REOPENING OVERVIEW

Your health, safety and comfort are important to us.

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Overview of the Center’s

REOPENING GUIDEBOOK

The Center’s Reopening Statement ................................................................. 1
What to Expect When Visiting the Center .................................................. 2
Staff Protocols .................................................................................................. 5
Health Screenings and Illness/Exposure Protocols ..................................... 6
Facility Cleaning Protocols .......................................................................... 7
Programs, Communications and Other Matters .......................................... 8
Transition to Future Phasing .......................................................................... 9

LINKS TO RESOURCES (throughout this guide) are highlighted in GREEN

The Center follows the guidance of the public health officers of the City and County of San Francisco and State of California, Center for Disease Control (CDC), World Health Organization (WHO) and relevant authorities. This is a living document and will be updated as information and regulations change.

Updated April 26, 2021 (first published 2/1/21, updates 4/09/21)
On March 12, a few days before the Center was directed to Shelter-in-Place (SIP), we closed our doors for staff and visitors' health and safety. Since then, we have worked to stay connected, engage with our constituents and community, create virtual programs and events, and draft a plan to reopen safely. As of February 1, 2021, there is no proposed reopening date from the City and County of San Francisco or the San Francisco Department of Public Health (SFDPH) for community center/multi-use facilities.

Therefore, the Japanese Cultural and Community Center of Northern California shared the following:

**REOPENING STATEMENT (2/1/2021)**
The Japanese Cultural and Community Center of Northern California (JCCNC/the Center) has established guidelines regarding the reopening of its facility and programs.

The State of California/California Department of Public Health (CDPH) and the City and County of San Francisco/the San Francisco Department of Public Health (SFDPH) have not publicized a recommendation to allow community centers to reopen any time soon. An announcement may not come until late in the first or second quarter of 2021.

The number one priority of the Center is the health and safety of our program participants, employees, members, renters and those that use and visit our facility. Therefore, the CENTER will remain closed until May 1, 2021, or until the following concerns are met:

- A COVID-19 vaccine approved by the Food and Drug Administration (FDA) and the State of California becomes widely available* to the public in the San Francisco Bay Area.
- The SFDPH, following guidance and recommendation from the Center for Disease Control (CDC) and the State of California/CDPH, concludes that indoor activities are safe for the public to resume while following SFDPH health and safety policies and guidelines.
  - Policies may include: requiring everyone to wear face coverings and maintaining social distancing; developing protocols for sanitizing; health screenings; improving air filtration and ventilation; increasing the use of contact-less faucets/equipment, payments systems and sanitizer dispensers; and other directives by state and local public health officials.
  - The SFDPH considers it safe. It allows for the reopening** of community and recreation centers to conduct indoor programming at a minimum 50% capacity while maintaining advisable health and safety procedures.

* As the broader population gets vaccinated, the Center will define parameters for a safe reopening.
** Due to the variety of programs/activities at the Center, some programs/activities may remain suspended until we can resume them safely.

**4/09/21 UPDATE:** Due to the decrease in case numbers and vaccination rollout, on April 2, 2021, the Center announced that it would reopen on May 3, 2021. Health, safety and comfort remain the Center’s top priority. The following measures will be in place when we reopen: daily health screenings for all who enter the building, we will require masks and social distancing at all times, and proper ventilation and the use of air-purifiers will be in use for all activities. We will also restart programs in phases.

Updated April 26, 2021 (first published 2/1/21, updates 4/09/21)
The Center is focused on keeping its employees and visitors safe. As we navigate this new normal, our organization has developed a guidebook of policies and protocols to ensure staff and visitors' health and well-being. This document provides an overview of that guidebook.

The Center follows the guidance of health officials of the City and County of San Francisco/San Francisco Department of Public Health (SFDPH), California Department of Public Health (CDPH) and Center for Disease Control (CDC) and World Health Organization (WHO). This overview is a living document and will be updated as information and regulations change.

