



CITY *of* CALABASAS

PARKS, RECREATION & EDUCATION COMMISSION AGENDA REPORT

DATE: AUGUST 11, 2020

TO: MEMBERS OF THE PARKS, RECREATION & EDUCATION COMMISSION

FROM: COMMUNITY SERVICES STAFF

SUBJECT: UPDATE FROM COMMUNITY SERVICES STAFF ON FACILITIES AND PROGRAMS

MEETING DATE: AUGUST 17, 2020

SUMMARY RECOMMENDATION:

Receive and file the review for update on facilities and programs.

BACKGROUND/DISCUSSION

The Community Services Department staff has been successfully adjusting and serving the community during this unprecedented time with the COVID-19 pandemic. On March 13, 2020 all facilities were closed following the California Executive Stay-At-Home mandate. Staff at each facility quickly responded by redirecting and creating new ways to offer services to the community. Once the mandate was lifted, facilities have gradually opened and have broadened their services according to Los Angeles County's guidelines. Staff have been educated in all safety measures with regard to COVID-19, and they have followed strict adherence to ensure the safety of both community members and staff. The following is an overview of the progression of each facility from March to present as presented by them respectively.

DE ANZA PARK

When the Stay-At-Home Executive Order was issued the second week of March, DeAnza's office closed and the City ceased operations on the division's facility rentals, enrichment classes, adult and youth sports, and teen programs. All parks were closed along with their parking lots, playgrounds, picnic shelters, benches, and exercise / sports equipment. Lastly, the Bunny Trail Egg Hunt, Calabasas Fine Arts Festival, SunSets Concert series and July 4th Fireworks events were also canceled. By July, the City Council suspended all remaining annual events through the end of 2020, including the Calabasas Pumpkin Festival.

Staff allocated equipment and created signs to support the closures during the first three weeks of quarantine. Administrative tasks included issuing customer refunds and notifying community partners, instructors, coaches and contractors of the program suspensions. Maintenance staff took advantage of the time by rolling out several projects at the parks and facilities including painting and repairs.

By the first week of April, staff worked with contract instructors to provide online programs for tiny tots and youth. Staff coordinated parent and me classes, fitness programs, cheer camps and more. However, low enrollment led to the cancelation of nearly all programs. Parents expressed concern with too much screen time for the school age children and a lack of prolonged attention by toddlers. In contrast, adult courses offered through the Senior Center and Tennis & Swim Center were highly successful, and De Anza staff was able to proctor additional online classes on their behalf.

In April and May, staff created the "Calabasas Mask Initiative" on behalf of Mayor Weintraub and Councilmember Maurer. Through social media and personal calls, staff and Council recruited community members to donate supplies and sew masks for residents in need. Staff collected and personally delivered free masks to hundreds of homebound families unable to obtain masks on their own.

In May, County Public Health orders allowed green spaces in the parks to reopen along with the the tennis courts at Gates Canyon Park and the Calabasas Bark Park. With each reopening, the County issued a number of safety protocols which staff printed and documented in binders. Staff also produced a number of signs, posters, and banners to publicize the rules and protocols. They further assisted the City's Community Development Department with informing the public of citywide regulations. The maintenance team initiated a new daily cleaning protocol, disinfecting the high traffic touch points at the facilities throughout the day using products approved by the CDC.

The first programming to return to De Anza Park occurred in June when Camp Calabasas opened its doors to thirty campers in the Multipurpose and Conference Rooms. Additionally, De Anza opened the splash pad in July with modified rules, masks, and social distancing. Staff is required to be on site while the fountain is operating, testing the chlorine and PH levels on an hourly basis in order to comply with LA County protocols.

Due to the staffing requirements, the 2020 splash pad hours are Monday – Friday, 11:00am – 5:00pm. Lastly, staff placed a number of passive programs in the parks for families to enjoy. Examples include signs with silly walking instructions and scavenger hunts.

De Anza staff coordinated three separate programs for Independence Day in lieu of the City's traditional events. A community decorating contest was initiated asking residents to post pictures of their decorated homes, pets, bikes and more to social media. Gift cards to Calabasas restaurants were awarded to the winners. On the morning of July 4th, members of the Public Works Department and City Council joined staff in decorating the Jolly Trolley in red, white and blue; then toured the town and distributed spirit items to community members. Lastly, the Condor Squadron World War II planes performed an aerial flyover for the Calabasas neighborhoods.

