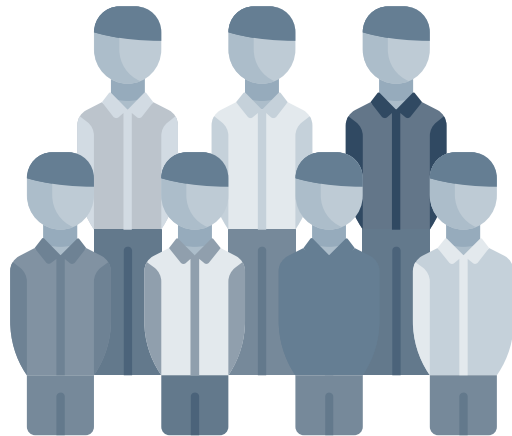


Richmond Arenas  
Arena Volunteer / User Group  
COVID-19 Training  
Richmond Ice Centre &  
Minoru Arenas

- ▶ **Arena Volunteer training includes:**
- ▶ 1. Safety Procedures & Protocols
- ▶ 2. Cleaning & Disinfection Procedures
- ▶ 3. Prior to Entering the Facility
- ▶ 4. Traffic Flow to and from the different ice surfaces
- ▶ 5. Richmond Arena's Return to Play Phases

# Keeping Everyone Safe

To avoid transmission between facility user and staff, anyone suspected or confirmed to have contracted COVID-19 must stay home.



# COVID-19 Self-Assessment

All facility users must self-assess symptoms prior to arriving at the facility:

1. **Do I have any of the following symptoms:** cough, shortness of breath or difficulty breathing?
2. **Do I have at least two of these symptoms:** fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell?
3. **Have I returned from a trip outside of the country within the last 2 weeks?**
4. **Have I been in contact with someone with or suspected with COVID-19**

**\*If answered yes to any question, stay home.**

# Washing your Hands

All facility users must wash their hands upon entering the building, and before and after:

1. Eating
2. Blowing one's nose, coughing or sneezing
3. Going to the toilet
4. Being in contact with animals or pets
5. Using shared equipment
6. Providing routine care for anyone needing assistance



# Cleaning & Disinfection Protocols

Based on the BC Centre for Disease Control, BC Recreation and Parks Association, and WorkSafe BC guidelines, the following standards have been developed for Community Services facilities:

- ✓ General cleaning and disinfection of facilities will occur once per day. As per pre-pandemic cleaning standards, general facility cleaning will be performed throughout the day on an as-needed basis.
- ✓ Cleaning and disinfection of high-touch surfaces will occur twice per day (eg. Door knobs, light switches, cupboard handles, grab bars, hand rails, vending machines) at intervals not exceeding 6 hours. Each facility will have a high touch surface map or chart.
- ✓ Washrooms and change rooms will have an hourly visual inspection, with any issues addressed immediately. They will be cleaned and disinfected at intervals not exceeding 6 hours.
- ✓ Items that cannot be easily cleaned or are deemed non-essential will be removed from facilities (e.g. newspapers, furniture).

# Cleaning & Disinfection Protocols Cont.

## Presumptive Cases of COVID-19

- ✓ An individual who experiences symptoms of illness while at the facility will be brought to a self-isolation containment area while waiting for transportation to a medical centre or home. At the Richmond Ice Centre it will be the First Aid Room, at Minoru Arena it will be the First Aid Room.
- ✓ Once symptomatic individual has left the facility, all surfaces and areas with which they may have come into contact will be cleaned and disinfected, including the space they were previously working or participating in and the self-isolation room.
- ✓ If the applicable space is occupied, individuals will be moved to another vacant room or workspace until it is thoroughly cleaned and disinfected.

## Cleaning and Disinfection Products:

- ✓ **Cleaning:** Cleaning for the COVID-19 virus is no different than for other common viruses; therefore, pre-pandemic cleaning products are sufficient.
- ✓ **Disinfection:** Only specific brands and disinfection products that are listed on Health's Canada's *List of Hard-Surface Disinfectants for Use Against Coronavirus (COVID-19)* will be used.

Cleaning supplies and equipment will be maintained and available at all times, and MSDS binders at each facility will be updated for any new cleaning and/or disinfection products.

# Cleaning & Disinfection Protocols Cont.

## Tracking and Documentation

- ✓ Cleaning and disinfection standards will be available for anyone who attends the site.
- ✓ A tracking form and system will be used to document all cleaning and disinfection activities performed by staff and volunteers.
- ✓ User groups will be asked to use the cleaning supplies located at the south corner of the players bench side prior to and after each of their ice times. You are to disinfect the players bench and the top of the boards where players/skaters keep their water bottles. Staff will also clean this area after every use.
- ✓ All disinfectants that the Arenas will be using are all approved on the Government of Canada website. Arenas will be using Vert2go Saber and Maxim Orderly as disinfectants and using Aqueous Ozone and Maxim Oxygenic for cleaning.
- ✓ Sanitizers will be supplied at each rink entrance as well as in the lobbies and going into spectator areas for when that opens up. The sanitizer will be K-San Kemplus.



