

CCHOA Board Meeting Agenda
31 March 2021, 6:30pm
Circle C Community Center via zoom

- I. Roll Call
- II. Acceptance of Agenda
- III. Acceptance of February 24, 2021 board meeting minutes *Steve Urban*
- IV. Homeowner Forum (*3 min each*)
 - a. Eric Marshall
 - b. Elli Overton
 - c. Jennifer Pickerill
 - d. Susanna Gallun
 - e. Kristyne Blackburn
- V. Management Reports
 - a. General Report, *Karen Hibpshman*
 - 1. Feb YTD Financials
 - b. Landscape Report, *Clayton Hoover*
 - c. Aquatics Report, *Brody McKinley*
 - d. Maintenance Report, *Robert Bardeleben*
- VI. Discussion Items
 - a. Escarpment Loop Project
 - b. Circle C North Update
 - c. 2021 Pool Season
 - d. Monument Landscape Proposal
- VII. Action Items
 - a. Board Appointments
 - b. 2021 Budget Adjustment
 - 1. Storm Damage Critical Needs
 - 2. Community Center Repairs
 - 3. Node Clock Replacement
 - 4. Pool Covers
 - c. Pool Re-opening Plan
 - 1. Seals
 - d. AISD Landscape Proposals
 - e. Legal Collections Attorney
- VIII. Adjourn Public Meeting
- IX. Executive Session

Attachments

- 1. February 2021 Board Meeting Minutes
- 2. General Report (including YTD Financials)
- 3. Landscape Report
- 4. Aquatics Report
- 5. Maintenance Report

**Circle C Homeowners Association
Board Meeting Minutes
February 24, 2021**

1. The CCHOA Board of Directors convened on February 24, 2021, via video conferencing (Zoom). Russ Hodes called the meeting to order at 6:34 p.m. In attendance were board members Russ Hodes, Michael Chu, Steve Urban, Jason Bram, AE Martin, Kim Ackermann and Natalie Placer-McClure. CCHOA Manager Karen Hibpshman (HOA Manager), Marnie McLeod (Assistant Manager), Brody McKinley (Aquatics Director), Clayton Hoover (Circle C Landscape) and Robert Bardeleben (Facilities Coordinator) was present.
2. Russ presented the February 24, 2021 agenda. Kim motioned to accept the agenda as written. Michael seconded the motion. All were in favor and the motion passed.
3. Russ presented the January 27, 2021 Board of Directors Meeting Minutes. Kim motioned to accept the minutes with Michael's edits. Steve seconded the motion. All were in favor and the motion passed.
4. Russ introduced the Homeowner Forum. Elli Overton, a 7-year resident and a director of sales and marketing for a swim gear company would like to advocate for the pool to open responsibly as soon as possible and remain open. There are pools all over Austin that remain open safely. She would like purposeful use of the pool. Swim Teams and training are good for drowning prevention. The board is doing a good job of keeping things safe. The pool is one of the safest places to be exercising during this time of COVID, it's outside. She wants to thank the board for keeping safety in mind.
5. Karen provided the management report and the YTD Financials. Karen stated we had a week of snow/ice and damages will be covered later in the meeting. ACC requests have increases significantly with more owners working from home. We only had homeowner packets mailed in February, sales slowed down but it looks like sales may be picking up again. March 10th is the Annual Meeting via Zoom. Natalie had suggested a color contest, it has been included in the March newsletter and we will have an Easter Parade on March 27th. March 31st is the next board meeting. We will be closed on April 2nd for Good Friday. The semi-annual garage sale will be held on April 17th and we will have onsite paper shredding and Goodwill. We aren't able to get the Electronic Recycling this time due to COVID. Russ asked if a date was sent for the Board Retreat. Karen stated not yet.
6. Clayton presented the landscaping report. We had the worst historic storm we have ever seen. We will start on Monday to examine for leaks. We will have a better idea of the damage by next week. The limbs damaged by ice have been cleaned up. Our trees are stressed, we still don't know if we will lose any but we will leave them alone for now. We don't have an idea how bad the damage is yet; we did drain the lines before the storm hit. We will have valve problems and possible mainline issues. AE asked about the

considerable plant damage could we publish something in the newsletter about this. Residents don't know what to do. Clayton stated we need to see next week what will come back. The nursery's lost their stock also. AE, we need an official statement and email blast the information. Clayton can provide the information that can be sent out. Kim asked if our grass was killed also? Will the St. Augustine come back or is it dead? Clayton stated the St. Augustine might be ok. We have a lot of Zoysia and that goes dormant in the winter so it should be ok. Kim asked if we would cut our plants back now? Clayton stated no, not yet. There might be another freeze. Wait until it is safe. Some of the plants are already dead, you can already smell the rotting Aloe Vera plants and cacti. Karen asked a question that was posed on the "Chat", should we water the plants and cut them back? Clayton stated we have moisture in the ground now and will get more rain soon. Wait until we get above 55' at night to water. Then water a good amount once a week until the heat of the summer. Once the temperatures reach triple digits, then hand-water twice a week.

7. Brody presented the aquatics report. Everything is on hold because of the winter storm. Hopefully we will open up with Phase 1, we are getting ready. We are getting all 38 lifeguards recertified. We have to do this in smaller groups. Natalie asked where we are with the Bowie swim team? Brody responded that we have been closed since mid-November so the team was not able use the pool
8. Robert presented the maintenance report. Robert updated on the bollard lights that lighting had stuck one of the boxes. We have electrician working on this to get the lights working again.

Facility damages – No issues at the Community Center building, we had turned off the water at the main before the storm. At the pool, all the water was turned off which prevented a lot of damage. The pipes and equipment froze and we did lose power for the week. The beach entry pebble-tech finish also froze and was damaged. Working on bids for resurfacing. At the Swim Center, the pumps went down mid-week, so it didn't have solid ice. We will have to replace all four faucets. The pool was refilled once the water restrictions were lifted. At Avana, there weren't obvious damage. We had one hot water pipe and a float valve that had to be replaced. We have another unground leak. It was last month and not freeze related. A leak detection company is scheduled to come out and give us a bid for repair.

At GreyRock, the power stayed on, so no equipment issues. The pool was accessed by the residents for water. All the playgrounds seem fine, ice on the shade canopies was also a concern but they all seem to be fine so far. Michael asked if there was damage from the residents accessing the GreyRock pool? No, they got over the fence and propped the gate open so that others could get in. This created a risk for children getting in the pool area and drowning. Robert deadbolted the fence shut to keep everyone safe.

AE asked if we would do anything different know to prevent future freezes. Robert, yes, we always reassess after every major storm or incident. This time we put antifreeze in all

the toilets/urinals which prevents a lot of damage. Concrete damage is a big risk, when moisture gets underneath and we will continue to find more damage as time goes on.

9. The first discussion item was the Annual Meeting. Karen will send the presentation next week. We have reached quorum for meeting and currently at 18.6%.
10. The seconded discussion item was the Escarpment Loop. Natalie had asked me to talk to Jack Frost and WLE to see how the job could be broken out.
11. The third discussion item was Circle C North. Karen found an engineer that will work with a lower dollar project. The project will require a survey and site plan. We are looking at \$10K just to get work done for permitting process. Sleeves would have to be put in under roads and at least two medians to get water down Barstow. Russ asked, do we have an engineer lined up. Karen, yes, I did find one that is willing to do a smaller project. All the numbers are rough estimates at this time. Russ asked about the water meter. Karen stated that the cost is \$28,500 and is the first part that needs to be completed.
12. The fourth discussion item was the 2021 Pool Season. The plan the board had adopted was when we reached phase 3 and under 30 for the 7-day moving average for hospitalizations, it triggers the first phase for re-opening. Russ, does this plan we made assume that we already have staffing. Brody responded yes. Brody also stated the City of Austin is still on hold for training lifeguards. They were supposed to start training in November, they have 17 swim teams – all are on hold. Michael checked the City of Austin website and the city has 45 pools and 43 of them are closed. Natalie asked why two are open. Michael stated they are natural water sources, like Barton Creek.

Natalie asked if we are prepared for the next step. It is an important topic for the residents. I want to make sure that we move forward once we can open without delays. Brody stated we've been closed for so long; we have lost staff members in the process. So, we will be open based on staff availability and modified hours. We are currently recertifying the staff we have now and should be able to open when it's time. Karen stated we had a meeting in January to talk about the new health code and re-opening. Once we met numbers needed where we can reopen, we should be ready. Natalie – people are asking why we haven't been open. Michael stated that there is a built-in buffer. We don't open once we hit stage 3 because we don't want to keep bouncing back and forth between opening and closing. We wait for set time to ensure it's safe to open. Also, the board voted on a number of different possible opening plans, this was the one the board voted on. Russ, yes, last year we opened a little bit before we had the criteria. Our criteria is solid now.

13. The fifth discussion item was the Landscape Monument Proposal. Karen updated the board that she had talked to the Parks Department and they didn't see an issue with re-locating the main line on parkland. We will need to have engineered drawings of the new location and submit to the Parks Department for final approval.
14. Steve Urban left the meeting.

15. The first action item was the Correction of April 29, 2020 minutes, #17. Russ stated that by closing the pool, we had taken away a big portion of the café's income. In April, we voted to defer the rent, but I think we meant to forgive the rent from March 2020 through December. We should change the language from defer to forgive. Michael, what was the counter argument. Why wasn't this clearer? AE, I thought we were voting to waive the rent, not just defer it. Jason motioned to correct the minutes to waive the rent and not just defer them. Kim seconded the motion. Russ, Natalie, Kim, AE and Jason voted yes. Michael voted no.
16. The seconded action item was the Café Lease. Karen presented the new lease that removes the "Free delivery service" to all of Circle C residents. For delivery to happen, the drivers need to carry a commercial insurance policy and this is not something that the delivery drivers can afford. We will provide a ½ page space in the monthly newsletter for the monthly special calendar. The Café will allow the board to review the café's books but they will not be part of the board packets. They also would like the Right of First Refusal for any future food options at the Community Center pool. Michael, for clarification on the Right of First Refusals, the Café would get the first choice for a food location at the Community Center if we open one, Karen stated, yes, that is correct. Michael agreed with this and made a motion to accept the new lease with the stated changes. Jason seconded the motion. All were in favor and the motion passed.
17. The third action item was the Additional Signage proposal. Karen clarified that the proposed price does include construction costs. The \$8,400 is for the preliminary design. Surveys could be done later. Natalie motioned to move forward with the preliminary design. Kim seconded the motion. All were in favor and the motion passed.
18. The fourth action item was the AISD Landscape Proposals. Russ asked why the bid provided by AISD was blacked out. Karen had asked AISD about this and was told this was not needed for the bids to be reviewed. Karen wanted this to be an action item and also included in the minutes. I had talked to Patty originally to get the AISD bid. We have two bids to repair the damage done by AISD. We have a bid from Circle C Landscaping and from Salvage Solutions, LLC. Natalie asked if we have another bid for comparison? Per the Easement Agreement, both parties (Circle C HOA and AISD) have to approve of the work to be done and what contractor will do the work. AISD has not been responsive. Patty had to reach out to their attorney to get the blacked-out version of their bid.

Michael asked if we are supposed to pay for this. Karen stated, no, AISD should pay for all the repairs. Michael asked, why do we care how much it costs. Karen stated that the biggest concern is that all the damage is restored correctly. The "as-builts" were provided to all so that they know how it has to be restored. This form that AISD gave us is too generic. It does not breakdown everything they plan to do. We need a more detailed plan of everything they plan to do. There is no scope of work, this is half a bid

with no detail. Clayton stated there are many issues here, AISD did a lot of damage. They damaged the clocks that we would build off of. The clocks have to be restored before valves are build. Karen wants to ensure they are accountable for damaging the two clocks and restoring the irrigation. The bid looks like a bid to patch things but not fix them. AE stated they are missing the design. We need a full design; can't we ask them to give us a proposal? Russ, the damage they did is beyond incidental damage. Jason asked is we need to get our AISD rep involved?

Karen stated their contractor also went outside of the construction limits and did additional damage. From what they sent us; we aren't able to tell if they are addressing this. Also, their irrigator went to the valve boxes and cut wires. The MOU states both parties have to agree on any repairs. We might have to get attorneys involved for resolution. Clayton stated there wasn't a bid packet to have a good comparison. Our design replaces the trees that were lost, regrades everything. They don't have any of this included. AISD tied into our systems for both watering and hydraulics. Jason asked if they used our water. Clayton said, it is hard to tell for sure but suspects they did. Karen is already working on this. Jason motioned to table this until we have more information. AE seconded the motion. All were in favor and the motion passed.

19. Jason motioned to adjourn the Public Meeting at 7:49 pm. Natalie seconded the motion. All were in favor and the motion passed.
20. The Board went into executive sessions at 7:50 pm to discuss node clocks and Escarpment Loop. No votes or actions were taken. The Board adjourned the executive session at 8:15pm.

**Circle C Homeowners Association
Manager's Report
February 22, 2021 – March 26, 2021**

Violation Report (February 22nd, 2021 – March 26th, 2021)

207 Violations

- 134 (64.73%) Rubbish and Debris
- 24 (11.59%) Front Yard Maintenance
- 7 (3.38%) Architectural
- 4 (1.93%) Vehicle Storage
- 14 (6.76%) Repair of Exterior Damages
- 9 (4.35%) Exterior Lighting
- 2 (1.32%) Driveway
- 1 (.48%) Fencing
- 9 (4.35%) Use Limitations
- 5 (2.42%) Recreational Equipment

207 Violations by Stage

- 162 (81.25%) stage 1/cooperative letters
- 37 (14.7%) stage 2 letters
- 8 (4.05%) stage 3 letters

207 Violation Updates/Creates

- 177 (85.51%) Closed
- 19 (9.18%) New
- 9 (4.35%) Escalated
- 2 (.97%) Re-Opened
- 2 (1%) Attorney

Administration

28 New Homeowner Packets mailed February 6th – March 19th

Financial

AP checks were signed February 15th and the 23rd with Terri Giles

Upcoming Special Events

April 2nd – HOA Office Closed for Good Friday

April 17th – 1st Semi-Annual Garage Sale – Paper shredding and Salvation Army. No electronics Recycling at this time.

