



Cowichan Valley Regional District  
Cowichan Community Centre  
**COVID-19 Safety Plan**

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## Overview

The COVID-19 pandemic has had an impact on the Cowichan Valley Regional District's (CVRD) ability to deliver programs and services to its citizens. Many services were temporarily stopped or modified in response to COVID-19 to ensure the health and wellbeing of the community and staff.

The CVRD has developed the [COVID-19 Restoration of Programs and Services Plan](#) to assist with the gradual process and decision making needed to restore services. This process will be guided by information and advice from health authorities, other levels of government, WorkSafeBC, and other stakeholder groups such as the BC Recreation & Parks Association (BCRPA), Lifesaving Society of BC, VIA Sport BC and Provincial and National sport governing bodies.

## Strategic Objectives

The plan supports four primary strategic objectives guiding the CVRD's collective efforts to respond to and overcome the COVID-19 pandemic. These include:

- Protect the health and safety of both employees and the public while serving as an essential service second line of defence against the COVID-19 pandemic as mandated by the Provincial Government;
- Protect CVRD assets while also continuing to the full extent possible to deliver services needed by the community, while adhering to restrictions and limits prescribed by the Provincial Health Officer (PHO) and as mandated by the CVRD Board;
- Do the necessary planning and complete all work needed to ensure that all facilities, programs, services and equipment will be in optimum condition and at operational status when re-opened for community use; and

- Ensure that the appropriate staff resources and remote work policies and procedures and appropriate technology is in place to provide the back of house services that will be needed over the full duration of the crisis to support all staff who are continuing to work on sustaining services as described above and on the recovery.

## Staged Approach to Service Restoration

The CVRD is taking a staged approach to restoring services. The timing of each stage, and the restoration of individual programs and services within each stage, is subject to change as the COVID-19 pandemic and Provincial direction evolves. This plan assumes that there is no setback in the collective societal progress to flatten the curve of infections within the province.

The restoration of programs and services will necessitate changes in the way these services are delivered. A number of health and safety measures will be put in place across the facility to ensure the safety of both staff and public while utilizing the facility; however, it is the responsibility of the public to follow the established guidelines.

CVRD Recreation Facilities are taking a phased approach to restoring services through the Stages identified in the CVRD's COVID-19 Restoration of Programs & Services Plan.

### Stage 1 (Mid-May through to Mid-June)

Characterized by the restoration of public access to most outdoor park amenities and outdoor programs with limits on group size.

### Stage 2 (Late June through to Beginning of Sept)

Characterized by the re-opening of recreation facilities and enclosed park facilities with limited hours and/or restrictions. Registered programs are restored with modifications.

### *Phase 1 (June 29 through to Aug 3)*

The following services will be restored in a modified/restricted, slow roll out:

- Outdoor programs that started in Stage 1 continue
- Outdoor field bookings where physical distancing can be maintained
- Summer camps both on-site and off-site
- Outdoor parks programs
- Limited indoor programming
- No Food and Beverage Services will be provided
- Public Health/Blood Donor Clinic rentals will restart/continue
- Capacity limits will be reduced and modified based on active or non-active use with up to a maximum of 50 people (if the space allows for larger groups) for any use – ex. Meetings, hockey, program, etc. (see capacity information for full details)
- Dressing rooms will be closed so participants need to arrive ready to play
- Access to facilities restricted to staff, tenants identified in this phase and program participants only (parent/caregiver if necessary)
- In-person reception restored at some locations

## ***Phase 2 (Aug 4 through to Sept 7)***

The following services will be restored in a modified/restricted, slow roll out:

- All items identified in Phase 1 continue
- Indoor programming expanded
- Indoor facility and on ice bookings will restart where physical distancing can be maintained
- Access to leased groups through CVRD-owned facilities will begin
- Access to facilities restricted to staff, rental users, and program participants only (parent/caregiver if necessary)

## ***Stage 3 (September to December)***

Characterized by expanded public access to programs and services.