Looking ahead, staff is currently working with Little Learners to bring a virtual learning academy on site in the fall. Additionally, staff is coordinating virtual enrichment classes in tandem with other local cities in order to avoid cancellations due to low enrollment. Lastly, staff is working on a socially distant and safe trick or treating event for families on Halloween.

CALABASAS TENNIS & SWIM CENTER

MARCH

When the Stay-At-Home Executive Order was issued in March, the Tennis & Swim Center quickly adopted a philosophy of "Respond-Recover-Restore." The facility was closed and all tennis, aquatics, and fitness programs were suspended indefinitely.

MEMBERSHIP

Membership fees were collected at the start of the month and prior to March 13th closure.

FULL TIME STAFF

The administrative and programming staff worked remotely issuing refunds for cancelled classes and rentals. A number of online fitness courses were developed in partnership with city instructors as an alternative to cancellation. Staff collaborated with Top Seed, to develop membership freeze models.

Aquatics staff continued to work onsite in order to complete pool/deck maintenance and balancing the pool chemicals. Chemicals and pool equipment were monitored and lowered to cut costs.

MAINTENANCE

Along with the Recreation Supervisor, the full time maintenance staff reported to the site to ensure the facility was properly closed and secured for an extended period of time. As a cost saving measure, staff unplugged fitness equipment, TVs and other electronic equipment. They completed a number of repairs that would normally be difficult to complete while public is on site. Projects included:

- Replaced/repaired concrete and applied a fresh coat of paint on 12 tennis courts over the course of 4 days.
- Deep cleaned the dance studio, spin class, and weight/cardio rooms.
- Reconfigured weight room equipment and removed the tall assisted dip Machine.
- Cleaned carpets in main offices, main locker rooms and weight/cardio rooms
- Applied fresh coat of paint on building and entrance doors

HOURLY STAFF

Following a period of weeks assisting the full time aquatics and maintenance staff, the hourly staff members were furloughed through the closure period.

APRIL

MEMBERSHIP

Membership fees were not charged for the month of April.

FULL TIME STAFF

Staff worked remotely throughout the month of April monitoring online fitness classes and completing trainings on COVID-19 prevention strategies. Staff further researched a possible drive-in movie event. Onsite, staff monitored pool/deck maintenance and pool chemicals balancing.

MAINTENANCE

Staff continued completing projects throughout the facility.

MAY

In May, LA County Public Health granted permission for tennis singles play to reopen with several new safety protocols and procedures. The Recreation Manager, Debbie Gonzales, retired after 22 years of service.

MEMBERSHIP

The facility partially reopened tennis courts on May 18 to allow Primetime Tennis and Non-Primetime members to utilize tennis courts. Due to March closure, dues were not charged for May. Facility hours were very limited: Monday-Friday 8:00am-7:00pm and Saturday/Sunday 8:00am-12:00pm. Primetime Health and Weekend Non-Primetime members remained inactive.

FULL TIME STAFF

City and Top Seed full time staff members returned to the Swim Center to train in-person with the outgoing Recreation Manager prior to her retirement. Membership freeze procedures were implemented, and staff developed tennis camps, processed registration forms and completed tennis pro payroll. New procedures were implemented at the front desk with COVID-19 prevention protocols in place. Staff continued monitoring pool/deck maintenance and balancing the pool chemicals. Cost saving measures were implemented as often as possible.

MAINTENANCE

Along with the Recreation Supervisor, maintenance staff prepared the facility for reopening with new safety protocols in place. Preparations included designing and posting social distancing floor stickers, and signs requiring face masks. Tables were removed along with benches and chairs, and the restrooms were sectioned off to maintain proper distancing. Staff hand-built a plastic barrier for the front desk. New disinfecting procedures were also adopted in accordance with CDC guidelines.

HOURLY STAFF

A number of hourly staff from both Tennis & Swim Center as well as De Anza Park, were removed from furlough status. Employees were trained on cleaning protocols, emergency responses, and check-in procedures in accordance with LA County mandates.

