

COVID-19 Operational Plan

Crossman Community Centre / Kay Arena

Last Updated: September 15, 2020

TABLE OF CONTENTS

INTRODUCTION	3
REOPENING IN PHASES	3
HAND AND RESPIRATORY HYGIENE	4
CLEANING AND DISINFECTING	5
BOOKING PROCESS	5
SCREENING AND MONITORING	6
EMPLOYEE SCREENING	6
ILLNESSES OR SYMPTOMS WITH BOTH STAFF AND PATRONS/PARTICIPANTS	7
PHYSICAL DISTANCING	7
SPACE SPECIFIC GUIDELINES	8
ARENA ICE SHEET	8
ARENA ICE SHEET DRESSING ROOM	9
GYMNASIUM	9
GYMNASIUM LOCKER ROOMS	10
MULTIPURPOSE ROOMS	10
WALKING TACK	11
WASHROOMS	11
COMMUNICATION PORTOCOLS	11
STAFF CONTACT	12
FACILITY LAYOUTS APPENDIX A	
SCREENING QUESTIONNAIRE APPENDIX B	
SIGNAGE APPENDIX C	

INTRODUCTION

At the onset of the COVID-19 pandemic, the City of Moncton was instructed by the Office of the Chief Medical Officer of Health for the Province of New Brunswick and the City of Moncton to close the Crossman Community Centre/Kay Arena on March 13th, 2020 to the public until further notice.

The government introduced a phased recovery plan to ensure that business and organizations can resume their activities in a safe manner. Progress across all phases will be monitored closely to ensure the health and safety of citizens.

The province is now in the yellow stage of the recovery plan which allows arenas and community centre to reopen. The instructions have been adhered to and a Re-Opening Plan has been created to document all protocols and guidelines for employees, volunteers, participants and visitors to adhere to.

To fulfill this operational plan, the City of Moncton (CCCKA) is committed to:

- Meeting all public health guidelines as they are revised this will include continued monitoring of changes <https://www2.gnb.ca/content/dam/gnb/Departments/eco-bce/Promo/covid-19/guidance-ph-measures.pdf> /
- The plan will be reviewed regularly to ensure it is compliant with all government guideline and protocols and when government guidelines and protocols are modified the plan will be updated to reflect the changes.
- Follow all WorkSafe NB protocols for safe work practices <https://www.worksafenb.ca/media/61016/embracing-the-new-normal.pdf>
- Ensuring everyone understands their role in combatting the risk of exposure to Covid-19. **(Appendix C)**
- Ensuring we have the tools and resources to support us with re-opening;

REOPENING IN PHASES

Crossman Community Centre / Kay Arena (CCCKA) will open certain sections of the building in phases which will allow activity to return to the facility. The City will continue to follow the recommendations from the Office of the Chief Medical Officer of Health for the Province of New Brunswick we will adhere to the limit of persons allowed in the facility for each activity. Occupancy of any facility must be based on the ability to maintain physical distancing between people that are not close friends and family.

Anyone who is in a public area, where physical distancing of two metres cannot be maintained, should wear a face covering that covers their nose and mouth unless they are a child under the age of two or if they cannot wear one for medical reasons. **(Appendix C)**

For sport and recreation facilities, general guidance would be for patrons to wear them while not conducting the activity (e.g. entrance / exit and spectators).

To limit the increased spectator, any individual who is not accompanying a child or who is not a coach will not be allowed to enter the facility. Only members of the participant's immediate family may enter the building with the participant.

Phase 1 – September 22, 2020

- Gymnasium bookings/ Gymnasium lockers rooms / Walking track
Only gymnasium booking will be accepted in this phase.
Open gym times will be cancelled until further notice.

Phase 2 - October 3, 2020

- Arena ice sheet and dressing rooms.
Arena ice sheet will open to group bookings only.
Public skating will only begin on October 13 (Tuesday)

Phase 3 – November 2, 2020

- Multipurpose rooms (LHS & Smyth) will open for group bookings only.
Media Room will remain closed until further notice.

Operational layouts are included for the lobby, Rink, Gymnasium, Smyth Room, Hum Lu Sum (HLS) and walking track.

- The lobby area will be restricted to flow through traffic only and spectators waiting for their players to finish are not permitted to wait in the lobby. The front entrance will be clearly marked as to which door is enter and which door is an exit, restricting any cross traffic pattern where at all possible. **(Appendix A)**
- No food & beverage is to be brought into the facility.
- All tables and chairs in lobby will be put in storage until further notice.
- Water filling station on main floor will it be open.

HAND AND RESPIRATORY HYGIENE

Protect against the spread of COVID-19 by promoting and enabling frequent and proper hand washing and respiratory etiquette for employees, volunteers, members and visitors.

