



Ice Arena Covid19 Safety Plan 2020



Oliver Parks & Recreation
Ice Arena
COVID-19 Safety Plan



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Overview

The COVID-19 pandemic has had an impact on the Oliver Parks & Recreation Society's ability to deliver programs and services to its citizens. Many services were temporarily stopped or modified in response to COVID-19 to ensure the health and wellbeing of the community and staff.

OLIVER PARKS & RECREATION has developed this plan to assist with the gradual process and decision making needed to restore services. This process will be guided by information and advice from health authorities, other levels of government, WorkSafeBC, and other stakeholder groups such as the BC Recreation & Parks Association (BCRPA), VIASport BC and Provincial and National sport governing bodies. This site-specific safety plan is supported by the higher level Oliver Parks & Recreation Covid19 Safety Plan which outlines overarching standards and processes.

Strategic Objectives

The plan supports four primary strategic objectives guiding the OLIVER PARKS & RECREATION's collective efforts to respond to and overcome the COVID-19 pandemic. These include:

- Protect the health and safety of both employees and the public while serving as an essential service second line of defence against the COVID-19 pandemic as mandated by the Provincial Government;
- Protect OLIVER PARKS & RECREATION assets while also continuing to the full extent possible to deliver services needed by the community, while adhering to restrictions and limits prescribed by the Provincial Health Officer (PHO) and as mandated by the OLIVER PARKS & RECREATION Society;
- Do the necessary planning and complete all work needed to ensure that all facilities, programs, services and equipment will be in optimum condition and at operational status when re-opened for community use; and
- Ensure that the appropriate staff resources and remote work policies and procedures and appropriate technology is in place to provide the back of house services that will be needed over the full duration of the crisis to support all staff who are continuing to work on sustaining services as described above and on the recovery.

Staged Approach to Service Restoration

The OLIVER PARKS & RECREATION is taking a staged approach to restoring services. The timing of each stage, and the restoration of individual programs and services within each stage, is subject to change as the COVID-19 pandemic and Provincial direction evolves. This plan assumes that there is no setback in the collective societal progress to flatten the curve of infections within the province.

The restoration of programs and services will necessitate changes in the way these services are delivered. A number of health and safety measures will be put in place across the facility to ensure the safety of both staff and public while utilizing the facility; however, it is the responsibility of the public to follow the established guidelines.



OLIVER PARKS & RECREATION Facilities are taking a phased approach to restoring services through the Stages identified in the OLIVER PARKS & RECREATION's COVID-19 Safety Plan

Stage 1 (Mid-May through to Mid-June)

Characterized by the restoration of public access to most outdoor park amenities and outdoor programs with limits on group size.

Stage 2 (Mid-June through to Beginning of Sept)

Characterized by the re-opening of recreation facilities and enclosed park facilities with limited hours and/or restrictions. Registered programs are restored with modifications.

Phase 1 of Stage 2 (June 15 through to Aug 31)

The following services will be restored in a modified/restricted, slow roll out:

- Outdoor programs that started in Stage 1 continue
- Outdoor field bookings where physical distancing can be maintained
- Summer camps both on-site and off-site
- Outdoor parks programs
- Limited indoor programming
- No Food and Beverage Services will be provided
- Capacity limits will be reduced and modified based on active or non-active use with up to a maximum of 50 people (if the space allows for larger groups) for any use – ex. meetings, hockey, program, etc. (see capacity information for full details)
- Access to facilities restricted to staff, tenants identified in this phase and program participants only (parent/caregiver if necessary)
- In-person reception restored at Oliver Parks and Recreation Administration Office

Phase 2 of Stage 2 (September 1 through to Sept 30)

The following services will be restored in a modified/restricted, slow roll out:

- All items identified in Phase 1 continue
- Indoor programming expanded
- Indoor facility bookings will restart where physical distancing can be maintained
- Access to leased groups through OLIVER PARKS & RECREATION-owned facilities will begin
- Access to facilities restricted to staff, rental users, and program participants only (parent/caregiver if necessary)

Stage 3 (September 30 and Beyond)

Characterized by expanded public access to programs and services.

