What is THPRD’s cancellation policy for classes and passes in context of the COVID-19 situation?

We are following the district’s Cancellations and Refunds operating policy and procedure, with one modification: no fees will be charged in the event of multiple class drops on a patron’s account.

Front line staff are empowered to authorize the dropping of a class and:

- Issue a refund to the original form of payment (if cancelled more than five days before the start of the class), or
- Refund the unused class fee to a virtual gift card (if cancelled less than five days before the start of the class).
- Any requests to extend a pass should be forwarded to a center supervisor who has the authority to assist the patron with their request.

What happens if a patron or employee is diagnosed with COVID-19?

Patron and employee health and safety is our utmost priority. In the event that a patron or employee is diagnosed with COVID-19, we will be in contact with the Oregon Health Authority (OHA), Washington County Department of Health and Human Services, and the Centers for Disease Control (CDC) and will follow their recommendations to ensure employee safety and protect patient privacy. In the event that this happens, we commit to regular and timely updates. We will post notices at the affected facility, activate deep cleaning protocols, and post information on our webpage (following OHA protocols on individual privacy) [http://www.thprd.org/district-information/coronavirus-update](http://www.thprd.org/district-information/coronavirus-update) with the latest updates.

What is being done to keep facilities clean and to prevent the spread of COVID-19?

Maintenance staff are carrying out enhanced cleaning of staff and public areas of our facilities by disinfecting high-touch surfaces such as counters, door knobs and handles, bathroom surfaces, tables, and railings on a more frequent basis. We have identified resources in the event additional cleaning is warranted. Employees and patrons are reminded of the importance of washing their hands and practicing social distancing. Non-essential meetings and other gatherings are being limited.

Will THPRD cancel all programs and events or close public counters?

Per emerging guidance from the CDC, Governor’s Office, Oregon Health Authority, and the Washington County Public Health Department, many THPRD events and activities have been cancelled. Per the Governor’s directive, all events with an anticipated attendance of more than 250 people have been cancelled or postponed. The district’s webpage is being updated multiple times a day with the latest information on closures and postponements.
Vulnerable populations, such as people over 60 or people with compromised immune systems, are at the greatest risk and per the guidance from health authorities, THPRD is implementing enhanced procedures for programs and facilities that serve these populations. This is an evolving situation, so please monitor the district webpage for how programs, particularly at the Elsie Stuhr Center or Harman Swim Center, are changing.

**Who decides whether to cancel classes or programs?**

Center supervisors are authorized to cancel activities within their centers. Cancellations will be posted to the district’s webpage for COVID-19 information.

**What if a member of the public is sick and I am not comfortable being next to them?**

To the extent possible, avoid close contact with someone presenting symptoms of COVID-19 or the flu. In addition, practice good hygiene and wash your hands, avoid touching your eyes, nose, and mouth, and clean and disinfect objects and surfaces that are frequently touched.

**How often can I expect to be updated by THPRD?**

We commit to providing timely updates on the district’s COVID-19 response webpage as circumstances change. It is the best resource to get the latest information.

**Where can I find basic and factual information about COVID-19?**

The best sources of information are the Centers for Disease Control [https://www.cdc.gov/coronavirus/2019-ncov/index.html](https://www.cdc.gov/coronavirus/2019-ncov/index.html) and the Oregon Health Authority [https://www.oregon.gov/oha/PH/DISEASES/CONDITIONS/DISEASESAZ/Pages/emerging-respiratory-infections.aspx](https://www.oregon.gov/oha/PH/DISEASES/CONDITIONS/DISEASESAZ/Pages/emerging-respiratory-infections.aspx). During this time, there is a lot of misinformation circulating, particularly on social media, so please help dispel rumors by directing people to trustworthy sources of information.