April 28th – Board Meeting

Project/Updates

- All reservations have been cancelled at the Community Center. We are working on a re-opening plan for the Community Center now the numbers have lowered significantly.
- Closed the HOA office to all walk-in traffic. Employees are working more in the office but making sure we taking all precautions necessary. We are still able to work remotely and phones have been transferred when not in the office.
- The damage caused by Bear Creek Elementary is still challenging. AISD provided their 2nd bid which will be discussed under the “Discussion Items”.
- Billing for Rowell and the Commercial HOA will be sent April 1st.
- Storm damage insurance claim has been made for the damage at the Community Center. Robert & I have already met with the insurance adjuster and provided the bids for repair.
- Landscaping storm damage will be discussed under action items.
- Staff is still evaluating all of the facilities and outlying areas for damages

- **Capital Projects**

2021 Capital Budget Projects include:

Swim Center – Pool Covers	Completed
Swim Center – Wade Pool Repairs	Waiting on Atlantis Pools to reschedule
Avana – Refinish splash pad feature	Features are currently at the Refinisher
Swim Center/Café – repair/seal exterior walls	Completed except for 3 awning repairs
Community Center – replace 5 funbrellas	Completed
Avana – shade structure	Poles have been set. Sun shade will be installed 3/29
Swim Center – Seal coating/Restriping	Completed by May 15th
Escarpment Loop Project	Recycle cans have been ordered/Neighborhood trash cans have been installed by April 30th
Circle C North Improvements	Continued update in board meeting on water meter status. Once all the information has been gathered, we will be able to get a better plan for sleeves and irrigation upgrades

Construction Repairs	Repairs due to construction have been done at Bernia, Trissino, Slaughter, La Crosse, Escarpment and Archeleta.
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Current or Future Projects

- Irrigation Infrastructure
- Signage
- Monuments
- Landscape Prep
- Expansion of CCCC pool
- Phase II
- Additional Playgrounds/shade covers

2021 CCHOA INCOME BUDGET

Category	Subcategory	2021 Budget	Jan-20	Feb-21	Totals	%
Homeowner Income	Homeowner Dues	\$4,000,000	\$44,204.58	\$965,187.64	\$1,009,392.22	25%
Homeowner Income	Resale Certificates	\$78,075	\$5,175.00	\$5,850.00	\$11,025.00	14%
Homeowner Income	Transfer Fees I0come	\$61,250	\$4,200.00	\$1,925.00	\$6,125.00	10%
Homeowner Income	Late Fees Collected	\$20,000	\$2,040.63	\$3,026.81	\$5,067.44	25%
Homeowner Income	Lien Admin Fees Income	\$420	\$189.06	\$126.00	\$315.06	75%
Homeowner Income	Filing Fee Income	\$1,680	\$714.00	\$504.00	\$1,218.00	73%
Homeowner Income	NSF Charges	\$100	\$0.00	\$0.00	\$0.00	0%
Homeowner Income	Collection Fee Income	\$0	\$0.00	\$0.00	\$0.00	#DIV/0!
Homeowner Income Total		\$4,161,525	\$56,523.27	\$976,619.45	\$1,033,142.72	25%
Architectural Review Income	Architectural Review I0come	\$10,000	\$4,255.00	\$1,255.00	\$5,510.00	55%
Architectural Review I0come Total		\$10,000	\$4,255.00	\$1,255.00	\$5,510.00	55%
Rental Income	Office Rent	\$14,400	\$2,193.28	\$0.00	\$2,193.28	15%
Rental Income	Grill Rent	\$6,300	\$512.50	\$0.00	\$512.50	8%
Rental Income Total		\$20,700	\$2,705.78	\$0.00	\$2,705.78	13%
Aquatics Income	Pool Programs	\$85,000	\$3,383.00	\$0.00	\$3,383.00	4%
Aquatics Income	Pool Programs - Swim Team	\$107,500	\$9,840.00	\$0.00	\$9,840.00	9%
Aquatics Income	Facility Income	\$37,500	\$3,605.32	\$0.00	\$3,605.32	10%
Aquatics Income Total		\$230,000	\$16,828.32	\$0.00	\$16,828.32	7%
CCCC Income	CCCC Facility Rentals	\$40,000	\$5,510.75	\$320.00	\$5,830.75	15%
CCCC Income Total		\$40,000	\$5,510.75	\$320.00	\$5,830.75	15%
Landscape Reimbursements	Stratus Reimb	\$97,000	\$0.00	\$0.00	\$0.00	0%
Landscape Reimbursements	COA Reimb	\$17,600	\$0.00	\$0.00	\$0.00	0%
Landscape Reimbursements Total		\$114,600	\$0.00	\$0.00	\$0.00	0%
Miscellaneous	Interest Income	\$15,000	\$1,049.41	\$143.92	\$1,193.33	8%
Miscellaneous	Sales Tax Discount	\$0	\$1.13	\$0.00	\$1.13	
Miscellaneous Total		\$15,000	\$1,050.54	\$143.92	\$1,194.46	8%
Rowell Reimbursement	The Rowell HOA	\$60,000	\$26,184.40	\$0.00	\$26,184.40	44%
The Rowell Total		\$60,000	\$26,184.40	\$0.00	\$1,151,183.20	1919%
Grand Total		\$4,651,825.00	\$113,058.06	\$978,338.37	\$1,091,396.43	23%

2021 CCHOA EXPENSE BUDGET

Category	Subcategory	2021 Budget	Jan-20	Feb-21	Totals	%
Commons Area Services	Landscape Maint Contract	\$1,299,959	\$102,867.33	\$108,300.24	\$211,167.57	16%
Commons Area Services	Contract Landscape SC	\$33,426	\$2,652.88	\$2,785.53	\$5,438.41	16%
Commons Area Services	Contract Landscape CCCC	\$33,426	\$2,652.88	\$2,785.53	\$5,438.41	16%
Commons Area Services	Contract Landscape AV	\$23,703	\$1,881.23	\$1,975.29	\$3,856.52	16%
Common Area Services	Contract Landscape GR	\$23,703	\$1,881.23	\$1,975.29	\$3,856.52	16%
Common Area Services	Common Area Holiday Lighting	\$48,288	\$0.00	\$0.00	\$0.00	0%
Commons Area Services	2016 Land Additions	\$5,000	\$0.00	\$0.00	\$0.00	0%
Commons Area Services	Landscape Repairs	\$80,000	\$0.00	\$10,698.00	\$10,698.00	13%
Commons Area Services	Landscape Water Utilities	\$255,000	\$5,771.47	\$6,099.24	\$11,870.71	5%
Commons Area Services	COA Water Utility Compliance	\$8,000	\$0.00	\$3,570.00	\$3,570.00	45%
Common Area Services	Landscape Electric Utilities	\$36,000	\$2,861.21	\$2,724.28	\$5,585.49	16%
Common Area Services	Tree Care	\$50,000	\$2,250.00	\$0.00	\$2,250.00	5%
Commons Area Services	Fence Repairs & Maint	\$7,000	\$0.00	\$0.00	\$0.00	0%
Commons Area Services	Electrical Repairs & Maint	\$12,000	\$0.00	\$771.60	\$771.60	6%

Common Area Services	Neighborhood Maint & Repair	\$20,000	\$1,017.55	\$238.25	\$1,255.80	6%
Common Area Services	Non Contract Landscape - SC	\$15,000	\$0.00	\$0.00	\$0.00	0%
Commons Area Services Total		\$1,950,505	\$123,835.78	\$141,923.25	\$265,759.03	14%
Aquatics Facilities	Administrative	\$64,000	\$2,505.49	\$537.41	\$3,042.90	5%
Aquatics Facilities	Supplies - Pool	\$25,000	\$2,349.45	\$0.00	\$2,349.45	9%
Aquatics Facilities	Supplies - Chemicals	\$71,000	\$2,305.18	\$368.65	\$2,673.83	4%
Aquatics Facilities	Supplies & Fees - Swim Team	\$22,500	\$1,820.57	\$120.00	\$1,940.57	9%
Aquatics Facilities	Maintenance - Pool	\$89,300	\$3,108.12	\$180.00	\$3,288.12	4%
Aquatics Facilities	Maintenance - Building	\$63,100	\$2,448.21	\$2,715.04	\$5,163.25	8%
Aquatics Facilities	Payroll - Staff	\$733,000	\$22,490.05	\$10,285.03	\$32,775.08	4%
Aquatics Facilities	Payroll - Programming Staff	\$41,000	\$361.05	\$0.00	\$361.05	1%
Aquatics Facilities	Payroll - Swim Team	\$102,000	\$7,763.13	\$4,367.11	\$12,130.24	12%
Aquatics Facilities	SC-Utilities - Water	\$30,000	\$1,628.27	\$1,697.07	\$3,325.34	11%
Aquatics Facilities	Avana _Utilities-Water	\$4,500	\$282.65	\$449.56	\$732.21	16%
Aquatics Facilities	GR - Utilities - Water	\$4,000	\$200.96	\$154.39	\$355.35	9%
Aquatics Facilities	SC-Utilities - Electric	\$28,000	\$1,989.86	\$2,073.37	\$4,063.23	15%
Aquatics Facilities	Avana - Utilities- Electric	\$12,000	\$667.02	\$833.17	\$1,500.19	13%
Aquatics Facilities	GR -Utilities-Electric	\$6,000	\$414.88	\$393.06	\$807.94	13%
Aquatics Facilities	Utilities - Natural Gas	\$32,000	\$3,129.24	\$269.32	\$3,398.56	11%
Aquatics Facilities	SC-Utilities - Telephone/Internet	\$12,000	\$169.86	\$538.97	\$708.83	6%
Aquatics Facilities	Avana - Telephone/Internet	\$5,000	\$170.96	\$202.27	\$373.23	7%
Aquatics Facilities	GR - Telephone/Internet	\$5,000	\$202.32	\$176.39	\$378.71	8%
Aquatic Facilities Total		\$1,349,400	\$54,007.27	\$25,360.81	\$79,368.08	6%
Circle C Community Center	Utilities - Water	\$27,000	\$2,628.03	\$307.13	\$2,935.16	11%
Circle C Community Center	Utilities - Electric	\$24,000	\$15.00	\$1,519.45	\$1,534.45	6%
Circle C Community Center	Utilities - Telephone/Internet	\$9,000	\$650.37	\$664.07	\$1,314.44	15%
Circle C Community Ctr	Events Payroll	\$6,000	\$722.42	\$0.00	\$722.42	12%
Circle C Community Center	Maintenance - Building	\$50,000	\$3,405.24	\$2,078.12	\$5,483.36	11%
Circle C Community Ctr Total		\$116,000	\$7,421.06	\$4,568.77	\$11,989.83	10%
Maintenance Operations	Office Supplies	\$1,500	\$0.00	\$0.00	\$0.00	0%
Maintenance Operations	Employee Education	\$1,200	\$135.00	\$0.00	\$135.00	11%
Maintenance Operations	Uniforms	\$1,800	\$0.00	\$0.00	\$0.00	0%
Maintenance Operations	Staff Recruitment	\$300	\$35.00	\$0.00	\$35.00	12%
Maintenance Operations	Safety Equip/Supplies	\$1,400	\$334.33	\$0.00	\$334.33	24%
Maintenance Operations	Maintenance Payroll	\$180,000	\$13,346.48	\$13,346.48	\$26,692.96	15%
Maintenance Operations	Pool Tech	\$69,000	\$3,335.00	\$3,000.00	\$6,335.00	9%
Maintenance Operations	Payroll Taxes	\$15,000	\$1,262.55	\$1,080.63	\$2,343.18	16%
Maintenance Operations	Computer/Software	\$1,400	\$0.00	\$0.00	\$0.00	0%
Maintenance Operations	Tools/Supplies	\$5,000	\$0.00	\$0.00	\$0.00	0%
Maintenance Operations	Office Furniture	\$600	\$0.00	\$0.00	\$0.00	0%
Maintenance Operations Total		\$277,200	\$18,448.36	\$17,427.11	\$35,875.47	13%
HOA Operations	Office Supplies	\$9,000	\$2,458.77	\$0.00	\$2,458.77	27%
HOA Operations	Equip & Maintenance	\$15,000	\$152.30	\$142.14	\$294.44	2%
HOA Operations	HOA Owned Vehicle Expense	\$8,000	\$267.52	\$187.82	\$455.34	6%
HOA Operations	Postage	\$16,000	\$3,749.90	\$2,163.60	\$5,913.50	37%
HOA Operations	Web Operations	\$3,000	\$20.47	\$881.45	\$901.92	30%
HOA Operations	Printing	\$2,000	\$592.34	\$0.00	\$592.34	30%
HOA Operations	HOA Meetings	\$5,000	\$672.34	\$0.00	\$672.34	13%
HOA Operations	Deed Restrictions	\$5,000	\$708.56	\$708.56	\$1,417.12	28%
HOA Operations	HOA Special Events	\$30,000	\$9,997.93	\$0.00	\$9,997.93	33%
HOA Operations	Professional Fees	\$2,000	\$0.00	\$793.70	\$793.70	40%
HOA Operations Total		\$95,000	\$18,620.13	\$4,877.27	\$23,497.40	25%
Financial Management	Management Services	\$113,000	\$9,314.25	\$9,314.25	\$18,628.50	16%
Financial Management	Resale Certificate	\$17,350	\$800.00	\$1,650.00	\$2,450.00	14%
Financial Management	Lien Filing Administrative Fees	\$2,500	\$208.00	\$0.00	\$208.00	8%
Financial Management	Bank Fees	\$40,000	\$2,542.07	-\$2,026.98	\$515.09	1%

