

Harrow and Colchester South Community Centre

Facility User's Guide



A message to all user groups

Greetings and welcome to the 2020-2021 ice season!

COVID-19 has changed our lives in so many ways and will continue to impact our lifestyle in the coming months.

As the Manager of Parks and Facilities, I want to assure you that we have been taking every precautionary measure possible however, our operations may be subject to changes and modifications throughout the coming season. As these updates to policies are made, they will be posted on our website, be available at our facilities and on our other social media platforms.

If at any point coaches, organizers or facilitators, parents, or members of the public have questions or concerns please encourage them to contact us directly.

John Olsen, Manager, Parks and Facilities
Town of Essex Community Services Department
jolsen@essex.ca, 519-776-7336 ext 1302

Purpose of these guidelines

The Facility Guidelines have been implemented to keep all staff, coaches, players, contractors, officials and parents safe. These guidelines provide direction, instruction and protocols in place to reduce the risk of COVID-19 transmission and spread. We are all in this together and together we will all be responsible to prevent transmission and spread of COVID-19 and ensure our facility guidelines are followed.

What to expect

You can expect an abundance of signage on site. There will be directional signage, room capacity signage and more. Please abide by our signage, it has been implemented to remind everyone to wear a mask, maintain social distancing, provide maximum occupancy limitations and with the upmost safety precautions in place.

Facility Guidelines

Facility admission and access

To mitigate risks related to its facilities, the Town of Essex is implementing the following facility admission and access protocols:

- Access will be limited to registered user groups, including coaches and instructors, to all contractors and sublet leased participants;
- Restricted access of ingress and egress will be marked with signage and noted on attached facility diagram;
- Follow all on-site signage;
- Always maintain a physical distance of no less than 2 meter/6 feet from others;
- The use of masks is mandatory for all patrons to enter our facilities and must remain covering the nose and mouth for the duration of the visit save and accept for on ice usage (when the helmet comes off, the mask must go on). All skaters and ice users will be required to wear a mask to enter the building, must go directly to the specified dressing room or change area as designated.
- All participants must come fully dressed (except skates, helmets, and goalie pads); areas will be designated to put on skates and helmets; (occupancy maximums enforced) for all groups;
- Sanitization stations are available throughout the facilities and visibly marked;
- Personal items such as keys, phones, shoes or other footwear will remain in designated change area for the duration of ice time; Limit the use of equipment bags by carrying skates in and out, if possible, as available space is limited;
- No food or beverage will be allowed on-site save and except for a filled water bottle per ice user (must be clearly marked with participant name, no sharing of bottles and water filling stations will be available);
- No showers will be available until further notice;
- No vending machines or water fountains will be available for the public and the canteen will be closed until further notice;
- Skate sharpening services at the Harrow Arena will not be offered at this time
- One parent or guardian may attend to aid youth participants with tying of skates but must enter and exit at the same time as the individual and remain in the arena for the duration in the designated spectator viewing areas [lobby and limited bowl seating].

Facility Guidelines

Facility admission and access (continued)

- All participants should be mindful of common surfaces and limit touch points;
- When coughing or sneezing, cover your mouth and nose with a tissue or into your elbow;
- Avoid touching eyes, nose or mouth and absolutely, no spitting anywhere in facility including ice;
- Each user group **must have their own appointed Pre-Screening Volunteers** who will screen all participants including parents/guardians, coaches, instructors, players or skaters of the following COVID-19 screening questions:
 - Are you experiencing any symptoms such as fever, cough, difficulty breathing?
 - Have you travelled outside of Canada in the last 14 days?
 - Have you or someone you have been in close contact with tested positive for COVID-19 within the last 14 days?
 - Have you been in close contact with someone who is being tested or has exhibited symptoms of COVID-19 within the last 14 days?
 - If you have answered YES to any of the above questions, please do not enter the facility, go home, contact your healthcare provider or visit ehealthwindsoressex.ca to complete an assessment and for further direction.
- Pre-Screening Volunteers must document each and every player, coach, instructor, parent/guardian and maintain written documentation which includes full name, contact number and address of each party [for contact tracing, if necessary], together with the date and time of their attendance at the facility. All records must remain intact and available upon request from either the facility, the town, or local health authorities for the duration of the state of emergency and for a period of no less than six months thereafter;
- If someone becomes sick while onsite, please report the illness to the user group organizer and the facility manager immediately;
- Public Washrooms will be available. Washrooms have been marked with 'maximum occupancy' signage on outside door and restricted stalls/urinals have been designated and marked to maintain adequate social distancing;
- Soap, water, and paper towels are available in all washrooms.

