

Temporary Cooling Center: Cahill Senior Center Protocols

Employee Health

- All employees shall always wear a protective mask and gloves.
- Employees conducting screenings shall wear a cloth or surgical mask, gloves, and eye protection.
- Employees shall wash their hands prior to putting on protective equipment. If removing protective equipment, employees shall use extreme precaution not to contaminate their equipment.
- In the event an employee removes their gloves, they shall obtain a new pair.
- Prior to all shifts, employees shall complete a health screening and have their temperature checked.
 - If the employee answers “yes” to any of the questions or has a temperature greater than or equal to 100.4 F, and the symptoms are not related to known allergies or asthma, the employee shall be sent home.
 - If the employee becomes sick during the day, they should be sent home immediately.
 - All employees shall follow City of Tempe Personnel Rules, Rule 4, Section 404: Safety
- Employee Screening Questions
 - Since the last day you worked, have you developed any of the following:
 - Do you have a fever 100.4 F or greater?
 - Do you have a new cough?
 - Do you have new shortness of breath?
 - Do you have a sore throat?
 - Do you have any flu-like symptoms (fever, chills, muscle aches, cough, congestion, runny nose, headaches or fatigue)?

Patron Health

- Patron entering the cooling center shall be screened and have their temperature checked
 - If a patron answers “yes” to any of the questions or has a temperature greater than or equal to 100.4 F, the patron will not be admitted to the cooling center
 - If the reason the patron is not admitted is due to a temperature at or above 100.4 F, they will be provided a shaded seat outside of the facility and may be rescreened in 10 minutes.
 - If the patron is not admitted for any other reason, they will be provided a shaded seat and a bottle of water outside of the facility, if available.
 - Care 7 will be notified and provide additional assistance when available
- Patron Screening Questions
 - Are you under quarantine restrictions?
 - Are you currently ill?
 - In the past 24 hours have you experienced any of the following symptoms that are not related to preexisting conditions (asked independently for each of the below listed symptoms)
 - Fever greater than 100.4 F
 - New Cough
 - New Shortness of breath or difficulty breathing
 - Chills
 - Repeated shaking from chills
 - Muscle Pain
 - Headache
 - Sore Throat
 - New loss of smell or taste
- Unaccompanied minors may not enter the cooling center and shall not be screened. In the event of an unaccompanied minor needing heat relief, Care 7 will respond and provide additional assistance when available.

Operations

- Signage
 - Exterior signage
 - One (1) double sided sandwich board 36" x 24" placed at the street entrance to 715 W. 5th Street.
 - Two (2) yard sale signs will be placed along the east parking lot directing patrons to the entrance of the cooling center
 - One (1) 24"x18" sign with general information about the cooling center will be placed at the entrance prior to the screening staging area (see below).
 - Interior signage
 - One (1) interior sign with precautions and instructions will be placed at entrance to the multipurpose room serving as the cooling location.
 - Two (2) additional signs with duplicate information will be placed in the multipurpose room and in front of the restrooms.
 - Each table will have a laminated sign identifying the table number and an additional laminated sign with precautionary reminders.
- Setup
 - The entrance to the cooling center will be at the Southeast corner of the facility.
 - A shade canopy will be setup to provide exterior shading prior to entrance.
 - The initial screening questions will occur inside the first entrance door and their temperature will be taken and marked pass or fail based on 100.4 F or greater or responding yes to any of the screening questions
 - A second employee will assign a table number and sign-in the patron noting check in time.
 - The 3'x6' tables will be designated for families: 4 tables can accommodate up to 6 familial units each
 - The 3'x3' tables will be designated for individuals and/or couples: 6 tables can accommodate up to 2 patrons per table
 - Total capacity range: 10 min to 36 max
 - Electrical receptacles will be available at four (4) of the tables
 - Coolers with water will be located along the North wall in the cooling center. Employees will distribute the water.
 - Lobby furniture and computers will be covered with plastic to prevent contamination of fabric covered furniture.
 - Employees will rotate assignments every 30 minutes to prevent fatigue and heat stress.
- Registration/Table Assignment
 - After screening and temperature reading, staff will sign-in patrons and record time of entrance into the cooling center.
 - Employees will assign a table based on number of individuals/family.
 - Employees will ask patron if device charging is necessary.
 - Device charging will be available upon request and availability
 - Devices may only be charged at the participants' assigned table.
 - If a table with an electrical receptacle is available, it shall be assigned.
 - If electrical receptacle is not available, employees will assign an alternative table.
 - When a table with an electrical receptacle is made available, employees will have the table and chairs sanitized, and then move the individual(s) that requested device charging capability.
 - Patron shall be responsible for removing all devices prior to departure.
 - Patrons identifying as family members may be assigned the same table with a maximum 6 per family table and 2 per small table, distancing between tables will be a minimum of 6 feet.