Financial Management	CPA/Audit	\$8,000	\$0.00	\$0.00	\$0.00	0%
Financial Management Total		\$180,850	\$12,864.32	\$8,937.27	\$21,801.59	12%
HOA Management	Management Payroll	\$190,000	\$12,759.48	\$13,767.28	\$26,526.76	14%
HOA Management	Management Payroll Taxes	\$15,000	\$1,275.37	\$1,230.31	\$2,505.68	17%
HOA Management	Mileage Reimbursement	\$6,000	\$109.25	\$0.00	\$109.25	2%
HOA Management	Insurance Stipend	\$44,000	\$3,900.35	\$3,569.42	\$7,469.77	17%
HOA Management	Cont Ed & Skills Enhancement	\$2,000	\$0.00	\$139.00	\$139.00	7%
HOA Management Total		\$257,000	\$18,044.45	\$18,706.01	\$36,750.46	14%
Architectural Review Expenses	Architectural Review Expenses	\$7,500	\$2,072.25	\$1,160.25	\$3,232.50	43%
Architectural Review Expenses Total		\$7,500	\$2,072.25	\$1,160.25	\$3,232.50	43%
Legal Services	Legal Services	\$20,000	\$1,789.26	-\$465.00	\$1,324.26	7%
Legal Services Total		\$20,000	\$1,789.26	-\$465.00	\$1,324.26	7%
Taxes	Property	\$5,500	\$0.00	\$0.00	\$0.00	0%
Taxes Total		\$5,500	\$0.00	\$0.00	\$0.00	0%
Insurance	General, Property, Boiler & Auto	\$72,000	\$0.00	\$13,145.82	\$13,145.82	18%
Insurance	Auto	\$4,500	\$0.00	\$818.54	\$818.54	18%
Insurance	D & O Insurance	\$12,000	\$0.00	\$0.00	\$0.00	0%
Insurance	Worker's Comp	\$16,000	\$0.00	\$0.00	\$0.00	0%
Insurance Total		\$104,500	\$0.00	\$13,964.36	\$13,964.36	13%
Community Enhancement	Donations	\$1,000	\$0.00	\$0.00	\$0.00	0%
Community Enhancement	Association Memberships	\$2,000	\$100.00	\$187.92	\$287.92	14%
Community Enhancement Total		\$3,000	\$0.00	\$187.92	\$187.92	6%
Reserve Transfer		\$248,333	\$0.00	\$248,333.00	\$248,333.00	100%
Grand Total		\$4,366,455	\$238,655	\$484,981	\$493,751	11%

Expected Reserve Expenditures and Capital Improvement for 2021

YTD

Pool Covers	\$3,000	\$10,296.00
SC Wade Pool Repairs	\$30,000	\$0.00
Avana Splash Pad	\$4,000	\$0.00
SC/Café Exterior Walls	\$28,000	\$9,691.62
Funbrellas	\$12,000	\$11,983.28
Avana Shade Structure	\$42,000	\$20,551.26
SC-Seal Coat/Restripe	\$14,000	\$0.00
Escarpment Project	\$270,000	\$0.00
CCN Improvement	\$100,000	\$0.00
Construction Repairs	\$35,000	\$176.35
Total	\$538,000	\$52,698.51

Total Capital Budget Projects **\$538,000.00** **\$52,698.51**

Grand Total Expenses **\$4,904,455.00**

**Circle C Landscape
Board Report. March, 2021**

March, 2021

Weather

General: Cold nights, warm days

Rainfall Total: 1 inch

Temperature: 40-85 degrees

Major Events: Small hail, minor amounts of rain

Maintenance Services

General: Mowing Rotation has started for spring

Weeding: Weed, clean

Mulch: Mulching is complete throughout

Treatments: Pre-Emergent in beds and rock areas
Ant mound treatment in beds

Outlying Areas

Filter Pond, CCCC cleaned and checked

Outlying mail centers cleaned and checked

Irrigation:

Irrigation according to winter storm recovery protocol

Controllers remain off

Repairs as needed

Winter Storm Damage

Debris and broken limbs were removed throughout all property

Vines have been removed throughout property

Irrigation flush, air removal, and slow pressure of irrigation system is ongoing

Proposal to remove Rosemary, dead cacti, Carolina Jessimine, Water Iris attached

Proposal to treat shrubs and hedges with mychorryzae is attached.

Trees Canopies lifted on Escarpment medians, small hardwood trees pruned and shaped
Slaughter Lane, Circle C North

Construction Damage and Projects

Construction continues to be a major threat to the irrigation and commons areas.

Slaughter/Escarpment, Mobility Corridor Improvements
ongoing, providing technical advice and materials to COA

Slaughter/Escarpment, Monument damage at median

Slaughter at Beckett to MoPac: No water in this area

**Circle C Landscape
Board Report. March, 2021**

Second median has no water due to construction

LaCrosse at Mopac: Continued construction and median damage
Wildflower Park Side, debris and continuing construction
LaCrosse West side, debris and continuing construction

Avana: Bear Creek Elementary School Damage to west side
New Sidewalk at Bear Creek Elementary School Damage
Trissino/Cricoli area damaged by light pole installation
Fiber Optic Area Damage--natural areas repaired
Turf areas to be repaired in spring

Greyrock: New Irrigation Installed
Rock Work Installed
Prep work for grass installation complete

Circle C Aquatics

February 2021

Modified Operations

Closed

Facility Usage	<i>Resident Entries</i>	<i>Guest Entries</i>	<i>Total Entries</i>
Swim Center	0	0	0
Community Center	0	0	0
Avaña	0	0	0
Greyrock	0	0	0
Totals	0	0	0

Member Stats	<i>Households</i>	<i>Individuals</i>	<i>Average / Household</i>
Homeowners	5,202	16,441	3.16
Renters	386	1,400	3.63
Totals	5,588	17,841	3.19

Revenue

Programs	\$ 0
Swim Team	\$ 0
Guest Fees	\$ 0
Area Reservations	\$ 0
Facility Rentals	\$ 0
Lane Rentals	\$ 0

Program Enrollment

Select Swim Team	35
Masters	0
Group Swim Lessons	0
Private Swim Lessons	0
Water Aerobics	0
Lifeguard Certification	0
Water Safety Instructor	0
Scout Swim Tests	0

Private Rentals

Swim Center	0
Community Center	0
Avaña	0
Greyrock	0
Totals	0

Area Reservations

Swim Center	0
Community Center	0
Avaña	0
Greyrock	0
Totals	0

Special Events

Lane Rentals	
Food Trailer Night	
Dive-In Movie	

Incidents/Injuries

Incident Types	Feb-21				YTD			
	SC	CC	AV	GR	SC	CC	AV	GR
<i>Water Rescue Incident</i>	0	0	0	0	0	0	0	0
<i>First Aid Incident</i>	0	0	0	0	0	0	0	0
<i>Sudden Illness Incident</i>	0	0	0	0	0	0	0	0
<i>Patron Behavior Incident</i>	0	0	0	0	0	0	0	0
<i>Total</i>	0	0	0	0	0	0	0	0
	0				0			

Entry Data	SC	CC	AV	GR	SC	CC	AV	GR
<i>Resident Entries</i>	0	0	0	0	0	0	0	0
<i>Guest/NonRes Entries</i>	0	0	0	0	0	0	0	0
<i>Total Entries</i>	0	0	0	0	0	0	0	0
<i>Incidents Per Entry By Facility</i>								
<i>Incidents Per Entry Total</i>	0				0			

Incident Data	SC	CC	AV	GR	SC	CC	AV	GR
<i>Suspensions / Expulsions</i>	0	0	0	0	0	0	0	0
	0				0			
<i>Biohazard Cleanup</i>	0	0	0	0	0	0	0	0
	0				0			
<i>EMS / 911 Calls</i>	0	0	0	0	0	0	0	0
	0				0			

Circle C HOA
Maintenance Report for Board March 2021
Prepared by Robert Bardeleben -Facilities Director

SWIM CENTER COMPOUND/Maintenance Offices

- Routine Maintenance has been completed
- Minor Equipment and Facility Repairs Made
- Heater Flow Sensor Switch Replaced Under Warranty
- Installed New Required Safety/Rule Signage

COMMUNITY CENTER

- Routine inspections and maintenance have been completed
- Renewal Submitted for Pond Permit

COMMUNITY CENTER POOL

- Routine cleaning and maintenance have been performed.
- Minor Repairs have been completed on equipment and facility.
- Replaced freeze damaged shower cartridge
- Replaced freeze damaged pool fill double check valve
- Waiting on Repairs to Beach Entry, Tile, and Splash Pad—Will discuss more at board meeting
- Installed New Required Safety/Rule Signage

NEIGHBORHOOD

- Minor repairs have been completed as needed

AVANA AMENITIES CENTER

- Routine Cleaning and Maintenance has been completed
- Minor repairs have been made
- Pool Leak Repaired—Leak at two lights—one niche replaced, one conduit sealed
- Installed Two New Pumps
- Replaced Small Pool Light at Beach entry
- Two Spray Features Taken to re-furbisher to be repainted
- Minor Freeze Damage repaired—waiting on plumber for shower valve replacements
- Installed New Required Safety/Rule Signage

GREY ROCK AMENITIES CENTER

- Routine Cleaning and Maintenance has been completed
- Minor repairs have been made
- Minor Freeze Damage Repaired
- Installed New Required Safety/Rule Signage



Circle C Landscape
Storm Damage Proposal
3/25/2021

The current proposal is to provide critical services and treatments for vegetation that has either died or been significantly stressed due to the winter freeze.*

1. Remove Rosemary throughout the entire property. Extensive. Cut back, pull out and dig roots, haul and dispose, refill, cover and clean area.
2. Remove or cut back damaged cacti, perform severe cut back and shape Water Iris, cut back Carolina Jasmine at LaCrosse Hill/Mopac. Dispose, haul and clean area. Throughout entire property.
3. Treat Shrubs and vines with mychorrhizae treatment to boost growth. Extensive and throughout. Hand water with water truck treatment for stressed shrubs and cut back vines throughout property.

Additional Considerations:

Rosemary areas will need to be replanted in the future. Existing irrigation for such planting will need to be evaluated.

Evaluation of shrubs is ongoing, some may not recover and need removal in the future.

Costs:

Rosemary:	\$31,500.00
Water Iris:	5,600.00
Cacti:	4,500.00
Carolina Jasmine:	3,500.00
Shrub/Vine Mychorrhizea Treatment:	26,000.00

Total: \$71,100.00

*A Power Point presentation regarding this proposal is on file with the CCHOA.

Rosemary Removal

Remove Rosemary across the property, cut back, dig out, cover, clean haul and dispose

Rosemary Removal/Replant

- There are large areas of rosemary throughout the property
- The would be removed by cutting, then pulling out roots, cover and clean
- Result will be large bare areas that will need replant or revision
- Most of the rosemary is on old irrigation that includes pop up spray heads which can only be done one time per week.





Considerations:

- Significant amount of rosemary
- Will need replanting
- Old irrigation with spray heads is not enough to establish new plants
- Areas will need to be designed and evaluated

Water Iris

- Cut back to roots
- Located throughout property
- Cut, shape, haul, dispose





Cacti

- Cacti are not normally trimmed at all
 - Remove dead leaves carefully
 - Remove rotten pads
 - Haul and Dispose
 - Clean and Cover
-
- Cacti are sharp and require more time







Shrubs and Vines

- Recommended liquid mychorrhizeae treatment
- Mychorrhizeae fungi is dissolved in water tank and watered in at roots
- Exceedingly good at treating stressed plants, building root systems, making plant more receptive to nutrients
- This would be done asap to boost leaf growth
- There are approximately 8 miles of hedges and shrubs with a replant value of \$1.5-\$2 million.







Carolina Jasmine

- Located at MoPac/Lacrosse on top of hill
- Needs complete cutback
- Large area



Costs:

- Rosemary Removal: \$31,500.00
- Water Iris Cut Back: \$5,600.00
- Cacti Trim/Cut Back \$4,500.00
- Shrub and Vine Mychorrhizae \$26,000.00
- Carolina Jasmine Trim \$ 3500.00

Freeze Damage Repairs Needed at Community Center Pool

(3/25/2021)

As y'all know the Community Center Pool sustained some freeze damage to the pool itself during this last winter storm. The following freeze damage will need to be repaired before we can open this pool.

Pebble Tec Beach Entry will need to be replaced

Cracked Concrete on Splash Pad will need to be repaired

A 3ft length of water line tiles will need to be replaced in the deep end of the pool

Karen has contacted our insurance company and an adjuster has been out to look at the damages.

I have secured two bids on the repairs. One bid was from Atlantis Pools (the original pool builder and company that renovated/replastered the Swim Center last) and the other from Progressive Commercial Aquatics (the company that replaced our pool heaters). I tried to get two other companies out to bid but one did not respond and the other said they are too busy at this time.

At the same time that the Pebble Tec is replaced it is recommended by Atlantis that we replaster the section below the Pebble Tec beach entry to the first tile break. This section is a section that has a lot of wear due to the nature of the use in that pool and has spots where the top layer of plaster has sloughed off. It might be possible per Progressive Commercial to try to grind out the rough spots or spot replaster this section for now but there is no telling how or if that repair would work until it is looked at empty. The whole pool is scheduled for a replaster in 2023. If we do choose to replaster this section down to the tile break it would most likely not need to be done again at the time the complete replaster is done in 2023. Another possibility is to go ahead and do the complete replaster of that pool now while the other repairs are being done.

The price breakdowns are as follows:

	Atlantis	Progressive
Replace Pebble Tec Beach Entry	\$18580	\$12825
Replace Damaged Tile	\$1250	\$2000
Repair Damaged Splash Pad Wall	\$1250	Will not do
Replaster Pool to Tile Break	\$12678	\$13260
Grind out of Patch Plaster to Tile Break	Not Recommended	\$2900
Replaster Entire Pool	\$84580	Waiting on bid

My recommendations are to go with Atlantis as their work for us has been proven to be outstanding. I believe the right move is to do the Pebble Tec Beach entry and either the replaster to tile break or complete pool replaster. There is no telling what the insurance company will and will not cover on the freeze damage repairs but we really do need to move forward quickly with scheduling repairs if we want to open this pool at all this year. Both of these companies have stated they are extremely busy and should be able to do the repairs by June.