JUNE

By Mid-June, LA County authorized in-person gym use, pools and day camps.

MEMBERSHIP

Billing resumed for Primetime Tennis and Non-Primetime members at 50%. Modified hours remained Monday-Friday 8:00am-7:00pm and Saturday/Sunday 8:00am-12:00pm. Primetime Health and Weekend Non-Primetime members remained inactive.

FULL TIME STAFF

City and Top Seed staff members continued expanding tennis services and prepared for the Top Seed Youth Tennis Camp to reopen. Staff created new procedures for pool and gym reservations.

MAINTENANCE

Along with the Recreation Supervisor, maintenance staff prepared the facility for the upcoming expansion in services. Gym equipment and pool lanes were relocated so proper social distancing could be adhered to, and additional rule signs were placed throughout the facility. The pool was professionally inspected to ensure all equipment and chemicals met proper requirements prior to the July reopening date.

HOURLY STAFF

Additional hourly staff were rehired and trained on cleaning protocols, emergency responses, and check-in procedures in accordance with LA County mandates.

JULY

Gym areas and aquatics reopened the first week of July. However, State regulations forced quick changes to the new protocols.

MEMBERSHIP

Pool and fitness area re-opened July 1, which brought back Primetime Health members. Dues for Primetime Tennis and Non-Primetime members increased 75% and Primetime Health resumed at a 50% rate due to the March closure. Modified hours remained Monday-Friday 8:00am-7:00pm and Saturday/Sunday 8:00am-12:00pm. Weekend Non-Primetime members remained inactive. Staff contacted community members on the wait list.

FULL AND PART TIME STAFF

Staff worked tirelessly to implement new systems in accordance with the ever-changing State and County health mandates. Temperature checks are now required for staff, campers and those visiting the facility for fitness or swimming. By the second week of July, all indoor fitness was prohibited and maintenance staff was forced to relocate gym equipment outside.

AUGUST

Beginning in August, in-person fitness classes opened in outdoor settings with strict protocols.

MEMBERSHIP

Fitness classes returned. Hours were slightly extended to Monday-Friday 8:00am-8:00pm and Saturday/Sunday 8:00am-2:00pm. Primetime Tennis, Primetime Health, and Non-Primetime memberships returned to 100% billing rate. With extended hours, Weekend Non-Primetime members were allowed to return, and dues were charged 50% due to the March closure.

FULL AND PART TIME STAFF

Staff continues to oversee tennis, swim, and outdoor gym use and has now added fitness classes to the services. Additional signs, procedures and protocols have been implemented.

COVID-19 FREEZE

With the ongoing COVID-19 pandemic, the Tennis & Swim Center is offering a month to month COVID-19 freeze option to its members. Members are required to submit a new form by the 20th of the current month to freeze their dues for the following month. Weekend Non-Primetime members are not eligible for the fee suspension as they are able to cancel any time and return when they feel comfortable.

Current freeze totals as of 8/7/20 listed below:

Tennis - 123

Health - 178

Non-Primetime - 121

LITTLE LEARNERS

Since 2003, Little Learners, LLC, under the ownership of Bridget Nelson and Carly Armacost has been operating Camp Calabasas, After School and Seasonal Camp Programs, both on-campus at Lupin Hill Elementary and DeAnza Park (seasonally). In 2018, Little Learners, LLC took over day-to-day operations of the Calabasas Klubhouse Preschool ("Calabasas Klubhouse").

Over the past 17 years, Little Learners, LLC has established relationships within the Calabasas community and with its residents. Our devoted staff have fostered life-long relationships with those who have attended our programs. The reputation that Little Learners, LLC, has within the community is positive.

KLUBHOUSE ENROLLMENT 2018-2020

The Klubhouse has been enrolled to its licensed daily capacity of 115 over the past 2 school years. Additionally, there have been many families on the waitlist over the past 2 school years since Little Learners, LLC, took over day-to-day operations of the Calabasas Klubhouse.

In January 2020, when families enrolled for the 2020-21 school year, which was set to begin on June 1, 2020, there were 145 families on the roster (with variable schedules) making up the 115 enrolled children per day. The school continued to place others on our waitlist for the 2020-21 school year.