- Record Retention
 - All documentation related to the cooling center including but not limited to screening questionnaire, sign-in and sign-out sheets shall be retained onsite in the custodial closet adjacent to the multipurpose room for the duration of the cooling center operations.
 - Records will be collected, dated, and filed at the end of each cooling center operations date.
 - At the conclusion of the cooling center operation, records will be retained in accordance with state and local records retention laws.

- Restroom Use
 - Patron Use
 - An employee will be assigned as a restroom monitor.
 - Two (2) single stall restrooms will be available.
 - Only one (1) adult may enter the restroom at a time (people with disabilities requesting assistance from a family member will be accommodated).
 - Children may be accompanied in the restroom by one parent or guardian.
 - No line shall form for use of restroom.
 - If both restrooms are in use, additional patrons shall notify the restroom monitor who shall note the patrons name and table number.
 - The restroom monitor will let the patron know when the restroom is available.
 - The patron shall return to their table.
 - Patron shall limit restroom use to five (5) minutes per use.
 - Employee Use
 - Employees shall use the employee staff breakroom on the second floor of the Westside Multigenerational Center.
 - Employees shall remove gloves and wash hands with soap and water before and after using the staff break room restroom.
 - Employees will properly remove their gloves and dispose of them in the staff break room trash, wash their hands at the break room sink and then proceed to use the restroom.
 - Employees shall wash their hands in the restroom prior to departing. Employees must obtain a new pair of gloves prior to returning to service.

- Additional Resources
 - Care 7
 - Provide assessments for additional resources when available.
 - Provide immediate stabilization and de-escalation services for patrons.
 - Provide connection to mental health services if needed and when necessary and appropriate
 - Provide basic needs items (hygiene products, bus passes, etc.).
 - If an unaccompanied minor visits the cooling center, Care 7 will provide assistance.
 - Care 7 will provide bottled water in large ice chests daily.
 - Employees will provide patron(s) with a water bottle at their table. Patrons shall not retrieve a water bottle from the ice chests.

- Patron Departure
 - Patron shall depart the cooling center no later than 5 p.m.
 - Patron shall take all personal belongings with them.
 - Any belongings left behind will be retained for 48 hours at which time will be sent to the Tempe Police Department.
 - Patron will exit the Southeast single exterior door and will continue through the East metal exit doors to the parking lot.
 - Patron shall depart the property upon departure from the cooling center.
 - Employees will note departure time.

Cleaning & Sanitization Procedure

- Entry
 - Patron shall use the handwashing station prior to receiving screening.
 - Patron will be provided a surgical mask and required to wear during time at Cooling Center.
 - Infrared thermometer should not touch patron, but in the event of contamination, employees shall sanitize the thermometer and let dry prior to next use, using an alternate thermometer for the next patron

- Departure of Patron
 - Custodial employees will sanitize the table, chairs, laminated signage, and the immediate area surrounding the assigned table.
 - A minimum of 10 minutes of “dry” time will be required prior to reassignment of table.

- Restrooms
 - Custodial employees will sanitize each restroom after every use.
 - Restrooms shall remain unoccupied for a minimum of 10 minutes after sanitization and prior to next use.
 - Sanitization will include all restroom fixtures and the interior and exterior door handles.
 - Staff breakroom restroom will be sanitized at the end of each operating day.

- Water Fountain
 - Custodial employees will sanitize each water fountain immediately after each use and shall not be used for a minimum of 10 minutes after sanitization and prior to next use.
 - Patron may use water fountains after sanitized and dry.

- Daily Closing
 - Custodial employees will sanitize all tables, chairs, restrooms, and water fountains to prepare for next day operations.
 - The cooling center will have a deep cleaning provided by a contract vendor three (3) times per week during operations, which will occur prior to opening on those dates.

