



The purpose of this document is to promote the health of Bill Gray's Regional Iceplex's guests, athletes, coaches, and staff through a safe return to the rink under certain controlled conditions--relying on the core principles of strict physical distancing, reduced use of shared objects and spaces, rigorous cleaning and disinfection procedures, and the prioritization of measures to prevent the spread of the coronavirus.

This reopening plan incorporates all mandated measures as dictated by New York State, in addition to all recommended best practices contained within such guidance from governing organizations, including;

1. [Reopening New York - Sports & Recreation Master Guidelines](#) (NYS/ESD)
2. [Reopening New York - Sports & Recreation Summary Guidelines](#) (NYS/ESD)
3. [Interim Guidance for Sports & Recreation During COVID-19](#) (NYS/ESD)
4. [Considerations for Youth Sports](#) (CDC)
5. [Cleaning and Disinfecting Your Facility](#) (CDC)
6. [Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19](#) (CDC)
7. [Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19](#) (DOH)
8. [Guidance on Preparing Workplaces for COVID-19](#) (OSHA)
9. [Returning to the Rinks](#) (USA Hockey/US Figure Skating)

The Iceplex will be utilizing phased reopening approach, which utilizes numerous controllables that can be eased over time. As we move towards later phases, loosening some restrictions will move us towards a guest experience that is closer to what we used to know (although a wide range of social distancing and cleaning/sanitation protocols will remain in place for the unforeseeable future).

## **PHASE TIMELINES**

Phase 1: July 6, 2020

Phase 2: Late July (or when permitted by state--whichever is earliest)

Phase 3: Early September

## **PERMITTED ACTIVITIES WITHIN EACH PHASE**

Phase 1: (As per the NYS Sports & Recreation Guidelines)

1. Individual or distanced group training or activities
  2. Organized no/low contact group training (ie; camps, clinic)
- Private Rentals
  - Hockey Camps & Clinics
  - Stick & Puck
  - Open Freestyle

Phase 2:

- All Phase 1 activities

- Competitive Team Practices
- Hockey Scrimmages & Games
- Tournaments
- Adult Hockey League

### Phase 3:

- All Phase 1 & 2 activities (*if Phase 2 activities are permitted by NYS at this time*)
- Learn to Skate programs
- Learn to Play Hockey programs
- Public Ice Skating
- Meeting Room Rentals

### **PHASE 1 OVERVIEW**

- All guests must wear a mask throughout their entire visit to the facility. Anyone not wearing a mask will not be permitted entry, and the facility reserves the right to ask any guest not properly wearing a mask inside the facility to leave.
- Players/participants must wear a mask while in the facility however they are allowed to remove their mask for their scheduled on ice activity (coaches are required to wear a mask while on the ice).
- Social distancing must be adhered to for all players on the ice (6 feet and no/low contact), however if on ice activities are difficult to ensure proper social distancing, all players are able to wear a mask while on the ice (to allow closer distancing for the duration of on ice activities).
- Guest entry and exit procedures will be in place, whereas all guests will not be permitted access to the facility more than 15 minutes prior to their scheduled ice time (ie: arrive no earlier than 15 minutes, or wait in your vehicle until 15 minutes prior to your ice time).
- All players/participants must depart the facility no later than 15 minutes after their ice time has ended.
- Participants/players that are 17 years of age and under are permitted to have one spectator at the facility. Spectators are required to arrive and check in with the participant at the front desk. Spectators that arrive after a participant has checked in will not be permitted entry. Adult participants/players are not permitted to have a spectator accompany them on site. Even though we are allowing spectators at limited capacity as we reopen, for the health and safety of all guests we encourage participants who are able and willing to be unsupervised to restrict from having a spectator in the facility.
- Players/participants are required to arrive partially dressed in their equipment. Goalies will be allowed to enter with less equipment on, as their equipment would be too difficult to put on outside of the facility.
- On-ice activities will be restricted to a reduced occupancy of 30 persons per ice session (inclusive of players, coaches and other staff).
- Locker rooms will not be provided, and players/participants will utilize rinkside seating (benches and chairs).
- Players are required to bring their own hydration drink/bottles to the facility, as drinking fountains and water bottle filling stations will not be available.
- All guests must abide by physical distancing measures while in the facility, staying at minimum 6 feet apart.

## **GUEST HEALTH**

The health and safety of our employees and guests is our number one priority.

### **Entrance & Exit**

Entrance and exit signage will be present at the main entrance of the facility, designating separate entrance and exit doors.

### **Entrance & Exit Time Restrictions**

Participants will be able to enter the complex 15 minutes prior to their scheduled time and must exit immediately following the completion of their session.