# Prior to Entering the Facility

- ✓ The main and west entrances to the facility will be locked.
- ✓ Group will line up outside of the entrance maintaining physical distancing and wait for staff or club protocol volunteer.
- ✓ Staff or Club Volunteer will greet and screen the group. Screener will need to ask four questions:
  1. Do you have any of the following symptoms: cough, shortness of breath or difficulty breathing?
  2. Do you have at least two of these symptoms: fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell?
  3. Have you returned from a trip outside the country within the last 2 weeks?
  4. Have you been in contact with someone with or suspected to have COVID-19?
- ✓ If anyone answers yes to the above, they will be denied access to the facility.
- ✓ If all the answers are no, staff or Club Volunteer will lead the group into the facility and directly to the ice surface. Everyone entering the facility **must use** the hand sanitizer station. There will be no access to the dressing rooms so participants will need to arrive dressed. They can put their skates on at the players bench.

# Prior to Entering the Facility Cont.

- ✓ Groups will have to clean the player benches and top of the boards prior to skating and after skating. Supplies will be left on the South corner of the player benches.
- ✓ Participants can put their skates on at the players benches and there will be corresponding numbers on the boards for participants to place their water bottle. Water bottles must stay on the number for the duration of the booking to ensure physical distancing.
- ✓ Groups will be given access to the facility 10 minutes prior to booking. They will have 10 minutes after their booking to exit the facility.
- ✓ Starting August 24, the group will consist of 16 skaters including coaches and one contact off the ice. There will be no spectators. This will likely change once we move through our Return to Play phases for the Arenas.
- ✓ After group has used the hand sanitizer and been lead to the ice surface, staff/arena volunteer will go back to the entrance and repeat with the next group. Ice times will be staggered to avoid multiple groups waiting at the entrance.

# Prior to Entering the Facility Cont.


- ✓ Ice times will start with a 30 minute gap between user groups.
- ✓ Each group must have a COVID Coordinator.
- ✓ Public washrooms will be open for participants to use physically distanced.
- ✓ Water fountains will be turned off so bring your own water from home.

# Sample Signage

## Help prevent the spread of COVID-19

**Please do not enter this space if you:**

- Have any of the following symptoms:




Fever      Chills      New, worsening cough or sore throat      New muscle aches or headache      Shortness of breath

- Travelled outside of Canada within the last 14 days
- Are a close contact of a person who has tested positive for COVID-19


All other visitors, please wash your hands or clean them with hand sanitizer before and after your visit. **Please maintain physical distancing of 2 metres.**

**If you are displaying symptoms of COVID-19, refer to HealthLink BC at 811**

Remember...



**Stay up to date and visit:**  
[www.richmond.ca/covid19](http://www.richmond.ca/covid19)



## PREVENTION IS KEY

Working to prevent the spread of COVID-19

### Arenas COVID-19 Guidelines

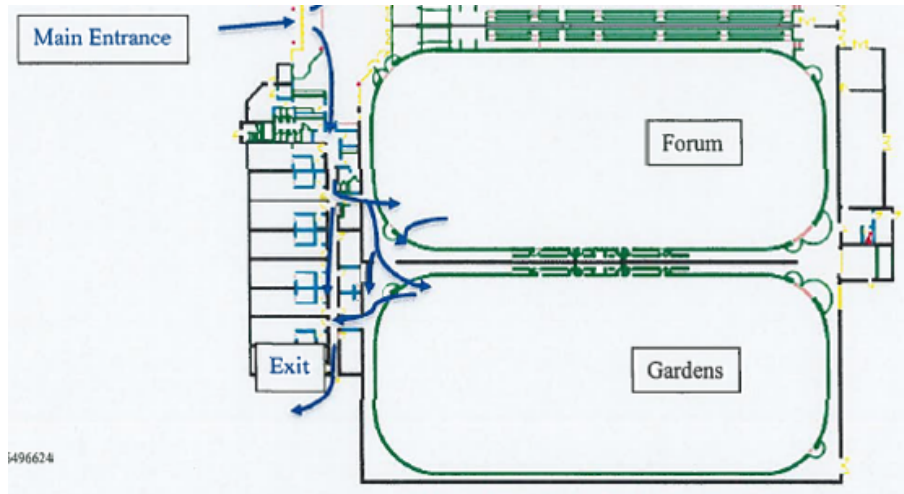


- Maintain 2 METRE physical distance at all times.
- Arrive no more than 10 MINUTES before session.
- Leave NON-ESSENTIAL BELONGINGS at home.
- WIPE down BENCH before and after use.
- Do NOT share equipment.
- Leave facility within 10 MINUTES of end of session.
- Arrive READY for ice time, NO DRESSING ROOMS available.
- Remember... Be kind, respectful and understanding of those around you

For more information, visit [richmond.ca/covid19](http://richmond.ca/covid19)