**Who will be at the Center During the Initial Phase of Opening (early May 2021)**

In anticipation of our opening, the Center will expect the following groups of people in our building:

- **Participants:** Paid and registered program participants for classes/events designated under PHASE 1 to reopen safely and follow established guidelines and capacity limits.
- **Staff:** Class instructor(s), janitorial staff and limited Center staff (May-June staggered schedules)
  - For your safety and comfort – all staff that will interact with community members will be fully vaccinated. All staff will be fully vaccinated by May 15, 2021.
- **Tenants:** Employees and volunteers of organizations (Kimochi and JCYC) with leased space in the Center building at limited capacity per office.

**PROTECTIVE MEASURES**

**Preregistration, Prepayment and Health/Waiver Form for all Programs (new 4/26/21)**

We will require participants in ALL Center Programs to:

1. Preregister and prepay online prior to arriving to the Center to ensure space is available

2. We will also require participants to attest to and sign our Health Policy and Waiver Form which includes SFDPH health screening questions, Center policies, and waiver of liability. Participants will also need to upload proof of full vaccination or a negative test within 72 hours of visit.

3. For your convenience and efficiency, we have created a secure JotForm for our Health/Waiver Form, which can be accessed via the QR code to the right.

**Health Screenings (updated 4/26/21)**

Everyone (except those needing to utilize the elevator) will enter through the second floor's main entrance (up the stairs). **The Center staff will register participants and ensure everyone who enters have completed the SFDPH screening requirement*, Health Policy and Waiver Form and included their proof of vaccination.**

The SFDPH mandates that everyone performs a daily COVID-19 Health Self-Assessment* before coming to the office/entering the building. (* based on entry protocols, details on page 5)

Updated April 26, 2021 (first published 2/1/21, updates 4/09/21)
Masks Required for Staff and Visitors

- **Everyone must wear a face covering at all times**, except for people who have trouble breathing, a medical/mental health disability, or need their mouth visible to communicate, following SFDPH and CDPH orders. Children (3-9) are also required to wear a covering to the greatest extent feasible.
- The Center will provide disposable surgical masks to staff or visitors who do not have their own.

Ventilation

- Doors and windows will be opened to the greatest extent when possible to allow natural air circulation through our rooms and hallways.
- Medical-grade air cleaners/purifiers will be used in the conference rooms to improve air quality and circulation.

Other Protective Measures

- Please maintain six feet of physical distancing and observe all signs and distance markers.
- Hand-sanitizing stations have been installed at entrances and throughout public and administrative areas.
- The Center has installed contactless soap dispensers in the restroom and has turned off hand-dryers.
- The Center has placed a sneeze guard at the front desk.
- Staff will follow new disinfecting and cleaning protocols.
- The staff has been trained and will follow new hygiene and safety protocols.
- Gloves will be used by staff assisting with medical incidents, housekeeping, setting up equipment, preparing food or drink, and performing disinfection of surfaces when cleaning.

Flow of Traffic at the Center

- The main (outdoor) staircase on Sutter Street will be used for staff/visitors to enter and exit. Please stay to the right when entering or exiting.
- There will be guidance on the ground in various areas and other signage to direct you.
- Please stay to the right in corridors and hallways to prevent head-to-head traffic.
- **A maximum of 2 people is permitted in the 2nd floor restrooms.** Please maintain 6 feet distance (floor signage) while waiting in the hallways.
- Only one (1) person or household is permitted in the elevator at one time.
People Who Should Not Come to the Center (updated 4/26/2021)

Please do not come to the Center if:

- you are experiencing any COVID-19 symptoms, including a fever, shortness of breath/difficulty breathing, loss of taste/smell, weakness or fatigue, headache, chills/shivering, nausea, vomiting or diarrhea, muscle aches, cough or sore throat, please do not come to the Center.

- you have been diagnosed with or tested positive for COVID-19 in the past 10 days, please do not come to the Center.

- you know you have been exposed to a person with COVID-19, in the past 10-14 days, please do not come to the Center.

The CDC recommends that you stay home and away from others in your home as much as possible if you have symptoms and to contact your health care provider. We appreciate you staying home to help keep others safe.

People at increased risk for severe illness from COVID-19 are asked to consider not coming to the Center at this time unless they have been fully vaccinated. Those at increased risk include people aged 65 years and older, people who live in a nursing home or long-term care facility and adults of any age with underlying medical conditions (CDC list).