### ***Phase 1 (September 8 through to October 12)***

- All items identified in Stage 1 and 2
- Increased indoor programming
- Increased facility bookings and on-ice activities where physical distancing may not be maintained; however, ensuring safety plans are meeting requirements set out by Provincial Sport Organizations
- Rentals for social events/gatherings will not be considered at this time and will be reassessed in Stage 4
- Events offered through CVRD staff run programs or community society groups that are under 50 and can maintain physical distancing and incorporate COVID safety measures will be considered
- Community Spectators are discouraged. If spectators are allowed via rental groups, spectators will be limited to a parent/immediate family member and included in the maximum capacity
- Dressing Room usage will begin as a pilot project at the Cowichan Community Centre after September 7<sup>th</sup> to determine feasibility of reopening and the ability to incorporate COVID safety requirements; all other facilities dressing rooms will remain closed and be reassessed in Phase 2 of Stage 3
- Food and Beverage Services will remain closed and be reassessed in Phase 2 of Stage 3
- CVRD Drop-in hockey programs will not be offered; reassessed in Phase 2 of Stage 3
- Capacity Levels must not exceed the following (the lesser amount identified in each of these documents will prevail for the identified activity):
  - a. Overall maximum group size of 50 as per the Provincial Health Order;
  - b. viaSport recommendations outline in the Return to Sport Guidelines for B.C. – Appendix H: Activities by Sport Type;
  - c. Group size maximum identified by your PSO; or
  - d. CVRD COVID-19 Safety Plan – Appendix 1 Occupancy Limits

- Ensure safety plans from Sports Organizations are updated to reflect modified play as per the PSO guideline and the organizational readiness.

### *Phase 2 of Stage 3 (October 13 and Beyond)*

- Dressing Room usage will be reviewed
- Food and Beverage services will be assessed
- CVRD Drop-in Hockey programs will be assessed

### Stage 4 (TBD)

Characterized by full restoration of programs and services where normal operations can return.

- Restore Events over 50
- Lift capacity restrictions
- Restore facility bookings back to pre-COVID-19 schedule, reducing buffers between bookings

## Minimizing Risk in the Workplace

WorkSafeBC has responded to the importance of keeping our workers safe during the COVID-19 pandemic. The CVRD recognizes the importance of WorkSafeBC and its safety protocols put in place to protect workers, and all resources and guidelines have been considered when developing the plan.

It is important to note that workers do have the right to refuse work if they believe it presents an undue hazard. If a worker feels they are being exposed to an undue hazard, they should follow the steps outlined in the CVRD Occupational Health and Safety Program.

It is important to incorporate strategies for reducing transmission risks of COVID-19 to safeguard workers. The following controls will be in effect:

1. **Working from Home/Changes to Workplace Setup** – CVRD has developed a Working from Home Policy to limit the number of people within the workplace at any one time. Where possible, schedules will be modified to minimize the number of workers in one space and those working on-site will be assigned areas that are at least 2m (6ft) apart for coworkers, customers and others.
2. **Strict Illness Policy** – increased measures will be put in place to ensure staff conduct self-screening prior to entering the workplace as outlined in the plan.
3. **Physical Distancing Controls** – this is the most fundamental health measure in decreasing the transmission of COVID-19. The essential implementation of this health measure is to provide a least two metres of space between people where possible.
4. **Engineering Controls** – plexiglass shields will be installed where staff provide sales and the 2m (6ft) apart isn't always possible.
5. **Administrative Controls** – the facility will be implementing a number of administrative controls outlined in this document to ensure good communication through signage,

directional arrows/line up dots to assist with physical distancing, encouragement of card payments or online payments over cash, and reminders not to linger.

- 6. Personal Protective Equipment (PPE)** – this will be utilized as a last resort and should only be implemented if no other options are available. The use of gloves and face masks may be considered where one of the above controls are not possible or effective. Workers must follow the proper usage guidelines included in staff training.

## Screening for Illness

### Before Entry

Staff and patrons will be expected to screen themselves for flu-like symptoms prior to daily entry of the facility. Please make use of the [COVID-19 Assessment Tool](#) prior to entering the facility each day. This tool helps you determine if you need to call 8-1-1 to see a medical professional or need to self-isolate and monitor. This tool is preferred as a first step before calling 8-1-1 to manage call-load for our medical system.

Please pay particular attention to the tool stating the following:

- If you have a fever, sore throat, cough, difficulty breathing, or are sneezing you should stay home from work/school for 10 days and avoid going out in public as much as possible.
- If you have travelled outside of Canada in the last 14 days you are to stay home and self-quarantine.
- If you feel you are suffering from any other symptoms such as flu-like symptoms including diarrhea in the last 24 hours you are expected to stay home.