- All items identified in Stage 1 and 2
- Increased indoor programming
- Increased facility bookings and on-ice activities where physical distancing may not be maintained on the “field of play”; however, ensuring user group safety plans are meeting requirements set out by Provincial Sport Organizations as well as the Arena Facility Safety Plan

- Dressing Room usage will be reviewed
- Food and Beverage Services will be assessed
- Capacity Levels will be reassessed after October 1, 2020

Stage 4 (TBD)

Characterized by full restoration of programs and services where normal operations can return.

- Restore Events over 50
- Lift capacity restrictions
- Restore facility bookings back to pre-COVID-19 schedule, reducing buffers between bookings

Minimizing Risk in the Workplace

WorkSafeBC has responded to the importance of keeping our workers safe during the COVID-19 pandemic. The OLIVER PARKS & RECREATION recognizes the importance of WorkSafeBC and its safety protocols put in place to protect workers, and all resources and guidelines have been considered when developing the plan.

It is important to note that workers do have the right to refuse work if they believe it presents an undue hazard. If a worker feels they are being exposed to an undue hazard, they should follow the steps outlined in the OLIVER PARKS & RECREATION Occupational Health and Safety Program.

It is important to incorporate strategies for reducing transmission risks of COVID-19 to safeguard workers. The following controls will be in effect:

1. **Working from Home/Changes to Workplace Setup** – OLIVER PARKS & RECREATION has developed a Working from Home Policy to limit the number of people within the workplace at any one time.
Where possible, schedules will be modified to minimize the number of workers in one space and those working on-site will be assigned areas that are at least 2m (6ft) apart for coworkers, customers and others
2. **Strict Illness Policy** – increased measures will be put in place to ensure staff conduct self-screening prior to entering the workplace as outlined in the plan
3. **Physical Distancing Controls** – this is the most fundamental health measure in decreasing the transmission of COVID-19. The essential implementation of this health measure is to provide a least two metres of space between people where possible.
4. **Engineering Controls** – plexiglass shields will be installed where staff provide sales and the 2m (6ft) apart isn't always possible
5. **Administrative Controls** – the facility will be implementing a number of administrative controls outlined in this document to ensure good communication through signage, directional arrows/line up dots to assist with physical distancing, encouragement of card payments or online payments over cash, and reminders not to linger
6. **Personal Protective Equipment (PPE)** – this will be utilized as a last resort and should only be implemented if no other options are available. The use of gloves and face masks may be considered where one of the above controls is not possible or effective. Workers must follow the proper usage guidelines included in staff training.

Screening for Illness

Before Entry

Staff and patrons will be expected to screen themselves for flu-like symptoms prior to daily entry of the arena facility. Please make use of the [COVID-19 Assessment Tool](#) prior to entering the facility each day. This tool helps you determine if you need to call 8-1-1 to see a medical professional or need to self-isolate and monitor. This tool is preferred as a first step before calling 8-1-1 to manage call-load for our medical system.

Please pay particular attention to the tool stating the following:

- If you have a fever, sore throat, cough, difficulty breathing, or are sneezing you should stay home from work/school for 10 days and avoid going out in public as much as possible
- If you have travelled outside of Canada in the last 14 days you are to stay home and self-quarantine
- If you feel you are suffering from any other symptoms such as flu-like symptoms including diarrhea in the last 24 hours you are expected to stay home

If you answer YES to any of the above, STAY HOME.

While at Facility

If a patron/staff member becomes ill while attending the facility we ask that you remove yourself from the facility immediately and contact our office to notify staff. This will allow us to take the following measures:

- Staff to conduct a thorough cleaning of the spaces/equipment where the symptomatic person was and no one is to enter these spaces until cleaning has been completed
- If a patron tests positive for COVID-19, staff will immediately follow directions provided by Interior Health

If a staff member feels a patron/staff member displays symptoms while at the facility, they will be asked to leave. The following measures will take place:

- Staff member who requested the patron/staff member to leave will contact their supervisor to inform and document
- Patron/Staff member must exit premises as quickly as possible. If immediate departure is not possible, then they will be asked to self-isolate in an appropriate area, distancing themselves from other staff and patrons
- Staff to conduct a thorough cleaning of the spaces where the symptomatic person was and no one is to enter these spaces until cleaning has been completed
- Patron/Staff member who falls ill will be given the Illness Policy Handout and will be required to follow the Illness Policy guidelines prior to returning to the facility
- If patron/staff member tests positive for COVID-19, follow directions provided by Interior Health