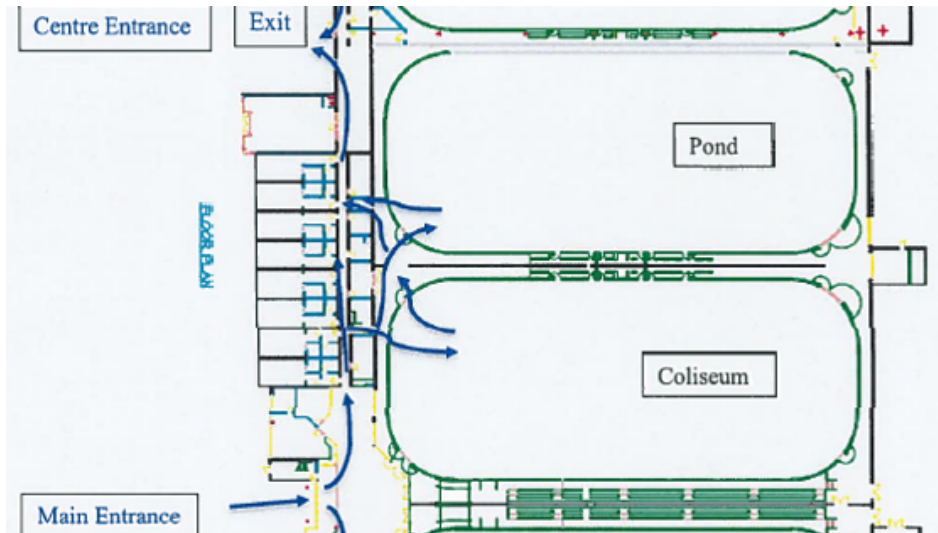


# Traffic Flow - Forum/Gardens Rinks



- ✓ Groups booked on the Forum or Gardens rink will line up and enter through the main entrance.
- ✓ Once they enter the facility, groups will be lead down the hallway.
- ✓ Groups on the Forum will enter the rink from the small hallway across from the Forum dressing rooms.
- ✓ Groups on the Gardens will enter the rink from the small hallway across from the Gardens dressing rooms.
- ✓ All groups will exit the facility through the doors at the end of the hallway by Gardens dressing room 4

# Traffic Flow - Coliseum/Pond Rinks



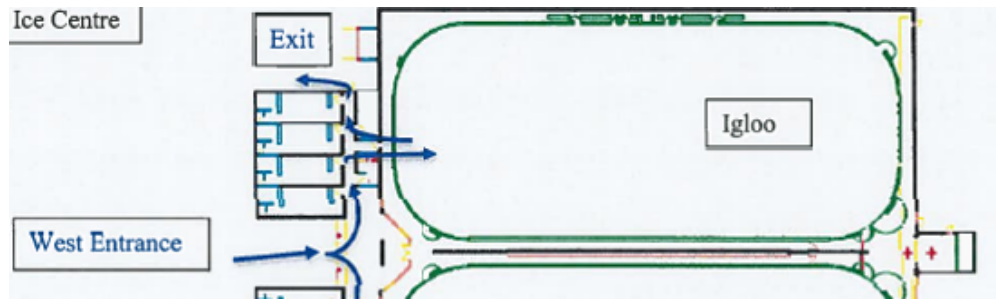
- ✓ Groups booked on the Coliseum or Pond rink will line up and enter through the main entrance.
- ✓ Once they enter the facility, groups will be lead down the hallway.
- ✓ Groups on the Coliseum will enter the rink from the small hallway across from the Coliseum dressing rooms.
- ✓ Groups on the Pond will enter the rink from the small hallway across from the Pond dressing rooms.
- ✓ All groups will exit the facility through the center exit across from the lower boardroom.

# Traffic Flow - Garage Rink



- ✓ Groups booked on the Garage rink will line up and enter through the west entrance (outside the Garage & Igloo rinks).
- ✓ Once they enter the facility, groups turn right and lead down the hallway.
- ✓ Groups on the Garage will enter the rink from the small hallway across from the Garage dressing rooms.
- ✓ Groups will exit the facility through the center exit across from the lower boardroom.

# Traffic Flow - Igloo Rink



- ✓ Groups booked on the Igloo rink will line up and enter through the west entrance (outside the Garage & Igloo rinks).
- ✓ Once they enter the facility, groups turn left and lead down the hallway.
- ✓ Groups on the Igloo will enter the rink from the small hallway across from the Igloo dressing rooms.
- ✓ Groups will exit the facility through the doors at the end of the hallway by Igloo dressing room 4.



# Arenas Return to Play Phases

## August 24

- ✓ Richmond Ice Centre - Forum & Gardens

## August 31

- ✓ Richmond Ice Centre - Igloo, Garage, Pond & Coliseum\*\*

## TBA

- ✓ Minoru Arenas\*\*

\*\*Amount of rinks opened on August 31 and at Minoru Arenas is based on community health, adherence to protocols and demand

# Safety Education & Rule Enforcement Guidelines

- ✓ When providing information about new rules and COVID-19 guidelines, it is important to remember that not all customers may initially be accepting of the new protocols.
- ✓ Arena volunteers and User Groups should be patient and take a participant-focused approach to safety education. **We're here to help!**
- ✓ When possible, arena volunteer should maintain physical distancing while providing effective and consistent rule enforcement and education.