BID PROPOSAL

"Our Reputation Holds Water"

P.O. Box 3475
Abilene, TX 79604
Tel: (817) 825-5844 Fax: (800) 684-6789

OWNER INFORMATION

Circle C Ranch Swim Center
5919 La Crosse Avenue Suite 100
Austin, TX 78739

Contact Information

Robert B
PH: 512-796-9584

Project: Circle C Ranch pool
7817 La Crosse Avenue

SCOPE OF WORK

1. Repair Beach entry due to freeze damage pebble tec	18,580.00
2. Repair Damaged perimeter tile due to freeze damage 3 Ln Ft	1,250.00
3. Repair damaged splashpad wall due to freeze damage	1,250.00
4. Re-plaster pool to tile break	12,678.00
5. Re-Plaster entire pool excluding beach entry	84,580.00

Atlantis Pool Plastering, Inc. agrees to furnish all necessary materials, equipment, labor, supplies, supervision and tools necessary to perform the work described above.

EXCLUSIONS

Draining & Cleaning of pool
Chemical start-up
Water to fill pool

Approved By: _____



Project Name: Circle C Quote
Attn: Robert B.
Date: 3/26/21

Quote:

- Sandy beach entry replaster:
Total: \$12,825
- Plaster patch: \$2,900
- Circle C would need to drain the pool and then he would need to refill when finished we will not do any balancing or start up. Circle C will need to brush the area once the pool is full to get any excess residue as we cannot acid wash the patch since there is white plaster below it otherwise it will stain it.
- We talked to our concrete foreman and theres nothing we can do about splash pad concrete cracking. He doesn't feel we could provide a long term solution that will hold up.
- Tile replacement – there's a minimum charge of \$2000 to get a crew out there (Right now the earliest a tile crew can do that repair if needed is May). We can be much more competitive if we were to replace all tile at once instead of just a small run.

Thank you,

Justin Wheeler
Progressive Commercial Aquatics, Inc.

15616 Schmidt Loop Manor, Texas 78653 (512) 278-0801 Fax (512) 350-2154
Website www.proaquatic.com E-MailTPHELPS4@austin.rr.com



Circle C Landscape
Node Clocks
March 25, 2021

The Circle C Commons areas are currently reliant on temporary irrigation clocks (i.e. Node Clocks) due to wiring deterioration. These clocks are intended to be used as a temporary solution to run individual irrigation valves while awaiting a more permanent repair to wiring.

Currently, the entire property is using about 200 node clocks.

This proposal addresses the node clock needs primarily for node clocks on the Escarpment Loop and nearby adjacent areas.

Scope of Work:

Replace 70 Node Clocks:

Acquire individual clocks, set batteries and complete programming. Each clock has to be programmed to run in a sequential way, during allowed hours and according to the watering day allowed by the City of Austin approved variance schedule. The clocks also must not interfere with any stations running from the existing stations that are run from the four primary controllers located on Escarpment.

Drain main line. Remove existing clock, install new clock and new solenoid. Refill main line and test. Monitor for 48 hours to eliminate any initial leaks.

Cost: \$47,250.00



Circle C Homeowners Association



Circle C Aquatics

Re-Opening Plan to Mitigate COVID-19 Transmission

***** Updated 3/29/21 *****

This plan has been developed and adjusted based on current recommendations from local and national authorities/organizations (including the Centers for Disease Control and Prevention, World Health Organization, Austin Public Health, Texas Department of State Health Services, American Red Cross, National Pool and Hot Tub Alliance, Central Texas Aquatics Association, Texas Public Pool Council, Association of Aquatics Professionals, and the National Recreation and Parks Association) and other best practices from the Aquatics and Parks and Recreation Industries.

Contributors:

Karen Hibpshman, HOA Manager
Brody McKinley, Aquatics Director
Robert Bardeleben, Facilities Director
Amanda Hartman, Program Coordinator

Contents

Current Status	4
Relevant Local Orders.....	4
Local COVID-19 Transmission Status	Error! Bookmark not defined.
Local Stage of Risk.....	4
Circle C Aquatics Phased Reopening	6
Transition Criteria Between Phases.....	6
Operational Closure to Phase 1 Reopening	6
Phase 1 to Phase 2 Reopening	6
Phase 2 to Phase 3 Reopening	6
Phase 3 to Phase 4 Reopening	7
Phase 4 to Normal Operations	7
Phase 1 Reopening.....	8
Phase 1: Facility Status.....	8
Phase 1: Swim Center Operations	8
Phase 2 Reopening.....	9
Phase 2: Facility Status.....	9
Phase 2: Swim Center Operations	9
Phase 2: Avaña and Greyrock Operations.....	9
Phase 3 Reopening.....	10
Phase 3: Facility Status.....	10
Phase 3: Swim Center, Avaña and Greyrock Operations	10
Phase 3: Community Center Operations.....	10
Phase 4 Reopening.....	11
Phase 4: Facility Status.....	11
Phase 4: Swim Center Operations	11
Phase 4: Community Center, Avaña and Greyrock Operations.....	11
Aquatics Operational Alterations.....	12
General Precautions	12
Personal Protective Equipment.....	14
Emergency Procedure Alterations.....	15
Standard Operating Procedures	16

Daily Opening	16
Reservation Check-in Procedures.....	16
Reservation Check-out Procedures	17
Hourly Cleaning/Sanitizing - Performed in between reservation blocks	17
Shift Change Procedures.....	17
Daily Closing	18
Cleaning Product Instructions	20
Protocols in the Event of COVID-19 Exposure.....	22
Resources	23
Lap Swimming Reservation Operational Plan.....	24
Select Swim Team Operational Plan	27

Current Status

Relevant Local Orders

[Current Local Health Authority Rules](#) expires on 5/15/21.

[Austin City Ordinance No. 20201203-043](#) expires on 12/31/21.

Local Stage of Risk

The Health Department has published [risk-based guidelines](#) to determine when and how to open businesses and workplaces, and what people should do to stay safe during the COVID-19 pandemic.

Our Aquatics Facilities are currently considered a “Reopened Business” per Governor Abbott’s Executive Orders.

Triggers to determine the level of risk are based on the 7-day average of hospitalizations. This data will provide the most effective indicator due to the general correlation with number of cases, use of ventilators, deaths, and availability of effective treatment and vaccination.

[Austin-Travis County is currently in Stage 3](#)

COVID-19: Risk-Based Guidelines

	Practice Good Hygiene	Maintain Social Distancing	Wear Facial Coverings	Higher Risk Individuals Aged 65+, diabetes, high blood pressure, heart, lung and kidney disease, immunocompromised, obesity			Avoid Gatherings	Avoid Non-Essential Travel	Avoid Dining/ Shopping	Recommended Business Capacity
	Stay Home If Sick			Avoid Gatherings	Avoid Non-Essential Travel	Avoid Dining/ Shopping				
	Avoid Sick People									
Stage 1	•			Greater than 25		Except with precautions	Gathering size TBD		100%	
Stage 2	•	•	•	Greater than 10		Except as essential	Greater than 25		75%	
Stage 3	•	•	•	Social and greater than 10	•	Except as essential	Social and greater than 10		50 - 75%	
Stage 4	•	•	•	Social and greater than 2	•	Except as essential	Social and Greater than 10	•	25 - 50%	
Stage 5	•	•	•	Outside of household	•	Except as essential	Outside of household	•	Contactless options only (i.e. curbside, delivery)	

Use this color-coded alert system to understand the stages of risk. This chart provides recommendations on what people should do to stay safe during the pandemic. Individual risk categories identified pertain to known risks of complication and death from COVID-19. This chart is subject to change as the situation evolves.

The risk-based guidelines set out five distinct stages of risk, from the lowest threat, Stage 1, through the most serious, Stage 5, along with recommended behaviors for each stage.

For lower-risk individuals, defined as those with no substantial underlying health conditions who have a lower risk of complication and death from COVID-19, the recommendations are as follows:

Stage 1: Practice good hygiene, stay home if sick, and avoid other people who are sick. APH is working on recommendations for maximum sizes of gatherings. Individuals are advised they are safe to return to work at all businesses.

Stage 2: Includes the recommendations for Stage 1 and adds: Maintain social distancing and wear fabric face coverings in public. Individuals are urged to avoid dining and shopping except with precautions, and to avoid gathering in groups of more than 25 people. They are advised they are safe to return to work at essential and reopened businesses.

Stage 3: Includes the recommendations for Stage 2 and also urges individuals to avoid all social gatherings, and any gatherings of more than 10 people.

Stage 4: Includes the recommendations for Stage 3 and advises individuals they are safe to return to work, and dine and shop, only at “expanded essential businesses”. This category will be defined shortly.

Stage 5: Includes the recommendations for Stage 4 and urges individuals to avoid all gatherings outside of the household and avoid dining and shopping except as essential. In this stage it is considered safe to return to work at essential businesses only.

Additional protective measures are recommended for people at higher risk, namely those aged over 65 or people with diabetes, high blood pressure, heart disease, lung disease, kidney disease, obesity, or those who are otherwise immunocompromised.

For example, higher-risk individuals are urged to avoid dining and shopping except with precautions, and avoid gatherings of more than 25 people, even at the lowest level, Stage 1. As the stages progress from 1 through 4, higher-risk individuals are advised to limit the size of their gatherings, and their dining and shopping, to a greater extent than lower-risk individuals. However, by Stage 5, all individuals are advised to limit their activities and exposure to the same degree, whatever the condition of their health.

Circle C Aquatics Phased Reopening

Transition Criteria Between Phases

In order to transition from phase to phase, key metrics must be met. Adhere to all local and state public health guidance and confirm that transition into the subsequent phase is allowable with local authorities. If transition criteria is no longer met for current Phase of Reopening, revert to a previous Phase of Reopening where the transition criteria is met.

Operational Closure to Phase 1 Reopening

- Using Public Health Department data, effectively meet [Local Risk Stage 4](#) or lower.
- Using Public Health Department data, effectively reach [7-Day Moving Average](#) of new hospitalizations **below 50 for 14 consecutive days**.
- Conduct a [risk assessment](#) of all spaces, facilities, and programs.
- Ensure sufficient aquatics staff capacity, schedule requirements, and budget to support Phase 1 Reopening.
- Prepare and train staff for Phase 1 Reopening to ensure their health and safety.
- Assess capacity of critical partners/vendors.
- Secure [cleaning and disinfection supplies](#), [personal protective equipment \(PPE\)](#) and establish [standard operating procedures \(SOPs\)](#) and associated training for Phase 1.
- Ensure community awareness and education of public health measures of Phase 1.
- Be prepared to revert to Operational Closure if transmission and hospitalization rates increase.

Phase 1 to Phase 2 Reopening

- Using Public Health Department data, effectively meet [Local Risk Stage 4](#) or lower.
- Using Public Health Department data, effectively maintain [7-Day Moving Average](#) of new hospitalizations **below 50 for 14 consecutive days**.
- Conduct a [risk assessment](#) of all spaces, facilities, and programs.
- Ensure sufficient aquatics staff capacity, schedule requirements, and budget to support Phase 2 Reopening.
- Prepare and train staff for Phase 2 Reopening to ensure their health and safety.
- Assess capacity of critical partners/vendors.
- Secure [cleaning and disinfection supplies](#), [personal protective equipment \(PPE\)](#) and establish [standard operating procedures \(SOPs\)](#) and associated training for Phase 2.
- Ensure community awareness and education of public health measures of Phase 2.
- Be prepared to revert to Phase 1 if transmission and hospitalization rates increase.

Phase 2 to Phase 3 Reopening

- Using Public Health Department data, effectively meet [Local Risk Stage 3](#) or lower.
- Using Public Health Department data, effectively maintain [7-Day Moving Average](#) of new hospitalizations **below 30 for 14 consecutive days**.
- Conduct a [risk assessment](#) of all spaces, facilities and programs.

- Ensure sufficient aquatics staff capacity, schedule requirements, and budget to support Phase 3 Reopening.
- Prepare and train staff for Phase 3 Reopening to ensure their health and safety.
- Assess capacity of critical partners/vendors.
- Secure [cleaning and disinfection supplies](#), [personal protective equipment \(PPE\)](#) and establish [standard operating procedures \(SOPs\)](#) and associated training for Phase 3.
- Ensure community awareness and education of public health measures of Phase 3.
- Be prepared to revert to Phase 2 if transmission and hospitalization rates increase.

Phase 3 to Phase 4 Reopening

- Using Public Health Department data, effectively meet [Local Risk Stage 3 or lower](#).
- Using Public Health Department data, effectively maintain [7-Day Moving Average](#) of new hospitalizations **below 30 for 21 consecutive days**.
- Conduct a [risk assessment](#) of all spaces, facilities and programs.
- Ensure sufficient aquatics staff capacity, schedule requirements, and budget to support Phase 4 Reopening.
- Prepare and train staff for Phase 4 Reopening to ensure their health and safety.
- Assess capacity of critical partners/vendors.
- Secure [cleaning and disinfection supplies](#), [personal protective equipment \(PPE\)](#) and establish [standard operating procedures \(SOPs\)](#) and associated training for Phase 4.
- Ensure community awareness and education of public health measures of Phase 4.
- Be prepared to revert to Phase 3 if transmission and hospitalization rates increase.

Phase 4 to Normal Operations

- Using Public Health Department data, effectively meet [Local Risk Stage 1](#).
- Using Public Health Department data, effectively reach [7-Day Moving Average](#) of new hospitalizations **of 0**.
- Conduct a [risk assessment](#) of all spaces, facilities and programs.
- Ensure sufficient aquatics staff capacity, schedule requirements, and budget to support Normal Operations.
- Prepare and train staff for Normal Operations to ensure their health and safety.
- Assess capacity of critical partners/vendors.
- Secure [cleaning and disinfection supplies](#), [personal protective equipment \(PPE\)](#) and establish [standard operating procedures \(SOPs\)](#) and associated training for Normal Operations.
- Be prepared to revert to Phase 4 if transmission and hospitalization rates increase.

Phase 1 Reopening

Phase 1: Facility Status

- Swim Center – Modified Operations
- Community Center, Avaña & Greyrock – Closed

Phase 1: Swim Center Modified Operations

- Lap lane space available by online reservation only. One person per lap lane reservation. All individuals from the same household for family swim lane reservations.
 - Schedule will vary based on operational/administrative needs.
 - Residents are restricted to a maximum of one reservation per day.
 - Non-Resident guests are not permitted.
 - Only those with a reservation will be permitted to enter the facility. No spectators are permitted.
- Select Swim Team, Masters Swimming, Water Aerobics, Group and Private Swim Lessons are suspended.
- The wade pool will remain closed.
- There will be no recreational swimming outside of reserved family swim lane areas.
- Facility Rentals and Area Reservations are suspended.
- Contracted groups, programs and camps are suspended.
- All large events (i.e., Dive-In Movie Nights, Swim Meets, etc.) are cancelled.