Proper Hygiene

Handwashing

To reduce the spread of COVID-19, handwashing has been identified as the most effective method. Staff will be required, and patrons strongly recommended, to increase handwashing for all utilizing the facility. Proper handwashing procedures have been posted throughout the facility and handwashing is recommended:

- Upon arrival and before departure of the facility
- Before and after any transitions
- Before and after eating and drinking
- After using the toilet
- Before and after use of equipment
- After sneezing or coughing
- Whenever their hands are visibly dirty

Coughing and Sneezing

It is expected that coughing and sneezing that is unrelated to illness may occur. Staff, instructors, and participants are expected to use good hygiene and protocol when this occurs.

- Coughing and sneezing into elbow
- Nose blowing - use enough layers of tissue paper so that the fingers do not touch the secretions
- Immediately dispose of tissue paper in a garbage can with a bag and lid, if possible
- Wash the hands with soap and water
- Tissues will be made available in the facility

Physical Distancing in a Recreation Setting

The focus of recreation facilities is to provide opportunities for recreation, health, well-being and social connected-ness. It is expected that you do so in a way that minimizes risk to participants, instructors and staff. Facility usage, room capacities, adapted activities, equipment usage are all part of these considerations. Please follow the guidelines below to ensure proper physical distancing during your usage.

- Abide by facility signage which includes directional signage, distancing dots, and visual cues throughout the building
- Operators will set up a flow within the space that minimizes the need for contact or negotiating shared space
- Adhere to the posted room capacities. Room capacities are based on square footage of the space, usage (active vs. non-active) for adequate physical distancing
- Ensure that a minimum of 2 metres (6 ft) of space between participants from different households when participating in non-active actions/programs, and a minimum of 5 m² (53.8 ft²) when participating in active programs. Sport-specific guidelines that allow for activities on the “field of play” do not apply to off-ice areas (benches, dressing rooms etc) where 6ft distancing is still required.

Facility Protocols for Patrons

Occupancy Limits

The occupancy limit for the facility is determined by the BC Ministry of Health - Guidance to Retail Food and Grocery Stores. The occupancy limit has been determined for each space and included in Appendix 1. It is important to note that the maximum capacity for each room may be modified to a lower number depending on the equipment in the room or activity taking place.

Factors to take into consideration will include:

- Provincial Sport Organization Guidelines and Recommendations for each sport
- Local Sport Organization restrictions included in their safety plan
- Program requirements and amount of active movement taking place within the program
- Programs that are non-active will not exceed posted maximum capacities
- Maximum group size has been identified as 50 per event/use at this time which does include participants, staff/volunteers and spectators. This restriction will be reassessed by October 31, 2020.

Increased Restrictions

The following restrictions have been added to assist staff in maintaining the health and safety within the facility:

- Arrival/Departure times of users need to be honoured as outlined below
- Bookings and programs within the facility will be staggered to assist with reducing congestion at entry/exit points and within the overall facility
- Usage of rooms/ice will be required to have a 30-minute buffer built in between uses to ensure proper cleaning and gap between arrivals and departures
- Dressing rooms will be used only for putting on and removing skates and helmets, please come dressed and ready to play

Entering and Exiting the Facility

- Patrons are asked to arrive no more than 10 minutes prior to the start of a program and leave immediately following the program, staying no longer than 10 minutes
- Users that require time to put on additional gear upon arriving such as skates are asked to arrive no more than 15 minutes ahead of your start time, change immediately following your scheduled slot and leave immediately afterwards, staying no longer than 10 minutes
- Participants attending programs will be provided with a program guideline document prior to the start of the program which outlines entry and exit procedures. Each program is different based on the room your program will be utilizing. Please ensure you fully understand this document prior to arriving
- Notice will be displayed at the entrance instructing patrons, delivery personnel and staff not to enter if they are exhibiting flu-like symptoms or symptoms of COVID-19
- Patrons must follow all directional markers through the facility and obey all posted signs
- Patrons who are attending activities offered through Facility "User Groups" such as Minor Hockey will access the facility through the entrance doors labeled "Entrance" and follow the directional markers and guidelines outlined in their "User Group" Safety Plan that they should be familiar with prior to attending the facility
- Hand sanitizer will be provided at the entrance, in the dressing rooms and in the lobby for people to use when entering and exiting the facility; however, handwashing with soap and water is the preferred method upon entry and exit



