

# Grafton Harbor

**Hakuna**

**Matata River**

**Boat**



**COVID-19 RESPONSE PLAN**

ISSUED MAY 20, 2020

## **FORWARD**

The Management Team of the Hakuna Matata has created this Response Plan to provide practical guidance for employees returning to work while addressing the many new challenges related to the Coronavirus pandemic.

The Plan covers immediate actions necessary to address the presence of the Coronavirus, as well as the integration of a mandatory screening regimen into the systems we use to keep our employees and customers safe.

Our knowledge of and response to COVID-19 continues to evolve. The protocols and procedures in this Plan are based on Federal, State, and Local regulatory guidance and current best practices as of the latest revision date in the document header. This is a "live" document and may be revised or updated according to any changes in regulations, as necessary.

As of this writing, the expectation is that the protective protocols and procedures outlined herein will likely remain in effect, in some form or another, until a reliable vaccine is available, or the spread of the virus is significantly diminished to the point it is no longer considered a critical threat to public health and safety.

Although our Response Plan is designed to address specific challenges and establish protocols that are unique to the Hakuna Matata, the general objectives and action steps described in the Plan may be easily adapted to fit different organizations seeking to reopen their doors. We hope our efforts will be of some use to other small businesses who, like us, are determined to prevail through this crisis and are eagerly looking forward to an Illinois Restored.



## TABLE OF CONTENTS

Forward	1
TOC	2
Action Team	3
Suspended Services	4
Departmental Procedures	5
Housekeeping	5
Bar	5
Lower and Upper Deck	6
Guest Procedures	7
Site Access and Traffic Control	7
Guest Temperature Screening	7
Key Items for Screeners	8
Dissatisfied Customers	8
Guest Temperature Screen Step by Step	9
Employee Pre-Shift Screening	10
Key Items for Screeners	10
Designated Screening Areas	10
Screening Questions	11
Employee Pre-Shift Screen Step-by-Step	12
Illness at Work	13
Appendix	14

## ACTION TEAM

The Action Team brings together key agency decision makers with the authority to commit the Hakuna Matata organizations to a specific course of action, and the ability to acquire resources necessary to implement all aspects of the Response Plan. While all Hakuna Matata employees have essential roles in our mitigation efforts, the Action Team is tasked with the implementation, maintenance, and improvement of the organization's comprehensive COVID- 19 Response Plan. Action Team-member roles include:

- **Executive Lead – Joe and Jan DeSherlia Owners:** responsible for leading Response Plan efforts across the entire organization, and accountable for compliance with any response- related mandates or directives.
- **Operations Lead – Brad Rucker, Director of Operations:** responsible for implementing all elements of the Response Plan onsite, including pre-shift screenings, distribution of PPE (personal protective equipment) and sanitization supplies, social distancing protocols, cleaning & disinfecting best practices, and any plan-related documenting and reporting. *Reports to Executive Lead.*
- **Logistics Lead – Freddy Hatfill, Business Manager:** responsible for acquisition/purchase, inventory control, and distribution of specialized resources (PPE, sanitizing supplies, etc.) required to fully implement the Response Plan. Works with Team-members to develop, schedule, and track plan-related employee trainings. *Reports to Operations Lead.*
- **Communications Lead – Freddy Hatfill, Projects Manager:** responsible for Response Plan development, issuance, and revision,organizational awareness, onsite health & safety signage, plan-related in-house communications, and public marketing & messaging re: reopening procedures and ongoing health & safety protocols. *Reports to Operations Lead.*
- **Team Leaders:** responsible for leading departmental Response Plan efforts as coordinated with the Operations Lead and fellow Team-members. Roles include:
  - **Main Office Team Leader:** Freddy Hatfill/ Manager
  - **Marina Team Leader:** Joe Boarman, Marina Manager*Team Leaders report to Operations Lead.*

## **SUSPENDED SERVICES**

In order to safely re-open and conduct business, guest services have been streamlined. These amenities are temporarily unavailable as of the current document revision date:

### **Dinner Cruises**

## **DEPARTMENTAL PROCEDURES**

### **HOUSEKEEPING**

Housekeeping staff will be provided with mask and gloves on-site. Employees arriving for work should report to the designated pre-shift employee screening.