Adults with the following conditions are at increased risk of severe illness from COVID-19: Cancer; Chronic kidney disease; COPD (chronic obstructive pulmonary disease); Heart conditions, such as heart failure, coronary artery diseases or cardiomyopathies; Immunocompromised state (weakened immune system) from organ transplant; Severe Obesity (BMI of 40+); Pregnancy; Sickle cell disease; Smoking and Type 2 diabetes mellitus.

Adults with the following conditions might be at an increased risk for severe illness from COVID-19: Asthma (moderate-to-severe); Cerebrovascular disease; Cystic fibrosis; Hypertension or high blood pressure; Immunocompromised from blood/bone marrow transplant, immune deficiencies, HIV, use of corticosteroids or use of other immune weakening medicines; Neurologic conditions, such as dementia; Liver disease; Overweight (BMI 25-39); Pulmonary fibrosis (damaged lung tissues); Thalassemia and Type 1 diabetes mellitus.

These lists are not exhaustive and subject to change. Individuals with any underlying condition (including those conditions that are NOT on the current list) should consult with their healthcare providers about personal risk factors and circumstances to determine whether extra precautions are warranted.
STAFF HEALTH and SAFETY PROTOCOLS

All staff members have reviewed and understand how COVID-19 is transmitted and spreads to avoid an outbreak at the Center. Along with understanding how to mitigate the infection, they are also taking these additional precautions:

**Vaccination Requirement**
Due to the high volume of visitors to the Center and increased risk to the Center staff, we require all staff to be vaccinated. We are pleased to announce that all current Center staff, including janitorial staff, will be fully vaccinated (including the 14 waiting period) by May 15, 2021.

**Daily Monitoring of Health and Completing the Personal Health Screening Before Entering the Center**
Staff will continue to monitor their health and be alert for symptoms. They are required to complete the SFPDH Daily COVID-19 Health Self-Assessment as mandated by the City and County of San Francisco as part of its Social Distancing Protocol compliance. Staff must test or quarantine if needed and follow recommendations by the SFDPH, CDC and the Center related to returning to work only when quarantine has been completed, and a negative test result occurs.

**Travel Quarantine**
Staff who have traveled outside of the state or have traveled via plane or ship must be cautious and possibly quarantine (work at home) for seven days while remaining symptom-free. Once they have completed the quarantine, they can return to work in the office.

**WORK PROTOCOLS**
The Center has made modifications to safeguard workspaces, reduce physical contact/proximity and ensure Center staff and visitors' health and well-being. These include, among many other measures:

- Telework, staggered schedules and break protocols
- New space configuration and adjustment of furniture to facilitate physical distancing
- Replacement of face-to-face meetings with virtual meetings, calls and chat applications
- Reduce visitation to offices
- Elimination of paper flyers
- New capacity limits and procedures for break rooms, bathrooms and other facilities

We appreciate your patience as we resume full in-person staffing and operations and as directives and safety protocols continue to change.
All staff and visitors will enter the Center through the main entrance on the 2nd floor. 

4/26/21 update: There will be a check-in table in the 2nd floor lobby where visitors will check-in for programs.

Standard Screening Protocols (SFDPH Attachments A-1/A-2) updated 4/26/21

- When checking in for programs/classes, staff will check-in participant and ensure visitors have signed and uploaded documents the Center Health Policy and Waiver Form before entering.
- If anyone has answered “yes” to the three questions on the SFDPH Attachment A-1 or A2, they will NOT be allowed to enter the facility. (questions are located at entrance and on form)
- Hand sanitizer stations are located at each entryway, so please sanitize before entering.

Exposure Protocol

- Suppose a staff member, program participant or member/visitor who has been to the Center tests positive for COVID-19. In that case, we will immediately contact the San Francisco Department of Public Health (SFDPH) for guidance and document circumstances to help with contact tracing if applicable.
- We will communicate the information regarding any positive case to relevant staff and program or event participants who might have been affected.
- If you were exposed and tested positive, we ask that you follow your health provider’s recommendation and return to Center activities after testing it negatively.
- If you were exposed and tested negative, we ask that you continue to quarantine for 14 days from exposure before returning to Center activities.
- Any room in which a COVID exposure happened will be closed for 24 hours and thoroughly disinfected before further use.

