



Arenas Services Safety Information

COVID-19 USER GROUP GUIDELINES

Before You Go to the Arena

- Please do not attend your program or rental if you:
 - Are feeling ill and/or have any of the following symptoms: fever, chills, new or worsening cough, shortness of breath, new muscle aches or headache, or sore throat;
 - Have been in close contact with a person who has a confirmed or presumptive case of COVID-19 within the past 14 days;
 - Have travelled outside of Canada within the last 14 days;
 - Have someone in your household that has travelled outside of Canada within that last 14 days.
- Schedule is subject to change. Please check with your club or organization for any last minute updates.

At the Arena

- Please arrive no more than 10 minutes before your scheduled time. Facility will not be available for your session until 10 minutes prior to the start time.
- Check in with your club's protocol representative who will ensure you have completed the daily health screening and mark your attendance for contact tracing.
- Avoid clustering in groups both outside and inside the facility.
- Maintain a minimum of 2 metres physical distance at all times.
- As part of physical distancing, please follow directional arrows and signage.
- Please come dressed in your skating attire as change rooms will not be available before your skate.
- All personal belongings should be left at home. Small items such as wallets and keys can be kept at the bench, however these areas are not secure and the City of Richmond is not responsible for lost or stolen items.
- Upon entering the facility please wash and/or disinfect your hands before going on to the ice.
- Listen carefully to staff and follow their instructions closely.

After Your Session

- Please leave within 10 minutes after your session ends.
- Please follow directional signage to the exit doors. They may not be the same doors you entered.
- Please wash and/or disinfect your hands on your way out.
- Club protocol representatives will be cleaning the high touch areas of your rental space, ahead of the next group.

Health and Safety Measures



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- Services are designed in accordance with provincial and local health guidelines, and with the ability to adjust as requirements change.
- Prior to your session, all user group participants are required to complete a daily COVID-19 assessment as provided by your club/organization.
- In the case of an emergency, first aid will be provided using COVID-19 guidelines and protocols.
- Handwashing or sanitization stations, including public washrooms, will be available. Dressing rooms may not be available, and washrooms and showers within each dressing room are not available for use.
- Personal items should not be shared and kept in close proximity to the participant.
- Physical greetings (high fives, fist bumps, hugs) should be replaced with non-contact greetings or gestures and ensure you are always respecting their personal space.
- Avoid clustering in groups.
- Help prevent the spread of COVID-19 by:
 - Coughing or sneezing into your elbow, or covering your mouth and nose with a tissue
 - Washing your hands with soap and water or cleaning them with alcohol-based hand sanitizer prior to the start of each class
 - Refraining from spitting



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Signage

The following signage will be placed at the entrance:

- Welcome/Symptom Check (Appendix A)
- Arena Guidelines (Appendix B)
- Maintain Physical Distancing (Appendix C)
- Room/Space Visitor (Appendix D)

Traffic Flow

Flow of all guests to the facility have been developed. These maps will be placed at the entrance doors of the facility.

- Ground Floor Minoru Arenas (Appendix E)
- Second Floor Minoru Arenas (Appendix F)
- Ground Floor Richmond Ice Centre (Appendix G)
- Second Floor Richmond Ice Centre (Appendix H)



Appendix A: Welcome/Symptom Check

PREVENTION IS KEY

Working to prevent the spread of COVID-19

Welcome

Your health and well-being is our priority

Do not enter if you have any of the following:



Fever



Chills



Cough or
sore throat



Muscle aches
or headache



Shortness of
breath

- Travelled outside of Canada within the past 14 days
- Been in close contact with a person who has tested positive for COVID-19 within the past 14 days

Remember...



*Be kind, respectful and understanding
of those around you*

For more information, visit richmond.ca/covid19





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Appendix B: Arena Guidelines

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

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Appendix C: Maintain Physical Distancing

PREVENTION IS KEY

Working to prevent the spread of COVID-19

MAINTAIN PHYSICAL DISTANCE

Remember...

Be *kind, respectful and understanding*
of those around you

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Appendix D: Room/Space Visitor Sign

PREVENTION IS KEY

Working to prevent the spread of COVID-19

To maintain two metre physical distancing guidelines and reduce the risk of exposure to COVID-19, the number of people in this space will be limited.

Address / room / space:

Visitor limit: _____ **people**

Remember...