Phase 2 Reopening

Phase 2: Facility Status

- Swim Center, Avaña & Greyrock – Modified Operations
- Community Center – Closed

Phase 2: Swim Center Modified Operations

- Includes all modified operations from Phase 1.
- Resume limited Select Swim Team operations.
 - Altered swim team group sizes and practice schedule to limit facility capacity.
 - Swim team participants will be temperature screened prior to entry.
 - Swim team participants will enter the facility through the park gate and will be screened and checked in by coaching staff.
 - Swim team operations will be physically separated from lap reservations.
 - Swim team practice arrival times will be staggered to not overlap with lap lane reservation arrival times.
 - Swim team billing will resume.
 - Social distancing and face covering policies will be strictly enforced.
- Allow limited use for the Circle C Seals summer league team and Bowie Swim Team within normal seasonal operation dates.
 - All contracted swim teams must submit a modified operational plan to be no less restrictive than the current Select Swim Team modified operations.
 - Submitted plans must be approved by the Aquatics Department prior to use and contracted teams must follow the approved plan for the duration of contracted use.
- There will be no recreational swimming outside of reserved family swim lane areas.
- Facility Rentals and Area Reservations are suspended.
- Contracted groups, programs and camps are suspended.
- All large events (i.e., Dive-In Movie Nights, Swim Meets, etc.) are cancelled.

Phase 2: Avaña and Greyrock Modified Operations

- Assuming within Seasonal Dates of Operation (June – August):
 - The Avaña and Greyrock pools will be open by reservation only to control capacity limits and social distancing.
 - Capacity will be set at 40 individuals for Avaña and 25 individuals for Greyrock. These capacity limits may be altered based on observed pool use and operational needs.
 - Reservation blocks will be for a duration of 1.5 hours, beginning at 9am and ending at 6:30pm.
 - Reservations will open at 9am for the following day.
 - The facilities will be closed for 30 minutes between reservation blocks to allow for disinfection and cleaning.
 - Avaña will be closed on Wednesdays and Thursdays.
 - Greyrock will be closed on Mondays and Tuesdays.
 - Reservations will be made via the online Daxko system using each resident's Daxko account.

- Reservations will be open for Residents in good standing with the HOA. Non-Resident guests will not be permitted.
- Resident households will be limited to one reservation block per day.
- Only those listed in a reservation will be permitted to enter.
- Lounge furniture, showers, and water fountains will be unavailable. Residents are encouraged to bring their own furniture.
- There will be no lost and found system.
- Cancellation policies will be strictly enforced.

Phase 3 Reopening

Phase 3: Facility Status

- Swim Center, Community Center, Avaña & Greyrock – Modified Operations

Phase 3: Swim Center, Avaña and Greyrock Modified Operations

- Includes all modified operations from Phase 1 and Phase 2.

Phase 3: Community Center Modified Operations

- Assuming within Seasonal Dates of Operation (June – August):
 - The Community Center pool will be open by reservation only to control capacity limits and social distancing.
 - Capacity limit TBD.
 - Reservation blocks duration and schedule TBD.
 - Reservations will open at 9am for the following day.
 - The facility will be closed for 30 minutes between reservation blocks to allow for disinfection and cleaning.
 - Reservations will be made via the online Daxko system using each resident's Daxko account.
 - Reservations will be open for Residents in good standing with the HOA. Non-Resident guests will not be permitted.
 - Resident households will be limited to one reservation block per day.
 - Only those listed in a reservation will be permitted to enter.
 - Lounge furniture, showers, and water fountains will be unavailable. Residents are encouraged to bring their own furniture.
 - The water slide and splash pad may be closed.
 - There will be no lost and found system.
 - Cancellation policies will be strictly enforced.

Phase 4 Reopening

Phase 4: Facility Status

- Swim Center, Community Center, Avaña & Greyrock – Modified Operations

Phase 4: Swim Center Modified Operations

- Includes all modified operations from Phase 1, Phase 2, and Phase 3.
- Masters Swimming, Water Aerobics, Group and Private Swim Lessons may resume at limited capacity and modified operations, assuming within seasonal operation dates for each program.
- The wade pool will remain closed.
- There will be no recreational swimming outside of reserved family swim lane areas.
- Facility Rentals and Area Reservations are suspended.
- Contracted groups, programs and camps are suspended.
- All large events (i.e., Dive-In Movie Nights, Swim Meets, etc.) are cancelled.

Phase 4: Community Center, Avaña and Greyrock Modified Operations

- Includes all modified operations from Phase 2 and Phase 3.

Aquatics Operational Alterations

General Precautions

- Cloth Face Coverings
 - **All staff and patrons are required to wear face coverings while at the facility.** Lifeguards will not be required to wear face coverings while in stand performing patron surveillance. Exceptions are made to allow for eating/drinking.
 - Face coverings should not be worn while in the water.
- Social Distancing
 - **All staff and patrons shall maintain at least 6 feet of distance between themselves and others.**
 - Patrons will not approach lifeguard stands or stations.
 - Visual cues will be displayed to assist with social distancing (cones, markers on the deck/ground, signs, etc.). Patrons will be expected to follow all social distance markers and visual cues.
 - Lifeguards that are performing patron surveillance will not be tasked with enforcing social distancing. Additional staff will be on-site to assist with enforcement.
 - Exceptions to this social distancing requirement:
 - When a lifeguard is rescuing a distressed swimmer, providing first aid, or performing CPR with or without an automated external defibrillator.
 - When individuals are in the process of evacuating the facility due to an emergency situation.
- Hand Hygiene and Respiratory Etiquette
 - All staff and patrons should wash their hands often and cover their coughs and sneezes.
 - Hand sanitizer will be available, and staff should use as often as possible
- Staying Home When Sick
 - Staff and patrons should not come to the facility when:
 - They have any symptoms of COVID-19
 - They have tested positive for COVID-19
 - They were exposed to someone with COVID-19 within the last 14 days
 - All residents will be required to answer COVID-19 symptom questioning prior to entering the facility.
- Adequate Supplies
 - Ensuring adequate supplies are available to support healthy hygiene
 - Hand Sanitizer and Hand Soap
 - Sanitizing Solutions (K-Quat, Effersan, Wysiwash, Clorox Wipes)
 - Paper Towels and Tissues
 - Equipment (No-Touch Thermometers, Electronic Whistles)
 - PPE (Gloves, Gowns, Face Shields, Masks, HEPA Filters)
- Signs and Messages

- Signs will be posted about how to stop the spread of COVID-19, how to properly wash hands, how to promote everyday protective measures, and how to properly use a cloth face covering in highly visible locations.
 - Messaging will be distributed via signs, email blasts, social media and websites
- Staff Symptom Screening
 - If a staff member has any of the following symptoms, they must be sent home: cough, shortness of breath or difficulty breathing, chills and/or repeated shaking with chills, muscle pain, headache, sore throat, loss of taste or smell, diarrhea, feeling feverish or a measured temperature greater than or equal to 100.0 degrees - Temperatures will be taken via no-touch thermometers, known close contact with a person who is diagnosed with COVID-19
 - Any staff with the above symptoms may not be able to return to work until:
 - In the case of a staff member who was diagnosed with COVID-19, the staff member may return to work when all three of the following criteria are met: at least 3 days have passed since recovering (resolution of fever without the use of fever-reducing medications); and the individual has improvement in symptoms; and at least 10 days have passed since symptoms first appeared; or
 - In the case of a staff member who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the staff member is assumed to have COVID-19, and they may not return to work until they have completed the same three-step criteria listed above; or
 - If the employee has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, they must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.
 - Any staff member with known close contact to a person who is diagnosed with COVID-19 may not return to work until the end of the 14-day self-quarantine period from the last date of exposure.
- Lifeguard Rotations
 - Lifeguard rotations shall be set at increments to no greater than 15 minutes
 - Lifeguard stands will be sanitized between rotations.
- Staggered Shifts
 - Efforts will be made to avoid overlapping shift times to minimize the number of staff members on-site at any given time
- Cleaning and Sanitation
 - Thorough cleaning and sanitizing will take place throughout daily operations and will be documented.
- Pool Furniture
 - Lounge furniture will be removed from the deck and will not be available for use.
 - All remaining picnic tables and benches will be sanitized between reservations.
- Showers / Changing Areas / Water Fountain
 - Showers, changing areas, and water fountains will be closed/shut off
- Lost and Found

- There will be no lost and found kept at the facility. All items left behind will be discarded at the end of the day.
- Offices
 - The Swim Center office will remain closed and will only be accessible to the Head Guard and management staff.
 - Water and refrigerator will not be available for staff use. Staff will be encouraged to bring their own coolers, food, and water bottles.
 - Paper forms/documents will not be accepted by staff. All forms must be emailed or left in the drop box outside of the Swim Center office.
- Sick Leave Policies
 - Sick leave policies will be relaxed to allow staff members to stay home when sick.
 - Backup staffing and on-call shifts will be utilized to avoid staff shortages.
- Staff Training
 - Staff will be trained on all new safety procedures and protocols
 - In-Service trainings will be conducted in small groups

Personal Protective Equipment

- Daily Operations
 - Face Coverings
 - All staff will wear face coverings while at work
 - Face coverings may be lowered to allow staff to eat/drink
 - Face coverings will be removed while in stand performing patron surveillance and to perform in-water rescues
 - Gloves
 - Gloves shall be worn by staff members:
 - When touching or moving any high-touch surfaces or items (door handles, furniture, tablet computer, etc.)
 - When providing any care for a patron
 - When performing any cleaning/sanitizing tasks
 - Remove gloves after use, or in between tasks as necessary to avoid cross contamination.
 - Dispose of used gloves in a lined trash can
 - Wash hands thoroughly after removing gloves and/or use hand sanitizer
 - Goggles
 - Goggles shall be worn when performing cleaning/sanitizing tasks
- PPE in Emergency Procedures/Response
 - Face Coverings
 - Face coverings shall be removed when performing a water rescue
 - Before performing any care for a resident -or- while a water rescue is in progress, additional responders shall apply the following PPE to themselves:
 - Hand Sanitizer
 - Use hand sanitizer prior to donning PPE
 - Gown
 - Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back, Fasten in back of neck and waist

- Masks (N95 Respirator Mask)
 - Secure ties to elastic bands at middle of head and neck, Fit flexible band to nose bridge, Fit snug to face and below chin, Fit-check respirator, If N95 masks are unavailable, surgical masks may be worn
- Goggles or Face Shield
 - Place over face and eyes and adjust to fit
- Gloves
 - Extend to cover wrist of isolation gown

Emergency Procedure Alterations

- Water Rescues
 - All efforts shall be made to reduce staff-to-patron contact
 - Reducing potential for in-water rescues by:
 - Only allowing lap swim, no recreational swim allowed
 - Strictly enforcing all safety rules
 - Extreme vigilance while performing patron surveillance
 - Utilizing reaching assists when possible
 - Using rear rescue approaches when possible
 - In the event of a water rescue, all additional responders should don all required PPE
 - After victim extrication from the water, additional responders should begin care for victim while the rescuing lifeguard dons required PPE
 - Provide appropriate care
- First Aid
 - Staff must don required PPE prior to providing any care including:
 - N95/KN95 Respirator or surgical mask, Isolation Gown, Goggles or face shield, Gloves
 - A surgical mask should be given to the victim if there is no breathing/airway emergency
 - Before providing care, staff should ask the victim if they have any of the following symptoms: Fever or chills, Cough, Shortness of breath or difficulty breathing, Fatigue, Muscle or body aches, Headache, New loss of taste or smell, Sore throat, Congestion or runny nose, Nausea or vomiting, Diarrhea
 - If the victim has any of the above symptoms of COVID-19, isolate the victim from other patrons and unnecessary staff members.
 - Provide appropriate care.
- CPR / Ventilations
 - Staff must don required PPE prior to providing any care including:
 - N95/KN95 Respirator or surgical mask, Isolation Gown, Goggles or face shield, Gloves
 - Bag Valve Masks should be used for ventilations
 - BVMs will be equipped with HEPA filtration to filter expired air
 - Staff should avoid using mask-to-face ventilations when possible.
 - Staff resuscitation masks will also be equipped with HEPA filters in the case that they may be used

Standard Operating Procedures

Daily Opening

- The office/guard room is closed to all staff members except for the Head Guard, necessary front desk and management team.
- Staff members will be authorized to clock in/out on their personal devices (cell phones). Clock-ins will be GPS enforced.
- Head Guard will perform a symptom check on all staff members. Front Desk staff or management will perform symptom check on Head Guard.
- All staff members must wear face coverings at all times. Face coverings may only be lowered to eat/drink, while in stand performing patron surveillance, and while performing water rescues.
- Head Guard pulls all necessary equipment and supplies from office.
 - Front desk supplies (for Swim Center only)
 - Tablet/computer
 - Phone
 - Card scanner
 - Hand sanitizer
 - Clorox wipes
 - Lifeguard supplies
 - Trauma bag / first aid supplies
 - PPE
- Staff ensures all cleaning supplies are restocked and ready for the day.
- Staff checks restrooms to ensure that all fixtures are clean and dry.
- Head guard assigns rescue equipment to each lifeguard. Each rescue tube will only be used by the assigned lifeguard for that shift.
- Normal opening duties are performed.

Reservation Check-in Procedures

- Reservation Check-In Desk is located at the Cafe gate at Swim Center, at entrance for other facilities.
- Entrance gate is to remain closed and locked until 5 minutes prior to the start of reservation time and only after all patrons from the previous reservation time block have left the facility.
- Residents may line up outside of the entrance gate using the indicated social distancing guides
- Gate will be propped open to limit high touch surfaces.
- Front Desk Staff may begin to check in residents 5 minutes prior to the start time of the reservation block
 - Patrons will wait at the gate until called to the check-in area
 - Patron will scan their Aquatics ID Card
 - Front desk staff will verify that the patron has a valid reservation
 - Front desk will ask the patron group the following questions:
 - “Do you have any of the following symptoms: fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache,

new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea?”