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- ❑ Patrons will be directed to exit the facility through the main lobby doors marked “Exit”
- ❑ If you require interactions with staff, please ensure you maintain physical distance of no less than 2 metres (6ft) or wear a face mask.
- ❑ It is expected that you are entering the facility because you, yourself are attending a program or activity being offered or are a guardian of a child under the age of 7 attending a program. All other persons will be asked to remain outside versus entering the facility to assist in maintaining lower occupancy and physical distancing requirements
- ❑ In-person reception and registration services may be limited. Patrons registering for recreation programs are encouraged to do so online. Drop-in programs and public skate sessions will remain on hold and may require pre-booking through an online system.

User Groups

- ❑ Sport Related Users - required to provide a safety plan that meets their Provincial Sports Organization (PSO) or VIA Sport Return to Play (if your club does not fall under a PSO) and meet the requirements of the OLIVER PARKS & RECREATION Facility Safety Plan
- ❑ Non-Sport Related Users - required to provide a user group safety plan that meets the requirements identified in the [BCRPA- Non-Sport Group Template](#) and of the OLIVER PARKS & RECREATION Facility Safety Plan
- ❑ Appoints a “host” within your group to oversee your participants and ensure they are following all requirements outlined in both the OLIVER PARKS & RECREATION Facility Safety Plan and your plan you provided
- ❑ Limit access to equipment storage rooms (if you have storage on site) to equipment manager or designate; responsible for ensuring all equipment is stored and sanitized in a proper manner which should be detailed in your safety plan
- ❑ Understand that the contract holder is responsible for enforcing all Safety Guidelines outlined in this document and your user group safety plan including the requirement for keeping records of all attendees for each activity/event for contract tracing purposes for up to 30 days. If these guidelines are not being followed, the facility will impose infractions which could result in the loss of use.

Protocols for Staff

Admin Office/Reception/Skate Shop

- ❑ Staff are required to follow “Staffing Guidelines” that have been provided to them in both training sessions and written documentation
- ❑ **Please be aware** – office hours may be reduced during COVID-19. Please check our website for up-to-date hours.
- ❑ Markers will be placed on the floor in the office and in front of the skate shop informing our patrons of proper physical distance spacing.
- ❑ Plexiglass panels will be installed to provide a barrier between staff and patrons.
- ❑ Signage will be visible at the window asking patrons to maintain as much distance between them and staff as possible at all times.
- ❑ Staff will be required to sanitize high touch points at their workstation before and after their shift: chair arm rests, keyboard, computer mouse, countertop surfaces and other regularly used office items.
- ❑ For the safety of staff and our patrons, cash is asked to only be used as a last resort. Touchless debit and credit payments are preferred. Pin pads will be placed on the counter so that a patron can process their payment. The pin pad will be wiped and cleaned after each unique use. Staff has been instructed to not come into contact with bank cards.



- Drop-in programs – at this time we will refrain from offering these programs until further review to be completed by October 31, 2020. When programs do start, it will be recommended that you pre-register for all drop-in programs and public skating sessions as these session capacities have been drastically reduced.

Attendants/Instructors

Will be responsible for:

- Sanitizing equipment after each use
- Developing specific program guidelines for each program and sending out to participants prior to the start of the program, to ensure participants fully understand the safety measures in place and what's expected of them when entering the facility
- Ensuring COVID-19 waivers have been received from every participant prior to attending
- Signing in patrons to avoid shared use of pens
- Visually screening and in some cases asking screening questions of participants and sending anyone home that displays any symptoms
- Encourage physical distancing during classes and public skating sessions
- Following first aid procedures if a situation arises which includes gearing up with personal protective equipment prior to assisting in a medical emergency

Facility Staff

- Encouraged to minimize their customer interactions
- Required to maintain physical distancing while in the workplace wherever possible
- Increase frequency of sanitizing high touch surfaces such as door handles, light switches, toilet handles, taps, table tops etc.
- Committed to daily heavy-duty cleaning and sanitization following the guidelines set out by Interior Health in relation to Cleaning and Disinfection for Public Settings for COVID-19.

