

Covid-19 Operations

Updated May 20, 2020

Frequently Asked Questions

The COVID-19 pandemic continues to be a risk to the health and safety of our community. With states reopening, it is important for our agency to begin phasing in pieces of parks and recreation for the health and enjoyment of all in a responsible and safe manner.

We ask those who participate in programs and visit parks and other facilities, to adhere to CDC Guidelines of staying home if you feel sick or have been sick within the past two weeks, washing hands frequently, avoid large crowds, social distance with other users who are not within your household.

For those who participate in programs or visit facilities or parks, there is a risk you could contract COVID-19. Visitors take full responsibility for their own protection, including disinfecting hands and anything touched.

This plan and details can be altered at any time based upon the most recent State orders, CDC Guidelines, City of Joplin orders, or as facility use dictates.

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Aquatic Facilities

Will the aquatic facilities open this summer?

Yes! Here is what you can anticipate for the 2020 season.

Schifferdecker Aquatic Center: Tentatively opens on June 15; Capacity is TBD

Cunningham Aquatic Center: To Be Determined

Ewert Aquatic Center: To Be Determined

We will continue to monitor and follow guidelines put in place by our Federal, State, and Local officials.

Who can come to the Aquatic Facilities?

There are no residency requirements set for who is allowed admittance at the facilities. They are open to all area residents.

Can I purchase a Season Pass?

Yes, season passes will be available for purchase. The price will be prorated based on the number of facilities open.

When do Season Passes go on sale?

We will announce when the passes go on sale at a later date. Please watch our social media channels for updates.

I have already purchased my 2020 Season Pass. Can I get a refund?

2020 Season Pass Holders may keep their season passes for this year and use them as planned. We will refund the difference between the amount paid and the prorated pass price. This amount can be refunded back to the account holder or applied as a credit to the account.

What are the hours of operation?

Facilities will be open as scheduled:

Schifferdecker: Daily from 1:00pm – 6:00pm

Cunningham: TBD

Ewert: TBD

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How will the aquatic facility open since social distancing is still in place?

There will be reduced capacity based off State and Local guidelines.

The reduced capacity will restrict the number of guests allowed into the facility at any one time, allowing guests to separate by household. The lounge chairs on the pool deck will be eliminated. Guests may bring their own personable, foldable lawn chairs.

Capacity limits will be monitored and adjusted accordingly as State and Local guidelines change.

Can I have rent the pool for a private party/event?

Pool rentals will not be allowed at any facility in the month of June. Reservations can be made tentatively starting June 3rd for parties that will be held from July 6 through August 9. Availability is limited. Renters must be able to adhere to the current occupancy and social distancing requirements.

Please be advised that if occupancy levels do not increase or social distancing requirements are not eased, parties booked in July through the end of the season could be cancelled with a full refund.

What levels of protection are in place to ensure that the water is safe?

The CDC states that there is no evidence that the virus that causes COVID-19 can be spread to people through the water in pools or water play areas. Proper operation and maintenance (including disinfection with chlorine and bromine) of these facilities should inactivate the virus in the water.

Our aquatic facilities are inspected multiple times each summer by the City of Joplin Health Department and are found to be in line with the City's Swimming Pool Operations Code. Our chemical levels are kept at an acceptable level and are always monitored with our chemical control systems. To ensure the accuracy of these systems, aquatics staff manually tests and documents the chemical levels every two hours throughout the day.

When the aquatic facility reopens, what measure will you take to keep the facility clean?

Cleanliness has always been and will always be a top priority. We will continue to clean as we always have and add more sanitizing methods into our daily checklists and rotations. We will follow the guidelines put in place by the CDC regarding cleaning and disinfecting.

Staff will be scheduled in a cleaning role to ensure disinfection of high touch areas multiple times per day. Staff will continuously clean and disinfect high touch surfaces.

What precautions will be put in place this summer for the safety of staff and guests?

Safety of our staff and guests is our top priority. We will follow CDC, State, and Local guidelines and have established protocols. We will provide the proper PPE for our staff so they may do their jobs while being safe.

We plan for additional staff and rotations to clean and disinfect high touch areas, restrooms, and other surfaces. Markings will be placed on the ground to help with social distancing and signage will be placed throughout the facility to encourage social distancing, safety, and cleanliness.

Will you be having any aquatic programs or events this summer?

We will be delaying the start of programs. Please visit our website, social media channels, or call our office to inquire about specific programs.

Will the lazy river be open at Schifferdecker?

The lazy river will be open for guests to swim in. Intertubes will not be available for use.

What other amenities will be open and closed?

