

Flames Community Arenas
Arena Re-Opening Plan: COVID-19
Update – September, 2020

Introduction

The Flames Community Arenas and its patrons are to follow all provincial guidelines in preventing and reducing the risk of COVID-19 transmission amongst its staff, members and patrons.

Considerations and General Guidelines:

The following guidelines as set by FCA and AHS are intended to ensure best efforts in reducing the risk of COVID-19 transmission amongst its staff, patrons, and the community. Safety is our priority one!

As per the Flames Community Arenas Rental Agreement, Group/Program Coordinators are responsible for the behavior of their participants while in our facility. We strongly encourage coordinators to ensure their participants are aware of and adhere to all FCA and Alberta Health Services guidelines as published for Stage 2 activity.

<https://www.alberta.ca/assets/documents/covid-19-relaunch-sports-physical-activity-and-recreation.pdf> .

FCA staff, volunteers, and patrons **must not enter** the FCA facility if they are sick, even if symptoms resemble a minor cold. Symptoms to look for include: fever, cough, shortness of breath, sore throat, runny nose, nasal congestion, headache, chills, muscle aches/pain, new loss of taste or smell, fatigue, and a general feeling of being unwell.

Patrons are encouraged to use the Alberta Health Services self-screening tool before each visit to FCA. <https://myhealth.alberta.ca/journey/covid-19/Pages/COVID-Self-Assessment.aspx>

User Group and Team Coordinators are responsible for isolating and sending patrons home if they are showing any COVID-19 symptoms, as well as immediately notifying AHS and FCA Administration of such incidents.

User Group and Team Coordinators are responsible for maintaining a current contact list of all participants who will be using FCA for their leagues/groups activity.

Considerations and General Guidelines, continued:

User Group and Team Coordinators are responsible for ensuring their participant numbers at FCA do not exceed maximum levels set as per FCA guidelines.

Rink Capacity - Maximum Skaters/Participants on the Ice at one time – 32;

Spectators – Spectators are not permitted in the Flames Community Arenas at this time. This policy will be updated once we are confident we can manage spectator access safely and efficiently.

Arriving at the Rink

User Group and Team Coordinators are responsible for ensuring the timely and orderly access and egress to/from the arenas by their participants.

Face Coverings – Effective August 1st, the City of Calgary Bylaw requires that all persons entering Flames Community Arenas must wear a face covering while in the facility.

Exceptions to this by-law include:

- Participants on the ice surface and players benches
- Children under 2 years of age
- Persons with an underlying medical condition or disability which inhibits their ability to wear a face covering
- While consuming food or beverage

Arrival Time - Participants are required to arrive at the arenas between 15 to 30 minutes prior to their ice session. Participants are asked to enter through the main doors of the arena. **Note:** The rear (west) entrance doors to the Gold and Blue Arenas will be closed until further notice.

Participants, upon arrival, will proceed directly to their designated arena, and change areas as directed by schedule and markings. Participants are asked to remain in those areas until the commencement of the ice session. Patrons are reminded to respect the 6 feet physical distancing measures, and not congregate at the gates prior to their session.

Parent Support – parents/cohort group guardians will be permitted into the arenas to help with the child's equipment. Parents/guardians are asked to exit the building once their child is dressed and the ice session commences. Parents/guardians may return to the arena at the conclusion of their child's session for pick-up.

Participants are asked to enter the ice surface at the start of their ice session, and not before. Participants are asked to exit the ice surface immediately after the conclusion of their time and at the sound of the buzzer and proceed directly to their change space. **Note:** these measures are in place to ensure our Maintenance Staff have the time required to clean and disinfect sensitive spaces before the upcoming session.

Change Room Facilities – We will use our dressing rooms for change activity, but due to the off-ice physical distancing requirements, we will also be using our arena foyers and bleachers for changing. Players are encouraged to come dressed in their equipment as they may be required to dress in a common area. Dressing Room Showers are available for use with restrictions of 2 persons maximum occupying a shower area at one time. Washrooms and Dressing Room toilets and sinks are available for use. Participants can enter their assigned Dressing Rooms/Change Spaces between 15 to 30 minutes prior to their ice session. Participants are asked to vacate their Dressing Rooms/Change Spaces no later than 20 minutes after the end of their ice session and proceed directly to exit the building, or visit the Restaurant and Lounge.

Note: Use of Showers – Please limit your shower time to 2 minutes. Within each Lot 1 Dressing Room/Change Area assignment, some participants may be required to change in a foyer or bleachers area. Should you be in one of these areas and wish to use a shower, wait until someone exits a dressing room within the assigned lot and proceed to that room for shower access.

Dressing Room Assignment - Two lots of Dressing Rooms/Change Spaces will be available in each arena and grouped as follows: Note: Numbers in brackets indicate the maximum number of participants allowed to occupy this space at one time.

Red Arena – Lot 1: Dressing Rooms 1(10) and 2 (10); Red Arena Lobby (5); Red Arena Referees Room (2); Red Arena Ice Area – Adjacent to Players Bench – Access through north doors (5).

Red Arena – Lot 2: Dressing Rooms 3 (10); 4 (10); and 5 (10); Red Arena Ice Area – Adjacent to Players Bench – Access through Dressing Room 5 (2).

Blue Arena – Lot 1: Dressing Room 1 (8); CIS Room (10); East Foyer (12); Referees Room (2).

Blue Arena – Lot 2: Dressing Rooms 2 (8); 3 (8); 4 (8); West End Hallway Bench (2); Bleachers Area (6).

Gold Arena – Lot 1: Dressing Room 5 (8); East Foyer (14); Flex Room (3); Referees Room (2); Bleachers Area (5)

Gold Arena – Lot 2: Dressing Rooms 6 (8); 7 (8); 8 (8); West End Hallway Area (3); Bleachers Area (5).

Dressing Room and Change Spaces will be marked for participants seating/use to ensure physical distancing. Patrons are asked not to move the markings or chairs from their assigned spots.

Physical Distancing – Patrons are asked to respect physical distancing in all off-ice spaces and to wait until hallways are clear of on-coming persons before entering.

Facility and Services Information:

- All Spectator Areas will remain closed until further notice. Spectators and parents are not permitted to stay in the arenas for activity viewing at this time. The Spectator policy will be updated as we progress through the re-opening and feel safe to do so.
- Lost and Found Program will be suspended until further notice, excepting valuables which will be held at the administration office for pick up. Arrangements can be made by calling 403.243.8484 Ext 221.
- The Elevator is operating under restricted capacity with access to the Restaurant and Lounge only.
- The Arenas second levels will remain closed until further notice.
- Washrooms will remain closed to the public until further notice.
- Vending Machines, ATM, and Water Fountains will be available for use.
- Bookings and Administration - Our main office will be closed until further notice. All transactions, administration and bookings will be conducted through mail, phone, and e-mail communications.
- Restaurant & Lounge services are now open and operating under revised schedule and restricted measures.
- Pro Shop services are open.
- Concession services will remain closed until further notice.

Rapid Response Plan:

Once a COVID-19 illness has been suspected/identified and the FCA Administrator has been notified, the FCA will effect:

- Immediate isolation of the symptomatic participant from others, including arrangement for safe travel home (e.g., no public transit).
- Suspension or temporary cancellation of activity in the arena and spaces where the symptomatic participant visited.
- Cleaning and disinfecting of all equipment and surfaces that may have come into contact with the symptomatic participant.
- Performance of hand hygiene by remaining participants.
- Notify Alberta Health Services of the incident.