
- Prior to staff shift, staff must clean/sanitize surfaces and shared equipment, including keyboard and mouse.
- Prior to and after use sanitize shared equipment such as the copier, sink, dishwasher buttons/handle,
- Wash your hands frequently and use sanitizer as you come into contact with items others may have touched.
- There will be a daily sanitizing schedule that will list areas to be cleaned and must be initialed by the employee that sanitizes.



PLAY

Registration and Staging

Registration

- Every player on each court should be registered by name in the court reservation.
- Players should be aware of what court they'll be on prior to arrival at the club. If you're not sure, call up to the office.

Staging

- Players may not show up more than 10 minutes in advance of their court time.
- Players may not enter the court until everyone from the prior group has exited the building.
- TTC will designate "staging" areas for each court where players can safely wait for their turn to take the court.
- The staging areas will be adjacent to the court entrance doors, and will allow for six feet of spacing between players.
- Line up in the first available staging spot for your court, and maintain a six foot social distance from all other players.
- ***All players must use the sanitizing station prior to entering the court.***

PLAY

General Provisions

General Provisions

- See chart on next slide for general provisions based on opening phases.
- Hand washing signage for locker rooms and sinks
- Provide directional marking on the floors
- Signage for reminders about personal hygiene
- Contactless entry
- Writing implements sanitized (front desk will maintain a “dirty” and “sanitized” bin)
- Provide directional marking on exterior stairs and deck to facilitate social distance
- Install plexiglass shield to protect staff in front office.



Timberhill Tennis Club

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PLAY

General Provisions

Tennis Usage

- TTC will maintain 1.25 hour court times
- “Just in Time” arrival to allow for transition without crowding
- Ball machines, carts, practice balls unavailable
- Bring your own tennis balls
 - Use the 2-can approach for singles (3 for doubles)
 - Each server has designated balls for his/her serve game. Only the server touches those balls.
- If you have to return a ball to an adjacent court or to the server, don’t touch it with your hands—scoop, bounce, and hit with your racquet.
- Bring your own folding chair if you want a place to sit on changeovers.
- Bring your own water bottle (filled).
- Avoid touching the nets, backdrops, and divider nets when possible.
- Consider avoiding changing ends of the court if playing indoors.
- No shaking hands or high fives.
- Avoid gathering at the net to chat—make sure you do this at a safe distance.
- Playing doubles, be aware of spacing between partners. No high-fiving or whispering strategy.
- Re-sanitize as much as you need.
- Exit the building by the time your court time is finished so the next group can begin on time.
- We’re unable to keep any “lost and found” items, so make sure you take everything with you when you go.



PLAY

Instruction

Timberhill Tennis Club is allowing private, semi-private, and some select small group lessons in Stage I. After two weeks, evaluation of the comfort level of the players and instructors and the effectiveness of the safety protocols will take place before deciding about expanding the junior clinics and adult programs.

- All lesson participants must sign a waiver prior to the first lesson after re-opening
- All Tennis Usage guidelines apply
- Staging areas for each court will be used for private lessons. Your coach will come and get you when it is time to start.
- All players and coaches are required to sanitize hands before and after lesson.



PLAY

Private Lessons

Private Lessons

- Coaches will communicate their court assignment to the player prior to arrival at the club.
- Staging areas for each court will be used for private lessons. Your coach will come and get you when it is time to start.
- All players and coaches are required to sanitize hands before and after lesson.
- One parent or viewer is allowed to stay and observe the lesson. No seating will be provided, and the spectator must sign in with the pro. Spectators must wear a mask if indoors.
- Tennis staff will be using individual teaching carts & balls.
- Students are not allowed to handle the tennis balls. If a ball needs to be moved or returned, it can be done with a shoe or racquet, but it should not be picked up.
- If serving instruction is desired, student will bring 6-9 balls to dedicate to this. Staff will not handle these tennis balls and they will be kept separate from the teaching balls. These balls will go home with the student.
- Ball machines may be used by the pros for lessons.
- Coaches and players will keep a minimum of 6 feet of social distance. For semi-private lessons, the coach will enforce this distance between players.
- Coaches and players will not touch or share each other's equipment.
- At the conclusion of each lesson, the coach will show the player toward the appropriate exit to use.
- At the end of a teaching session, the coach will ensure that the court is completely cleared of balls, and sanitize and store baskets and equipment.
- For non-member lesson payment, it is required that we have a valid credit card number in 10sPortal so automatic payment can be charged monthly. No cash transactions. Check payments are still allowed on the day of lesson.



Timberhill Tennis Club

PLAY

Group Lessons

Group Lessons

- There will be an initial limit of 4 players per court for group lessons.
- Coaches will communicate their court assignment to the player prior to arrival at the club.
- Please arrive no more than 5 minutes prior to your start time.
- Staging areas for each court will be used for group lessons. Line up in the first available spot for your court and keep social distance from others. Your coach will come and get you when it is time to start.
- All players and coaches are required to sanitize hands before and after lesson.
- TTC is not able to safely accommodate viewing for group lessons at this time.
- Tennis staff will be using individual teaching carts & balls.
- Students are not allowed to handle the tennis balls. If a ball needs to be moved or returned, it can be done with a shoe or racquet, but it should not be picked up.
- If serving instruction is desired, student will bring 6-9 balls to dedicate to this. Staff will not handle these tennis balls and they will be kept separate from the teaching balls. These balls will go home with the student.
- Ball machines may be used by the pros for lessons.
- Coaches and players will keep a minimum of 6 feet of social distance. For semi-private lessons, the coach will enforce this distance between players.
- Coaches and players will not touch or share each other's equipment.
- At the conclusion of each lesson, the coach will show the player toward the appropriate exit to use.
- At the end of a teaching session, the coach will ensure that the court is completely cleared of balls, and sanitize and store baskets and equipment.
- For non-member lesson payment, it is required that we have a valid credit card number in 10sPortal so automatic payment can be charged monthly. No cash transactions. Check payments are still allowed on the day of lesson.

EMERGENCY ACTION PLAN

Emergency Action Plan

- Establish a clear emergency action plan for pandemic to include with TTC Standard Operating Procedures.
- In the event of a positive COVID-19 diagnosis by member, staff or visitor this plan will be put into motion.
- Immediate notification of local and state health authorities
- Evaluate continued club operations
- Notification of members, staff & visitors – same day
- Arrangements for facility sanitation by TTC staff



EMERGENCY ACTION PLAN *communication*

Emergency Communication Plan

- In the event of a positive COVID-19 diagnosis (staff or member), members will be notified immediately.
- Members will be notified by email and phone message.
- Notification will be done by email for staff
- Media questions should be directed to Hunter. You are not authorized to provide any information to media outlets.