- “Have you been diagnosed with COVID-19?”
- “Have you been in contact with anyone that has been diagnosed with COVID-19 anytime in the last 14 days?”
- If the answer is “Yes” to any of the above questions, the patron group may not enter the facility.
- For Swim Center once checked in, Front Desk will assign the patron a lane number. Head Guard will guide the patron in the direction to their lane entry location.
- At Swim Center, Front Desk will close and secure the gate 10 minutes after the start time of the reservation block. No entries are permitted after the gate is closed.

Reservation Check-out Procedures

- Reservation Check-Out is located at the Parking Lot gate for Swim Center and designated exit gates for other facilities.
- Patrons must check out no later than 5 minutes after the end time of the reservation.
- Once all patrons have exited the facility, the gate will be closed and secured.

Hourly Cleaning/Sanitizing - Performed in between reservation blocks

- Head Guard / Lifeguard staff
 - Sanitize restrooms
 - Toilets (K-Quat No-Rinse)
 - Sinks (K-Quat No-Rinse)
 - Stall doors on both side (K-Quat No-Rinse)
 - Soap dispensers (K-Quat No-Rinse)
 - Paper towel dispensers (K-Quat No-Rinse)
 - Sanitize office door handles
 - Both sides of both doors (K-Quat No-Rinse)
 - Sanitize used/accessible deck furniture (Effersan)
 - Sanitize staff break areas (K-Quat No-Rinse)
 - Complete all hourly cleaning/sanitizing checklists
- Front desk staff
 - Sanitize all front desk equipment
 - Tablet/Computer (Clorox Wipes)
 - Phone (Clorox Wipes)
 - Check in table/chairs (Clorox Wipes)
 - Check-out table/chairs (Clorox Wipes)
 - Sanitize all gate handles for entrance and exit gates (K-Quat No-Rinse)
 - Complete hourly cleaning/sanitizing checklist

Shift Change Procedures

- Outgoing Head Guard / Lifeguard staff duties
 - Sanitize restrooms

- Toilets (K-Quat No-Rinse)
 - Sinks (K-Quat No-Rinse)
 - Stall doors on both sides (K-Quat No-Rinse)
 - Soap dispensers (K-Quat No-Rinse)
 - Paper towel dispenser (K-Quat No-Rinse)
 - Sanitize office door handles
 - Both sides of both doors (K-Quat No-Rinse)
 - Sanitize used/accessible deck furniture (Effersan)
 - Sanitize staff break areas (K-Quat No-Rinse)
 - Sanitize lifeguard stands
 - Rails (K-Quat No-Rinse)
 - Platform (K-Quat No-Rinse)
 - Seat (K-Quat No-Rinse)
 - Umbrella Metal Parts (K-Quat No-Rinse)
 - Sanitize lifeguard equipment
 - Tubes (Effersan)
 - Backboards (Effersan)
 - Safety Goggles/Glasses (Effersan)
 - Complete all shift change cleaning/sanitizing checklists
 - Complete in-service training
 - Outgoing Head Guard remains on-site until incoming Head Guard arrives
- Outgoing Front Desk staff duties
 - Sanitize front desk equipment
 - Tablet/computer (Clorox Wipes)
 - Phone (Clorox Wipes)
 - Check-in table and chairs (Clorox Wipes)
 - Check-out table and chairs (Clorox Wipes)
 - Sanitize all gate handles for entrance and exit gates (K-Quat No-Rinse)
 - Complete shift change cleaning/sanitizing checklist
 - Outgoing staff clocks out on their personal devices
 - Outgoing Head Guard remains on-site until incoming Head Guard arrives
 - Outgoing Head Guard will perform COVID-19 symptom check on incoming Head Guard.
 - Incoming staff will clock-in on their personal devices
 - Incoming Head Guard will perform a symptom check on all staff members.
 - All staff members must wear face coverings at all times. Face coverings may only be lowered to eat/drink, while in stand performing patron surveillance, and while performing water rescues.

Daily Closing

- Head Guard puts all lifeguard and front desk equipment in the office.
- Head Guard / Lifeguard staff closing duties
 - Sanitize restrooms
 - Toilets (Wysiwash)
 - Sinks (Wysiwash)

- Stall doors on both sides (Wysiwash)
 - Floors (Wysiwash)
 - Soap Dispensers (Wysiwash)
 - Paper towel dispensers (Wysiwash)
- Sanitize office door handles
 - Both sides of both doors (K-Quat No-Rinse)
- Sanitize used/accessible deck furniture (Effersan)
- Sanitize staff break areas (K-Quat No-Rinse)
- Sanitize lifeguard stands
 - Rails (Wysiwash)
 - Platform (Wysiwash)
 - Seat (Wysiwash)
 - Umbrella Metal Parts (Wysiwash)
- Sanitize lifeguard equipment
 - Tubes (Effersan)
 - Backboards (Effersan)
 - Safety Goggles/Glasses (Effersan)
- Sanitize deck areas - In front of lanes 10-20 (Wysiwash)
 - Sanitize all cones (Wysiwash)
- Complete all closing cleaning/sanitizing checklists
- Complete in-service training
- Front desk cleaning/sanitizing duties
 - Sanitize front desk equipment
 - Tablet/computer (Clorox Wipes)
 - Phone (Clorox Wipes)
 - Check-in table and chairs (Clorox Wipes)
 - Check-out table and chairs (Clorox Wipes)
 - Sanitize all gate handles for entrance and exit gates (K-Quat No-Rinse)
 - Complete closing cleaning/sanitizing checklist

Cleaning Product Instructions

- **K-Quat No Rinse**

- PPE Required - gloves, face masks
- Equipment Required - K-Quat No Rinse spray bottle, yellow towel
- Mixture - This cleaning product is premixed by Maintenance Staff
- Cleaning Instructions:
 1. Spray directly onto the surface to be sanitized, thoroughly wetting the surface.
 2. Allow to sit on the surface for 10 minutes.
 3. Wipe the surface with the Yellow Towel (the yellow towels can be re-used throughout the entire day but must be discarded at the end of the day)

- **Effersan**

- PPE Required - gloves, face masks, eye protection (glasses or goggles), shoes
- Equipment Required - Effersan spray bottle, white towel, water hose
- Mixture - Fill a 32oz spray bottle with water. Drop in 1 tablet of Effersan. Allow the tablet to dissolve. Put spray cap back on bottle.
- Cleaning Instructions:
 1. Spray directly onto the surface to be disinfected.
 2. Allow to sit on the surface for 5 minutes.
 3. Rinse area or item thoroughly.
 4. Dry area or item with a white towel or let area or item air dry.

- **Wysiwash**

- This cleaning product is only to be used by trained staff members. Failure to follow operating instructions may result in injury and/or property damage.
- PPE Required - gloves, face masks, eye protection (glasses or goggles), shoes
- Equipment Required - Wysiwash with caplets, water hose
- Mixture - This system mixes on its own provided there are caplets in the mixing canister
- How to attach the Wysiwash system to the hose:
 1. Unscrew the caplet container from the nozzle top piece of the cleaner
 2. Place caplet inside the caplet container (there may already be a caplet inside - use the old caplet if there is one in the container). Do Not Remove the plastic jacket on the caplet!
 3. Screw the caplet container back in place on the nozzle top piece of the cleaner
 4. Thread the female dis-connect onto the garden hose
 5. Insert the male end of the Wysiwash onto the female dis-connect on the hose. Pull back the neck on the female dis-connect to do this. Once inserted, release the neck. Make sure the Wysiwash is securely fastened to the hose by pulling gently on the hose.
- Cleaning Instructions:
 1. Turn on the water hose
 2. Turn on the Wysiwash system by twisting the flow control valve

3. Prime: Spray into a bucket to prime the system. This ensures that the solution is at an effective concentration and any concentrate is flushed out. This concentrate in the bucket can be poured into the comp pool.
 - New Caplet: Prime for 1-2 minutes
 - Previously used caplet: Prime for 30-40 seconds.
 4. Begin with a gentle mist, not a targeted spray. Misting first prevents pathogens from becoming airborne. To adjust the spray, twist the sleeve on the stem of the adjustable nozzle. After the whole area has been sprayed with a gentle mist, use the jet spray on heavily soiled areas to remove any remaining organic waste.
 5. Allow Wysiwash solution to sit for 10 minutes
 6. Rinse area down with the garden hose.
 7. Drying
 - For restrooms: dry the toilets, urinals, and sinks with a dry towel and squeegee.
 - For remainder of restrooms as well as deck and guard stands allow to completely air dry
- How to drain the Wysiwash system
 - This is an essential step to keep the unit in good condition and prevent chlorine fumes and unintended bleaching
 - Take caution to avoid contact with skin and clothing while draining. The drained solution is more concentrated and may stain/irritate skin
 1. Make sure the water and flow control valve are turned off
 2. Disconnect the unit from the female coupler by sliding the neck of the female toward the hose side again to release.
 3. In a bucket, turn the Wysiwash upside down and point the valve downward.
 4. Turn the flow control valve on to allow the solution to drain. The bottom of the caplet container should be pointed upwards at a slight angle. This allows water to drain from the bottom of the caplet container.
 5. Store the Wysiwash system in this position to maximize the life of the caplets.
 6. Empty the bucket into the comp pool.

Protocols in the Event of COVID-19 Exposure

- Isolation of Symptomatic Individual
 - Immediately separate staff or patrons with COVID-19 symptoms
 - Arrange for transportation for anyone sick to their home or healthcare provider.
- Notify Health Officials and Close Contacts
 - Immediately notify Austin Public Health, staff and patrons of any case of COVID-19 while maintaining confidentiality in accordance with the Americans with Disabilities Act.
 - Inform those who have had close contact with a person diagnosed with COVID-19 to stay home and self-monitor for symptoms and follow CDC and Austin Public Health guidance if symptoms develop.
- Cleaning and Disinfection
 - The facility will be closed in the event of exposure to COVID-19
 - A waiting period of 24 hours must take place prior to cleaning and disinfection of the facility.
 - The facility will reopen provided it has been cleaned and disinfected and staffing is available.
- Staff Exposure
 - Any staff member with potential exposure to COVID-19 will not be allowed to work for 14 days after the exposure and must self-isolate and follow guidance from local health officials.

Resources

- **Centers for Disease Control and Prevention (CDC)**
 - [Coronavirus Disease 2019 \(COVID-19\)](#)
 - [Considerations for Public Pools, Hot Tubs, and Water Playgrounds During COVID-19](#)
 - [Parks and Recreational Facilities](#)
 - [Guidance for Administrators in Parks and Recreational Facilities](#)
 - [Preventing the Spread of COVID-19 in a Variety of Settings Throughout Your Community](#)
 - [Worker Safety and Support](#)
 - [Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 \(COVID-19\), May 2020](#)
 - [Symptoms of Coronavirus](#)
 - [Information for Healthcare Professionals about Coronavirus \(COVID-19\)](#)
 - [Interim Guidance for Emergency Medical Services \(EMS\) Systems and 911 Public Safety Answering Points \(PSAPs\) for COVID-19 in the United States](#)
- **U.S. Equal Employment Opportunity Commission (EEOC)**
 - [Pandemic Preparedness in the Workplace and the Americans with Disabilities Act](#)
- **American Red Cross (ARC)**
 - [AMERICAN RED CROSS COVID-19 GUIDANCE](#)
 - [Considerations for Aquatics Facilities and Lifeguarding](#)
 - [COVID-19 Guidance for Aquatics from the Scientific Advisory Council](#)
- **National Recreation and Park Association (NRPA)**
 - [Phased Reopening Planning – Gradually Restoring Operations to Protect Public Health](#)
- **World Health Organization (WHO)**
 - [Coronavirus Disease \(COVID-19\) Pandemic](#)
- **Austin Public Health (APH)**
 - [COVID-19 Information](#)
 - [Information for Businesses and Industries](#)
- **Texas Department of State Health Services (DSHS)**
 - [Coronavirus Disease 2019 \(COVID-19\)](#)
 - [Opening the State of Texas](#)
- **Aquatics Industry Resources**
 - [IAAPA - Member Resources for COVID-19](#)
 - [POOLaide: Webinars for Uncertain Times](#)
 - [Councilman-Hunsaker | COVID-19](#)
 - [Lifeguard Authority](#)
 - [USA SWIMMING CORONAVIRUS \(COVID-19\) RESOURCES](#)
 - [Redwoods Institute - COVID-19 Updates & Resources](#)
 - [Association of Aquatic Professionals - COVID-19 Resources](#)
 - [North Texas Aquatics Association \(NTAA\)](#)
 - [Texas Public Pool Council \(TPPC\) - COVID-19 Resources](#)

Lap Swimming Reservation Operational Plan

In an effort to meet strict social distancing requirements and capacity limits, and to mitigate the spread of COVID-19 throughout our community, the Swim Center Facility will be open for lap swim by reservation only beginning June 2, 2020. We will continue to monitor the ongoing public health situation to determine when we can expand our opening. Check back for details.

Phone use is limited due to the current situation, email is the best way to get a hold of us. Please email customerservice@ccswim.net if you need assistance.

