

Doug Woog Arena COVID-19 Operational Response

Objective

Provide recreational skating opportunities in a modified and safe setting that meets CDC guidelines.

Goals

1. Provide safe space for skaters to participate in on-ice activities that safely fall within CDC or state guidelines.
2. Increase facility cleaning and sanitizing requirements within facility. Encourage proper sanitizing and social distancing for all customers to minimize person to person exposure of the virus.
3. Limit to 50 skaters on the ice with 2 pods of 25 per each hour our 25 skaters skating together
4. Maintain open lines of communication with all customers to understand and address safety concerns of our clients.
5. Maintain and build on customer relationships by providing the highest level of customer service and care. Work with each customer individually and with empathy to understand their concerns and do our part to mitigate those concerns where possible.
6. Regularly analyze financial impact and modify in a timely manner to protect revenue sources and minimize expenses. It is assumed the operations will run lean at reopening. Services will be added strategically as schedule and revenue drive additional needs

Operations

Ice Arena staffing models are based on crowd size and demand for services. It is anticipated that the CDC's guidelines will allow for phased growth of skating program opportunities at the Ice Arena. We will assume operating a very lean service model in the early stages of reopening with a focus on providing on-ice services (no concessions, no skate sharpening, no event programming, etc.). This will minimize congregating behaviors while also minimizing staffing requirements. As an example, one employee per shift could likely handle the workload in a modified setting. Additional staffing and services will be added as guidelines allow and customer needs grow. Allow 30 minutes in between ice blocks to allow extra cleanup between users.

Exposure Limitations

Public Areas:

1. For practices or clinics, players aged 11 and older should be dropped off at the rink and picked up afterward. Their parents/guardians should not be in the arena. Players aged 10 and under are allowed one parent/guardian in the rink to help with any equipment needs. Those parents/guardians may also be at the rink, socially distanced from others, to aid the player if needed throughout practice time.
2. 2 spectators per skater during games and scrimmages only
3. Players and officials should arrive to the arena fully dressed with the exception of skates and helmets. Exceptions may be made for goalies, who may need to put on additional equipment at the rink
4. Request that patrons stay six feet away from others
5. Cleaning of surface areas several times a day
6. Addition of accessible hand sanitizer dispensers
7. Require skaters to wear masks when entering the building and remain on until they enter the ice
8. Require spectators to wear masks at all times
9. Request of limited or non-use of handrailing
10. Request that all user groups adhere to CDC recommendations
11. Certain parts of the building will be closed to limit cleaning
12. Spectators are allowed to sit or stand on the marked areas for viewing. (areas will be marked)

Locker Rooms:

1. Players have 15 min to enter the building and put on skates and helmets.
2. Players have 15 min to remove skates and helmets and exit the building
3. Limit number of players in each locker room.
4. Locker room keys not handed out