

NATOMAS PARK MASTER ASSOCIATION  
COVID-19 OPERATING PROCEDURES – SUBJECT TO CHANGE

**Introduction:**

Our world and lives have been dramatically altered due to the effects of the Coronavirus Pandemic. The NPMA community has shown great resilience, strength and patience through these times. There have been a lot of questions around what will be available for use at The Club as well as what steps the operators will be taking to comply with reopening guidelines outlined by national and local public health officials. The following information is to communicate our plans for reopening and will be updated as the situation progresses.

The cooperation and consistency of staff, management and members will be imperative to the success of remaining open for the enjoyment of as many members as possible. These guidelines have been developed based on public health guidance as well as what other communities and organizations are implementing to limit the spread of the coronavirus and to help keep residents as healthy as possible while engaging in activities outside the home. The health of our members and staff is our number one priority, so compliance is mandatory. If anyone is observed not following the guidelines, management should be alerted immediately.

Until further notice, The Club will be open from 5:00am-11:00am and 12:00pm-8:30pm Monday-Friday, 7:00am-11:00am and 12:00pm-8:30pm Saturday and Sunday and by reservation only. All users must sign a waiver/ release/ assumption risk prior to entry, and all legal guardians/parents must sign on behalf of minor children. As of July 14<sup>th</sup>, Sacramento County has been mandated to close fitness facilities, so the gym will not be reopening at this time. We are still considering outdoor fitness classes and will continue the virtual classes. The use of indoor facilities is restricted, so we will be focusing on outdoor amenities until further guidance is released. Because of capacity limits due to social distancing, we are not reopening the cafes.

**Natomas Park Master Association Cannot Ensure that The Club Facility Is Free of COVID-19 or Other Contaminants – Use Is at Your Own Risk.**

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**Guidelines for Use of the Club Facilities**

1. If it is recommended by the CDC guidelines that you should quarantine or isolate yourself, you may not use the Club Facilities. This includes but is not limited to the following circumstances (please review [these scenarios and definitions of close contact](#) for more information):
  - a. You have been in close contact with someone who has COVID-19 (even if you are still waiting for test results)
  - b. You live with someone who has COVID-19
  - c. You have been diagnosed with COVID-19
2. Anyone planning on entering the Club Facilities should self-check for symptoms prior to leaving their home and seek further [guidance from the CDC](#) if they are experiencing any symptoms. **NOTE: Not all people who have COVID-19 experience symptoms.** Symptoms may appear 2-14 days after exposure to the virus and may include:
  - a. Fever or chills
  - b. Cough
  - c. Shortness of breath or difficulty breathing
  - d. Fatigue
  - e. Muscle or body aches
  - f. Headache
  - g. New loss of taste or smell
  - h. Sore throat
  - i. Congestion or runny nose
  - j. Nausea or vomiting
  - k. Diarrhea
3. Out of an abundance of caution, members who are exhibiting possible symptoms will be asked to leave the facilities.
4. Reservations for available amenities will be kept up to date on the NPMA website.
  - a. To reduce traffic at The Club, only members with a confirmed reservation will be allowed on-site unless otherwise specified and only for the duration of their reservation time.
    - i. No queuing of more than 3 households at a time outside or inside the facility will be allowed for those waiting for their reservation time to start. You should make every attempt possible to arrive for your reservation at the specified time. If you arrive early, please wait in your car or away from the entrance to The Club.
  - b. NO GUESTS are allowed at this time.**
  - c. Members will be required to agree to the new rules and guidelines before confirming their reservation. They will also be required to confirm that they are not experiencing the above-stated symptoms.
    - i. Members with reservations will be contacted 24 hours before their scheduled arrival to confirm their reservation and ask if they or someone