General Policies

- Reservation time blocks are for a duration of 40 minutes.
- Registration for reservations will open online at 6:00 a.m. for the following day.
- Reservations are open for residents of Circle C HOA only. Non-Resident guests are not permitted at this time.
- In order to book a reservation, residents must be in good standing with the Circle C HOA, be of age 10 and older, and follow all pool rules, policies, and procedures.
- Per Pool Rules, residents age 12 and younger must be accompanied by an adult parent/guardian. The accompanying adult may reserve an additional lane to swim in while their child is swimming, or they may sit at the chair located at the entrance to their child's reserved lane. All other areas of the facility are closed.
- All reservations must be made online prior to arrival at the facility. No "walk-ins" will be allowed.
- Only residents registered for the reservation time will be admitted into the facility. Spectators (i.e. non-swimming children, etc.) are not permitted.
- Residents are limited to one reservation per day.
- The facility is open for active lap swim / aquatic exercise only. Recreational swimming, lounging or "tanning" on the pool deck or terrace is not permitted.
- There is a maximum of one resident per open lane. Lane sharing is not permitted at this time.
- Residents must swim in the center of their lane. "Circle Swimming" is not permitted at this time.
- **Social distancing will be enforced.** All residents must keep at least six (6) feet of distance between themselves and any other person not residing in the same household as the resident.
- **All residents must wear face coverings while inside the facility.** Face coverings must remain on at all times except for when the resident is inside the pool water. Face coverings are not permitted in the pool.
- In addition to this policy document, all residents must sign a COVID-19 Liability Waiver prior to booking this reservation. Residents ages 17 and younger must have a parent sign this waiver on their behalf.
- Any residents displaying or confirming symptoms of COVID-19 will not be permitted to enter the facility.

Facility Alterations

- There will be no showers or changing areas available. Residents must arrive at the facility ready to swim.
- There will be no water fountains available.

- Restrooms will be open but will be limited to one person at a time.
- The Swim Center office and main entrance will remain closed at this time. Entry to the facility will be at the Cafe gate, and only at specified times.
- There will be no lounge furniture available for use.
- The facility will be closed in between reservation blocks for disinfection/sanitizing.
- There will be no “Lost & Found” system in place. Residents are responsible for taking their belongings with them. Any items left behind will be discarded after the reservation block.

How to Book a Lap Swim Reservation Time Block

1. **Make sure you have a Resident Information Form on file.** – If you have previously submitted a Resident Information Form, and already have your Aquatics ID Card, proceed to Step 2. If you have not previously submitted a Resident Information Form, please click [HERE](#) for information on how to do so.
2. **Access your Daxko Account** – If you have previously registered for a program with us, you probably have already enabled your Daxko account. You can visit your Daxko account by clicking [HERE](#). If you need to enable your Daxko account, click “Find Account” on your Daxko account page (You will need to enter the last name, birth date, and zip code of the Primary Adult as it is listed on your Resident Information Form. If you have any difficulty accessing your Daxko account, please email our Program Coordinator, Amanda, at coordinator@ccswim.net).
3. **Visit our Lap Swim Reservation page** [HERE](#) to book your Lap Swim Reservation Time Block

Cancellation Policies

- In order to cancel a reservation, an email must be sent to customerservice@ccswim.net.
- All cancellations **must** be made by 6am the day of the reservations.
- After two violations of this cancellation policy, the resident will be prohibited from making future reservations for 30 days.

Arrival Procedures (Start of Reservation)

- Residents will enter the facility through the Cafe Gate.
- Residents must arrive **no sooner than 5 minutes prior** to the reservation start time, and **no later than 10 minutes after** the reservation start time. **There will be no entry permitted 10 minutes after the reservation start time.**
- Residents will observe **social distancing** and **face covering** requirements while waiting in line to enter the facility. There will be social distancing markers to aide residents while waiting.
- Once called by the Aquatics Staff, residents will enter the facility one at a time.
- Each resident will check-in for their reservation by swiping their Aquatics ID Card. Aquatics Staff will verify the reservation upon check-in.
- Residents will be *verbally* screened for COVID-19 symptoms.
- Residents will arrive ready to swim. There will be no changing areas or showers available.
- Once checked in, residents will be assigned a lane and directed by the Aquatics Staff to the entry point of their lane.
- Residents must keep their personal belongings at the entry point of their lane.

Departure Procedures (End of Reservation)

- The Aquatics Staff will close the facility upon the end time of the reservation block.
- Residents must leave the facility **no later than 5 minutes after** the reservation end time.
- Residents will exit the facility through the Parking Lot Gate.

Select Swim Team Operational Plan

Due to the global pandemic, Select Swim Team operations have been suspended since mid-March 2020. We are planning to resume modified team operations mid-October 2020. Select tuition fees have been suspended during the closure. The Select Head Coach meets with the team members virtually each week to assign workouts to be conducted on their own.

General Policies

- Tuition fees will resume November 1, 2020.
- The registration process will be 100% paper-free and digital. Registration for Select Swim Team will take place online through individual Daxko accounts.
- The Annual Registration Fee will remain the same, at \$155.
- Monthly Registration - All monthly tuition prices will remain the same. Participants must register for each month separately.
- Online monthly registration opens on the 25th of the month prior. Team members who are not registered for the month will not be granted access to the facility.
- As part of the online registration process, team members/parents must sign a COVID-19 Liability Waiver prior to registering for the team each month. Participants ages 17 and younger must have a parent sign this waiver on their behalf.
- Team members must notify Circle C Aquatics via email to Program Coordinator coordinator@ccswim.net or Aquatics Director director@ccswim.net if they have been diagnosed with COVID-19, a family member or other person residing in the same household has been diagnosed with COVID-19, or if the team member has had any potential exposure to someone who has been diagnosed with COVID-19. Failure to notify Circle C Aquatics of these conditions will result in suspension from the Select Swim Team.
- All team members and Select Coaching Staff will be temperature checked and screened for COVID-19 symptoms prior to entry. Any team members displaying or confirming symptoms of COVID-19 will not be permitted to enter the facility.
- Only registered Select Team participants will be admitted into the facility. Spectators (i.e. parents, family members, etc.) are not permitted.
- There is a maximum of three swimmers per lane, and a maximum of 24 team members allowed inside the facility during each practice time block. The Select Team will be following USA Swimming COVID-19 guidelines for swimmer/practice layout.
- **Social distancing will be enforced.** All team members and Select Coaching Staff must keep at least six (6) feet of distance between themselves and any other person not residing in the same household as the team member. Team members must follow all social distancing markers/guides while inside the facility.
- **All team members and Select Coaching Staff must wear face coverings while inside the facility.** Face coverings must remain on at all times except for when the team member is inside the pool water. Face coverings are not permitted in the pool.
- There will be no special events or programs at this time.
- Tryouts will be held on Tuesdays and Wednesdays from 4-6pm. Registration will be online.
- **Failure by any team member to follow the modified operational procedures will result in suspension from the Select Swim Team.**

Facility Alterations

- There will be no showers or changing areas available. Team members must arrive at the facility ready to swim.
- There will be no drinking water or water fountains available.
- Restrooms will be open but will be limited to one person at a time.
- The Swim Center office and main entrance will remain closed at this time. Entry to the facility for Select team members will be at the park gate, and only at specified times.
- There will be no lounge furniture available for use.
- Team members will need to bring their own equipment with them to practice and take their equipment with them at the end of practice. There will be no storage of equipment at the facility.
- There will be no “Lost & Found” system in place. Team members are responsible for taking their belongings with them. Any items left behind will be discarded.

Monthly Registration

- All Select Team registration and payment will be conducted online and monthly.
- Monthly registration opens on the 25th of the month prior.
- Follow the instructions [HERE](#) to register and pay online.
- There will be no prorating or refunds on monthly tuition payments.

Practice Schedule - (subject to change at any time)

- Bronze
 - In Water Practice
 - Mondays – Fridays: 4:00-4:35pm
- Silver
 - In Water Practice
 - Mondays – Fridays: 4:45-5:50pm
 - Saturdays: 10:00-11:15am
- Gold
 - In Water Practice
 - Mondays – Fridays: 4:45-5:50pm
 - Saturdays: 10:00-11:15am
 - Strength & Conditioning
 - Saturdays: 9:00-10:00am
- Pre-Senior
 - In Water Practice
 - Mondays – Fridays: 6:00-7:30pm
 - Saturdays: 8:00-9:50am
 - Strength & Conditioning
 - Mondays/Thursdays: 5:00-6:00pm
 - Saturdays: 10:00-11:00am
- Senior
 - In Water Practice
 - Mondays – Fridays: 6:00-8:00pm
 - Saturdays: 8:00-9:50am
 - Strength & Conditioning
 - Mondays/Thursdays: 5:00-6:00pm
 - Saturdays: 10:00-11:00am

Team Member Arrival Procedures

- Select team members will enter through the **park gate**.
- Team members must arrive **no sooner than 10 minutes prior** to the scheduled start time, and **no later than 10 minutes after** the scheduled start time. **There will be no entry permitted 10 minutes after the scheduled start time.**
- Team members will observe **social distancing** and **face covering** requirements while waiting in line to enter the facility. There will be social distancing markers to aide team members while waiting.
- Once called by the Select Coaching Staff, team members will enter the facility one at a time.
- Each team member will check-in with the Select Coaching Staff. Team members that are not currently registered for the team will not be granted entry. There are no exceptions to this policy.
- Team members will have their temperature checked by Select Coaching Staff. Any team member with a temperature at 100 degrees or above will not be permitted to enter the facility.
- All team members will be *verbally* screened for other COVID-19 symptoms.
- Team members must arrive ready to swim. There will be no changing areas or showers available.
- Once checked in, team members will be assigned a lane and directed by the Select Coaching Staff to the entry point of their lane.
- Team members must keep their personal belongings and equipment within the designated area of their lane.

Team Member Departure Procedures (End of Practice)

- The Select Coaching Staff will promptly end practice at the scheduled end time.
- Team members must leave the facility **at the end of their practice time**.
- Team members will exit the facility through the Parking Lot Gate.

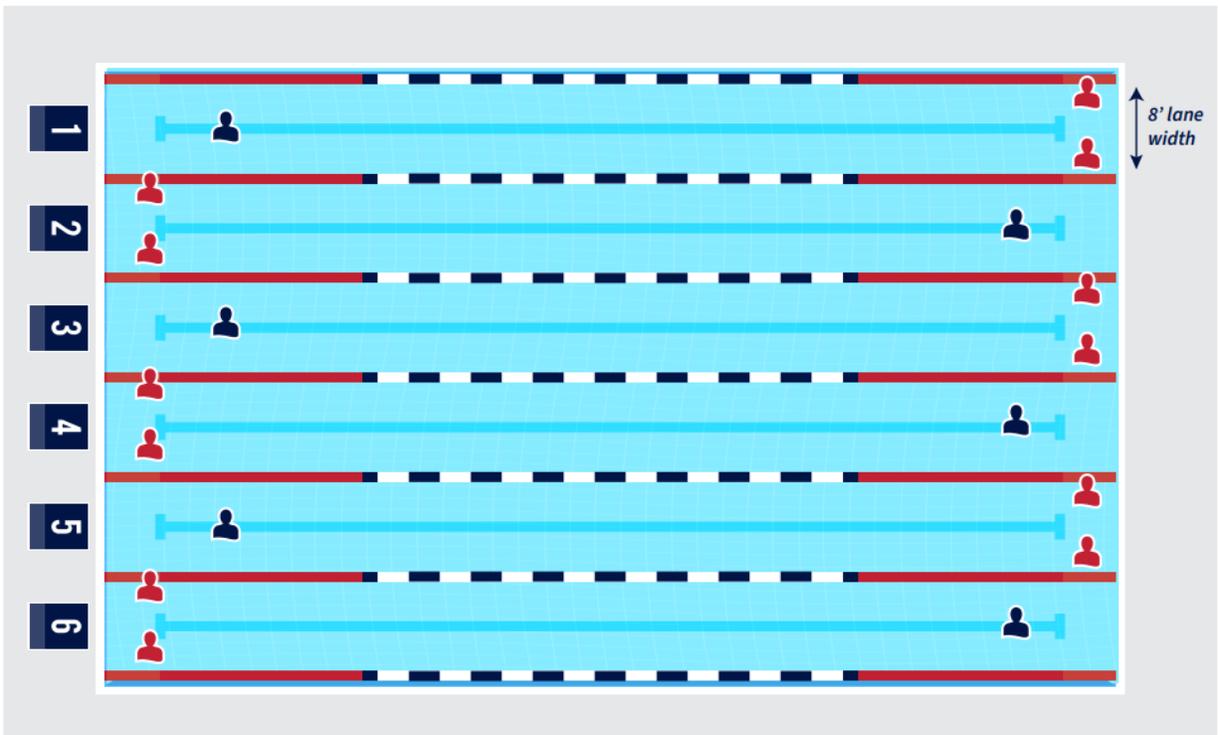


Select Practice Layout

- There will be a maximum of 3 swimmers per lane.
- There will be a maximum of 24 team participants allowed in the facility at a time.
- Select practice will be in lane 1 through lane 8.
- Team members will be assigned a lane and position upon entry.
- There will be designated areas at each lane position for participants to set their personal belongings and equipment. No equipment may be stored at the facility.
- The Select Team will follow USA Swimming Guidelines for practice layout (<https://www.usaswimming.org/docs/default-source/coaching-resourcesdocuments/facility-reopening-plan-guidelines.pdf>)



SOCIAL DISTANCING PRACTICE LAYOUT 25-YARD, 6-LANE POOL



Staff Requirements

- All Select Coaching Staff will be temperature checked and symptom screened by the assigned Aquatics Staff daily upon arrival at the facility.
- Coaching Staff may not enter the facility if they are sick or displaying any COVID-19 related symptoms or conditions.
- Select Coaching Staff will screen team members upon arrival and take accurate attendance. These attendance records will be given to Aquatics Staff.
- Select Coaching Staff must always wear a cloth face covering while inside the facility. Each coach will be assigned a megaphone to assist with coaching. These megaphones may not be left at the facility.
- Select Coaching Staff must maintain a distance of at least 6 feet from all other individuals.

COVID-19 Exposure Plan

- Team members are required to notify Circle C Aquatics in the case of a diagnosis or potential exposure to COVID-19 by any team member or person residing in the same household as a team member.
- Select Team operations will be temporarily suspended in the case of a potential COVID-19 exposure among team members, aquatics staff or pool patrons at the facility.
- Notification of health officials and close contacts:
 - Austin Public Health, staff and patrons will be notified of any case of COVID-19 while maintaining confidentiality in accordance with the Americans with Disabilities Act.
 - Those who have had close contact with a person diagnosed with COVID-19 will be instructed to stay home and self-monitor for symptoms and follow CDC and Austin Public Health guidance if symptoms develop.
- Cleaning and Disinfection
 - The facility will be closed in the event of exposure to COVID-19.
 - A waiting period of 25 hours must take place prior to cleaning and disinfection of the facility.
 - The facility will reopen provided it has been cleaned and disinfected and staffing is available.
- Team Member Exposure
 - Any team member with potential exposure to COVID-19 or with a diagnosis of COVID-19 will not be permitted to enter the facility for a period of 14 days after the exposure and must self-isolate and follow guidance from local health officials.
- Staff Exposure
 - Any Aquatics Staff or Select Staff member with potential exposure to COVID-19 or with a diagnosis of COVID-19 will not be permitted to enter the facility for a period of 14 days after the exposure and must self-isolate and follow guidance from local health officials.

