



To: Park Board Commissioners  
 From: Executive Director Reuter and the Senior Leadership Team  
 Date: May 11, 2020  
 Re: WEEKLY MEMO

**Dates to Remember:**

<i>Date</i>	<i>Event</i>	<i>Time</i>
March 27	Part Time Staff Furloughs	
April 10	FT and RPT Staff Furloughs	
May 4	Summer Resident Registration Begins	
May 5	Fitness Roundtable-Virtual	1:30pm
May 7	Aquatics Roundtable - Virtual	2:00pm
May 11	Summer Non-Resident Registration Begins	
May 26	Tentative return date to arrange FVF for re-opening	
June 8	Tentative return to open Coyote Crossing Mini Golf	All day
June 8	Tentative first day of Awesome Adventure Camp	All day
June 8	Tentative FVF reopening	All day

**Strategic Goal and Initiative #1**

Take Care of What We Have

- IT remotely performed windows for all District computers.
- PDRMA claim checks received \$1,875.50 (Armstrong light pole), and \$2,675 (FVRC brownout).
- Pepsi commission Q1/2020 \$780.94
- Improve fund balances to reach targeted levels
- 2020 interest received from 5/3 Bank YTD is \$4,835.25; 21% of budget.
- 2020 interest received from IL Trust investments YTD is \$27,097.74; 100% of budget.
- 2020 Personal Property Replacement Taxes YTD is \$35,750.27; 46% of budget.
- Worked with ActiveNet to create a new Refund Detail Report.
- In light of more CSPD cell phone usage for staff working remotely, we renegotiated with Verizon and were able to shift to an unlimited plan this will result in a \$677 credit on next months bill.
- 2019 Comprehensive Annual Financial Report was completed; no exceptions. Matt Beran, Partner with Lauterbach & Amen will present the Audit via Zoom for next Board meeting. Staff is compiling Board Questions, and will provide a combined set of answers.
- Coral Cove Waterpark will remain closed through the summer 2020 season.
- Re-Entry task force has been meeting once a week to discuss future operations and procedures for the reopening of the Carol Stream Park District
- FVRC
  - Staff continues to do building checks including the pool and HVAC systems daily.
  - Staff is planning and preparing for building re-entry via sourcing cleaning and disinfecting products.
- SRC
  - Same as above.

- CCWP
  - The Board of Commissioner's decided to leave this facility closed throughout 2020.
- ETRC
  - Same as above.
- PARKS
  - Staff continues to mow Park District properties, perform trash removal, and do routine checks of all park sites.
  - Aerators were installed in ponds throughout the District.
  - Garden Plots were tilled for registered gardeners.
  - Fleet oil changes were performed.
  - Bark Park was re-opened.
  - Thorguard turned back on in preparation of the athletic season beginning on June 8.
- McCaslin
  - Synthetic turf installation completed at the hub playground.

### Strategic Goal and Initiative #2

#### Improve Financial Position

- Staff is contacting renters who had room rentals scheduled for May and June. In lieu of having to issue a refund, staff is recommending rescheduling for mid to late summer. Several customers are agreeing to a date change for their event.

### Strategic Goal and Initiative #3

#### Operate Parks and Facilities Efficiently

- Recreation staff is working on a Modified Operations Plan that helps ensure a safe, realistic return to programming.

### Strategic Goal and Initiative #4

#### Meet Needs of Changing Community Demographics

- FVF memberships continue to remain on hold as facility is closed and payments are not being processed.
- Marketing issued an announcement to residents on the decision not to open CCWP for the summer 2020 Season.
- In conjunction with input from Recreation, Administration, and Recreation, Marketing staff is developing a Customer Survey to assess the community's feelings about returning to park district activities, and the types of programs/services they are looking to participate in. Survey will be issued electronically to the head of household for our customer base (+6,000 emails on file).
- Marketing staff updated the website and Marquees with the new 'tentative reopening' date of June 8. Phone messages have also been updated.

### Strategic Goal and Initiative #5

#### Develop Parks and Facilities

- The District has done a 'soft' reopening of the Bark Park. Signage posted requiring social distancing, and that disregard for the rules could result in the park being closed again.

### Strategic Goal and Initiative #6

#### Foster a safe and welcoming environment

- The District’s COVID19 Task Force continues to meet twice a week to strategize on the best way to operate during this pandemic.
- A new ‘Re-Entry Task Force’ has been formed. This team will present suggestions/solutions for reopening. This team will dig into specifics related to changes to procedures and processes, staff, customer and facility related issues.
- Hand wipes, foam hand sanitizers, gloves, and other cleaning materials have been purchased for Fountain View Recreation Center.
- All summer Forever Young trips have been canceled due to safety concerns of this vulnerable population and the uncertainty of when we will be able to transport participants and when larger groups will be permitted. If factors change, we can consider bringing trips that were already planned back later in the season. We are currently in the process of updating all venues of the cancelations.
- Awesome Adventure Camp registration has been canceled from 5/27-6/5. New tentative start date is 6/8.
- The Springers Gymnastics Team May newsletter was sent with a 45% open rate after four days.