- Signage will be posted upon entry promoting hand and respiratory hygiene and repeated signage throughout the building. **(Appendix C)**
- Require hand sanitization from each person as they enter the building (during screening) and communicate proper cough/sneeze etiquette to each person.
- If cash must be handled, staff will wash or sanitize their hands after each time.

- Hand sanitizing bottles/stations throughout the building will be available.

CLEANING AND DISINFECTING

The CCCKA will be implementing a rigorous cleaning and disinfecting protocol in addition to existing cleaning policies. In order to maintain this protocol we will implement the following:

- Each employee is responsible for cleaning and disinfecting their workspaces including frequently touched surfaces such as keyboards, mouse, and desk/counters.
- Staff will be responsible for continuous cleaning and disinfecting of frequently touched surfaces throughout the building as well as washrooms.
- Frequent cleaning and disinfecting of all commonly touched surfaces such as interior and exterior door handles, railings, and ice rink gate and handles.
- Common areas (Lobby, stairs, mezzanine, counters, etc.) and washrooms/ change rooms (faucets, counters, urinals and toilets) to be cleaned and sanitized on a regular basis throughout the day.
- Signage will be posted throughout the facility to emphasize to guests and staff the importance of frequent handwashing and proper hygiene practices.
- Floor markings, decals and signage will be used where necessary to indicate physical distancing, directional foot traffic, no entry zones and other restrictions pertinent to reopening.
- CCCKA will journalize and document.
 - a. Any employee symptoms of illness (temperatures if required)
 - b. Regular, daily, hourly and ‘as needed’ cleaning and disinfecting within the facility
 - c. Patrons entering the facility complete with venue, time and contact information through a screening process.

BOOKING PROCESS

ANY GROUPS USING THE FACILITY MUST SUBMIT AN OPERATIONAL PLAN PRIOR TO BOOKING AND BEING ALLOWED USE OF THE FACILITY. USERS MUST ABIDE BY THE FACILITY OPERATIONAL PLAN AND GUIDELINES.

- Booking contracts will be provided once rental times are agreed to.
- User groups will have to provide proof of insurance (where applicable) prior to participating in any activity at the CCCKA.
- User groups will sign the agreed to contract, and payment in full for your ice time will be required prior to starting. At this time we will only take payments by credit card, debit card or cheque, no cash payments permitted.
- User groups will be provided a copy of the CCCKA COVID-19 Operational Plan and signed that they have read and agreed to the plan. It is the responsibility of the individual

renting within the facility to disseminate the information to all of their users and that they clearly understand the protocols in place and what to expect before arriving at the facility.

SCREENING AND MONITORING

ALL PARTICIPANTS, GUEST, COACHES AND GUARDIANS WILL BE REQUIRED TO ABIDE BY THE FOLLOWING GENERAL PROCEDURES AND GUIDELINES UPON ENTERING THE BUILDING

- The following screening questionnaire (**Appendix B**) will be posted if users answer yes to any of the question they will not be permitted to access the building and be required to self-isolate immediately and call 811 for further direction.
- **Contact information will be collected for each person to assist in any Contact Tracing** – each entrant of the facility shall register with name and contact number to facilitate contact tracing should it be required by the health authorities.
- Under the new mandatory contact tracing order the information on all guests entering the building must collected and destroyed after 21 days.
- A log of the collected information must be filled out and retained as to who is destroying the information after 21 days and this log must be retained for 12 months. Refer to https://www2.gnb.ca/content/dam/gnb/Departments/eco-bce/Promo/covid-19/information_collection-e.pdf for full information
- User groups will only be permitted in the building 15 minutes prior to their activity and must exit 15 minutes after their session. There will be no early admittance to the facility.
- Participants will be directed to all exit and entrances of the facility. There will be signage directing participants to and from their designated space to control the flow of patrons.
- Participants will all use their own water bottles – absolutely no sharing! Please fill at home.
- Participants must come to the facility dressed with the majority of their equipment and ready for their activity.
- Wearing of gloves will not be permitted by patrons of the facility. Frequent hand washing by patrons is recommended.

EMPLOYEE SCREENING

In effort to screen employees prior to entering the facility we will implement an active screening process that requires colleagues / Managers asking each other specific screening questions prior to the start of shift, as provided by the City of Moncton. This process will follow Worksafe NB guidelines as indicated in: <https://www.worksafenb.ca/media/61016/embracing-the-new-normal.pdf> and <https://www.worksafenb.ca/safety-topics/covid-19/covid-19-frequently-asked-questions/>

We will also follow City of Moncton guidelines on safe work practices where applicable and work with the City of Moncton Health and Safety. Screening Questionnaire is included in **(Appendix B)**.

