Memorandum April 24, 2020

Visitor Services Protocol:

As we re-instate customer service operations at Fox River Preserve, the most important aspect of our customer service will be providing for employee as well as public safety. To this end, we will **strictly** follow protocols that will adhere to CDC guidelines concerning social distancing and use of Personal Protective Equipment (PPE).

To date, we are providing a “soft opening” to allow customers to collect their property from Winter Storage. We will be asking cooperation of the public and employees alike in assuring we maintain a safe environment. Using appropriate PPE, Operations staff will be asked to remove boats to the storage “yard”. Owners will be contacted and given options of two separate two-hour time slots to pick-up their property. Customers will be reassigned or property placed back into storage if they cannot pick up the boat. They must affirm that they are not knowingly infected or exposed to Covid-19 before they report to the site.

Upon arrival, vehicular traffic will be directed to line up outside of the storage gate facing East so as not to block the preserve entrance. Staff, wearing the appropriate PPE, will then direct 4-5 vehicles at a given time into the yard to maintain CDC guidelines of limited gatherings and social distancing. Customers will not have access to restrooms on the site. One staff member will be stationed at the gate with a stand-by vehicle and one in the yard in a separate vehicle.

When exiting, customers will have the plate number of their pre-determined tow vehicle cross-referenced to the registration number on the boat. This will be conducted in a “no-contact” interaction with the customer. Customers will not be allowed to conduct maintenance, these procedures have been developed for collecting their property only.

When conducting customer interaction staff will be required to wear a protective face mask and disposable gloves **at all times without exception**. Staff will abide by the posted pick-up timeframe and at the conclusion of the pick-up time will follow a prescribed procedure for removal and disposal of PPE so that they may thoroughly wash their hands.

Staff must only remain on site for the time period assigned and reported to LCFPD Public Safety. When on site during breaks, staff will use the gatehouse and not the launch office as it does not allow for proper distancing.

Staff will not accept any on-site payment or paper license agreements. If a boater would like to complete a license agreement, the form can be completed from the safety of their home including uploading their proof of insurance at:

 <https://www.lcfpd.org/fox-river-marina/>

Payment can be made by phone during specified office hours. Or by mailing a personal check to the General Offices.

In the event that a staff member witnesses any member of the public who is not in compliance with CDC guidelines they should call the OIC or 847-549-5200.

Thank you for your assistance in providing this important public service in the safest way possible.