After successfully completing the pre-shift screening employees may return to work.

Operations Leader will ensure staff compliance with any new/supplemental health, safety, and sanitation protocols mandated by local, state, or federal regulations as directed by the Operations Lead.

### **Bar Staff**

Bar staff are provided with clean masks, and gloves on-site. Employees arriving for work should report to the designated pre-shift employee screening.

After successfully completing the pre-shift screening, employees should report to work.

Team Leader will ensure staff compliance with any new/supplemental health, safety, and sanitation protocols mandated by local, state, or federal regulations as directed by the Operations Lead.

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### Lower Level of Tour Boat

½ of the tables and chairs will be eliminated from the lower level of the tour boat. Seating spaced 6 ft apart will be provided.

Service staff are provided masks and gloves on-site.

Employees arriving for work should report to the designated pre-shift employee screening.

After successfully completing the pre-shift screening, employees shall return to work.

Stewardess and servicers on the frontline contact with guests shall be kept to the bare minimum necessary to limit potential cross-contamination.

Bartenders will serve premade food only. Handwashing and surface sanitation protocols will be strictly enforced.

Handwashing and surface sanitation protocols will be strictly enforced.

Front-of-house Team Leader will ensure staff compliance with any new/supplemental health, safety, and sanitation protocols mandated by local, state, or federal regulations as directed by the Operations Lead.

### Upper Level of Tour Boat

Tables will be eliminated from the upper level of the tour boat. Seating spaced 6 ft apart will be provided.

Service staff are provided masks and gloves on-site.

Employees arriving for work should report to the designated pre-shift employee screening.

After successfully completing the pre-shift screening, employees shall return to work.

Stewardess and servicers on the frontline contact with guests shall be kept to the bare minimum necessary to limit potential cross-contamination.

Bartenders will serve premade food only. Handwashing and surface sanitation protocols will be strictly enforced.

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Front-of-house Team Leader will ensure staff compliance with any new/supplemental health, safety, and sanitation protocols mandated by local, state, or federal regulations as directed by the Operations Lead.



## **GUEST PROCEDURES**

Because the amenities and services we provide are fundamentally communal, our tour boat faces unique challenges in formulating a pandemic response that both protects employees and patrons, while still allowing for our guests to fully enjoy all we have to offer.

### **GUEST TEMPERATURE SCREENING**

In order to reduce the path for infection and maintain a safe environment for all, passengers of the Hakuna Matata shall be required to submit to a brief, non-invasive temperature screening.

Guest temperature screening should be initiated at the earliest possible interaction point before boarding the Hakuna Matata.

Guest screening shall:

- be conducted by staff specially trained in screening procedures,
- take place in designated testing locations, outside of the Hakuna Matata on Dock G indoor or in a low-traffic interior area when weather prevents outdoor screening,
- occur prior to any transactions when possible.
- allow for as much privacy as possible
- be designed to accommodate testing in a safe and timely manner.

Screening queues shall maintain guests' social distancing and be managed via traffic flow controls floor/ground markings, and directional signage.

## KEY ITEMS FOR SCREENERS

- ✓ Full PPE:
  - Disposable gloves
  - Disposable/washable apron, smock or coat
  - N-95 respirator mask
  
- ✓ Hand sanitizer
- ✓ Sterilizing pads/wipes
- ✓ Infrared forehead thermometer

## DISSATISFIED CUSTOMERS

Persons unhappy about being turned away due to refused or failed temperature screening or any customers with complaints or concerns about Grafton Harbor' s pandemic response policies, should be treated respectfully and their concerns addressed in a manner least disruptive to the other business being conduct.

Screeners should direct customer complaints/concerns to the Operations Leader, or if the Operations Leader is unavailable, provide the customer with Operations Lead business card and/or contact information. Remind customers their patronage is appreciated and their feedback valued.