*Be kind, respectful and understanding
of those around you*

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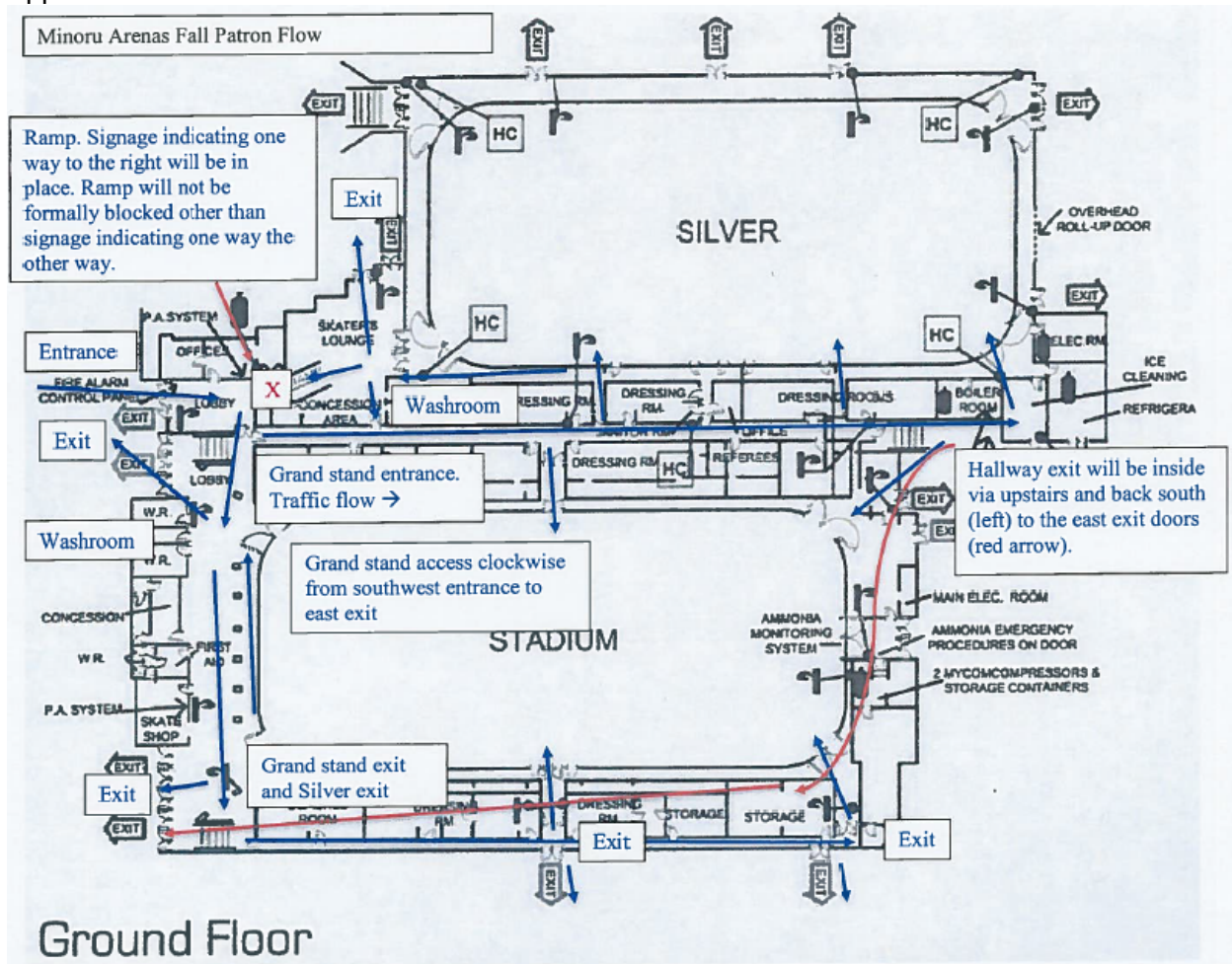


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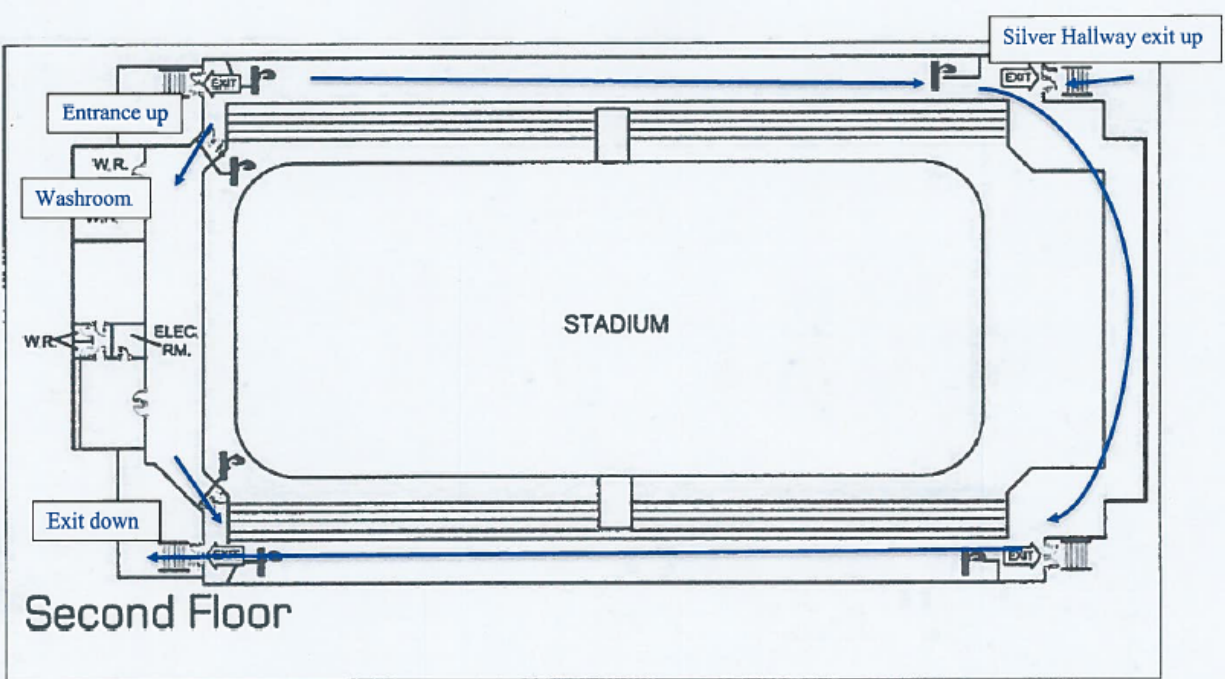
Appendix E: Minoru Arenas Ground Floor