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- in their household is exhibiting any COVID-19 symptoms and asked to cancel their reservation if they are
- d. Note that if you make a reservation, no other members are able to use that time. If you are unable to make it to your reserved time, please cancel your booking at least **4 hours** in advance so that other members have the chance to use the facilities. Cancellations made less than 4 hours in advance will be considered a "no show / late cancellation". You must arrive no later than 10 minutes after the start time of your reservation. After 10 minutes, if you have not contacted the front desk via phone you will be considered a "no show" and your reservation may be given to someone else. See "Member Violations" for more information.
    - i. Your confirmation and reminder emails include a link to cancel or reschedule your reservation, or you can call the front desk during operational hours to cancel. Emailed cancellation requests are not guaranteed to be processed within the 4 hour window.
  - e. Once your reservation is over, promptly exit the facilities so that the next member can start their reservation on time. Staff will do its best to help remind you that your reservation is almost over, but the responsibility to exit on time lies solely with the member and late departure will be considered a violation of guidelines (see "Member Violations" for more information).
  - f. Reservation start and end times have been staggered to reduce traffic and lines on check in and at departure. However, we cannot guarantee that there will not be a wait for your reservation to begin. No additional time will be added to a reservation because of a late check-in. **Members are encouraged to sign waivers for every person entering the facilities ahead of time to reduce time spent at check-in to maximize their reservation time and the reservation time of others. This includes minors who are using the facilities or parents who are monitoring minors.**
5. While on-site, maintain 6' of distance or a physical barrier between yourself and others whenever possible.
  6. Entrance / Exit from the Club will be limited to the member entrance, and a valid membership card will be required. If you need a new card, please schedule an appointment to meet with Member Services prior to your amenity reservation. You may not use another member's card to gain entry.
    - a. An intercom may be available in the future for communication with the Front Desk staff, or you can call the Club at (916) 928-3633 if you are having trouble gaining access to The Club.
    - b. Members without a membership card will not be granted access.
  7. A disposable mask or cloth face covering must be worn while indoors at The Club. Follow [guidance from the CDC on face coverings](#). ***An order from the Governor on June 29th clarified strict requirements for wearing facemasks.***
    - a. Face coverings must be worn prior to entering the facility

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- b. Face coverings are not required outside unless you are unable to maintain a physical distance of 6' from people outside of your household. You are encouraged to wear face coverings on your way to the pools since you cannot anticipate how close you will come to staff or members of other households.
  - c. Face coverings should NOT be worn if you are in the water as difficulty in breathing can occur.
  - d. Some individuals are exempt from wearing a face covering under the order. If you are exempt, you must indicate this when booking your reservation so our team is aware in advance.
  - e. Due to the increased risk associated with speaking in close proximity, you must wear a face mask when conversing with staff or members outside of your household.
8. Hand sanitizer and/or wash stations have been supplied near entrances and exits. Wash your hands prior to entering and upon exiting the facility or use sanitizer if you are unable to wash them.
9. Wash your hands thoroughly (at least 20 seconds with soap and warm water) prior to exiting a restroom.
10. The touchless water dispenser at the Cove will be available for member use. Members are allowed to bring in personal, reusable water bottles. The bottle should not touch the dispenser when refilling. Clean and sanitize your water bottle prior to bringing it into the facilities. **No other food or beverages will be allowed at the facilities at this time.**
11. In an effort to serve the most homeowners possible, households are limited to 1 reservation per day and 3 total amenity reservations at a time (for example, a parent could hold 1 Lagoon Pool and 2 Lap Pool reservations at a time). Additional limits on how many reservations you can hold at one time are placed on each amenity. Please be considerate of your fellow homeowners! Staff will monitor reservations and reserves the right to remove a reservation if these guidelines are not being followed. See "Member Violations" for more information.
12. Staff has been instructed not to shake hands, or bump fists or elbows, etc. with members. They are happy to see you, but we want to limit physical contact to promote the health and safety of all.

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**Use of the Lap Pool**

1. Reservations for Lap Pool lanes will be available to book on the NPMA website and have a duration of 1 hour.
  - a. Members can hold up to 3 reservations at a time. Exceptions will be made for members who supply a doctor's note requesting additional access.
    - i. The note must be emailed to [theclub@natomaspark.com](mailto:theclub@natomaspark.com) and a written confirmation response must be received before the member can book additional reservations
    - ii. There will be a limit of up to 5 reservations at a time, 2 of which must be booked at 5:00am, 6:15am or after 6:00pm. The other 3 may be booked at any available time.
2. Each person wanting to use a lane must hold their own reservation.
  - a. Lanes cannot be split by members of the same household to promote distancing with adjacent lanes
  - b. A parent may accompany a minor for the purpose of the minor swimming and the parent observing from the pool deck. The parent must be present and observing at all times.
3. Check-in for your reservation can occur as early as 3 minutes prior to your reservation time (with the exception of the first reservation of the day; members will not be allowed inside until we open).
4. Sanitize your hands prior to touching handrails or the side of the pool for pool entrance.
5. You are encouraged to wear a face covering until you enter the water. We recommend that you bring a bag to keep your face covering in while not in use.
6. Per County guidelines, the Serenity Spa must remain closed at this time.
7. Use the outside restrooms only if you have a pool reservation. Use of locker rooms will not be permitted.
8. All Lap Pool rules (i.e. no recreational swimming) will be enforced and no lounge chairs will be available for use. Review [the Club Rules](#) for additional rules applicable to use of the Lap Pool.