**STEP-BY-STEP DIRECTIONS- GUEST TEMPERATURE SCREENING**

<b>STEP#</b>	<b>ACTION</b>
<b>1</b>	Ensure screeners are wearing appropriate PPE (gloves, respirator mask)
<b>2</b>	Direct guests to the testing location, noting directional markers/signage and reminding guests to maintain social distancing.
<b>3a</b>	Screener informs the customer that the organization's COVID-19 Response Plan currently in effect requires all employees, contractors, and guests be screened, and requests to take the customer's temperature. If the customer agrees, skip to step 4a.
<b>3b</b>	If the customer refuses, politely inform the customer that while pandemic response measures are in place, unfortunately those refusing to be screened are prohibited from entering or boarding the tour boat or its facilities, services, and activities.
<b>3c</b>	If a refund is warranted, ask the customer if they would like to wait while the refund is processed and direct them to a low-traffic area. Inform the appropriate manager of the customer's name and request the refund, and provide the customer with refund confirmation.
<b>3d</b>	Ensure that customers denied service promptly vacate the premises.
<b>4a</b>	Take the customer's temperature with the infrared forehead thermometer (follow thermometer directions) and observe the results.
<b>4b</b>	If the temperature is within the CDC's healthy parameters (<100.4°), thank the customer for their cooperation and direct them to the appropriate seating on the tour boat.
<b>4c</b>	If the temperature is NOT within healthy parameters(>100.4°), inform the customer and request a second test.
<b>4d</b>	If the customer passes a second temperature test, thank them for their cooperation and direct them to the appropriate destination seating on the tour boat.
<b>4e</b>	If a second temperature test fails, inform the customer that their observed temperature of XXX.X° falls outside healthy parameters, and that while a fever may not necessarily confirm COVID-19 infection, the pandemic response measures currently in place prohibit symptomatic persons from entering or using Grafton Harbor facilities, services, and activities. Skip to steps 3c & 3d.
<b>5</b>	Use an alcohol wipe to sanitize the thermometer for the next customer.

## EMPLOYEE PRE-SHIFT SCREENING

Pre-shift screening is a key component of maintaining a safe environment for employees, contractors, and customers by reducing the path for infection.

### KEY ITEMS FOR SCREENERS

- ✓ Full PPE:
  - Disposable gloves
  - N-95 Respirator Masks
  
- ✓ Hand sanitizer
- ✓ Sterilizing pads/wipes
- ✓ Infrared forehead thermometer
- ✓ Employee roster for logging purposes
- ✓ Log sheet (**NOTE: screening logs contain protected health information; they must be kept confidential and stored securely**).

### DESIGNATED SCREENING AREAS

Consideration should be given to where pre-screening occurs. Whenever possible, screening shall be completed outside of enclosed spaces. If weather or other issues do not permit pre-work screening outdoors, effort will be made to complete the screening in a low travel area that can be reached without having the employee travel through service areas to get to the location.

Screening areas shall allow for privacy and be designed to accommodate testing in a timely and safe manner. Directional floor markings and signage shall be utilized to direct employees through the screening area while maintaining social distancing.

## SCREENING QUESTIONS

The Screener asks each employee the following series of questions and logs the employee's responses **prior to performing the temperature check:**

- **Screening Question #1:** *Has employee been diagnosed with COVID-19 by either a positive test or a healthcare provider?*
  - If YES, inform the employee that they may not work their shift, that they should return home, seek medical advice and/or self-quarantine, and that they must be cleared by the Operations Lead before returning to work. Mark the log sheet **FAIL** and note the reason.
  - If NO, mark the log sheet and proceed to next screening question.
- **Screening Question #2:** *Has employee been outside of the United States within the last fourteen days?*
  - If YES, inform the employee that they may not work their shift, that they should return home, seek medical advice and/or self-quarantine, and that they must be cleared by the Operations Lead before returning to work. Mark the log sheet **FAIL** and note the reason.
  - If NO, mark the log sheet and proceed to next screening question.
- **Screening Question #3:** *Has employee been in close contact with anyone who has been diagnosed with COVID-19 within the last fourteen days?*
  - If YES, inform the employee that they may not work their shift, that they should return home, seek medical advice and/or self-quarantine, and that they must be cleared by the Operations Lead before returning to work. Mark the log sheet **FAIL** and note the reason.
  - If NO, mark the log sheet and proceed to next screening question.
- **Screening Question #4:** *Has employee experienced a temperature or COVID-19 symptoms as noted by CDC guidelines?*
  - If YES, proceed to Screening Question #5.
  - If NO, mark the log sheet and proceed to the temperature screening.
- **Screening Question #5:** *Are the employee's symptoms associated with a known pre-existing condition such as asthma, COPD, chronic sinusitis, etc.?*
  - If YES, note this on the log sheet and proceed to the temperature screening.
  - If NO, inform the employee that they may not work their shift, that they should return home, seek medical advice and/or self-quarantine, and that they must be cleared by the Operations Lead before returning to work. Mark the log sheet **FAIL** and note the reason.