Schifferdecker Aquatic Center Amenities

Open:

- Speed Slide
- Family Slides
- Play Area
- Splash Pad
- Diving Boards

Closed:

- Lazy River Intertubes (available for open swim only)
- Intertube Slide
- Rock Wall

Social distancing guidelines must also be followed to the best of each guest’s ability.

Programs

Will there be social distancing at LEGO Camp?

Yes, social distancing will be practiced as often as possible.

What cleaning/disinfection procedures will be put in place during LEGO Camp to promote safety?

Camp counselors will have a cleaning schedule to work through each day. Hand washing will be promoted continuously throughout the camp by both staff and campers and will be required when switching activities.

When will youth sports programs open this summer?

- 5/6U T-Ball Games will begin in June. The number of registrations will determine if the program is held.
- Little Hitters will begin on June 18

Will the equipment used in the programs be clean and disinfected?

Staff and coaches will be cleaning equipment before/during/after each program. T-ball players will be assigned their own helmet to use and will return at the conclusion of the season.

Will Adult Softball Leagues be played?

Yes. Adult Softball Leagues begin June 1st and June 3rd. We will follow the guidelines put in place by the CDC and City of Joplin for game playing.

Only players will be allowed in the softball complex during game nights.

Are masks required to be worn?

We do not require you to wear a mask, but you are welcome to do so if you choose.

Shelter Rentals & Playgrounds

Are the shelters/Silver Creek Community Center available for rent?

Yes, all of our shelters and the Silver Creek Community Center are available for rental, but events must abide by mass gathering limits. Please call our office at 417-625-4750.

If for any reason we must cancel or significantly alter your reservation, the reservation may be rescheduled, or a refund will be made.

What restrictions are in place to address social distancing?

All reservations must follow the mass gathering guidelines under the Joplin Response and Reopening Plan. Currently, we are in “Phase 2: Step 1,” which indicates no mass gatherings of 10 or more people. Per the order, “Movement through each step will be determined by the spread or containment of disease. Each step within Recovery may be four (4) weeks and may be as long as several months.”

Step 2 in the plan, which, if allowed to proceed, should occur in June. If that occurs, the mass gathering limit would be increased to 50 people.

Link to the Joplin Response and Reopening Plan and Each Step:

<https://www.joplinmo.org/DocumentCenter/View/8717/COJ-COVID-19-Reopening-the-Economy-Plan-Amended-5-6-20>

Are the playgrounds/splash pad available?

No. All playgrounds are closed at this time during the State of Missouri Phase 1: Show Me Strong Recovery Plan. The splash pad at Parr Hill Park is closed as well.

Playgrounds will reopen in accordance to the State of Missouri Plan.

Can we rent an inflatable since the playgrounds are closed?

Through the Phase 1 Show Me Strong Recovery Plan, inflatable rentals are not allowed.

Are park restrooms open?

Yes. Restrooms are available. We advise visitors to bring their own hand sanitizer to disinfect their hands.

Are drinking fountains open?

Yes.

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Will the shelter be cleaned before my rental?

No. Shelters are public spaces and we cannot guarantee other park visitors will not use it before your arrival. Consider bringing disinfectant to wipe down any surfaces or table coverings to cover the table(s).

Are there facilities to wash hands at shelters?

Park bathroom facilities are open, but guests are encouraged to bring their own soap or hand sanitizer to clean hands frequently.

Are masks required to be worn?

We do not require you to wear a mask, but you are welcome to do so as you choose.

Park Restrooms

Are park restrooms open?

Yes. Restrooms are available. We advise visitors to bring their own hand sanitizer to disinfect their hands.

What are the current cleaning procedures for park restrooms?

Park restrooms are cleaned daily.

Special Events

May I have a Special Event within Joplin Parks?

All events must follow the Joplin Response and Reopening Plan.

<https://www.joplinmo.org/DocumentCenter/View/8717/COJ-COVID-19-Reopening-the-Economy-Plan-Amended-5-6-20>

Concessions

Will Concessions be open at the athletic fields and aquatic facilities?

Yes, there will be special policies and procedures during this period such as:

- Only prepackaged items will be sold
- Water jugs cannot be refilled by concession staff
- Plexiglass will be placed at cashier windows
- All paper products will be handed to customers
- Enhanced precautions of extra cleaning and disinfecting of high touch areas
- Tables may not be available to discourage gatherings
- Areas for lines will be marked to keep social distancing
- The concession and spectator areas will have capacity limits to be followed based on current guidelines.

Athletic Fields

Are fields available for practice and tournaments?

Practice fields are available on a first-come, first-serve basis. We are encouraging everyone to use wisdom and extreme caution when using these areas for team practices. Everyone has a social responsibility to keep our community safe and healthy. Refer to your sport/league sanctioning body for guidelines regarding how to play safely.

Tournament organizers should contact our Administration Office at 417-625-4750 for more details and availability.