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**Use of the Lagoon and Toddler Pools**

1. Reservations for the Lagoon and Toddler Pools will be available to book on the NPMA website and have a duration of 90 minutes.
  - a. Members can only hold 1 reservation at a time.
  - b. Deep and Shallow End reservations for the Lagoon Pool will be noted on the reservation
2. Reservations are limited to 1 household / time slot and to members only. There is a limit of 6 people per household reservation. Each member of the household must have a signed waiver.
  - a. If you have more than 6 members in your household, please contact [theclub@natomaspark.com](mailto:theclub@natomaspark.com).
3. Check in for your reservation can occur as early as 3 minutes prior to your reservation time.
  - a. We recommend that you apply sunscreen prior to arrival to maximize sun protection efficiency as well as time to enjoy the pool
4. Designated pool furniture will be available for your use in your reserved area. Pool furniture has been arranged to physically distance members from different households. Do not move pool furniture. If you need additional furniture or for it to be rearranged, you may request it from staff members, and they will do their best to assist with your request as quickly as possible.
5. Wash or sanitize your hands prior to touching handrails or the side of the pool for pool entrance
6. Do not touch the divider ropes or spend time in the social distancing zones between the ropes. These are in place to help keep distance between households.
7. All Pool Rules will be enforced. [Review the Club Rules](#) for additional rules applicable to the use of the Lagoon and Toddler Pools. Since reservations are short, the 10 minute Pool Breaks will not be enforced at this time.

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**Use of Cabanas and Patio Seating**

1. Reservations for Cabana and Patio Tables will be available to book on the NPMA Website and are restricted to single household use. There is a limit of 6 people per household reservation. Each member of the household must have a signed waiver.
  - a. If you have more than 6 members in your household, please contact [theclub@natomaspark.com](mailto:theclub@natomaspark.com).
2. Check-in for your reservation can occur as early as 3 minutes prior to your reservation start time (with the exception of the first reservation of the day; members will not be allowed inside until we open).
3. Sanitize or wash your hands before and after using these seated areas.
4. When you leave, please use the "Ready to Clean" sign to indicate to staff that an area was used and needs to be cleaned. Do not sit at a table that has the "Ready to Clean" sign showing.

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**Operational Guidelines at The Club**

Detailed procedures and checklists are in place for staff to follow and will be verified by supervisors and managers. Below is an overview for member awareness of the types of steps being taken. If you feel like these protocols are not being followed, please alert a member of the management team or Board immediately.

Signage informing members and staff of the risk associated with being in a public place will be prominent throughout the facilities. Members and staff should observe all posted signs.

**Employee and Vendor On-Site Guidance**

1. If it is recommended by the CDC guidelines that you should quarantine or isolate yourself, you may not use the Club Facilities. This includes but is not limited to the following circumstances (please review [these scenarios and definitions of close contact](#) for more information):
  - a. You have been in close contact with someone who has COVID-19 (even if you are still waiting for test results)
  - b. You live with someone who has COVID-19
  - c. You have been diagnosed with COVID-19
2. Anyone planning on entering the Club Facilities should self-check for symptoms prior to leaving their home and seek further [guidance from the CDC](#) if they are experiencing any symptoms. **NOTE: Not all people who have COVID-19 experience symptoms.** Symptoms may appear 2-14 days after exposure to the virus and may include:
  - a. Fever or chills
  - b. Cough
  - c. Shortness of breath or difficulty breathing
  - d. Fatigue
  - e. Muscle or body aches
  - f. Headache
  - g. New loss of taste or smell
  - h. Sore throat
  - i. Congestion or runny nose
  - j. Nausea or vomiting
  - k. Diarrhea
3. Out of an abundance of caution, staff or vendors who are exhibiting possible symptoms will be asked to leave the facilities.
4. Only scheduled employees and approved vendors are able to be on-site. Non-scheduled employees need manager approval prior to coming to The Club (exceptions are made for employees who are also members. In those instances, the employee must follow member guidelines).

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5. While on-site, maintain 6' of distance from others whenever possible (including in break areas).
6. Entrance / Exit from the Club will be limited to the member entrance. Main entry doors must remain unlocked as per fire code, but access will be for emergency only.
  - a. Vendors, Contractors and others can call the Front Desk for admittance approval. The phone number will be posted outside the entrance.
  - b. An intercom may be available in the future for communication with the Front Desk staff.
7. A disposable mask or cloth face covering must be worn while indoors at The Club. Follow [guidance from the CDC on face coverings](#). The Club will provide disposable masks for use during your shift if you are unable to provide a mask for yourself. Masks must be properly disposed of prior to leaving the premises.
8. Hand sanitizer has been supplied near entrances and exits. Sanitize your hands prior to touching doors and the exit button.
9. Wash your hands with soap and warm water for a minimum of 20 seconds at least once every 2 hours and any time after using the restroom, eating, or leaving the site.
10. Staff and patrons should avoid shaking hands, bumping fists or elbows, and other physical contact. Staff should also avoid sharing tools, phones, electronics, and office supplies as much as possible and, where feasible, ensure staff have dedicated workstations for their personal use. Never share PPE.

