



ROTHESAY HIVE

AGE FRIENDLY COMMUNITY CENTRE

COVID-19 OPERATIONAL PLAN



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1. INTRODUCTION

The Rothesay Hive’s Mission is to be a gathering place to nurture the health and well-being of adults (50+) through a hub of activities that focus on socialization, connection, health and wellness, intergenerational programming, lifelong learning and outreach.

The COVID-19 Pandemic closed the Rothesay Hive in March of 2020. The age group of the membership of the Rothesay Hive is classified as the most vulnerable in our society. While COVID-19 can make anyone sick, older Canadians are at a higher risk of developing serious complications. This Operational Plan is based on their continued health and safety when members are participating in programs and activities provided by the Rothesay Hive. It is the goal of this Operational Plan and the Rothesay Hive Committee to re-open the Rothesay Hive with the help of the town of Rothesay. In order to re-open, the Rothesay Hive will meet all recommendations and requirements of Public Health and WorkSafeNB to ensure the health and safety of staff and members of the Rothesay Hive.

This Operational Plan follows the recommendations from the Province of New Brunswick, the Chief Officer of Health for the Province, and WorkSafeNB for **Phase 3 – Yellow Level**. If the Province of New Brunswick or Zone 2 return to Phase 1 (Red) or Phase 2 (Orange) the Rothesay Hive will close as required by the Province of New Brunswick.

- **Mission:** The Rothesay Hive is a gathering place to nurture the health and well-being of adults (50+) through a hub of activities that focus on socialization, connection, health and wellness, intergenerational programming, lifelong learning and outreach.
- **Ownership:** The town of Rothesay The Rothesay Hive Committee, and the Hive Members are the stakeholders involved in the Rothesay Hive.
- **Purpose:** To safely re-open the Rothesay Hive during the COVID-19 pandemic.



2. OPERATIONAL PLAN OVERVIEW

The Operational Plan outlines the steps taken to ensure the health and safety of the membership and staff in order to re-open the Rothesay Hive. The requirement for physical distancing (2 meters + during physical fitness without a mask / 1 meter + with a mask), community face masks, proper hand and respiratory hygiene, pre-screening for symptoms, and cleaning and disinfecting is fundamental in the plan and takes precedence over socialization, number of participants, and number of programs offered by the Rothesay Hive. The following information outlines how the Rothesay Hive will operate during the COVID-19 pandemic. The Operational Plan will be made available to membership prior to programming returning, online on the Town's website, onsite, and to Public Health officials should it be requested.

Operational Hours

The Rothesay Hive will be open from 9:30am until 2:00pm every Monday, Wednesday, and Friday. Only members who are pre-registered for the scheduled program are permitted to visit during operating hours. There will be NO drop-in programming at this time. To ensure the safety of the members during the winter months, when schools are closed due to a storm, the Rothesay Hive will delay opening until noon. A decision for the rest of the day and evening will be made by noon.

Membership & Payment

YMCA memberships will be valid for the year of 2020. The focus, at this time, will be to attempt to accommodate as many existing members as possible. Programs with instructors and/or programming costs there will have a small fee of \$5.00 per class. Members will be asked to bring exact change. The Town will look into installing a debit machine at the Hive to accept debit payments.

Visitors

Admittance to the Rothesay Hive will be limited to staff, members, facilitators, and Town personnel only. Exceptions will be made for essential workers and assistance personnel as required. Upon arrival to the Rothesay Hive all visitors must sanitize their hands and sign-in to provide contact information (name and phone number) that will be provided to Public Health should they require to conduct contract tracing. This information will be kept in a secure location on-site and will only be shared with Public Health Officials upon request (See Appendix A for the Notice and Appendix B for the Log sheet).

Program Registration

During the COVID-19 Pandemic, programs will be run on a first-come first-serve basis to Rothesay Hive Members. Registration can be completed by phone or email and must be done 48 hours in advance of the programming. There will be no drop-in or walk-in programming at this time, all members must pre-register for programming.

Pre-Screening

There will be active screening for staff, members, program facilitators, and all visitors to the Rothesay Hive upon arrival. Pre-screening for symptoms of COVID-19 will be conducted when members are registering for programs (by phone or email) and on-site during sign-in. Temperatures will also be taken and recorded. (See Appendix C for the Pre-Screening questionnaire).