**If you answer YES to any of the above, STAY HOME.**

### While at Facility

If a patron/staff member becomes ill while attending the facility we ask that you remove yourself from the facility immediately and contact our office to notify staff. This will allow us to take the following measures:

- Staff to conduct a thorough cleaning of the spaces/equipment where the symptomatic person was and no one is to enter these spaces until cleaning has been completed.
- If a patron tests positive for COVID-19, staff will immediately follow directions provided by Island Health.

If a staff member feels a patron/staff member displays symptoms while at the facility, they will be asked to leave. The following measures will take place:

- Staff member who requested the patron/staff member to leave will contact their supervisor to inform and document.
- Patron/Staff member must exit premises as quickly as possible. If immediate departure is not possible, then they will be asked to self-isolate in an appropriate area, distancing themselves from other staff and patrons.
- Staff to conduct a thorough cleaning of the spaces where the symptomatic person was and no one is to enter these spaces until cleaning has been completed.

- Patron/Staff member who falls ill will be given the Illness Policy Handout and will be required to follow the Illness Policy guidelines prior to returning to the facility.
- If patron/staff member tests positive for COVID-19, follow directions provided by Island Health.

## Proper Hygiene

### Handwashing

To reduce the spread of COVID-19, handwashing has been identified as the most effective method. Staff will be required, and patrons strongly recommended, to increase handwashing for all utilizing the facility. Proper handwashing procedures have been posted throughout the facility and handwashing is recommended:

- Upon arrival and before departure of the facility
- Before and after any transitions
- Before and after eating and drinking
- After using the toilet
- Before and after playing on any play structure or use of equipment
- After sneezing or coughing
- Whenever their hands are visibly dirty

### Coughing and Sneezing

It is expected that coughing and sneezing that is unrelated to illness may occur. Staff, instructors, and participants are expected to use good hygiene and protocol when this occurs.

- Coughing and sneezing into elbow
- Nose blowing - use enough layers of tissue paper so that the fingers do not touch the secretions
- Immediately dispose of tissue paper in a garbage can with a bag and lid, if possible
- Wash the hands with soap and water
- Tissues will be made readily available throughout the facility

## Physical Distancing in a Recreation Setting

The focus of recreation facilities is to provide opportunities for recreation, health, well-being and social connected-ness. It is expected that you do so in a way that minimizes risk to participants, instructors and staff. Facility usage, room capacities, adapted activities, equipment usage are all part of these considerations. Please follow the guidelines below to ensure proper physical distancing during your usage.

- Abide by facility signage which includes directional signage, distancing dots, and visual cues throughout the building
- Programmers will set up a flow within the space that minimizes the need for contact or negotiating shared space
- Adhere to the room capacity. Room capacities are based on square footage of the space and usage (active vs. non-active)

- Ensure that a minimum of 2 metres (6 ft) of space between participants from different households when participating in non-active actions/programs, and a minimum of 5 m<sup>2</sup> (53.8 ft<sup>2</sup>) when participating in active programs.
- Physical distancing enforced when outside the field of play

## Facility Protocols for Patrons

### Occupancy Limits

The occupancy limit for the facility is determined by the BC Ministry of Health - Guidance to Retail Food and Grocery Stores. The occupancy limit has been determined for each space and included in Appendix 1. It is important to note that the maximum capacity for each room may be modified to a lower number depending on the equipment in the room or activity taking place.

Factors to take into consideration will include:

- Provincial Sport Organization Guidelines and Recommendations for each sport
- Local Sport Organization restrictions included in their safety plan
- Program requirements and amount of active movement taking place within the program
- Programs that are non-active will not exceed posted maximum capacities
- Maximum group size has been identified as 50 per use at this time which includes participants, staff/volunteers and spectators.

### Increased Restrictions

The following restrictions have been added to assist staff in maintaining the health and safety within the facility:

- Arrival and Departure times of users need to be honoured as outlined below
- Bookings and programs within the facility will be staggered to assist with reducing congestion at entry/exit points and within the overall facility
- Usage of rooms/ice will be required to have a 30-minute buffer built in between uses to ensure proper cleaning and gap between arrivals and departures
- Dressing rooms will remain closed at all facilities other than CCC which will be a pilot project and reassessed for Phase 2 of Stage 3.