Facility Guidelines

User group requirements

- All User Groups will be **required** to submit a COVID-19 Return to Play Safety Plan including a guest roster to the Town of Essex Facility Clerk prior to any access into our facilities, failure to comply may be grounds for forfeiture of user agreement;
 - User groups should use safety plan templates provided by their sport's governing body. For those groups without a governing body, a sample safety plan can be found on page 9.
- Each User Group shall designate Pre-Screening volunteers to oversee adherence to the Reopening Plan and all municipal, provincial, federal and local board of health protocols and regulations;
- 'On Ice Surface' maximum guideline must be followed in accordance with User Groups' governing body (i.e. Hockey Canada, Ontario Women's Hockey Association, Skate Canada etc.);
- Limited bench use with social distancing markers in place;
- No exercise space will be available and no dry-land exercising permitted in the facility;
- No intentional or prolonged contact allowed on ice at all times;
- Sharing of equipment is prohibited unless properly sanitized before and after each and every exchange of use; All league and or User Groups' equipment is required to be properly sanitized by each league/user group including pucks, harnesses, half-boards, pile-ons etc.
- User Group storage areas can only be accessed during requested ice user scheduled time; anything outside user group's ice time can be by requested appointment only;
- Collect all User Group garbage/recycling and place in appropriate bin following use;
- Participants will not be able to enter the facility until 20 minutes prior to start of their scheduled ice time and must vacate the premises 15 minutes after each session has concluded.
- Each User Group is responsible to provide their own first aid as required.

Facility Guidelines

Entering the Facility

- Please see the Facility Map on page 12 for reference;
- Arena access will remain through the front door;
- A screening tent will be set up outside the front doors and will que patrons from the parking lot, through the screening line/tent where User Group's Assessment
- Please note the facility doors will remain locked save and except for the user groups access as previously noted above under section 'User Group Requirements';
- All other access will be during regular business hours (M-F 9AM-4:30PM) by appointment only;
- Participants will not be provided access to the facilities until 20 minutes prior to the start of their scheduled ice time and must vacate the facility 15 minutes after the end of their session. Entry doors will be unlocked 15 minutes prior to an ice rental booking and locked immediately after User Group entry. Should a parent/guardian leave the building, return entry will not be provided, likewise, should an individual arrive after this 20 minutes access window, the doors will remain locked and access may be denied.
- When entering the facility, individuals are required to utilize the hand sanitizer provided;
- Participants will be counted by municipal staff upon entry to monitor facility occupancy levels and directed to appropriate dressing rooms as indicated on the digital dressing room signage board in the lobby;
- Directional signage and way-finding signs will be located throughout facility and are to be followed in order to maintain appropriate precautionary measures in place;
- Participants under the age of 18 may have their parent/guardian assist with tying skates but MUST be done in the designated areas.

Facility Guidelines

Exiting the Facility

- In an effort to minimize crossover traffic, all guests and users of our facilities will exit as follows:
 - Harrow Arena – Lobby guest and spectators will exit through the exit located to the right of the canteen (south-east door to parking lot);
 - Harrow Arena - User Groups accessing the dressing rooms will exit through the double set of doors off the dressing room hall way leading to the tennis courts to the parking lot (North doors).
- Updated information for the Essex Centre Sports Complex will be circulated following a determination of an opening date;
- Exit routes will be marked in each facility.

Facility sanitization and cleaning

- Full cleaning and sanitization/disinfection of facility including washrooms, dressing rooms and stands will be completed nightly;
- Additional sanitization of high touchpoints (doors handles, faucets, handrails, switches, bathrooms) will be completed twice per day separate from the above cleaning and sanitation noted above;
- Disinfection of all dressing rooms in use will occur between each user group session including all seating areas and touch points and lobby area;
- Facility documentation of cleaning and sanitization are recorded daily in the departments log books;
- Garbage and recycling are removed daily.