Contract Workers

- Required to follow safety guidelines outlined in this document
- Required to complete a OLIVER PARKS & RECREATION self-assessment questionnaire prior to commencing work on site (to be coordinated with the Manager or Supervisor)

Public Communication

- Staff will develop specific program guidelines for each program and send out to participants prior to the start of the program, to ensure participants fully understand the safety measures in place and what's expected of them when entering the facility
- User groups to provide their members with a copy of their safety plan to ensure they understand the expectations of them when utilizing the facility
- Post OLIVER PARKS & RECREATION Program/User Group guideline documents and facility safety plans online to allow them an opportunity to review prior to visiting the facility
- Increased signage and directional information to assist patrons in moving through the facility; measures will be taken to have markers/signage in places where crowds tend to gather and to encourage physical distancing
- Inform and educate public about not sharing equipment and the process for changing their footwear

Cleaning of Facility/Supplies

All areas of the facility will be cleaned and disinfected daily utilizing approved cleaners and disinfectants.

- Programming staff will be responsible for cleaning program equipment and supplies after each use.
- Staff will increase cleaning frequently touched surfaces such as door handles, light switches, toilet handles, taps, and table tops, etc.
- Increased buffers between bookings will be added to ensure sanitization between users
- User groups utilizing equipment will be expected to sanitize their own equipment and should be outlined in their safety plan on how they are managing this
- Cleaning/checks of washrooms will be posted to inform patrons
- Following the cleaning and disinfecting of surfaces, it is recommended that gloves are discarded and hands are washed with soap and water or an alcohol-based hand sanitizer solution
- OLIVER PARKS & RECREATION Facilities staff will do heavy duty cleaning and sanitization at the end of each day. Staff will be following the guidelines set out by Interior Health in relation to [Cleaning and Disinfection for Public Settings during COVID-19](#).

First Aid/Crisis Management/Outbreak

First Aid

Responding to First Aid situations will still be required by user groups' "First Aid Attendant" as is required currently/pre-COVID-19; an instructor teaching the program; or a staff member assisting another staff member. In an emergency situation a staff member will assist the above first responder. Additional safety measures are required with COVID-19, including additional PPE added to first aid kits.

It is required that User Groups include a first aid plan in their safety plan and increase PPE supplies in their first aid kits.

Staff will follow protocols provided by WorkSafeBC OFAA protocols for COVID-19 and follow hygiene and distancing as guided. Full details are included in Appendix 5 – Policy and Procedures.

Crisis Management

During a crisis, it's normal for our brains to go into "flight or fight" mode which can affect good decision-making. It's important to stay calm and think logically if a crisis situation were to arise.

Steps to consider when dealing with a crisis situation:

- It's important to assess the situation and ensure you are not putting yourself in harm's way. If you are at risk and it's an emergency, call 9-1-1
- Implement existing protocols if it's a crisis that has outlined procedures, ensuring you maintain physical distancing to protect yourself
- If it's not an emergency and you are able to talk it through at a safe distance –
 - Provide a listening ear, often that's all individuals are looking for



- Offer reassurance and understanding
- If there is an identified problem, let them know you will take appropriate measures to address the situation
- Follow back up with the individual so they feel satisfied with the way the situation was handled

Outbreak/Case Reported

Should a case or outbreak occur, early detection of influenza-like-illness or gastrointestinal symptoms will facilitate the immediate implementation of effective control measures to limit the size and length of an outbreak. It is important that once symptoms have been reported, enhanced cleaning measures are implemented as it's one of the most important factors in limiting the size and length of an outbreak.

If a case or outbreak is reported, the following measures should take place:

- Staff member taking the report needs to complete an incident report and notify the Manager immediately
- Ensure person reporting has been given direction from Interior Health on next steps and ensure they have a copy of our Illness Policy (Appendix 4) and advise individuals to self-isolate as per policy. Individuals can contact 8-1-1 if further health advice is required or 9-1-1 if it is an emergency
- Manager will contact Facility Attendant to determine sanitization measures required
- Manager will determine what needs to be modified or cancelled within the facility
- In the event of a suspected case or outbreak, immediately report and discuss with the Medical Health Officer (or delegate) at Interior Health and follow their direction in regards to next steps and contact tracing
- Implement Illness Policy for other participants and staff if deemed necessary by Interior Health



APPENDIX 1

Occupancy Limits

Staff and patrons must adhere to the occupancy limits set to ensure health and safety as well as meet the required guidelines determined by the BC Ministry of Health. Additional restrictions have been placed on occupancy based on management discretion. At this time, maximum group size has been identified as 50 per use, which includes facility employees, participants, staff/volunteers and spectators.