### Entering and Exiting the Facility

- Patrons are asked to arrive no more than 10 minutes prior to the start of a program and leave immediately following the program, staying no longer than 10 minutes.
- Users that require time to put on additional gear upon arriving such as skates are asked to arrive no more than 15 minutes ahead of your start time, change immediately following your scheduled slot and leave immediately afterwards, staying no longer than 10 minutes.
- Participants attending programs will be provided with a program guideline document prior to the start of the program which outlines entry and exit procedures. Each program is different based on the room your program will be utilizing. Please ensure you fully understand this document prior to arriving.
- Patrons requiring in-person services from the reception centre or arena box office or skate shop will need to wait in line until called, following physical distancing guides such as floor markers and/or stanchions.

- Notice will be displayed at the main entrance instructing patrons, delivery personnel and staff not to enter if they are exhibiting flu-like symptoms or symptoms of COVID-19.
- Patrons must follow all directional markers through the facility and obey all posted signs.
- Patrons who are attending activities through “User Groups” will access the facility through the closest exterior doors to the activity space labeled “Entrance” and follow the directional guidelines outlined in their “User Group” Safety Plan that they should be familiar with prior to attending the facility.
- Hand sanitizer stations will be provided in the lobby for people to use when entering and exiting the facility; however, handwashing is the preferred method upon entry and exit.
- Patrons will exit the facility through the closest exterior doors to their activity space marked “Exit”.
- If you require interactions with staff, please ensure you maintain physical distance of no less than 2 metres (6ft).
- It is expected that you are entering the facility because you, yourself are attending a program or activity being offered or require the sale of an item such as a transit pass. All other persons are to remain outside to assist in maintaining lower occupancy and physical distancing requirements.
- In-person reception and registration services may be limited. Patrons registering for programs are encouraged to do so online. Drop-in programs and public skate sessions may require pre-booking through the online system ([reccowichan.ca](http://reccowichan.ca)).

## User Groups

- Sport Related Users - required to provide a safety plan that meets their Provincial Sports Organization (PSO) or viaSport Return to Play (if your club does not fall under a PSO) and meet the requirements of the CVRD Facility Safety Plan
- Non-Sport Related Users - required to provide a user group safety plan that meets the requirements identified in the [BCRPA- Non-Sport Group Template](#) and of the CVRD Facility Safety Plan
- Appoints a “host” within your group to oversee your participants and ensure they are following all requirements outlined in both the CVRD Facility Safety Plan and your plan you provided
- Limit access to equipment storage rooms (if you have storage on site) to equipment manager or designate; responsible for ensuring all equipment is stored and sanitized in a proper manner which should be detailed in your safety plan
- Understand that the contract holder is responsible for enforcing all Safety Guidelines outlined in this document and your user group safety plan, and if these guidelines are not being followed, the facility will impose infractions which will result in the loss of use.
- For contact tracing purposes, all user groups must provide the facility with the first and last names and phone number or email addresses of all attendees including participants, spectators, volunteers, staff, coaches, officials, etc. as per the Provincial Ministerial Order

## Protocols for Staff

### Office/Reception

- Staff are required to follow “Staffing Guidelines” that have been provided to them in both training sessions and written documentation.
- **Please be aware** - In-person and telephone customer service hours have been reduced during COVID-19. Customers are encouraged to check our website for up-to-date hours.
- Markers and/or stanchions will be used to guide patrons in maintaining proper physical distance spacing.
- Plexiglass panels have been installed to provide a barrier between staff and patrons.
- Signage will be used to encourage patrons to maintain physical distancing.
- Staff are required to sanitize high touch points at their workstation before and after their shift: chair arm rests, keyboard, computer mouse, countertop surfaces and other regularly used office items.
- For the safety of staff and our patrons, cash is asked to only be used as a last resort. Touchless debit and credit payments are preferred. Pin pads will be placed on the counter so that a patron can process their payment. The pin pad will be wiped and cleaned after each unique use. Staff have been instructed to not come into contact with patron bank cards.