Facility Guidelines

Leaseholder and user group office and storage space access

- User Groups with office and storage space will be required to limit their use to regular team rental access and are fully responsible to provide their own cleaning and sanitization procedures;
- Outside of regular rental usage, access will be by appointment only booked through the administrative office and will be pre-screened during phone booking;
- There will be no lobby group table usage for sales, lotteries, material pick-up or drop-off, promotions, registrations etc.

Resources

- Hockey Canada - hockeycanada.ca/
- Skate Canada – skatecanada.ca/
- Skate Ontario - skateontario.org/
- Ontario Women’s Hockey Association –
- Ontario Recreation Facilities Association - orfa.com/
- Parks and Recreation Ontario - prontario.org/
- Town of Essex – essex.ca
- Windsor-Essex County Health Unit - wechu.org/

Facility Guidelines

Example COVID-19 safety plan

Name of User Group/ Organization: _____

Authorized Agent Contact Information

Full Name: _____

Position within Organization: _____

Email Address: _____

Primary Phone: _____ Secondary Phone: _____

Assessment Ambassador Contact Information

Full Name: _____

Position within Organization: _____

Email Address: _____

Primary Phone: _____ Secondary Phone: _____

Facility Guidelines

Example COVID-19 safety plan (continued)

User Group Information as it relates to a COVID-19 Plan

Does your intended activity have an associated or governing authority which has provided guideline for COVID-19? YES NO
If YES, name group:

Submit a copy of the organization or governing authority's COVID-19 guidelines with this plan or a link to the document.

If your sport does not have a governing body with COVID-19 protocols in place, please submit documentation which answers the following:

What is the age group of your participants? YOUTH ADULT SENIORS

How many participants will your activity include?
(include all instructors, coaches, officials, monitors etc.)

Facility Guidelines

Example COVID-19 safety plan (continued)

User Group Information as it relates to a COVID-19 Plan

Explain how you plan to ensure social/physical distancing is maintained throughout the scheduled rental/activity?

Please provide a copy of your organization's COVID-19 screening questionnaire.

Please provide a copy of your organization's tracking sheet of participants.

If applicable, please explain your plan on separating your participants into cohorts/pods or smaller groups?

If your activity requires participants to put on equipment (i.e. skates), what is your instruction to them on the subject?

What cleaning and disinfecting procedures do you have planned including timelines and frequency and product name?

What protocols do you have in place in the event you are informed that a participant is suspect of having or has tested positive for COVID-19?

I, the undersigned declare the above information true and factual to the best of my knowledge.

Name of Authorized Organizer:

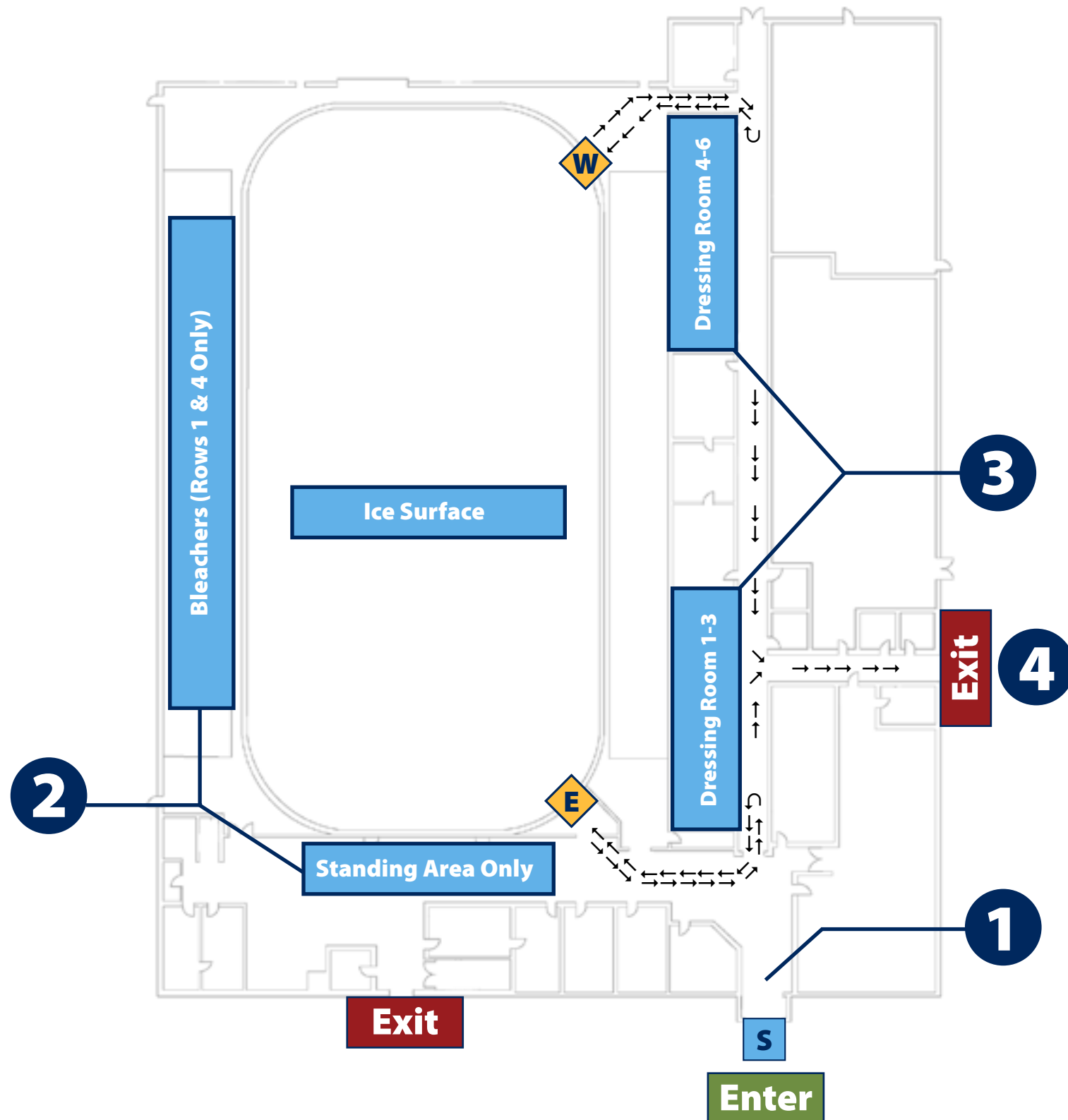
Date:

Signature of Authorized Organizer:

Harrow & Colchester South Community Centre

Ice Rink User's Guide

With the start of Stage 3 in our region, the Town of Essex will begin reopening indoor recreation facilities and ice rinks. These facilities will have new procedures in place for all visitors. Below is a step-by-step guide for rink users at the Harrow and Colchester South Community Centre. Players, participants, parents and guardians should arrive 20 minutes prior to the start of their activity. One parent/guardian per participant under the age of 18 will be allowed to enter the arena. All visitors are asked to maintain physical distance and practice hand hygiene using the available sanitizer dispensers.



Enter

Prior to entering the facility, players/participants will go through a COVID Screening Tent **S** staffed by officials from the league or organization they are participating in. This Screening Tent will ask users if they are experiencing any symptoms or if they have had close contact with a confirmed or suspected case.

1

Enter Arena and Go to Assigned Dressing Room: Upon entering the arena, players and participants will look to the dressing room assignment board posted in the lobby to find which set of dressing rooms their team/group has been assigned.

2

Parents & Guardians Go to Spectating Areas: Players/participants under the age of 18 will be allowed one parent/guardian to attend the rink during activities. Parents/guardians can view the rink from the noted standing area or sit on the bleachers (rows 1 and 4 only). Please note, once parents/guardians have entered the arena, they should remain in the arena until the end of the activity.

3

Use Dressing Rooms and Enter Ice Surface: After using the dressing rooms, players/participants will enter the ice surface. Players/participants assigned to dressing rooms 1-3 will use the East Rink Access Point **E** and dressing rooms 4-5 will use the West Rink Access Point **W**.

4

Exit Ice Surface and Arena: After completing their on-ice activity players/participants will use the same access points to exit the ice surface and head back to their assigned dressing rooms. After using the dressing rooms, players/participants will exit the arena. Parents/guardians can exit from the alternate exit point noted on the map.