Appendix F: Minoru Arenas Second Floor



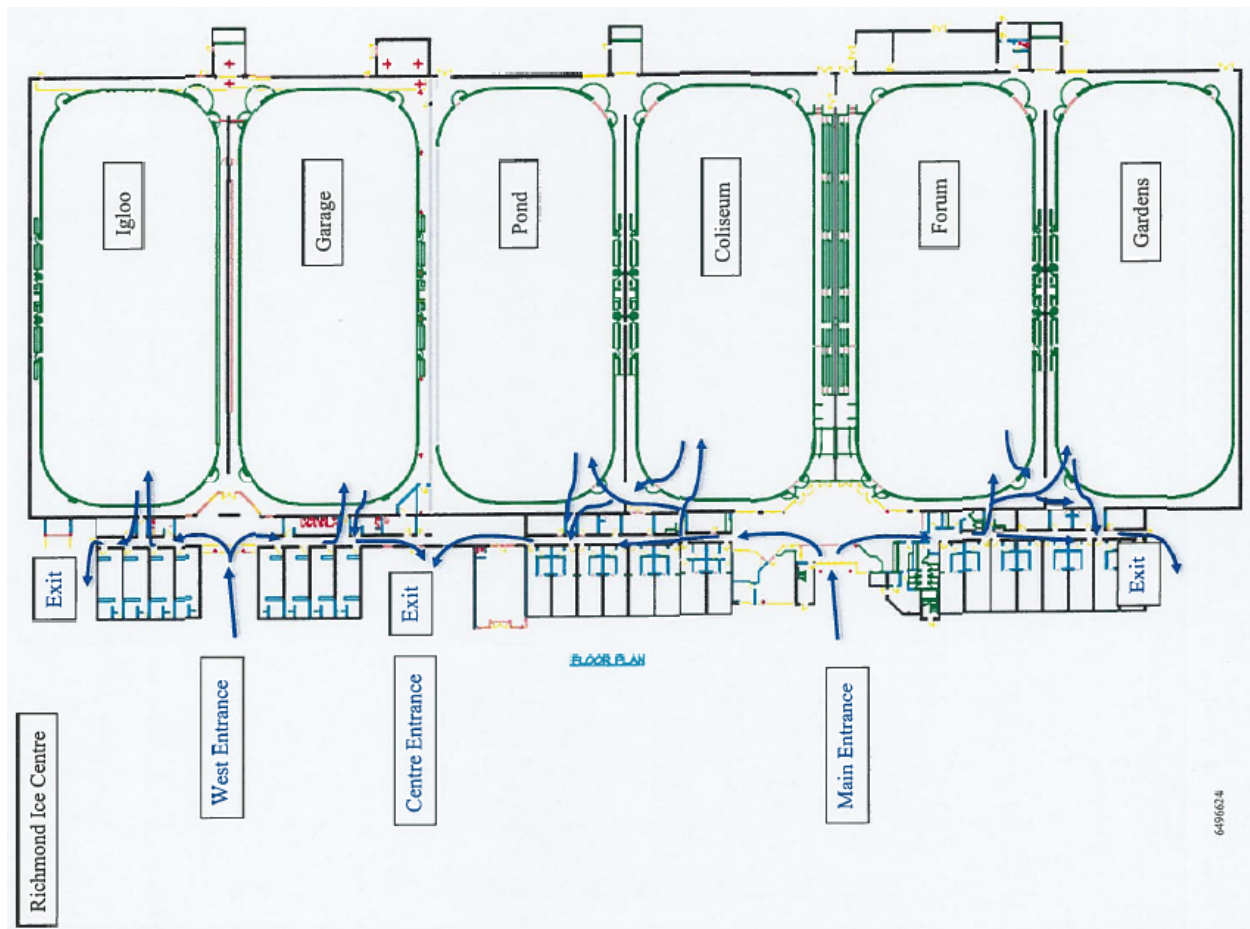
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Appendix G: Richmond Ice Centre Ground Floor



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Appendix H: Richmond Ice Centre Second Floor



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