For reference, normal temperatures are:

Forehead: 35.8-37.4°C (96.4-99.32°F)

Underarm: 36.5-37.5°C (97.7-99.5°F)

Ear: 35.8-38.0°C (96.4-100.4°F)

Response to Pre-Screening Results

Following pre-screening, those members or staff who have two or more symptoms of COVID-19 and/or answer yes to any of the questions in the Pre-Screening Questionnaire for COVID-19, must be excluded from the Rothesay Hive. (See Appendix C for information on exclusion criteria, self-isolation and when to contact 811).

Response to Outbreak of COVID-19

Public Health will be advised if the program has an outbreak of COVID-19:

1. One confirmed case of COVID-19.
- OR
2. Two or more suspected cases of COVID-19.

Should an outbreak be detected:

1. If a participant arrives and displays two or more symptoms of COVID-19 or does not meet the self-assessment requirements, they are not permitted to enter the Rothesay Hive. They will be asked to return home. They will not be allowed to return to the program until they are cleared by Public Health.
2. If a participant develops symptoms of COVID-19 during programming, or it becomes apparent that they no longer pass the self-assessment criteria, they will be asked to put on their community face mask and asked to return home.
 - I. All surfaces will be sanitized once the person has left the Rothesay Hive.
 - II. The Rothesay Hive will follow the direction given by Public Health.
3. If a staff member arrives and displays two or more symptoms of COVID-19 or does not meet the self-assessment requirements, they are not permitted to enter the Rothesay Hive. They must call the Recreation Coordinator immediately and return home. They will not be allowed to return until they have been cleared by Public Health.
4. If a staff member develops two or more symptoms of COVID-19 during the day they will be required to wear a community face mask immediately and to self-isolate until they are able to go home. They must call the Recreation Coordinator immediately. The staff member will not be allowed to return until they have been cleared by Public Health.

Physical Distancing

Physical distancing is required at the Rothesay Hive. Pre-registering is required to ensure the maximum number of participants is adhered to. Programs will be set-up to ensure physical distancing of 2 meters+ is met during programming. Physical distancing guides will be located on the floor. Should there be a line up for sign-in, members are asked to obey physical distancing while waiting.

Community Face Masks

All visitors must wear a community face mask in order to enter the Rothesay Hive. Community face masks must be worn when members are entering, exiting, and moving to different areas in the Rothesay Hive space and in Town Hall. Community face masks may be removed during programming. Community Face masks **will not** be provided by the Rothesay Hive. Plexiglass will be installed at the front desk to ensure the protection of members and staff.

Sanitization

Hand sanitization products will be made available to all visitors of the Rothesay Hive and must be used upon arrival. Any equipment and surfaces will be sanitized between programming. There will be an increase in the frequency of cleaning and disinfecting high-touch surfaces to control the spread of viruses, and other microorganisms. Following completion of a program, all surfaces, especially those general surfaces that are frequently touched, such as door knobs, handrails, tables, equipment, supplies etc., will be cleaned after use. Sufficient time will be scheduled between programs to accommodate this requirement.

Food & Drink

At this stage of opening, there will be no communal food or drinks served or provided by the Rothesay Hive. Programs and events, such as a potluck or coffee & chats will not be organized. We encourage all members to bring their own water bottles for programs and to not share. The Kitchen will remain close for all users and staff.

Kitchen / Library / Coat Rack / Games / Computers

High touch areas such as the kitchen, library, games, and computers will not be provided to members. The coat rack will be made available and will be sanitized after each program use.

Signage

There will be signage at the Rothesay Hive displayed to indicate all measures in place for Covid-19, including but not limited to:

- [Pre-Screening Questionnaire](#)
- [Self-Monitor for Symptoms of COVID-19](#)
- [Physical Distancing Requirements](#)
- [Personal Hygiene Best Practices](#)
- [Hand Sanitization Best Practices](#)
- [Hand Washing Best Practices](#)
- [Community Face Masks Best Practices](#)
- Community Face Masks Mandatory to Enter (See Appendix F)
- Infographic of Measures in Place (See Appendix G)
- Pre-Registration Requirements (See Appendix H)

3. PROGRAM DESCRIPTION

Upon re-opening of the Rothesay Hive, the focus of the programming will be on the main requests from membership, which include: Physical Fitness and Socialization. A membership survey was conducted during August of 2020 to provide a better understanding of membership's perception of re-opening and feedback on programming. As a result, due to the reduced hours of the Rothesay Hive being open, the programming will focus on Physical Fitness (chair yoga, etc.) and Socialization.

