



# COVID-19 REOPENING PROTOCOLS

## GENERAL OPERATING PROTOCOLS

As part of this reopening plan, effective immediately the following procedures will be implemented to promote safety for customers and employees within the facility. If necessary, these policies and procedures will be updated to comply with revised guidelines issued by local, state or federal government mandates or recommendations.

### EMPLOYEES

- Temperature checks and perform symptom-assessment and certify they are not experiencing any COVID symptoms to start shift
- All employees MUST wear gloves and face coverings during their shift
- Employees will maintain 6ft distance from others at all times
- Employees will wash hands hourly and refrain from touching their face
- Employees will be instructed to stay home if they are experiencing any symptoms of COVID-19 or any other illness



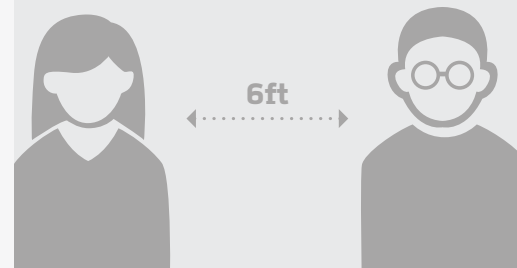
### CLEANING + SANITIZING

- Prior to opening, all areas and surfaces within the rinks and lobbies will be sanitized.
- This sanitization includes all public spaces: lobby, rental skates, floors, doors, bleachers, rink glass and boards, benches and penalty boxes, locker rooms, showers and restrooms.
- Once open to public, staff will be sanitizing high traffic areas and surfaces every 30 minutes.
- Hand sanitization stations will be available in high traffic areas: lobby, restrooms, and restaurant areas.



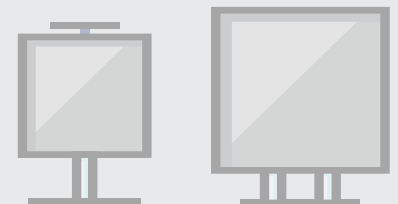
### PHYSICAL DISTANCING

- Online registration is encouraged for all programs
- Customers will be asked to practice physical distancing by standing at least 6 feet away from others not traveling with them.
- Tables, chairs and benches will be arranged to ensure appropriate distancing.
- Protective shields are installed at point-of-sale areas- skate rental, concession, restaurant order station
- Locker rooms will be marked with stickers to indicate safe distance between players to change. Teams will be given 2 locker rooms



### SIGNAGE

- COVID-19 health warnings posted at the entry asking patrons to stay home if sick and to follow guidelines to stop the spread of disease
- Reminders for physical distancing will be placed at point-of-sale, arena seating and standing areas, locker rooms and in food service areas.





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## STAGE 3 | MAY 24 – JUNE 13, 2020

- Participants will book programming online in advance only, in order to maintain strict 100 person capacity limits in the facility and on the surface
- All participants will be supervised when on the ice and floor surfaces to ensure safe physical distance from others
- Participants and spectators will be encouraged to wear face coverings where practical
- Building entry and exit doors will be monitored for capacity and distancing
- Employees and coaches **MUST** wear face coverings
- Those accompanying participants will be asked to remain in the stands or in the restaurant in a designated area. Non-participants will be limited.
- Locker rooms will be closed and players should come dressed to the extent possible
- Participants and spectators will be asked to leave the arena and lobby areas quickly after the conclusion of their programming
- Restaurant service will be limited to 50% capacity, bar area will be closed
- Programming limited to 12 participants per 80 X 200 surface
- Programming will be scheduled with adequate time between for cleaning common areas in and around the ice surface

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## STAGE 4 | JUNE 14 – JULY 3, 2020

- All programs will be scheduled to maintain 250-person capacity limits with social distancing in common areas
- Locker rooms will be open with 2 allocated per team
- Participants will bring their own water bottles
- Players benches, locker rooms and common areas will be sanitized between each game or program
- Participants will refrain from spitting while on and around the surface
- Group classes will be limited to 30 participants per 80 X 200 surface
- Referees will wear face coverings or full shields during games
- Players will keep gloves on for handshakes at the conclusion of each game
- Coaches will be required to wear face covering or shield and maintain distance with players where possible

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## STAGE 5 | JULY 4 AND BEYOND

- Employees will continue to adhere to temperature checks, certification, face covering glove requirements
- While capacity limits are lifted, social distancing will require limiting programming to maintain lower density of attendees in the facility
- Events and tournaments will be required to limit spectators to 2 per participant
- During events, supplemental locker room space in tented area in the parking lot will allow for more space for teams given physical distancing requirements
- Vendors will be limited to 2 in the main lobby
- Players will be required to enter and exit the lobby and locker room within 30 min from the beginning or end of their game
- Common areas, players benches, locker rooms and restrooms will be sanitized after each game or each hour
- Restaurant will continue to operate with modified seating layout, with bar seating
- Entire facility will be deep-cleaned overnight during events
- Designated employees will serve as monitors for capacity and density in common areas
- Outside security will assist with compliance to distancing requirements, attendees not complying will be asked to leave
- Medical personnel will be on hand to assist with any attendee with injuries or illness

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