Illness Policy

Suppose anyone (staff, instructor, participant or visitor) at the Center develops any symptoms during the day/class. In that case, the person will be immediately removed from the classroom/office and asked to go home. Should this be necessary, we will value dignity, compassion and privacy. If it is a child, a staff member will take them to a designated room and call their parent. Staff will notify the parent or emergency contact. The Center staff will not administer any fever reducers to children, and other medication requires a physician’s note to dispense and must come in the original packaging with dosage amount.

The Center staff will ask anyone with a fever of 100 degrees Fahrenheit or above to be tested for COVID-19. If symptoms are attributable to a cause other than COVID-19, they may return to the Center after being symptom-free for 72 hours and with a note from their medical professional, clearing them to come back. For example, if the fever and symptoms resolve on day seven, the staff member or participant can return on day 10. When a staff member has a household contact who has tested positive with COVID-19, they must quarantine for 14 days after their last household exposure. For most, this will be 14 days after the household contact with COVID-19 is released from isolation.

Updated April 26, 2021 (first published 2/1/21, updates 4/09/21)
I. **Pre-Reopening Sanitization**

During the shutdown, the janitorial staff has been busy sanitizing the building. Deep cleaning procedures include thorough wiping of all surfaces using Environmental Protection Agency (EPA) certified and commercial grade disinfectants. Carpets were shampooed with warm water and soap and allowed to dry with fans. In the lobby areas, hallways, Issei Memorial Hall and gymnasium, we thoroughly swept and mopped floors. All tables and chairs have been cleaned and sanitized. Walls, countertops, sinks and bathrooms were all cleaned with sanitizer to disinfect all rooms.

II. **Protocols to Prepare for Daily Opening**

Staff will clean restrooms, door handles, handrails, elevators and other common touchpoints frequently using EPA-approved products and restock paper supplies. The frequency will increase with use. Staff will clean furniture, tables, chairs and equipment after every class.

III. **General Cleaning Protocols (Daily/Ongoing)**

**DAILY CLEANING DONE BY JANITORIAL STAFF:**

- Disinfects all chairs and benches, railings, countertops, desks, tables, elevator buttons, door handles, doorknobs, light switches, toilets, bathroom stall doors/handles, faucets, windows and ledges, vents, thermostats, sinks, stairs, furniture, hard surfaces and soft surfaces, which include upholstery and carpet.
- Wipes, mops, and cleans floors.

Staff will also clean high-touch areas more frequently and after each/class program concludes. The kitchen is cleaned with food-grade sanitizer daily. Specific cleaning and disinfectant procedures and designated cleaning solutions exist for conference rooms, equipment, meeting rooms, elevators, gym, offices, kitchen and various common areas.

For programs/classes with shared equipment, please leave equipment for staff to clean, sanitize and put away once your program/class is over.

IV. **Protocols for Reopening Sports and Fitness Programs**

The reopening of sport and fitness programs will be subject to specific SDPH, CDPH and CDC regulations and guidance, determining what programs, capacity and engagement will be allowed. **4/26/21 update:** The following programs will resume in May with strict restrictions and capacity limitations: basketball and volleyball. Please contact programsevents@jcccnc.org for more info.

V. **Ventilation**

The Center has purchased several IQ-Air HyperHEPA air cleaner/purifier systems for each of the rooms used for programs (classes/workshops) and meetings with no access to windows or fresh air. They will be in use before and during any scheduled program or meeting.
Program/Event Management

For In-person Programs and Events (updated 4/26/21)
The Center will resume programs and events, including classes/workshops, **ONLY** when it can adhere to all health and safety directives. Therefore, we will be phasing in programs based on the type, space and ability to social distance, and guidance and capacity recommended by the SFDPH.