As programming continues, the Rothesay Hive will re-evaluate and reassess to ensure the health and safety of the participants is met. As well, new programming will be introduced once possible, including Arts, Theater, Music, Crafts, Card and Board Games, and Mental Fitness.

Programming will be adapted in the following ways to ensure the health and safety of the participants. As new programming is introduced, it will follow the same structure to ensure capacity limitations are followed: pre-registration for a structured program with a physically distanced and masked socialization opportunity to follow.

Physical Fitness

Physical Fitness classes will be provided at a reduced capacity. The number of participants will be limited to accommodate the physical distancing rules. For classes such as chair yoga, equipment will be set up prior to participants arriving. All equipment will be sanitized before and after use. The Rothesay Hive is limited to **10** participants during each Physical Fitness class. Masks do not have to be worn during physical fitness classes as the 2 meter physical distancing will be met.

Socialization

Socialization events will occur following all physical fitness classes. There will not be any events that involves food being brought and consumed in the Rothesay Hive.

Key Participants

Rothesay Hive members will be the only participants in the programs.

Pricing

- \$5 per class
- No membership costs for the remainder of 2020

ROTHESAY HIVE

COVID-19 Operational Plan

Location

The Rothesay Hive is located on 70 Hampton Road, Rothesay NB and contained within the Rothesay Town Hall. The Rothesay Hive is situated on the main level of the building to the right of the main entrance of the Rothesay Town Hall.

Parking

Free parking is available adjacent to the Rothesay Hive with overflow parking available across the street with a well-marked cross walk to allow members to safely cross the street.

Accessibility

The Rothesay Hive is an accessible space with accessible & handicap buttons on the main entrance to the Town Hall. The Rothesay Hive is located on the main level with accessible doors.

Volunteers

Volunteers will be recruited on an ongoing basis. Volunteers will have to complete a Volunteer Application and provide a criminal record check (including the vulnerable sector check). (See Appendix D for the Volunteer Application Form). It is our hope to build a volunteer base to assist in opening the Rothesay Hive and conducting the pre-screening and sign-in process. The volunteer could also be a member who is attending the program. Volunteers will undergo training and orientation prior to working the front desk to ensure that the requirements are met and understood.

A slot in the program will be provided to volunteers to entice them to volunteer.

4. STEP-BY-STEP OF PROGRAMMING

A Day of Programming

9:30AM: The Rothesay Hive is opened to the members registered. The equipment is already setup for program and all surfaces are already cleaned. Rothesay Hive members who are registered may start to arrive for programming.

Members will arrive wearing a community face mask prior to entering Town Hall. They will consult the pre-screening questionnaire posted outside the Rothesay Hive and the list of people registered for the program.

Members will then enter the Rothesay Hive and sanitize their hands. Should there be a line, members will be asked to wait and follow physical distancing requirements. The staff member at the desk will check to make sure they are registered for the programming, go through the pre-screening questionnaire with them, take their temperature, and contact tracing information.

Members will then be permitted to take their place for the programming.

10:00AM: Structured programming begins.

11:00AM: Structured programming ends.

11:30PM: Socialization programming ends. All members are asked to leave the Rothesay Hive. All surfaces and equipment are sanitized.

12:00PM: Rothesay Hive members who are registered may start to arrive for programming. Members will arrive wearing a community face mask. They will consult the pre-screening questionnaire posted outside the Rothesay Hive and the list of people registered for the program.

Members will then enter the Rothesay Hive and sanitize their hands. Should there be a line, members will be asked to wait and follow physical distancing requirements. The staff member at the desk will check to make sure they are registered for the programming, go through the pre-screening questionnaire with them, take their temperature, and contact tracing information.

Members will then be permitted to take their place for the programming.

12:30PM: Structured programming (Physical Fitness) begins.

1:30PM: Structured programming (Physical Fitness) ends.

2:00PM: Socialization Programming ends. All members are asked to leave the Rothesay Hive. All surfaces and equipment are sanitized.