Emergency Procedures

- Fire Alarm
 - Patron shall leave their belongings and promptly exit the cooling center through the Southeast exit door.
 - If determined it is safe to reenter the facility, each patron shall use the hand washing station prior to returning to their assigned table.
 - A minimum of six (6) foot distancing shall be used when exiting, using the hand washing station, and when reentering the building.

- Power Outage
 - Patron shall gather their personal belongings and promptly exit the cooling center.
 - An employee will record departure times.
 - If power is restored prior to 5 p.m., patron shall complete the entry process including screening.
 - Custodial employees will sanitize all tables, chairs, and surrounding areas prior to reassignment.

Reporting Procedures

- At the conclusion of each operating date, information will be reported to Tempe Fire & Medical Rescue, consisting of number of daily patrons, and burn rate of personal protective equipment and sanitizing supplies.

Cooling Center Closure

- The City may close the facility at any time in its sole discretion.
- When the Cahill Senior Center returns to normal operations or it is determined by the City's Emergency Operations Command that the City's inventory of Personal Protective Equipment cannot support the cooling center operations, the cooling center will be closed or operation protocols will need to be addressed prior to resuming operations.
- When the cooling center is closed, the facility will return to a heat refuge location with access to the lobby area of the facility for heat relief.
- Employees will return the multipurpose room to standard setup for regular operational use.
- All remaining PPE will be returned to Tempe Fire Medical Rescue.
- All records will be retained in accordance with state and local records retention laws.

City of Tempe
Parks & Recreation Code of Conduct

Tempe Parks & Recreation services and facilities are available to the community for everyone to enjoy. To ensure they remain true to their intent; the City has developed a Code of Conduct based on city ordinances and state statutes for everyone to follow.

Multigenerational & Recreation Centers & Programs:

1. Centers are open daily according to their posted hours; exceptions may be made for city observed holidays, staff trainings, special events, etc.
2. No individual should do anything that endangers the health and safety of themselves or others
3. Staff are not responsible for personal belongings or items left unattended in or on Tempe property.
4. No damaging or improper use of city property including facilities, toilets, lighting, water fountains, furniture, etc. A.R.S. 13-1602
5. Use restrooms only for their intended purpose. Unsanitary activities, including bathing, washing clothes, brushing teeth, grooming and shaving, are prohibited per Tempe City Code 23-40.
6. Proper attire must always be worn including shirts, shorts/pants and shoes. Offensive clothing with vulgar or inappropriate language or graphics is prohibited.
7. No threatening, intimidating, harassing or disorderly behavior which includes threatening to harm or cause damage, fighting, unreasonable noise and abusive or offensive language likely to provoke physical retaliation
8. Be respectful; inappropriate, threatening, intimidating, harassing or disorderly behavior, activity or contact which includes threatening to harm or cause damage, fighting, unreasonable noise and abusive or offensive language of any type is prohibited. A.R.S. 13-3301, A.R.S. 13-1402, A.R.S. 36-601.01, R9-2-202(B)
9. Using or being under the influence of drugs, alcohol or tobacco is prohibited. A.R.S. 13-1301
10. Carrying or concealing any weapons, devices or objects that may be used as a weapon is prohibited.
11. Store all firearms in the provided gun lockers in the entryway of the facility, when provided. A.R.S. 13-3102. Firearms are not permitted inside the facility, except for the time it takes to acquire a key for a storage locker.
12. Food and drink may be restricted to designated areas or approved City programs and reservations within the facility. Outside food of any kind is not allowed, unless otherwise approved.
13. Loitering or sleeping is prohibited
14. All rented equipment must be returned
15. Entering the facility with any type of animal, vehicle or insect, is prohibited, except as required by persons with disabilities.

Further details and information can be found in Tempe City Code – Chapter 23: Parks and Recreation as well as Arizona Revised Statutes – Title 13: Criminal Code.

Staff reserve the right to add, delete or adapt a rule in the best interest of safety, program administration and facility management. This includes establishing additional guidelines for special use areas within the Center such as pools, gymnasiums, fitness rooms, etc.

Violations of the above code of conduct and any other illegal behavior may result in receiving a verbal warning, suspension, citation, fines, arrest and/or being issued a trespass order.