**STEP-BY-STEP DIRECTIONS - EMPLOYEE TEMPERATURE SCREENING**

<b>STEP#</b>	<b>ACTION</b>
<b>1</b>	Ensure screeners are wearing appropriate PPE (gloves, respirator mask, ).
<b>2</b>	Screener should inform the employee that they will need to remain during the entire screening process to ensure accuracy.
<b>3</b>	Confirm with the employee that they are authorizing the screener to take their temperature. If consent is granted, skip to step 5.
<b>4</b>	If the employee refuses, they are to be sent home.
<b>5</b>	Ask employee the screening questions (see above) to determine if they should be sent home for self-quarantine and/or medical intervention.
<b>6</b>	Take the employee's temperature with the infrared forehead thermometer (follow thermometer directions) and observe the results.
<b>7a</b>	If the temperature is within the CDC's healthy parameters (<100.4°), write "PASS" on the log sheet and release the employee for their shift.
<b>7b</b>	If the temperature is NOT within the CDC's healthy parameters(>100.4°), write "FAIL 1" on the log sheet. Inform the employee that they have failed the temperature screening and that one additional test will be performed.
<b>8</b>	Repeat step 6.
<b>9a</b>	If the employee passes the second screening, write "PASS" on the log sheet, release the employee for their shift, and proceed to step 10.
<b>9b</b>	If the employee fails the second screening, they are to be sent home and asked to contact their physician immediately for medical advice. Write "FAIL 2" on the log sheet.
<b>9c</b>	If an employee fails the screening, the designated screening area must be temporarily closed to allow for deep cleaning of all surfaces in the immediate vicinity. Screener should remove and discard disposable PPE, wash hands thoroughly, and change into fresh PPE before resuming screening duties.
<b>10</b>	Use an alcohol wipe to sanitize the thermometer for the next employee.
<b>11</b>	Once all employees for the upcoming shift have been screened, disinfect/sanitize all surfaces in the Designated Screening Area and file all screening logs.

## ILLNESS AT WORK

The CDC advises that, on average, it takes 5-6 days from when someone is infected with the virus for symptoms to show; however, it may take up to 14 days for symptoms to appear in some individuals. Note that some individuals may be *asymptomatic* which means they are carriers of the COVID-19 virus but have not endured any of the typical symptoms of infection.

In an effort to minimize the impact of COVID-19 spread if/when an employee becomes symptomatic while at work, employees should self-monitor throughout their shift and report any symptoms to the Operations Lead and Team Leader, or another Action Team-member if the Operations Lead and Team Leader are unavailable.

In the event an employee does begin to feel ill with COVID-19 symptoms while at work, they should immediately begin wearing a mask if they are not already wearing one. After reporting their symptoms (see above), the employee should remove themselves from the vicinity of customers and/or coworkers, taking care not to touch common work surfaces and maintaining physical distancing.

Employees with mild symptoms who are otherwise healthy will be instructed to return home, self-quarantine and seek medical advice, and must be cleared by the Operations Lead before returning to work.

Standard COVID-19 exposure cleaning and sanitizing procedures, done in a manner consistent with CDC and regulatory guidelines, should be used in all areas and on all surfaces, equipment, etc. where the symptomatic employee recently worked.

The Operations Lead will coordinate with the employee's Team Leader to determine and promptly alert any others that may have been in close contact with the symptomatic employee. All such contact attempts are to be recorded and should include the person's name, phone number, date/time of attempt, and whether or not the person was reached and notified.

## **APPENDIX**

**CDC “Stop the Spread of Germs” Signage**

**CDC Cleaning & Disinfection Guidance**

**CDC Cleaning & Disinfection Decision Tool**

**FDA Best Practices Infographic**

**FDA Re-Opening Checklist**

**IDPH Guidance for Food Services**