### Program Staff/Instructors

Will be responsible for:

- Sanitizing equipment after each use
- Developing specific program guidelines for each program and sending out to participants prior to the start of the program, to ensure participants fully understand the safety measures in place and what’s expected of them when entering the facility
- Ensuring COVID-19 waivers have been received from every participant prior to attending
- Signing in patrons to avoid shared use of pens
- Visually screening and in some cases asking screening questions of participants and sending anyone home that displays any symptoms
- Encourage physical distancing during class
- Follow first aid procedures if a situation were to arise which includes gearing up with PPE prior to assisting in a medical emergency

### Facility Staff

- Encouraged to minimize their customer interactions
- Required to maintain physical distancing while in the workplace wherever possible
- Increase frequency of sanitizing high touch surfaces such as door handles, light switches, toilet handles, taps, table tops etc.
- Committed to daily heavy duty cleaning and sanitization following the guidelines set out by Island Health in relation to Cleaning and Disinfection for Public Settings for COVID-19.

### Contract Workers

- Required to follow safety guidelines outlined in this document
- Required to complete a CVRD Fit for Duty questionnaire prior to commencing work on site (to be coordinated with the Facility Coordinator)

## Public Communication

- Staff will develop specific program guidelines for each program and send out to participants prior to the start of the program, to ensure participants fully understand the safety measures in place and what's expected of them when entering the facility
- User groups to provide their members with a copy of their safety plan to ensure they understand the expectations of them when utilizing the facility
- Post CVRD Program/User Group guideline documents and facility safety plans online to allow them an opportunity to review prior to visiting the facility
- Increased signage and directional information to assist patrons in moving through the facility; measures will be taken to have markers/signage in places where crowds tend to gather and to encourage physical distancing
- Inform and educate public about not sharing equipment and the process for changing their footwear

## Cleaning of Facility/Supplies

All areas of the facility will be cleaned and disinfected daily utilizing approved cleaners and disinfectants.

- Programming staff will be responsible for cleaning program equipment and supplies after each use.
- Staff will increase cleaning frequently touched surfaces such as door handles, light switches, toilet handles, taps, and table tops, etc.
- Increased buffers between bookings will be added to ensure sanitization between users
- User groups utilizing equipment will be expected to sanitize their own equipment and their safety plan is expected to reflect their process
- Cleaning/checks of washrooms will be posted to inform patrons
- Following the cleaning and disinfecting of surfaces, it is recommended that gloves are discarded and hands are washed with soap and water or an alcohol-based hand sanitizer solution
- CVRD Facilities staff will do heavy duty cleaning and sanitization at the end of each day. Staff will be following the guidelines set out by Island Health in relation to [Cleaning and Disinfection for Public Settings during COVID-19](#).

## First Aid/Crisis Management/Outbreak

### First Aid

Responding to First Aid situations will still be required by user groups' "First Aid Attendant" as is required currently/pre-COVID-19; an instructor teaching the program; or a staff member assisting another staff member. In an emergency situation a staff member will assist the above first responder. Additional safety measures are required with COVID-19, including additional PPE added to first aid kits.

It is required that User Groups include a first aid plan in their safety plan and increase PPE supplies in their first aid kits.

Staff will follow protocols provided by WorkSafeBC OFAA protocols for COVID-19 and follow hygiene and distancing as guided. Full details are included in Appendix 5 – Policy and Procedures.

### Crisis Management

During a crisis, it's normal for our brains to go into "flight or fight" mode which can affect good decision-making. It's important to stay calm and think logically if a crisis situation were to arise.

Steps to consider when dealing with a crisis situation:

- It's important to assess the situation and ensure you are not putting yourself in harm's way. If you are at risk and it's an emergency, call 9-1-1
- Implement existing protocols if it's a crisis that has outlined procedures, ensuring you maintain physical distancing to protect yourself
- If it's not an emergency and you are able to talk it through at a safe distance –
  - Provide a listening ear, often that's all individuals are looking for
  - Offer reassurance and understanding
  - If there is an identified problem, let them know you will take appropriate measures to address the situation
  - Follow up with the individual so they feel satisfied with the way the situation was handled

### Outbreak/Case Reported

Should a case or outbreak occur, early detection of influenza-like-illness or gastrointestinal symptoms will facilitate the immediate implementation of effective control measures to limit the size and length of an outbreak. It is important that once symptoms have been reported, enhanced cleaning measures are implemented as this is one of the most important factors in limiting the size and length of an outbreak.

