



## UPMC Lemieux Sports Complex HEALTH & SANITATION PROGRAM

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures. This program has been developed in consultation with UPMC and the National Hockey League.

Updated 6/1/2020



## UPMC Lemieux Sports Complex Program

The purpose of this document is to promote the health of all of our guests, athletes, coaches, and staff through a safe return under certain controlled conditions that rely 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.

### 1. **Employee & Guest Health**

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

**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 will be required for all who enter the building and must be worn at all times other than when on the ice or in Performance Training.

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. We request no parents enter the facility. Players should be dropped off and picked up whenever possible. One parent may enter for younger players who need assistance tying skates. Players should arrive with under gear on and partially dressed in hockey equipment if possible.

Guest seating, locker rooms, player benches, performance training equipment and other physical layouts will be arranged to ensure appropriate distancing. During Phase I of our Return to the Ice Locker Rooms will not be available. Each skater will have a chair to get their skates on. Skaters are asked to remain in their chair until they are instructed to enter the ice.

Employees will be required to wear a face covering (other than when on the ice or in Performance Training), 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 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.

**Front of the House Signage.** There will be CDC approved health and hygiene reminders throughout the facility.

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



**Employee & Guest 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.

**Case Notification.** If we are alerted to a presumptive case of COVID-19 at the complex, we will work with the UPMC Medical Director to follow the appropriate recommended actions.

Guests with questions may visit the information desk. Please observe social distancing while waiting in line. Floor markings will indicate waiting positions.

### **Guest Elevators**

- a) An employee will be present to sanitize the button panels at regular intervals, at least once per hour.
- b) Signage will be posted to explain the current procedures.
- c) No more than two guests from the same party will be permitted per elevator.
- d) Elevators will be available for those with physical disabilities only.

## **2. Employee's Responsibilities**

Employees are vital for an effective sanitation and health program.

**Hand Washing.** Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. 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.

**COVID-19 Training.** All employees will receive training on COVID-19 safety and sanitation protocols.

## **3. Cleaning Products and Protocols**

The complex 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 bloodborne 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.

**Locker Rooms.** CDC approved cleaning and sanitizing protocols are used to clean locker rooms, with particular attention paid to high-touch items including player benches, stick racks, restroom facilities and flooring. During Phase I Locker Rooms will not be available.



**Back of the House.** The frequency of cleaning and sanitizing will also increase 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.

**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.

#### 4. **Physical Distancing**

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

**Queuing.** Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes the information desk, The Training Table barista and café, Pens Gear and rink entrances.

**Stairways.** The main lobby stairs will be labeled ENTER or EXIT to minimize contact.

**Food Service** The Training Table will reduce seating capacities to allow for a minimum of six feet between each seated guest. During Phase I seating will not be available in The Training Table area.

**Meeting Spaces.** Meeting arrangements will allow for physical distancing between guests in all meetings and events based on CDC and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles. During Phase I meetings will not be allowed.

**Retail Spaces.** In coordination with our retail partner, guest occupancy limits will be enforced to allow for appropriate distancing.

**On-ice.** On-ice participation will be limited per session. Players will enter and exit the ice through separate doors.

**Performance Training.** Performance training will be limited per session. Equipment will be spread out to allow for appropriate distancing.



## AREA SPECIFIC SANITIZATION POLICIES

*Additional protocols are under review and will be added/modified as developed*

### 5. PUBLIC/LOBBY SPACES

Cleaning & Sanitizing Protocol – the following will be sanitized at least once per hour

- a. Guest facing counters
- b. Door handles
- c. Elevator buttons
- d. Table tops
- e. Chairs and fixed seating
- f. Player benches
- g. Floors
- h. Hand rails
- i. Rest rooms

Cleaning & Sanitizing Protocol – the following will be sanitized after each use

- j. Credit card unit
- k. Writing utensils

Physical Distancing Protocol

- l. Guests are to maintain six feet of separation throughout the complex. Spacing will be clearly marked on the floor at any location a line may form.
- m. Seating will be spaced out and/or blocked off to ensure six feet of separation.

