



The purpose of this document is to promote the health of The Greater Canandaigua Civic Center's (GCCC'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](#) (OOH)
8. [Guidance on Preparing Workplaces for COVID- 19](#) (OSHA)
9. [Returning to the Rinks](#) (USA Hockey /US Figure Skating)

Phased Reopening

The GCCC will be utilizing phased reopening approach, which utilizes numerous controls 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 foreseeable future).

Phase 1: September 21, 2020

Phase 2: November 1, 2020 (estimated)

PERMITTED ACTIVITIES WITHIN EACH PHASE

Phase 1:

- Private Rentals
- Hockey Camps & Clinics
- Skate & Shoot
- Open Freestyle
- Competitive Team Practices

Phase 2:

- Hockey Scrimmages & Games
- Beginner Learn to Skate programs
- Public Ice Skating
- Meeting Room Rentals
- Tournaments

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 can 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). If on-ice activities are difficult to ensure proper social distancing, it is recommended that players 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 on-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 on-ice time has ended.
- Participants/players that are 17 years of age and under are permitted to have no more than one spectator at the facility. 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 our guests we encourage participants who are able and willing, to be unsupervised in order to restrict from having excessive spectators 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.
- Each area of our facility is limited to a reduced occupancy of 50% of the capacity of that facility area. Guests must adhere to social distancing guidelines in all areas of our facility (staying at minimum 6 feet apart) and should be especially cognizant of smaller congested areas in the facility that have limited capacity.
- Locker rooms will **not** be provided during Phase 1, and players/participants will utilize bench seating.
- 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.

GUEST HEALTH

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

Facility Entrance & Exit

Guests must enter through the main facility front doors and must exit through the closest door to their dressing area to avoid crossing incoming guests for the next session. Please do not enter the facility using the side doors.

Entrance & Exit Time Restrictions

Participants will be able to enter the facility 15 minutes prior to their scheduled on-ice time and must exit immediately following the completion of their on-ice activities.

Participants/players that are 17 years of age and under are permitted to have one spectator at the facility. 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 our guests we encourage participants who are able and willing, to be unsupervised in order to restrict from having excessive spectators in the facility.

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 around the facility and on the ice.

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.

Hand Sanitizer

Hand sanitizer dispensers will be placed at key guest and employee entrances and throughout the facility including the entrance, seating areas and dressing areas.

Signage

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

- Cover your 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 may be incorporated in the facility's master schedule, as a means of staggering traffic flow in and out of the facility, and to allow sufficient time to clean/sanitize the 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 (ex: practicing, playing) requires a shorter distance. If a shorter distance is required, it is recommended that players wear face coverings, unless players are unable to tolerate such a covering for the physical activity (practicing, playing). Coaches, trainers, and/or other individuals who are not directly engaged in activity are required to wear face coverings at all times.

Additional On-Ice Protocols

On-ice participation will be limited due to limited off-ice facility space limitations set at 50% of the area capacity. Players will be required enter and exit the ice through separate doors. Hockey nets will be available for all on ice hockey activities; however, the facility will not be providing or maintaining mini-nets, tires, and other coaching tools. Any coaching tools of this nature that are needed for Phase 1 activities must be provided and maintained by the coach or organization of such activities and must be properly sanitized by the coach or organization prior to another session.

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 the GCCC 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 skate rental area, snack bar, rink-side and lobby areas. This process will recommend adequate social distancing at all times. Players queuing in ice rink entrance areas must wait within this designated space until the ice resurfer 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. Players/participants must arrive partially dressed, except for skates & helmets. Each skater will have a chair/bench to get the remainder of their equipment on. The facility will have signs in place to designate which area of the facility incoming participants should use to finish dressing. Skaters must remain seated until the ice resurfer has entered the ice and has begun resurfacing the ice. Players can then enter the rink side queuing zone, where they can await to enter the ice once the ice resurfer 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 GCCC hosted activities (ie: Skate & Shoot, Public Skating, 'Learn To Skate' Programs, etc.).

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

Case Notification

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

Meeting Rooms

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.

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

GCCC 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, including any fever over 100°F. 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 facility, 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 GCCC 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 counters, tables, chairs, player benches, locker rooms, door handles, public bathrooms, ATM, handrails, and seating areas.

The following will be sanitized at least once per hour:

- Guest facing counters
- Door handles
- Tabletops
- Chairs and fixed seating
- Player benches
- Floors
- Handrails
- Restrooms
- Locker Rooms (when opened)

The following will be sanitized prior to each use:

- Rink Dasher ledge
- Player benches
- Stick racks
- Doors and Door Handles
- Queuing areas
- On-ice/Player Benches
- Rink entrance doors
- Queueing Areas

The following will be sanitized after each use:

- Player benches
- Rink entry doors
- Player seating