Participants/players that are 17 years of age and under are permitted to have one spectator at the facility. Spectators are required to arrive and check in with the participant at the front desk. Spectators that arrive after a participant has checked in will not be permitted entry.

Adult participants/players are not permitted to have a spectator accompany them on site.

Even though we are allowing spectators at limited capacity as we reopen, for the health and safety of all guests we encourage participants who are able and willing to be unsupervised to restrict from having a spectator in the facility.

### **Guest Screening Protocol**

All visitors entering the Iceplex are strongly encouraged to take part in a screening process prior to being admitted access in the facility. This will be done through a contactless system, through use of a handheld phone (as a means of answering screening questions). This is done for the sole purpose of contact tracing, in the event a patron of the Iceplex has tested positive for COVID-19.

### **Physical Distancing**

All guests/participants will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators, moving around the property, on the ice and in Performance Training.

### **Masks**

Masks will be required for all who enter the building and must be worn at all times other than when on the ice (player only). Coaches and on ice personnel are required to wear a mask at all times when in the facility.

### **Physical Layouts of Facility**

Guest seating, locker rooms, player benches, performance training equipment and other physical layouts will be arranged to ensure appropriate distancing.

### **Hand Sanitizer**

Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and throughout the facility including the main lobby, each rink entrance, food service, locker room hallways and performance training.

### **Signage**

There will be CDC approved health and hygiene reminders throughout the facility.

- *Cover their nose and mouth with a face covering*
- *Properly store and, when necessary, discard personal protective equipment (PPE)*
- *Adhere to physical distancing instructions*
- *Floor distance markers denoting spaces of six feet in all common areas*
- *Report symptoms of or exposure to COVID-19, and how they should do so*
- *Follow hand hygiene and cleaning and disinfection guidelines*
- *Follow appropriate respiratory hygiene and cough etiquette*
- *Remain home if not feeling well*

### Ice Schedules

Added time between all on-ice sessions has been incorporated in the facilities master schedule, as a means of staggering traffic flow in and out of the facility, and to allow sufficient time to clean/sanitize rink and facility specific areas.

### On Ice Distancing

All on-ice activities must ensure a 6 foot distance between individuals at all times, unless safety or core activity (e.g. practicing, playing) requires a shorter distance. If a shorter distance is required, individuals must wear face coverings, unless players are unable to tolerate such a covering for the physical activity (practicing, playing); provided, however, that coaches, trainers, and/or other individuals who are not directly engaged in activity are required to wear face coverings.

### Additional On-Ice Protocols

On-ice participation will be limited to 30 total occupants per session (inclusive of all players/participants, coaches and other staff). Players will be required enter and exit the ice through separate doors.

Hockey nets will be available for all on ice hockey activities, however mini-nets, tires, and other coaching tools will not be provided. Any coaching tools of this nature that are needed for Phase 1 activities must be provided by the coach of such activities.

Spitting on the ice, or in player areas is not permitted, as is the use of chewing tobacco, or other similar products.

Rental customers must provide Bill Gray's Regional Iceplex a full roster of all on ice participants prior to arrival to the facility, and prior to taking the ice for all rented ice sessions.

### Queuing

Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes the information desk, rink entrances, and lobby areas. This process will guarantee adequate social distancing at all times. Players queuing in ice rink entrance areas must wait within this designated space until the ice resurfacer has exited the ice, and has shut its entrance/exit doors.

### Locker Rooms

During Phase One of our reopening, Locker Rooms will not be available. Each skater will have a chair/bench to get the remainder of their equipment on. Skaters must remain seated until the ice resurfacer has entered the ice and has begun resurfacing the ice. Players can then enter the rink side queueing zone, where they can await to enter the ice once the ice resurfacer machine doors are closed.

### Player Benches

Additional seating has been installed in both Home and Visitor benches on all ice rinks that are currently in use. This was done to provide additional seating for players, allowing for proper social distancing while seated in players benches.

### Drinking Fountains & Water Bottle Refill Stations

Water fountains and bottle fillers will be turned off. Participants must bring their own, prefilled, water bottle, marked with their name, or purchase through on-site vending machines.

### Pre-Purchase & Pre-Registration

Adjustments to typical programming activities will be in place to allow for a pre-purchase/pre-registration for all Iceplex hosted activities (ie; Stick and Puck, 'Learn To' Programs, etc.).

Walk-in purchases will no longer be permitted, therefore all customers attending any Iceplex hosted activity must make their purchase in advance through the Iceplex website. All guests are required to have a physical or digital copy of their pre-purchase ticket with them so it can be scanned for contactless entry at the front desk of the Iceplex.