If a case or outbreak is reported, the following measures should take place:

- Staff member taking the report needs to complete an incident report and notify the Manager immediately
- Ensure person reporting has been given direction from Health on next steps and ensure they have a copy of our Illness Policy (Appendix 4) and advise individuals to self-isolate as per policy. Individuals can contact 8-1-1 if further health advice is required or 9-1-1 if it is an emergency
- Manager will contact Facility Coordinator to determine sanitization measures required
- Manager will determine what needs to be modified or cancelled within the facility based on direction from the General Manager of Community Services
- In the event of a suspected case or outbreak, immediately report and discuss with the Medical Health Officer (or delegate) at Island Health and follow their direction in regards to next steps and contact tracing
- Implement Illness Policy for other participants and staff if deemed necessary by Island Health

## APPENDIX 1

### Occupancy Limits

Staff and patrons must adhere to the occupancy limits set to ensure health and safety as well as meet the required guidelines determined by the BC Ministry of Health - Guidance to Retail Food and Grocery Stores. Additional restrictions have been placed on occupancy based on management discretion. At this time, maximum group size has been identified as 50 per use, which includes participants, staff/volunteers and spectators.

### Cowichan Community Centre

Area	Active Programs	Non-Active Programs/Meetings	User Group Safety Plan Specifications
Arena Ice Surface	50	50	User groups required to follow guidelines outlined in their safety plan (in most cases set by your PSO), not exceeding 50 totals.
Arena Lobby	40	50	
Arena Dressing Rm 1	N/A	9	
Arena Dressing Rm 2	N/A	6	
Arena Dressing Rms 3-6	N/A	8	
Multi-Purpose Hall	50	50	
MPH Dressing Rm 1 & 2	N/A	6	
Heritage Hall	50	Board – 22 Lecture – 50 Classroom - 35	
Heritage Hall Elevator	N/A	2	
Arbutus	N/A	4 - door remains open	
Board Room	13	Board – 14 Lecture – 20 Classroom - 12	
Brentwood Room	9	N/A	
Dance Studio	18	N/A	
Genoa Room	30	Board – 26 Lecture – 36 Classroom - 15	
Koksilah Room	10	Board – 10 Lecture – 14 Classroom - 11	
Maple Room	10	Board – 10 Lecture – 12 Classroom - 7	
Nitinat Room	10	Board – 10 Lecture – 14 Classroom - 11	
Quamichan Room	10	Board – 10 Lecture – 12 Classroom - 7	
Somenos	19	Board – 16 Lecture – 21 Classroom - 13	
Lobby Elevator	N/A	2	

## APPENDIX 2

### Signage and Resource Documents

It is important to ensure staff and public are well informed of what's expected of them while entering the facility. The following guidelines should be considered when utilizing signage

- Clear, simple and to the point
- Enough, remembering not to overkill

#### *Signage to be utilized within the facilities*

- Entry Signage – Enter, Exit clearly marked
- Directional Signage promoting one-way travel where appropriate
- Entry - [Are you ill? Do Not Enter](#)
- Line Up Markers – Physical Distancing dots available through CVRD (contact manager for details)
- [Physical Distancing Signage](#) – high congestion areas, elevators, arena stands, washrooms, etc.
- [Room Capacity](#)
- [Handwashing Poster](#) – to be posted in all washrooms and near sinks where handwashing occurs. Optional [Child friendly poster](#) if posting in children setting
- Thank you signage - for arriving/departing on time at exit/entry points

*All signage links are provided through Government of BC or BC Centre for Disease Control and are safe to open.*

#### *Additional Resources*

1. PPE Use – [Proper way to wear a mask](#)
2. [Cleaning and Disinfectants](#)

## APPENDIX 3

### Arena Use Procedures

In addition to the General Safety Plan, the follow procedures have been put in place specific to the Arena Area:

#### *Entrance*

- Arena patrons will enter through the exterior Arena doors that lead directly into the Arena Lobby/Warm Room. Access into the Cowichan Arena will remain restricted and shall be re-assessed on October 13. Controlling patrons entering/exiting the building will be the responsibility of individual user groups.
- The Cowichan Arena Player Entrance will not be available to access the facility, it will be used as the exit only for participants in the dressing rooms.
- Follow guidelines identified in this document including directional signage and physical distancing markers
- Participants are encouraged to come fully dressed in gear; if required, a bench will be available for participants to use for putting on/taking off skates in the entrance of the dressing room hallway
- Parent/Guardian can escort their participant to the dressing room hallway. Participants of the ice session only will be allowed in the dressing room hallway and dressing rooms. Parent/Guardian follow signs to assigned seating in the stands. We ask that you limit it to one parent accompanying a child (no siblings or other children) into the facility.
- No pets will be permitted in the facility except service animals.