Guest Considerations

- n. Hand sanitizer units are located in the main lobby, food service areas and rink entrances
- o. Water fountains and bottle fillers will be turned off
- p. Spectator stands and 2<sup>nd</sup> level will be closed
- q. Stairways will be marked ENTER or EXIT to minimize contact
- r. All hand blow dryers will be turned off

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

Cleaning & Sanitizing Protocol – the following will be sanitized prior to each use

- a. Player benches
- b. Floors
- c. Stick racks

Physical Distancing Protocol

- d. Guests are to maintain six feet of separation throughout the complex.
- e. Player benches will be marked to ensure six feet of separation.
- f. Doors will be propped open to minimize contact
- g. Additional locations will be provided to be utilized when locker room spots are occupied



## Guest Considerations

- h. Hand sanitizer units are located in the locker room hallways
- i. Water fountains and bottle fillers will be turned off
- j. Locker room rest rooms will be closed

## 7. ON-ICE/PLAYER BENCHES/RINK ENTRANCE DOORS

Cleaning & Sanitizing Protocol – the following will be sanitized after each use

- a. Player benches
- b. Bench floors
- c. Rink entry doors

## Physical Distancing Protocol

- d. Benches will be used on a limited basis
- e. Separate ice entrance and exit doors will be labeled
- f. Spacing will be clearly marked on the floor at rink entrance to ensure six feet of separation

## Guest Considerations

- g. Water fountains and bottle fillers will be turned off
- h. Participants must bring their own, prefilled, water bottle, marked with their name

## 8. PERFORMANCE TRAINING

Cleaning & Sanitizing Protocol – the following will be sanitized at least once per hour

- a. Guest facing counters
- b. Door handles
- c. Restroom facilities

Cleaning & Sanitizing Protocol – the following will be sanitized after each use

- d. All exercise equipment

## Physical Distancing Protocol

- e. Guests are to maintain six feet of separation throughout the complex.
- f. Equipment will be spaced out to ensure at least six feet of separation

## Guest Considerations

- g. Hand sanitizer units are located in Performance Training
- h. Water fountains will be turned off
- i. Locker stalls will not be available for use
- j. Towel service will not be provided
- k. Scales will not be in use
- l. Disinfecting spray and towels will be provided for guest use prior to equipment use



## 9. PENS GEAR – **Re-open date pending**

Cleaning & Sanitizing Protocol – the following will be sanitized at least once per hour

- a. Guest facing counters
- b. Door handles
- c. Workstations
- d. Hard surfaces
- e. Frequently touched surfaces

Cleaning & Sanitizing Protocol – the following will be sanitized after each use

- f. Hangers
- g. Credit card terminal

Physical Distancing Protocol

- h. Guests are to maintain six feet of separation throughout the complex.
- i. Signage will be prominently posted reminding guest of maximum occupancy.

Guest Considerations

- j. Hand sanitizer units are located in Pens Gear
- k. Displays and retail assortments will be limited

## 10. THE TRAINING TABLE – will complete with guidance from Parkhurst

Cleaning & Sanitizing Protocol – the following will be sanitized at least once per hour

- a. Guest facing counters

Cleaning & Sanitizing Protocol – the following will be sanitized after each use

- b. Dining tables and chairs
- c. Food preparation stations
- d. Storage containers

Physical Distancing Protocol

- e. Guests are to maintain six feet of separation throughout the complex.
- f. Chairs will be spaced at least six feet apart – during Phase I seating will not be available.
- g. Fixed seating may be blocked off to maintain six feet of separation
- h. Additional sneeze guards at point of transaction have been installed

Guest Considerations

- i. All employees will wear a face mask at all times
- j. Hand sanitizer units are located in The Training Table



- k. Water fountains will be turned off
- l. Condiments will be served in single use, disposable containers only
- m. All food items will be individually wrapped or served in to go packaging.

## 11. BACK OF HOUSE

Cleaning & Sanitizing Protocol – the following will be sanitized after each use

- a. All hand tools
- b. Zamboni control area

Physical Distancing Protocol

- c. Guests are to maintain six feet of separation throughout the complex.

Guest Considerations

- d. Hand sanitizer units are located in the Operations Office
- e. All staff will wear gloves and masks at all times
- f. We will not be offering skate sharpening at this time