ILLNESSES OR SYMPTOMS WITH BOTH STAFF AND PATRONS/PARTICIPANTS

Patron / Participant – Should a patron / participant develops two of the symptoms of COVID – 19 listed below during their time in the facility, they will be given a disposal face mask to wear and the staff interacting with them will wear one as well. The individual will be brought to the designated health area (First Aid Room). They will be asked to contact 811 as recommended by the Office of the Chief Medical Officer of Health for the Province of New Brunswick. Should they be tested and found positive for COVID-19, we will follow the communication protocols listed below.

Staff – If a Staff member develops two of the symptoms of COVID-19 listed below they will be asked to immediately put on their community face mask and go to the designated health area (First Aid Room). From there a Manager will advise them to contact 811 and log the information, following their recommendations. Should they be recommended for testing and found positive, we will follow the communication protocols listed below.

- An individual that has 2 or more of the following symptoms:
 - fever / feverish
 - sore throat
 - headache
 - runny nose or
 - new cough or worsening chronic cough,
 - new onset of fatigue,
 - new onset of muscle pain,
 - diarrhea or
 - loss of taste or smell; or
in children, purple markings on the fingers or toes.

<https://www2.gnb.ca/content/dam/gnb/Departments/h-s/pdf/ScreeningEF.pdf>

PHYSICAL DISTANCING

The CCCKA will be implementing a 2 meter physical distance protocol When physical distancing cannot be maintained, patrons should wear a face covering that covers their nose and mouth unless they are a child under the age of two or if they cannot wear a mask for medical reasons Should you be exempt from wearing a mask, you must maintain 2 meter physical distancing. In order to maintain this protocol we will be putting into practice the following:

- Signage posted upon entry reminding people about physical distancing and repeated signage throughout the building. (**Appendix C**)
- Visual cues on the floor to direct the flow of traffic.
- Restricting and/or limiting access to spaces where patrons may find it difficult to physically distance (i.e. storage rooms, staff room, offices, etc.)
- Placing a physical barrier (i.e. Plexiglas / plastic shield) between employees and customers at a counter or behind a desk where physical distancing may be difficult. There will be a small opening in the physical barrier to pass essential items through.

SPACE SPECIFIC GUIDELINES

The following are the actions that will be taken in specific areas of the building to help ensure proper physical distancing, hand and respiratory hygiene, and cleaning and disinfecting:

Lobby/Public Spaces/Guest Services Desk:

- Bright visual cues on the cement marking 2m distance between each person while waiting to enter the building.
- Signage posted about proper physical distancing. (**Appendix C**)
- Doors and floors will be marked to identify entry on one side and exit on the other.
- A screening station will be set up in at least 2m away from the main doors to ensure adequate physical distancing from others and people will be directed to enter one at a time for screening.
- The guest services desk will have a physical barrier (i.e. plastic shield) between employees and customers.
- Only one person will be permitted behind the guest services desk at a time.
- All tables and chairs located in the main lobby on main floor will be put in storage.
- The stairs in the lobby and the hallway will be clearly marked with an “up” and “down” side to ensure physical distancing.
- Water fountain on first and second floor will be closed; the water fill station will remain open.
- We will not be storing lost and found items, any items left behind will be discarded at the end of each day.
- Canteen services are operated by the local hockey association (Lewisville Minor Hockey Association). This service will be evaluated along with the LMHA Operational Plan.

ARENA ICE SHEET

- Player benches will be marked with areas to sit to allow for physical distancing while on the bench.

- Off-ice warm-ups should be done outside the facility. These recommendations may be adjusted by direction from the Office of the Chief Medical Officer of Health for the Province of New Brunswick.
- All users must submit an operational plan outlining their use of the Arena ice surface that meets the guidelines of their respective provincial sport body and Office of the Chief Medical Officer of Health for the Province of New Brunswick.
- For public skating programs, there will be a limit of 50 at one time on the ice surface.
- Helmets will remain mandatory; however there will be no helmet loan program for those that forget to bring their own due to hygiene and cleanliness.
- Spectators seated in the identified seating area can maintain a 1 metre social distancing but must wear a mask.

ARENA ICE SHEET DRESSING ROOMS

- In order to maximize the use of dressing rooms and per the Yellow Alert Level, August 11th, 2020, from the Government of NB, https://www2.gnb.ca/content/gnb/en/news/news_release.2020.08.0436.html, "*revised measures include allowing public venues with seating to reduce physical distancing down to one metre with the continuous use of a mask*", it will be mandatory for all participants inside the dressing rooms to wear a mask at all times.
- Masks may be removed once participants place on their helmet. Participants should leave the dressing rooms in single file order with those closest to the doorway leaving first.
- The capacity of the dressing rooms is as follows:
 - Dressing rooms 1, 2, 5 and 6 = 16
 - Dressing rooms 3 and 4 = 12
- Ice renters will have access to the changing rooms 15 minutes before their rental and 15 minutes after.
- Bathrooms and showers are not available in the changing rooms and may not be used. As indicated in CARHA Hockey recommendations, June 1st, 2020, "Players should not use shower facilities and be mindful of limiting skin contact in the dressing room." Should it come to management's attention that groups use the showers or washrooms, user groups may forfeit their ongoing ice times.
- Staff will sanitize the utilized areas after each use, once all participants have left staff will use the sanitizing gun to spray the dressing areas and high touch points. Staff will also sweep and mop when required.