#### *Upon Building Entry*

- Player dressing rooms will be available for use after September 8. Dressing room hallways will be mostly one-way traffic, and shall be for participants only.
- Participants will go to the assigned dressing rooms. See Appendix 1 for Occupancy limits specific to dressing rooms.
- **NO SPITTING ANYWHERE IN THE FACILITY OR ON THE ICE** – if caught, you will be asked to leave the facility immediately. Due to the high risk of COVID, this rule will be **strictly enforced**
- Patrons should bring their own water/water bottles. Water fountains will not be available for use, however water filling stations will be available.
- Dryland training will not be permitted anywhere inside the facility.
- Box Suites will not be available for use.
- Access to arena washrooms will be restricted to a two person maximum.

#### *Ice Entry/Exit*

- Entry and exit of ice surface from the dressing room hallway will take place through the gates marked for use by each dressing room
- Participants utilizing dressing rooms #2,#3,#4 shall use the north end Marked gate #2 while participants utilizing dressing rooms #5, #6 and referee room shall use the south end Marked gate #1.

- Once dressed, walk single file down hallway to enter, maintaining physical distancing
- Do not stop within hallway area to talk
- Player benches can be utilized if physical distancing is maintained. Note that player benches are 9.1 metres in length.
- Exit off ice in the same fashion as entry; proceed back to player dressing rooms to take off skates and exit immediately through the North end players exit within 15 minutes to allow for next group coming in.

### *Spectators*

At this time, spectators are allowed up to a maximum of 50, this is not including participants on the ice surface. Spectators will be decided based on user group and details outlined in the individual safety plans. If spectators are present, we ask that physical distancing be maintained at all times. Group size to be reassessed on Oct 13, 2020.

- Upon entry, spectators should proceed to assigned seating area for your user group. Spectator viewing areas will be restricted to Section #1/#2 and Section #9/#10 in the grandstand seating area.
- Spectators are asked not to use the dasher boards as a viewing area.
- Arena Lobby is for use of the washrooms and as a spectator exit only. When your user group is finished meet the participants outside at the North players exit.

### *Use of Dressing Rooms*

Access to dressing rooms will be restricted due to the size and capacity to maintain physical distancing. **Patrons attending the facility are asked to arrive dressed and ready whenever possible.**

- Participants will follow a one-way foot traffic pattern in the dressing room hallway. Participants should enter the hallway from the south end access point and travel in a northerly fashion, exiting through the Player Exit.

Patrons that require a change of attire/equipment/gear/etc. are asked to adhere to the following:

- dress in as much gear as possible prior to arriving
- utilize the dressing rooms to put on final gear (such as goalie pads), skates, etc.
- it is important to arrive no earlier than 15 minutes of your scheduled slot
- there will be no access to showers; you will need to shower at home
- leave immediately following the removal of your gear (no more than 10 mins)
- if you need to discuss items with teams, etc. please do so outside or over the phone at a later time

### *On-Ice Procedure*

- Groups must follow guidelines set out in your approved safety plan
- Physical Distancing must be maintained
- No sharing of water bottles

### *Safety Protocol*

- Each user group must have a “Safety Host” at the front door to supervise the group and ensure that unauthorized individuals do not enter the arena. Front doors may not be left propped open. Each user group must maintain a ‘host’ in the facility until all of their participants have exited the building.
- It is recommended that the Safety Host also provide direction to parent/guardians and participants relating to arena use procedures.