### Strategic Goal and Initiative #7

#### Highest Quality Recreation Programs & Services

	2020 - YTD	2019 - YTD
Virtual Baseball Clinic	0	12
Virtual Magic and Balloon Class	0	7
Virtual STEAM Classes	0	4

- Staff is researching whether virtual youth birthday parties would be an option during the stay at home order and beyond. Current birthday party itineraries were reviewed to see what would translate well to the virtual world. Staff also contacted outside contractors that may provide options as well such as a magic show.
- FVF has created daily stay at home workouts for members during closure. To date 20 videos have been uploaded to district’s social media networks.
- Spring youth sports leagues have been canceled. Staff is looking to offer something in the summer that abides by the guidelines of the state.
- Adult Softball leagues have been adjusted to start the week of June 14 and will continue through the end of July.
- All other adult leagues are currently on hold to see if we will be able to run any other activities.
- Marketing is working with Recreation to promote over 25 virtual ‘programs’ being offered by the Park District – from sports, to art, to STEM, to fitness!
- May enews issued on May 1; eblasted to full mailing list, and shared with all CSPD social media outlets.
- Registration Staff have worked under Recreation’s direction to withdraw all 300+ Actie Kids Before and After Care Participants, all participants from the Youth summer league programs, and all Coral Cove Memberships. They also suspended fitness/lap swim/walking track memberships for another month.
- Registration worked with Recreation to develop a new payment plan option for Summer 2020 – the “Register Now, Pay Later” options removes risk for customers who want to register, and avoids the District having to pay a processing fee for a program that might be cancelled.

### Strategic Goal and Initiative #8

#### Highest Quality Staff & Team

- Division Manager attended “During and After COVID: Adapting Your Aquatics Facility to a New World” on 4/24.
- Division Manager attended a Virtual Aquatics Roundtable on 4/27 with 97 other park district professionals to discuss the affect COVID19 has had or will potentially have on other aquatic facilities.
- Division Manager attended virtual fitness roundtable on 4/28 to discuss with other districts ideas for reopening once stay at home order is lifted.
- Applicants that were hired on a conditional basis for Coral Cove were contacted about the closure of the pool for the summer of 2020. Since all were fifteen years old, labor laws were checked to see if they could work at Home Plate concessions. After reviewing regulations, these applicants can work shifts at Home Plate during the summer months when school is out of session. Staff is considering moving them over to Home Plate once plans for opening are finalized.
- Viewed a webinar on Onboarding and Employee training during the COVID19 crisis. Useful information was gathered by offering virtual training and tutorials for staff in lieu of in-person training.

- Superintendent of Recreation attended the following meetings and trainings via Zoom: West Suburban Think Tank (local recreation professionals in various positions and agencies) regarding reopening plans and procedures, Strategies for Virtual Onboarding & Training, Summer Camp reopening plans and procedures (with local camp professionals), and Preplanning for Reopening (presented by NRPA Leadership Development Network).
- Multiple staff attended a webinar on ‘Hot to Market your Virtual Programs’, sponsored by Active Net.
- Directors submitted proposed staffing plans to Executive Director based on modified summer offerings. Plans will be refined as soon as the IDPH/Governor’s office provided more specifics on the Illinois 5 Phase Reopening Plan.
- Human Resources tracked and collected health insurance premium payments from all benefit-eligible furloughed staff.
- Human Resources is working with Recreation to tentatively bring Recreation Supervisor back in mid-May should the District be able to run a modified summer camp program.
- Human Resources continues to process unemployment claims that are submitted through our PDRMA Unemployment Consultant. To date we have received 70 claims; but only 8 full time, 3 regular part time, and 59 part time claims have reached our offices. We believe there is a large backlog, and more claims are coming.
- PDRMA issued an update in late April with good news about the application of the CARES Act Section 2103(b); we will be able to receive 50% reimbursement of unemployment benefits paid to employees due to COVID-19 during the period from March 13 to December 31, 2020. We are still unsure as to whether we will only be charged with 50% of the costs, or/more likely, we will have to pay for the full amount and then seek reimbursement from the federal government.
- Staff is participating in multiple webinars, on-line forums, and training courses to gather knowledge on reopening strategies, limitations, legal issues, and decisions that need to be made on operations. PDRMA has been a consistent and really important provider for this information.
- Human Resources staff participated in a webinar titled, “Strategies for Virtual Onboarding”. They talked about organizing the onboarding tasks on Trello (or other project management software).
- Human Resources is working with Recreation to get all potential camp counselors on-boarded so they will ready to go, if needed.

### Miscellaneous News You Can Use...

- There has been a flurry of activity over the past two weeks involving the Illinois Workers’ Compensation Commission (IWCC) and changes to the workers’ compensation (WC) law. After all the activity, the WC law is unchanged, and we are back to the status quo. PDRMA and our outside WC defense counsel believe either the Illinois legislature will attempt to amend the Illinois Workers’ Compensation Act or Governor Pritzker will issue an Executive Order to change the WC law to expand potential employer liability. This remains a fluid situation, and we will provide updates as soon as possible if/when there is significant changes.