Seals Swim Team Operational Plan

Due to the global pandemic, Seals Swim Team operations have been suspended since 2020. We are planning to resume modified team operations beginning of May 2021.

General Policies

- As part of the online registration process, team members/parents must sign a COVID-19 Liability Waiver prior to registering for the team each month. Participants ages 17 and younger must have a parent sign this waiver on their behalf.
- Team members must notify Circle C Aquatics via email to Program Coordinator coordinator@ccswim.net or Aquatics Director director@ccswim.net if they have been diagnosed with COVID-19, a family member or other person residing in the same household has been diagnosed with COVID-19, or if the team member has had any potential exposure to someone who has been diagnosed with COVID-19. Failure to notify Circle C Aquatics of these conditions will result in suspension from the Seals Swim Team.
- All team members and Seals Coaching Staff will be temperature checked prior to entry. Any team members displaying or confirming symptoms of COVID-19 will not be permitted to enter the facility.
- Only registered Seals Team participants will be admitted into the facility. Spectators (i.e. parents, family members, etc.) are not permitted.
- There is a maximum of three swimmers per lane. The Seals will be following USA Swimming COVID-19 guidelines for swimmer/practice layout.
- Social distancing will be enforced. All team members and Seals Coaching Staff must keep at least six (6) feet of distance between themselves and any other person not residing in the same household as the team member. Team members must follow all social distancing markers/guides while inside the facility.
- All team members and Seals Coaching Staff must wear face coverings while inside the facility. Face coverings must remain on at all times except for when the team member is inside the pool water. Face coverings are not permitted in the pool.
- There will be no special events or programs at this time.
- Failure by any team member to follow the modified operational procedures will result in suspension from the Seals Swim Team.

Facility Alterations

- There will be no showers or changing areas available. Team members must arrive at the facility ready to swim.
- There will be no drinking water or water fountains available.
- Restrooms will be open but will be limited to one person at a time.
- The Swim Center office and main entrance will remain closed at this time. Entry to the facility for Seals team members will be at the park gate, and only at specified times.
- There will be no lounge furniture available for use.
- Team members will need to bring their own equipment with them to practice and take their equipment with them at the end of practice. There will be no storage of equipment at the facility.
- There will be no "Lost & Found" system in place. Team members are responsible for

taking their belongings with them. Any items left behind will be discarded.

Team Member Arrival Procedures

- Seals team members will enter through the park gate.
- Team members must arrive no sooner than 10 minutes prior to the scheduled start time, and no later than 10 minutes after the scheduled start time. There will be no entry permitted 10 minutes after the scheduled start time.
- Team members will observe social distancing and face covering requirements while waiting in line to enter the facility. There will be social distancing markers to aid team members while waiting.
- Once called by the Seals Coaching Staff, team members will enter the facility one at a time.
- Each team member will check-in with the Seals Coaching Staff. Team members that are not currently registered for the team will not be granted entry. There are no exceptions to this policy.
- Team members will have their temperature checked by Seals Coaching Staff. Any team member with a temperature at 100 degrees or above will not be permitted to enter the facility.
- Team members must arrive ready to swim. There will be no changing areas or showers available.
- Once checked in, team members will be assigned a lane and directed by the Seals Coaching Staff to the entry point of their lane.
- Team members must keep their personal belongings and equipment within the designated area of their lane.

Team Member Departure Procedures (End of Practice)

- The Seals Coaching Staff will promptly end practice at the scheduled end time.
- Team members must leave the facility at the end of their practice time.
- Team members will exit the facility through the Parking Lot Gate.

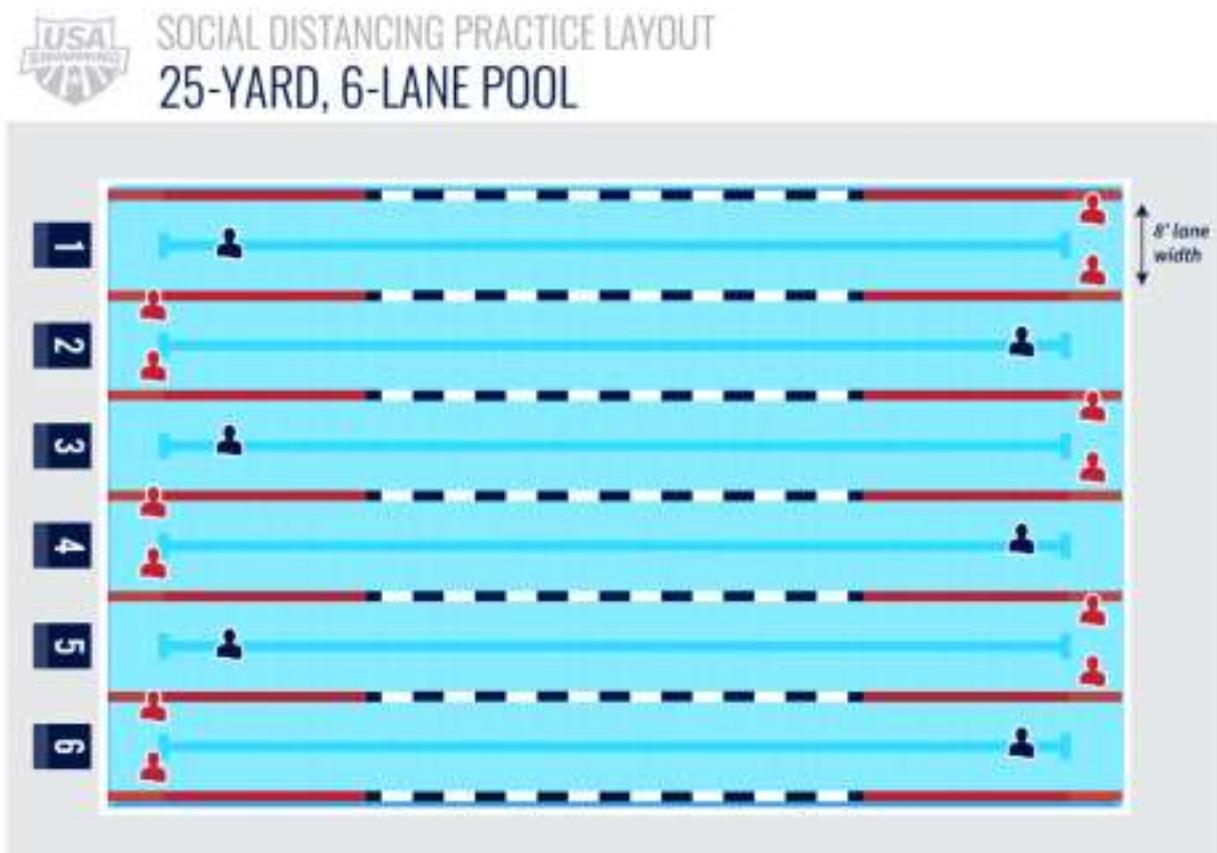


Seals Entry
Park Gate

Seals Exit
Parking Lot Gate

Seals Practice Layout

- There will be a maximum of 3 swimmers per lane.
- There will be a maximum of 21 team participants allowed in the facility at a time.
- Seals practice will be in lane 1 through lane 7.
- Team members will be assigned a lane and position upon entry.
- There will be designated areas at each lane position for participants to set their personal belongings and equipment. No equipment may be stored at the facility.
- The Seals Team will follow USA Swimming Guidelines for practice layout (<https://www.usaswimming.org/docs/default-source/coaching-resourcesdocuments/facility-reopening-plan-guidelines.pdf>)



Staff Requirements

- All Seals Coaching Staff will be temperature checked upon arrival at the facility.
- Coaching Staff may not enter the facility if they are sick or displaying any COVID-19 related symptoms or conditions.
- Seals Coaching Staff will screen team members upon arrival and take accurate attendance.
- Seals Coaching Staff must always wear a cloth face covering while inside the facility. Each coach will be assigned a megaphone to assist with coaching. These megaphones may not be left at the facility.

- Seals Coaching Staff must maintain a distance of at least 6 feet from all other individuals.

COVID-19 Exposure Plan

- Team members are required to notify Circle C Aquatics in the case of a diagnosis or potential exposure to COVID-19 by any team member or person residing in the same household as a team member.
- Seals Team operations will be temporarily suspended in the case of a potential COVID 19 exposure among team members, aquatics staff or pool patrons at the facility.
- Notification of health officials and close contacts:
 - Austin Public Health, staff and patrons will be notified of any case of COVID-19 while maintaining confidentiality in accordance with the Americans with Disabilities Act.
 - Those who have had close contact with a person diagnosed with COVID-19 will be instructed to stay home and self-monitor for symptoms and follow CDC and Austin Public Health guidance if symptoms develop.
- Cleaning and Disinfection
 - The facility will be closed in the event of exposure to COVID-19.
 - A waiting period of 25 hours must take place prior to cleaning and disinfection of the facility.
 - The facility will reopen provided it has been cleaned and disinfected and staffing is available.
- Team Member Exposure
 - Any team member with potential exposure to COVID-19 or with a diagnosis of COVID-19 will not be permitted to enter the facility for a period of 14 days after the exposure and must self-isolate and follow guidance from local health officials.
- Staff Exposure
 - Any Aquatics Staff or Seals Staff member with potential exposure to COVID-19 or with a diagnosis of COVID-19 will not be permitted to enter the facility for a period of 14 days after the exposure and must self-isolate and follow guidance from local health officials

NIEMANN & HEYER, L.L.P.

SCHEDULE OF LEGAL FEES AND SERVICES (HOA -- NON-JUDICIAL (AKA EXPEDITED) FORECLOSURE) (effective 1-20)

<u>N&H's Online Assessment Collection Tracking System</u>	<u>Legal Fee</u>	<u>Third Party Costs</u>
24/7 online access to active accounts	No Charge	
Instant online status reports	No Charge	
Online collection action authorization	No Charge	
Complete online collection account history	No Charge	
 <u>Required Collection Actions</u>		
<u>Stage: Legal Demand Letter</u>		
Account Setup, Initial Title Check, review §209.0064 letter, & Ownership verification	\$25*	
30-Day Demand Letter	\$155.00* per property (*these two charges are typically billed together)	
Fair Debt Dispute Response Letter	\$110.00 per property.	
 <u>Stage: Notice of Lien</u>		
Legal review of Notice of Lien not filed by N&H (if necessary)	\$80.00 per property	
Obtain/Review Full Title Report (includes cost of report)	\$175	
Process Notice of Lien and Release of Lien	\$275.00 per property	~\$38.00 per property
Release of Lien if N&H did not process initial lien	\$75 +filing fees	
Process Subordinate Lien Holder Notice (if necessary)	\$175.00 per Lien Holder	~\$7.00 per Lien Holder
 <u>Stage: Notice of Intent to Foreclose</u>		
Process Notice of Intent to Foreclose	\$145.00 per property	\$7.00 per property
 <u>Stage: Petition to Foreclose</u>		
Process Expedited Foreclosure Petition, Affidavits, and Related Motions and Orders	\$650.00 per property	per court
Process and File Default Order	\$275.00	~\$5.00.
Attend Expedited Foreclosure Hearing	Hourly rate	
Other work requiring direct attorney oversight	Hourly rate	
Prepare Notice to Lienholders (Ch. 209, mandatory)	\$175	~letter mailed by HOA cmrrr
 <u>Stage: Foreclosure</u>		
Process Notice of Sale Documents	\$275.00 per property	~\$9.00 per owner
Department of Defense Manpower Search		~at cost
Conduct foreclosure sale	\$300.00 per property	
No Sale Notice Letter	\$200	
Process post-sale documents (Lot sold to Association)	\$250.00 per property	~\$47.00 per property
Process post-sale documents (Lot sold to third party)	\$250.00 per property	~\$47.00 per property
Track redemption period	No Charge	
Process Redemption and Affidavit of Redemption from Third Party	\$225.00 per property	
Process Redemption and Redemption Deed	\$190.00 per property	~\$26.00 per property
Process Affidavit as to Completion of Redemption Period	No Charge	
 <u>Other Actions/Charges</u>		
Standard communications by phone or email with debtor	No Charge	
Communications with property manager regarding debtor account	No Charge	
Payment Plan – standard, prepare and monitor	\$24.00 per month.	
Payment Plan – negotiated/non-standard	Hourly	
Appointment of Substitute Trustee	No Charge	
Pre-Authorization Resolution	No Charge	

NIEMANN & HEYER, L.L.P.

Payment Plan Default Letter	\$125
Travel Charge – Counties Other Than Travis & Williamson	Hourly
Bankruptcy check	\$30/check
Proof of Claim (Bankruptcy)	\$190.00 per filing
Bankruptcy Monitoring Fee	\$30.00/check of Bankruptcy system ¹

Costs

Court costs and county recording fees may vary by county and may change over time.

N&H's Online Assessment Collection Tracking System

N&H offers the industry's most comprehensive automated online collection system, which allows our clients direct, real time information on all pending collection actions at no additional cost. Your only requirement to use this system is internet access and a valid e-mail address. Managers and directors/officers desiring access simply need to contact our collections department at 512-474-6901 to obtain a unique username and password.

Note: This schedule reflects our standard fees for collection actions. Unlike many/most firms we do not charge hourly rates on top of these flat fees, for example we generally do not charge for standard conversations with debtors, however requirements for individual collection matters may result in additional fees and charges such as hourly charges for attorney-to-attorney communications or lengthy communications with debtors. We will make reasonable efforts to provide clients advance notice of any changes to this schedule.

¹ These checks are done periodically, but no more frequently than monthly.