GYMANASIUM

- Signage posted about proper physical distancing. (**Appendix C**)
- Group bookings will have a maximum capacity of 30 participants in addition to instructors. This capacity allows for bubble grouping identified in the Department of Education and Early Childhood Development document utilized by daycares and day camps.
- Sporting groups must follow their own provincial sport bodies capacity limits.
- Participants will be required to bring their own equipment.

- Staffs will clean frequently touched surfaces such as door handles, light switches, etc.
- Deep cleaning will occur each night by staff, including the use of an electrostatic sprayer and Unitab solution.
- Bleachers will remain closed.

GYMNASIUM LOCKER ROOMS

- Change rooms will be open to users following physical distancing measures.
- Signage posted about proper physical distancing. (**Appendix C**)
- Parents of children will be reminded that they are required to stay with children 12 and under at all times to help encourage them with physical distancing, hand and respiratory hygiene, and cleaning and disinfecting procedures.
- Showers will be closed to all users.
- Staff will continuously clean frequently touched surfaces such as door handles, light switches, washrooms, etc.
- Deep cleaning will occur each night by staff, including the use of an electrostatic sprayer and Unitab solution.

MULTIPURPOSE ROOMS – SMYTH ROOM AND HUM LU SUM (HLS)

- Rooms with double doors will be clearly marked for entry only, while the other is exit only. (**Appendix A**)
- Signage posted about proper physical distancing. (**Appendix C**)
- Smyth Room sitting capacity with table and chairs is 75. Each group renting the space may identify lower limits depending on their events and maintaining the social distance requirements depending on what they are using the room for.
- Hum Lu Sum Room sitting capacity with table and chairs is 65. Each group renting the space may identify lower limits depending on their events and maintaining the social distance requirements depending on what they are using the room for.
- Participants will be required to bring their own equipment.
- Staff will be cleaning frequently touched surfaces such as door handles, light switches, sound system controls, etc.
- Deep cleaning will occur each night by housekeeping staff, including the use of an electrostatic sprayer and Unitab solution.
- If groups require tables and chairs, rooms will be set up board room style. If groups request something different it will be their responsibility to set the room up.
- Media room will be closed until further notice.
- Kitchen in Smyth room will remain closed until further notice.

WALKING TRACK

- The walking track will be open users at a maximum of 10 clients at a time and must maintain 2 metre of physical distancing at all times.
- Only the two outside lanes of the walking track will be open to user. The centre lane will be closed (Appendix A)
- Benches and chairs will remain outside of walking track for the sole purpose of changing footwear.
- Social distancing signage will be installed to remind users to social distance. (**Appendix C**)
- Staffs will clean frequently touched surfaces such as door handles, light switches, etc.
- Deep cleaning will occur each night by staff, including the use of an electrostatic sprayer and Unitab solution.

WASHROOMS

- Limit the number of patrons in all washrooms to two at one time to ensure physical distancing.
- Signage will be installed to remind users to these limits. (**Appendix C**)
- Staffs will clean frequently touched surfaces such as door handles, light switches, etc.
- Deep cleaning will occur each night by staff, including the use of an electrostatic sprayer and Unitab solution.

COMMUNICATION PROTOCOLS

We will follow any/all recommendations from Public Health at that time. We have phone numbers for everyone that enters the facility through our screening process and can communicate as needed. Our assumed protocol will be that if anyone at the facility is diagnosed with COVID-19 that we will follow all Public Health recommendations.

It's important to understand that this is not “business as usual”. We are venturing into a “new normal” with these procedures. Our goal is to create a safe and healthy environment for staff and users by making the necessary adjustments to help limit the risk of exposure to COVID-19. We are confident that by adhering to the above noted policies and procedures, while continuing to work with Office of the Chief Medical Officer of Health for the Province of New Brunswick and the City of Moncton that we can safely phase in a soft reopening of the CCC/Kay Arena.

ACKNOWLEDGMENT OF RECEIPT:

NAME (PRINT) _____

SIGNATURE _____

DATE _____

STAFF CONTACTS

Christine Lawson
Programming Manager
Superior Propane Centre
384-4423 ext. 221
lawson@superiorpropanecentre.com