APPENDIX

- A:** Notice on Collection of Contact Information under NB Mandatory Order COVID-19
- B:** Log Sheet for Collection of Contact Information under NB Mandatory Order COVID-19
- C:** Pre-Screening Questionnaire for Symptoms of COVID-19 and Information on exclusion criteria, self-isolation and when to contact 811
- D:** Volunteer Application Form
- E:** Rothesay Hive Programs & Events Calendar Template
- F:** Community Face Masks Mandatory to Enter
- G:** Infographic of Measures in Place
- H:** Pre-Registration Requirements

Appendix A

NOTICE ON COLLECTION OF CONTACT INFORMATION UNDER NB MANDATORY ORDER COVID-19

The mandatory order (COVID-19) issued by the Minister of Public Safety under the Emergency Measures Act requires that we ask for: Your first and last name and a phone number or an email address so that Public Health can easily and quickly get in touch with you in case of an outbreak.

We will keep your information in a secure place at all times and will securely destroy it after 21 days. We will not use or sell your information and will only share it with Public Health if they ask us to, in which case we will take precautionary measures when transferring it to them.

By providing your contact information, you understand it will be collected, used and disclosed as described above.

If you have questions or concerns regarding the collection, use, disclosure of your personal information, suspect or are aware of a privacy breach of your personal information, please contact: Cpobpvp@gnb.ca

If you do not want to provide your contact information you will be refused access to the Rothesay Hive.

Appendix B

MANDATORY ORDER OF COVID-19 COLLECTION FORM			
Rothesay Hive			
<i>Address: 70 Hampton Road Rothesay NB, E2E 5L5</i>			
Collection Date	Full Name of Visitor	Phone Number	Email <small>(If no phone number is available)</small>
DD/MM/YYYY			
DD/MM/YYYY			
DD/MM/YYYY			
DD/MM/YYYY			
DD/MM/YYYY			
DD/MM/YYYY			
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DD/MM/YYYY			
DD/MM/YYYY			

Appendix C

Pre-Screening Questionnaire for COVID-19 Symptoms & Exclusions

1. If you have **2 or more** of the following symptoms, stay home, self-isolate, and call 811:

- **Fever or signs of a fever (such as chills)**
- **New cough or worsening of a chronic cough**
- **Sore throat**
- **Headache**
- **Runny nose**
- **New onset of fatigue**
- **New onset of muscle pain**
- **Diarrhea**
- **Loss of taste or smell**

If you answered YES, and have **ONLY ONE symptom**, you may phone 811 to discuss COVID-19 testing, but you do not need to self-isolate. As a precaution, please self-monitor for onset of additional symptoms that may develop.

2. If you answer **YES to any of the following below**, then you must stay home and self-isolate for 14 days. If you develop symptoms, please refer to the self- assessment link on the Government of New Brunswick webpage.

- **Have you been advised by Public Health, a health-care provider or a peace officer that you are currently required to self-isolate?**
- **Are you waiting for a COVID-19 test or COVID-19 test results AND have been told you need to self-isolate?**
- **Have you travelled outside of New Brunswick in the past 14 days (unless exempt from self-isolation)?**
- **Has an individual in your household returned from outside of New Brunswick in the past 14 days for any reason, and now someone within the household has developed one or more symptoms of COVID-19 as listed above?.**

Please call or email in advance if you will not be able to attend the Rothesay Hive Programming that you are registered for. Thank you.

Appendix D

<h3 style="margin: 0;">Rothesay Hive Volunteer Application Form</h3>		
<p>Please complete the entire form and submit by email to: kirstinduffley@rothesay.ca and include a Criminal Record Check / Vulnerable Persons Sector Check with your application. Applications will be considered once all required information is received.</p>		
<p>Section 1: Contact Information</p>		
Full Name:		Date of Application:
Address:	City:	Postal Code:
Phone Number:		Cell Phone Number:
Email Address:	Age:	
<p><i>Emergency Contact Information:</i></p>		
Full Name:		Phone Number:
<p>Section 2: Experience and Interest</p>		
Previous Volunteer Experience:		
First Aid Certificate Held:		
Why would you like to volunteer at the Rothesay Hive?		
<p>Section 3: Availability and Preferred Volunteer Assignment</p>		
<p>Please check all that are applicable.</p>		
How many hours would you be willing to volunteer? _____ hours/week		
<p><i>I am available:</i> <input type="checkbox"/> Mornings (Mon-Fri) <input type="checkbox"/> Afternoons (Mon-Fri) <input type="checkbox"/> Evenings (Mon-Fri)</p> <p style="padding-left: 40px;"><input type="checkbox"/> More than once a week <input type="checkbox"/> Once a week <input type="checkbox"/> One time only</p> <p style="padding-left: 40px;"><input type="checkbox"/> Weekends <input type="checkbox"/> As needed <input type="checkbox"/> Other</p>		
If you indicated "other", please clarify:		