COVID-19 IMPACT

Since early Spring 2020, with the mandatory closure of the Klubhouse due to the COVID-19 pandemic, everyone involved with Little Learners, LLC and its programs have faced dilemmas and extreme financial hardship within both Camp Calabasas and Klubhouse Preschool programs and have had to make multiple, serious business decisions. Families were not charged their monthly tuition fees since the closure began on March 16, 2020. However, full time, salaried staff remained working remotely during the closure.

Income during the forced closure was limited to the sale of virtual Zoom Preschool sessions and Art and Activity Kits (previously submitted, weekly status updates detail a majority of the work being completed by the staff). Monthly payroll had to be decreased, and we were forced to lay off our dedicated part-time staff and 1 full time salaried staff member. A claim was filed against our Business Loss Insurance Policy and is being reviewed (as the COVID-19 pandemic is not deemed a reason to file a justified claim). The SBA PPP loan was applied for and was received – however that loan allowed Little Learners, LLC to continue to meet payroll prior to our June 1, 2020 re-opening and continues to dwindle as operating costs are supplemented by enrollment that is limited to less than half of pre-COVID-19 guidelines.

REOPENING THE KLUBHOUSE

The Department of Social Services Community Care Licensing Division did a virtual site visit in early June, and gave the go ahead for the school to operate under the regulations in place at that time. On June 1, 2020, the Klubhouse opened under limited capacity (based on state regulations). For the months of June and July 2020, enrollment plummeted to 26 and 41 respectively, which is a loss of over 100 students.

Beginning on August 3, 2020 enrollment increased to 57 students. We are hopeful to see 71 students by September 1, 2020. We are still operating under restrictions set by the California Department of Public Health, Los Angeles County Department of Public Health, Department of Social Services Community Care Licensing Division and CDC. If allowed to operate at full capacity while maintaining social distancing, we will not be able to get back to our licensed capacity of 115. While maintaining 6 feet of social distance between

the children, our maximum capacity would be no more than 96. Operating with 96 children would allow us to be financially stable. While the interest for families to return to the Klubhouse is strong, tuition has not been charged to families not attending, continuing the financial stress that Little Learners, LLC has been operating under for nearly 5 months.

Following the July 4, 2020 holiday, Little Learners, LLC has been contacted by several families whose children were on the waitlist for the district TK/Journeys program and recent graduates of the Calabasas Klubhouse, some of those parents are LVUSD and City of Calabasas employees. There is an increased need for families to find child care placement for their children, and Little Learners, LLC wants to be that provider. Due to limits on our capacity on site at the Klubhouse Preschool as a result of COVID-19 and in keeping with Public Health COVID-19 UPDATED GUIDANCE: Child Care Programs and Providers (<https://files.covid19.ca.gov/pdf/guidance-childcare--en.pdf>), we were looking for an alternate site to hold an advanced Pre-K Day Camp program to satisfy the needs of our local community. In an effort to be proactive and meet the needs of the community, we proposed an expansion of the Calabasas Klubhouse Preschool program to include DeAnza Park. At the City Council meeting on August 5, 2020, the council gave direction to allow this expansion. This change will hopefully allow continuation of the program successfully in place at the Klubhouse Preschool site and would expand services in order to offer a high quality child care program offsite. We will continue to maintain state required reduced class-sizes, will keep up with health, safety and sanitation protocols that have been streamlined both at the Klubhouse Preschool and Camp Calabasas campuses since our reopening in June 2020.

By expanding our program to DeAnza Park we will be able to increase our revenue, shore up financial losses incurred since the beginning of the pandemic closures and ever-changing operating guidelines and will allow us to pay the City of Calabasas an additional weekly/monthly fee.

We look forward to the time when COVID-19 conditions improve, allowing us to return to normal operations at the Calabasas Klubhouse preschool.

CALABASAS SENIOR CENTER

The Senior Center closed its doors on March 13, 2020 due to Covid-19. Listed below, are the many ways we have served our patrons and community during this pandemic.

Patrons were immediately notified of the facility closure and class cancellations. Pro-rated refunds were processed; instructors were paid out for the classes that were taught.