### *Multi-Purpose Hall Use Procedures*

In addition to the General Safety Plan, the following procedures have been put in place specific to the Multi-Purpose Hall:

#### *Entrance*

- MPH patrons will enter through the east exterior doors into the hallway and directly to the left into the MPH
- Follow guidelines identified in this document including directional signage and physical distancing markers
- Participants are encouraged to come fully dressed for their activity
- Unless guided otherwise by program specific procedures (i.e. Summer Camp), parent/guardian is encouraged to drop off at door however, if this is not an option we ask that you limit it to one parent accompanying a child (no siblings or other children)

#### *Upon Building Entry*

- Player dressing rooms are not available for use at this time
- Players will enter the MPH immediately

#### *Exit*

- Exit through the marked doors in the MPH directly outside immediately following your activity, adhering to 2 metres of physical distancing while exiting

### *Heritage Hall Use Procedures*

In addition to the General Safety Plan, the following procedures have been put in place specific to the Heritage Hall.

#### *Entrance*

- Heritage Hall patrons will enter through the Heritage Hall exterior doors on the east side of the building using the stairwell or elevator to proceed to the Heritage Hall on the second floor
- Participants are asked to use the self-screening tool before attending any activity
- Follow guidelines identified in this document including directional signage and physical distancing markers
- Patrons are asked to wash their hands or use sanitizers as they enter the room
- Participants are encouraged to come ready for their activity, and be no more than 10 minutes early

- There will be no spectators, so parent/guardian is encouraged to drop children off and leave, unless guided otherwise by program specific procedures (i.e. Summer Camp). If this is not an option we ask that you limit it to one parent accompanying a child (no siblings or other children)

#### *Exit*

- Participants are asked to wash their hands upon completion of their program
- Patrons should leave promptly after their activity or program
- Exit through the same exterior doors immediately following your activity adhering to 2 metres of physical distancing while exiting

#### Meeting Room Use Procedures

In addition to the General Safety Plan, meeting rooms on the first and second floor that have more than one door into the hallway (Koksilah, Genoa, Dance Studio, Maple, Quamichan, Maple, and Somenos) will designate separate entrance and exit doors.

The rooms are set up adhering to the 2 metres of physical distancing, please do not move the chairs unless you are moving closer to a family member. Please do not move chairs closer to the presenter, as the requirement is 3 metres of physical distancing for presentations.

#### *Entrance*

##### **First Floor**

- **Koksilah:** patrons will enter through the exterior marked entrance doors on the west side of the building and proceed to the room following the directional signage adhering to 2 metres of physical distancing while entering.

##### **Second Floor**

- **Genoa, Dance Studio, Maple Room:** Patrons will enter through the exterior marked entrance doors on the west side of the building and proceed up to the second floor following the directional signage adhering to 2 metres of physical distancing while entering.
- **Nitinat, Quamichan, Somenos Room:** Patrons will enter through the exterior marked entrance doors on the west side of the building and proceed up to the second floor following the directional signage adhering to 2 metres of physical distancing while entering.

##### **Third Floor**

- **Board Room:** Patrons will enter through the exterior doors on the west side of the building and proceed up the stairs to the third floor following the directional signage adhering to 2 metres of physical distancing while entering.

#### *Exit*

Exit immediately at the end of your activity/program and follow the directional signage adhering to 2 metres of physical distancing while exiting.

- **Koksilah:** Patrons will exit following the directional signage to the west side of the building thru the main lobby adhering to 2 metres of physical distancing while exiting.
- **Genoa:** Patrons will exit down the stairs following the directional signage thru the main lobby using the west doors adhering to 2 metres of physical distancing while exiting.
- **Dance Studio, Maple Room** will exit using the emergency exit by the water fountain and will follow the directional signage down the stairs exiting to the parking lot adhering to 2 metres of physical distancing while exiting.
- **Nitinat, Quamichan, Somenos Room:** Patrons will exit through the emergency exit past the Somenos room exiting to James Street following the directional signage adhering to 2 metres of physical distancing while exiting.
- **Board Room:** Patrons will exit the room and proceed down the stairs following the directional signage thru the main lobby to the exterior doors on the west side of the building adhering to 2 metres of physical distancing while exiting.

### Elevator Use

If you require elevator use, please follow the directional signage and adhere to the Facility guidelines of 2 people in the elevator, unless a family, and stand back 2 metres while waiting for the elevator.

### Washroom Use

Patron must follow directional signage and adhere to the posted capacity limits for the washrooms adhering to 2 metres of physical distancing if others are waiting.

## APPENDIX 4

Forms and Handouts

<https://www.cvrld.bc.ca/3309/Cowichan-Community-Centre-COVID-19>