Ice Area Occupancy Limits

Area	Active Programs	Non-Active Programs/Meetings	User Group Safety Plan Specifications
Ice Arena	48	48 – Meetings/Programs	User groups required to follow guidelines outlined in their safety plan (in most cases set by your PSO), not exceeding 50.
Mezzanine	Closed	Closed	
Dressing Rooms #1 + #2	6	Closed	
Dressing Rooms #3 + #4	6		
Dressing Rooms #5 + #6	8		
Players Benches	3	Closed	
Penalty Boxes	1		
Timekeepers Box	1	Closed	
Ammonia Plant	N/A	2 (staff only)	
Coffee/Staff Room	N/A	3 (staff only)	
Skate Shop	N/A	1 (staff only)	
Kitchen	N/A	1 – closed to user groups	
Lobby	N/A	18	

APPENDIX 2

Signage and Resource Documents

It is important to ensure staff and public are well informed of what's expected of them while entering the facility. The following guidelines should be considered when utilizing signage

- Clear, simple and to the point
- Enough, remembering not to overkill

Signage to be utilized within the facilities

- Entry Signage – Enter, Exit clearly marked
- Directional Signage promoting one-way travel where appropriate
- Entry - [Are you ill? Do Not Enter](#)
- Line Up Markers – Physical Distancing dots available through OLIVER PARKS & RECREATION (contact manager for details)
- [Physical Distancing Signage](#) – high congestion areas, elevators, arena stands, washrooms, etc.
- [Room Capacity](#)
- [Handwashing Poster](#) – to be posted in all washrooms and near sinks where handwashing occurs. Optional [Child friendly poster](#) if posting in children setting
- Thank you signage - for arriving/departing on time at exit/entry points

All signage links are provided through Government of BC or BC Centre for Disease Control and are safe to open.

Additional Resources

1. PPE Use – [Proper way to wear a mask](#)
2. [Cleaning and Disinfectants](#)

APPENDIX 3

Lobby /Bleachers/Multi-Purpose Area Use

In addition to the General Safety Plan, the follow procedures have been put in place specific to the Rooms and Lobby Areas

Entrance

- Patrons will enter through the South East doors marked “ARENA ENTRANCE”
- Follow guidelines identified in this document including directional signage and physical distancing markers
- Participants must come fully dressed and ready to go for programs
- Parent/Guardian of participants are encouraged to drop off at door however, if this is not an option, we ask that you limit it to one parent accompanying a child (no siblings or other children)

Upon Building Entry

- Proceed to washroom to wash hands prior to participating in program/rental use
- Following handwashing, proceed directly to room where your program/rental is scheduled for
- Please do not use lobby, bleachers or other areas for social gatherings

Exit

- Following your program proceed to washroom for handwashing
- Exit facility through the doors on the West side of the building (avoid using entry doors)
- Please leave within 10 minutes, following your program/booking

Safety Protocol

- If renting, you will be required to have a “host” at the front door to direct your group and ensure that follow the guidelines outlined in this Safety Plan.
- User groups will be required to address any first aid needs that may arise with one of your users. Please ensure you outline how you will manage this in your User safety plan.

Kitchen Use

All protocol above will be in place when utilizing the Kitchen; in addition, there is to be **NO PREPARING OF FOOD** if utilizing the Kitchen. We cannot guarantee that the kitchen or dishes within the kitchen have been sanitized prior to use. The Kitchen shall only be used with prior approval from Oliver Parks and Recreation and only used to store items in the fridge, make use of the microwave or use of sinks. If you are utilizing the kitchen, please ensure you sanitize before and after use.

Mezzanine and Multipurpose Space Use

At this time, there will be no public or user group access of multi-purpose spaces. Use of the facility will be limited to storage areas only to maintain the integrity of cleanliness and reduce possible exposure to attendees.



APPENDIX 4

Forms and Handouts

1. [Health Screening Handout/Illness Policy – to be used if care is denied](#)
2. [Facility Safety Plan and Program Guideline Documents](#)