Two of our fitness instructors, Ann Monahan and Trisha Nicholson, met with Communications Department to film their exercise classes for CTV and the City YouTube channel.

PROGRAMS

An email was sent out to all current instructors asking for their help in getting their programs ready to go virtual. They were asked if they had any of their programs pre-recorded that could be offered to our patrons during the interim. John Paul Thornton was the first to get his program switched over to Zoom. This gave us the idea to have a conversation with our Communications Department to see if the City could arrange for us to have our own Zoom accounts. This way, we could proctor the programs ourselves to simplify the process for our instructors, and remain in control of each program.

Staff began getting familiar with Zoom and started working with instructors to get them comfortable as well. After many hours and trial and error, we have things pretty dialed in now.

By the first week of April, we had 24 Zoom classes to offer our community. A week later we had launched 33 online Zoom classes and had 616 participants registered in various classes.

Staff began a phone tree, reaching out to members/residents who live alone and may be more isolated. They checked in to see how they are, to offer assistance if possible, and to be certain they are aware of our new programs. We have since added outreach through birthday phone calls, as well.

By the end of April, we had launched 42 online Zoom classes and had 797 participants registered in various classes. This had become a bit cumbersome for staff so we trained more staff members in our department how to facilitate Zoom classes, which helped lighten the load. This same week we launched a Virtual Resource Center on the Senior Center Website to give patrons an abundance of free activities to explore while staying safe at home.

By mid May, we launched 32 additional Zoom programs for our Summer session in addition to the existing 42 online Zoom classes. At that point, there were 1,317 participants registered in various classes. We soon began to run out of "Zoom room". Staff from De Anza Park were very helpful by allowing us to use their account for extra Zoom time and also assist us with a handful of Zoom classes.

This Fall, with the help of our programming committee, we have arranged for over 80 virtual Zoom classes for our seniors. With that said, we have secured additional staff to assist with Zoom sessions and we will have two Zoom accounts to accommodate these programs.

Registration is scheduled for August 17 for members and residents and August 19 for non-residents. We have arranged to have staff available on registration days to assist with phone calls and we will have a registration drop-box available during both registration days from 10:00am-2:00pm to assist patrons who struggle with online registration.

MEMBERSHIP

Staff worked with Active.net to determine the best solution for suspending and re-instating membership annual auto renewal for our members. All Senior Center memberships have been put on an auto-renewal freeze until the center reopens. Some members that may have been automatically charged during the shutdown received a full refund.

COMMUNICATION/OUTREACH

Our Senior Center website played a critical role in hosting the programs, current information and the virtual resource center. We sent several Constant Contact notices to inform members each time we added more programs.

Staff re-instated the Senior Center/Savvy Seniors Facebook page, which has been helpful in letting patrons keep in touch and share ideas/postings. It has also been a great way to share free events and resources from around the community.

Staff continued putting together our monthly newsletter and friendly greetings and announcements through Constant Contact.

A Senior Center 4th Anniversary Video was graciously created by Lois Julien including pictures/script. The Center is also grateful to the Communications Department for their fun creation.

Staff has continued sending out Survey Monkey surveys to gather input about our new Zoom programs.

Our latest venture has been reinstating our Tech Help program via Zoom, and it has been very successful!

High school students have been conducting Tech Help with many seniors and a few instructors, by meeting for 45 minutes during weekday afternoons over Zoom.

Participants have learned how to save and categorize photos, prepare a Power Point program, learn to use Zoom, download books from the library, and how to use their cellphones, computers and other devices more successfully. Using Screen Sharing, the students have been able to demonstrate the lessons and new ideas to the seniors.

The high school tech help students will continue to be available throughout the summer and fall months. A staff member administers the Zoom sessions and facilitates during the 45-minute session. We have been booked 2 weeks out, consistently.

GOING FORWARD

Starting August 24, we plan to make ourselves more accessible to our patrons. We will have staff available 9:00am-5:00pm Monday-Friday, to answer live calls and assist with registration/general questions and Zoom support. Staff will also conduct their scheduled Zoom classes from the Senior Center.

Staff is planning a socially distanced Parking Lot Bingo game to take place late fall. Participants will remain in their vehicles while staff calls numbers from a PA system. Bingo winners will honk their horns when they have "Bingo".