Appendix E

**October
2020
THE ROTHESAY HIVE**



Pre-Registration is required 48 hours in advance for all programs during the COVID-19 pandemic. Please call **1-506-847-6398** or email **kirstinduffley@rothesay.ca** to register.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Appendix F



ATTENTION: COMMUNITY FACE MASKS ARE MANDATORY AT THE ROTHESAY HIVE

OPERATIONAL PLAN

We have created an Operational Plan that outlines all the steps taken to meet the requirements from Public Health to re-open.

You can read the full plan online by following this link:

www.rothesay.ca/recreation/rothesay-hive/

Get in touch



1-506-847-6398



kirstinduffley@rothesay.ca



www.rothesay.ca

Appendix G



HOURS OF OPERATION: PROGRAMS WILL BE OFFERED MONDAY, WEDNESDAY, FRIDAY FROM 9:30AM TO 2:00PM

WE ARE TAKING ALL PRECAUTIONS TO ENSURE THE HEALTH & SAFETY OF OUR ROTHEsay HIVE MEMBERS

WHO ARE WE?

The Rothesay Hive is a gathering place to nurture the health and well-being of adults (50+) through a hub of activities that focus on socialization, connection, health and wellness, intergenerational programming, lifelong learning and outreach.



OPERATIONAL PLAN

We have created an Operational Plan that outlines all the steps taken to meet the requirements from Public Health to re-open.

You can read the full plan online by following this link: www.rothesay.ca/recreation/rothesay-hive/



PRE-SCREENING
Pre-screening for COVID-19 symptoms will be completed prior to entering.

FACE MASKS
Community face masks will be mandatory at the Rothesay Hive.

SANITIZATION
Increased sanitization of equipment, furniture, and high-touch surfaces.

REGISTRATION
Due to limited availability pre-registration for all programs is required.

Appendix H



**ATTENTION: DUE TO LIMITED AVAILABILITY
PRE-REGISTRATION FOR ALL PROGRAMS IS REQUIRED.
IF YOUR NAME IS NOT BELOW, YOU ARE NOT REGISTERED
FOR TODAY'S CLASS: _____**

1.

6.

2.

7.

3.

8.

4.

9.

5.

10.

OPERATIONAL PLAN

We have created an Operational Plan that outlines all the steps taken to meet the requirements from Public Health to re-open. You can read the full plan online by following this link: www.rothesay.ca/recreation/rothesay-hive/

Get in touch



1-506-847-6398



kirstinduffley@rothesay.ca



www.rothesay.ca

SUPPORTING RESOURCES

Government of Canada: COVID-19: Resources for Seniors and their Caregivers

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/resources-older-adults-caregivers.html>

Government of New Brunswick: Collection of names and contact information under the Mandatory Order COVID-19

https://www2.gnb.ca/content/dam/gnb/Departments/eco-bce/Promo/covid-19/information_collection-e.pdf

Government of New Brunswick: Community Public Health Measures

https://www2.gnb.ca/content/gnb/en/corporate/promo/covid-19/community_measures.html

Government of New Brunswick: Public Health Measures for Businesses, Educational Institutions, Organizations and Service Providers

https://www2.gnb.ca/content/gnb/en/corporate/promo/covid-19/measures_businesses.html

Government of New Brunswick: Resources (Signs and Posters)

<https://www2.gnb.ca/content/gnb/en/corporate/promo/covid-19/resources.html>

Stepping Stones Senior Centre, Fredericton NB: Operational Plan

<http://steppingstoneseniorcentre.com/about/stepping-stone-senior-centre-operational-plan-covid-19/?fbclid=IwAR139T8J4WjyfoQXuNNh6HU12frguqCdDEfNTDZC7R0-1mWE4FY8jRDQRBc>

Work Safe NB: Guidelines for New Brunswick Workplaces in a Covid-19 Environment

<https://www.worksafenb.ca/media/61016/embracing-the-new-normal.pdf>