New requirements for Center programs will be implemented, including:

- **Preregistration REQUIRED**
- **Prepayment REQUIRED.** The Center payment system now accepts digital wallets (Apple Pay)
  - If you cannot prepay using our online system, please contact our programs department to make payment arrangements. ([programsevents@jcccnc.org](mailto:programsevents@jcccnc.org) / (415) 567-5505)
- Limited capacity/use of larger spaces to allow for required physical distancing requirements
- Staggered program start times and possible time limit requirements to allow adequate time for cleaning and disinfection of spaces between programs
- No food or drinks allowed
- No singing or shared equipment/objects (early phases)

Vaccinated-only Participant Programs
In some cases, programs may be limited to fully vaccinated participants only (including a 14-day wait).

Virtual/Online Programs
As a result of the March 2020 Shelter-in-Place order, the Center hosted several virtual programs. Programs included workshops, events, book programs, discussions and last summer launched many of its classes online, like Chair Aerobics, Ukulele, Art/Drawing, Yosakoi and many workshops, like Kenji’s Kitchen, Washi Ningyo, Community Kitchen, as well as other. Visit our [website](http://www.jcccnc.org) to see current online programs. We will continue to utilize the online classroom space and increase our offerings.

We also have a “Center at Home” page on our website that includes activities you can do or view at home. They include puzzles, games, links to past online workshops/events (cooking, book events, wellness, Kodomo no Hi, Halloween) and a link to view our [Community Guide to Quarantine](http://www.jcccnc.org).

Communications
The Center feels that the comfort and peace of mind of staff and visitors are also important, so we included ongoing and consistent communication as part of our Reopening Plan. We will communicate health guidelines, safety protocols, details on what to expect when allowed to open, announce reopening or phase transitions of our programs/activities, and update as situations change. Information will be shared in our monthly and quarterly newsletters, on our social media ([Facebook/Instagram](http://www.jcccnc.org)), on our [website](http://www.jcccnc.org), by email, and visually through signage around our building.

If you would like to be added to our monthly eNewsletter, sign up [here](http://www.jcccnc.org).
TRANSITION TO FUTURE PHASES

The staff has developed a matrix of programs, space and safety concerns, cleaning guidelines, risk considerations and will use results from instructor and participant assessments to create a rubric to determine what programs will open in each phase.

The Center has also defined preliminary protocols for future reopening phases, including the resumption of rental events, meetings, small gatherings and, later, large gatherings and cultural events.

As local and state health officials allow for opening and subsequent expansion of capacity and lessening restrictions, the Center will carefully make decisions and announcements to reopen.

The Center will continue to add and update policies and protocols as health regulations, and safety guidelines change.

4/26/2021 Tentative Schedule for Resuming In-Person Programs

PHASE ONE PROGRAMS
Line Dancing (Tuesdays and Fridays, starts May 4)
Basketball (Registered Open Play - Mondays and Wednesdays, starts May 10)
Senior Writing (Wednesdays, starts May 19)
Volleyball (Registered Open Play - Tuesdays, starts May 4)
Kendo (register with SF Kendo – Thursdays, starts May)

PHASE TWO – JUNE 5
Drawing (Saturdays, starts June 5)
Ukulele (Saturdays, starts June 5)
Yoga (Saturdays, starts June 5)
Watercolor (Mondays, starts June 7)
30+ Basketball League (Mondays, starts June 7)
40+ Basketball League (Wednesdays, starts June 9)
Beginning Hula (Wednesdays, starts June 9)
Ikebana (Wednesdays, starts June 9)
Kabuki Screenings (2nd Tuesday, possibly June)
Washi Ningyo (3rd Saturday, possibly June)
WORKSHOPS (Wagashi/Kaiseki and Kenji’s Kitchen, begin in June)

PHASE 3/4 - TBD
Chorale May (Tuesdays, possibly June)
Ensemble Shiki (Tuesdays, possibly June)
Ukulele/ Singing (Thursdays and Saturdays, possibly June)
Shigin (2nd & 4th Thursdays, possibly June)
Shogi Club (2nd Sundays, possibly June)
Hula (Saturdays, possibly July)
Yosakoi (Fridays, starts August 6)
Ceramics (Tuesdays, start TBD)
Karate (Mondays/Wednesdays/Sundays, start TBD)