### **Additional Cleaning and Preventative Measures**

#### **Cleaning Measures**

1. High-touch surfaces (including doors, exit button, front desk counter, pool hand rails, restrooms and locker rooms) will be sanitized every hour by members of the staff.
2. High-traffic areas such as the front desk area, break areas, ingress and egress will be cleaned at least every 3 hours by members of the staff.
3. Pool furniture and the edges of the pool will be sanitized by staff between groups.
4. The Club will close from 11:00am-12:00pm to allow for a thorough cleaning of areas open to members to include cleaning with soap and water followed by sanitizing agents. Sanitizing agents will be allowed to air dry to provide maximum effectiveness.
5. Cleaning of indoor areas open to members will be completed by 3<sup>rd</sup> party janitorial service and designated Club staff. Service to include cleaning with soap and water when possible followed by sanitizing agents. Sanitizing agents will be

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- allowed to air dry to provide maximum effectiveness. Outdoor areas and the fitness center will be cleaned by staff members following the same procedures.
6. Shared tools and office equipment (e.g. phones, keyboards, cleaning kits, etc.) will be sanitized before shift changes

**Additional Preventative Measures**

7. Appropriate PPE and training on its use and cleaning or disposal will be provided for staff for all duties (including cleaning).
8. HVAC filters have been checked for CDC compliance and will be replaced by staff members monthly and by an HVAC professional quarterly.
  - a. High-efficiency air purifiers have been added to the back office and conference room.
9. The water system was flushed prior to reopening.
10. Sneeze Guards are in place between staff and members at the Front Desk.
11. Social Distancing markers are in place at the member entrance and Front Desk.
12. Staff work areas are separated by 6' or physical barriers.
13. A shaded, outdoor break area has been added for staff
14. Self-Service stations (including the coffee and water stations) are not available at The Club with the exception of the touchless water dispenser in the fitness center and at the Lagoon Pool. Staff will be allowed to bring water to the facility in a sports bottle. Use sanitation wipes on the bottle upon entering the facility.
15. Newsletters, magazines, flyers and board games will not be available on site and the lending library will be closed.
16. If it is brought to management's attention that an area was used by someone who has been diagnosed with COVID-19 and was sick at the time of usage, that area will be closed immediately. Per CDC recommendations, the area will remain closed for a minimum of 24 hours before being cleaned and disinfected. It will be reopened after cleaning and disinfecting is complete.

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**Violations of Guidelines**

While we anticipate the majority of members and staff will prioritize their health and the health of others and comply with these established guidelines, the following consequences are in place in the rare instance of violations:

**Member Violations**

1. Safety violations and / or abusive behavior towards staff will not be tolerated and will result in immediate removal and suspension. Safety violations include not wearing a face covering when asked. A member can appeal a suspension in a hearing with the Board.
2. No Show / Late Cancellation: If a member does not show up for their reserved time slot and did not cancel the reservation within the cancellation guidance 3 times, they will be suspended from making new reservations for 2 weeks.
  - a. Missed reservations will be noted on a member's profile
  - b. Member can appeal suspension in a hearing with the Board
3. If a member is found to have too many reservations at one time, the extra reservations will be removed and the member will be contacted with a reminder of the rule. On a second infraction, all existing reservations will be removed. On a third infraction the member will be suspended from making new reservations for 2 weeks.
  - a. Infractions will be noted on a member's profile
  - b. Member can appeal suspension in a hearing with the Board
4. Members will receive a verbal reminder of the rule or guideline by staff. The member will be required to provide their full name to staff if approached about a rule. This will be cross-referenced with reservation records.
  - a. If the same behavior occurs again, the member will be required to leave for the day
  - b. Both infractions will be noted on the member's profile
5. Members who are reminded of different rules 3 times will be required to leave for the day with a request to review the rules prior to returning to The Club.
  - a. All future reservations will be cancelled. The member will review the rules upon completing their next reservation.
  - b. The infractions will be noted on the member's profile.
6. Members who are asked to leave The Club due to guideline infractions 3 times will be suspended from Club use for up to one month.
  - a. Member can appeal suspension in a hearing with the Board

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**Employee Violations**

1. Employees will receive a verbal reminder of the rule or guideline by a manager or supervisor.
  - a. If the same behavior occurs again in the same day, the employee will be asked to leave for the day.
  - b. The infraction will be noted on their employment file and communicated to all supervisors and managers
2. Employees who are reminded of different rules 3 times in a day will be required to leave for the day with a request to review the rules prior to returning to The Club. They will need to sign a copy of the rules prior to return.
  - a. The infraction will be noted on their employment file and communicated to all supervisors and managers
3. Employees who are asked to leave The Club due to infractions 3 times will be removed from the schedule. Consequences will be reviewed by the management team and can include up to termination.