### Front Desk Operations

Limited front desk operations will be in use upon reopening. A customer service representative will be assigned to front desk shifts, however adjustments to standard operations procedures will be in effect to assure the safety of both guests and staff.

### Case Notification

If we are alerted to a presumptive case of COVID-19 at the Iceplex, we will work with the Monroe County Health Department to follow the appropriate recommended actions.

### Guest Elevators

An employee will be present to sanitize the button panels at regular intervals, at least once per hour. Elevators will be available for those with physical disabilities only.

### Meeting Spaces

Meeting arrangements will allow for physical distancing between guests in all meetings and events based on CDC and state recommendations. During Phase One, meetings will not be allowed.

### Lost and Found

No lost and found services will be provided at this time, in accordance with recommendations provided by the CDC.

### Vending Machines

A limited number of vending machines will be available at this time, and will only be located in the upper lobby area (until further notice)

### Iceplex Tenant Operations

All tenants that operate individual businesses within the Iceplex will adhere to specific guidelines set forth for their respective industries.

## **EMPLOYEE HEALTH & RESPONSIBILITIES**

Employees are vital for an effective sanitation and health program.

### Staff Training

All employees will receive training on COVID-19 safety and sanitation protocols, best practices, and state mandated protocols (as directed by the CDC, NYSDOH, and OSHA).

### Additional Employee Policies/Rules

Iceplex staff has been trained and educated in all guidelines provided by New York State, as dictated through the Reopening New York – Sports & Recreation Guidelines (and referenced guidelines contained therein).

### Employee Health Concerns

Our employees have been instructed to stay home if they do not feel well and are instructed to contact a manager to report any symptoms. Employee temperatures will be taken upon entering the building, in addition to undergoing a pre-shift screening process that will be conducted prior to the start of each shift (for all employees).

### Masks & PPE

Employees will be required to wear a face covering, reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible.

### Hand Washing

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of viruses. All employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the complex, going on break and before or after starting a shift.

### Employee Specific Signage

Signage will be posted throughout the facility reminding employees of the proper way to wear, handle and dispose of masks, use gloves, wash hands, sneeze and to avoid touching their faces.

### Cleaning Products and Protocols

The Iceplex uses cleaning products and protocols which meet or exceed EPA/CDC guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

### Public Spaces and Communal Areas

The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, information desk counters, tables, chairs, player benches, locker rooms, elevators and elevator buttons, door handles, public bathrooms, ATMs, stair handrails, performance training equipment, dining surfaces and seating areas.

### Front of House

The frequency of cleaning and sanitizing in high traffic front of house areas (with an emphasis on computers, point of sale systems, shared objects, etc.) will be in effect. In addition, hand sanitizing stations have been installed in all high traffic employee areas.

### Back of House

The frequency of cleaning and sanitizing in high traffic back of house areas (with an emphasis on the ice resurfacers, mechanical equipment, on-ice equipment, cleaning/janitorial equipment and hand tools) will be in effect. In addition, hand sanitizing stations have been installed in all high traffic employee areas.

### Shared Equipment

Shared tools and equipment will be sanitized prior to the first use and after each subsequent use. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, cleaning equipment, keys, time clocks, scoreboard counsel and all other direct contact items used throughout the complex.

### Physical Distancing

Throughout the Iceplex we will meet or exceed state and local health authority guidelines on proper physical distancing.

## **AREA SPECIFIC SANITIZATION PROCESSES/POLICIES**

Enhanced cleaning and sanitation measures will be taken, in accordance with guidance from the CDC, NYSDOH, and OSHA. Additional protocols are under review and will be added/modified as developed

### Public/Lobby Spaces

The following will be sanitized at least once per hour

- Guest facing counters
- Door handles
- Elevator buttons
- Table tops
- Chairs and fixed seating
- Player benches
- Floors
- Handrails
- Restrooms

### Locker Rooms – During Phase I Locker Rooms will not be available.

The following will be sanitized prior to each use;

- Player benches
- Floors

- Stick racks
- Doors and Door Handles
- Queuing area

#### On-ice/Player Benches/Rink Entrance Doors/Queueing Areas

The following will be sanitized after each use;

- Player benches
- Bench floors
- Rink entry doors
- Player seating

**Pro Shop – The Iceplex Pro Shop will remain closed during Phase 1, and it's reopening date is currently pending.**

The following will be sanitized at least once per hour;

- Guest facing counters
- Door handles
- Workstations
- Hard surfaces
- Frequently touched surfaces

