

# **ARENAS AT WINSPORT**

**Facility and User Safety  
Guidelines (Covid-19)**

# Step by Step for Parents and Users

Please find a step by step guide below to which will help you and/or your participants prepare for your WinSport visit.

## Before you arrive at WinSport

- WinSport will have limited washrooms available, we encourage users to go at home.
- Please come 'Rink Ready'. This means getting as much equipment on at home as possible to reduce the time spent in the arenas.
- Take your child's temperature and review the [Alberta Health Daily Checklist](#) to ensure your child is able to participate today. Any parent needing to enter the facility should do the same.
- Your child must stay home if they are ill, even if it resembles a mild cold.
- Explain the rules to your child so they know what to expect and can follow them.

## Arriving at WinSport's Facility

- Users must arrive no earlier than 25 minutes before their scheduled ice time. 15 minutes is allocated for health
- User will be allowed access to the arena 10 minutes before their scheduled ice time to complete final on ice equipment preparation inside the facility.
- Access to the Arena is limited to the Players Entrance and parking lot.
- All user groups must meet their group at one of our designated Screening Zones before they will be permitted to enter the facility.
- Upon check in to the facility, a WinSport staff member will ensure the permitted number of users are present. Any extra users will not be permitted into the building.
- Users will be escorted into the facility for their scheduled ice time when WinSport staff deem the area ready for use.

## When in the facility

- Users will have 10 minutes to prepare for their ice time.
- Follow the signs and arrows when in the facility. Physical distancing must be practiced at all times in off ice areas.
- Dressing rooms will be available for use with a maximum of 10 users per room. A limited amount of plastic chairs will be located around your assigned arena, for those not comfortable using the dressing rooms. Please ensure users arrive Rink Ready and Dressing Rooms are used to complete final equipment needs (skates, helmet, gloves, etc.)
- Access to the ice is permitted through one designated gate, no other gates are to be used during your time. The assigned gate will be sign-posted.
- Spectators are not currently allowed in WinSport's facility. One parent/guardian will be allowed to assist with final equipment needs if necessary (no siblings or others allowed). Once the task is complete, they must immediately leave the facility. There is a maximum capacity of 5 parents per dressing room, please use an available chair in our Lace Up Area or wait until a parent leaves the room before entering if numbers are at capacity.

## Leaving the facility

- After your ice time is complete, you must leave the ice surface immediately and you will have 10 minutes to vacate the facility.
  - Parents/Guardians returning to pick up their child, will be allowed to re-enter the facility at the end of their scheduled ice time to help them get their equipment off.
- Exit the ice via the designated gate.
- Return to your assigned dressing rooms or chair and prepare to exit facility.
- To exit the facility, follow the signs which will lead you out the emergency exit door and out into the players' parking lot.
- No loitering in the parking lot, return to your car and see you next time.

# Licensee Information

## Permitted Users

The maximum number of users per ice time is 20 on ice participants plus 5 other individuals, including coaches, instructors, trainers, Representatives, volunteers who remain in the WinSport facility (this does not include any parent/guardian who enters the facility temporarily to assist with equipment). If any ice time exceeds this number, the additional users will not be allowed to enter the facility.

Breach of this policy will result in the cancellations of future ice times, no exceptions.

## Permitted Activities

Users are encouraged to modify on ice activities to adhere to physical distancing guidelines as per the [Alberta Government's Guidance for Sport, Physical Activity and Recreation](#).

If you are unable to deliver a physical distancing session, sessions must follow the Cohort Guidelines outlined in the [Alberta Government Guidance for Sport, Physical Activity and Recreation](#) and [Alberta Governments Guidance for Cohorts Groups](#).

No tournaments are permitted until further notice, as per the AHS guidelines.

## Cohort User Groups

Cohort users' groups, must adhere to physical distancing guidelines while off the ice in common spaces such as dressing rooms and walkways. Although the Alberta Government states cohort can be 50 person, WinSport's maximum number of on ice participants and coaches will remain at 25 until further notice (20 participants and up to 5 adults).

Information on Cohorts can be found on the [Alberta Government Guidance for Sport, Physical Activity and Recreation](#) and [Alberta Governments Guidance for Cohorts Groups](#).

## Use of equipment

Users must bring their own equipment to use during their ice session. Please ensure to clean and disinfect equipment before and after use in accordance with the Alberta Government guidelines.

WinSport will not provide pucks or dividers for sessions.

## Arena Scheduling Times

WinSport has implemented a 30 minute buffer time in between bookings to allow Arena staff time to clean and disinfect each arena efficiently and safely for the next user.

In addition, a 15 minute gap in between Arena start times has been applied to reduce the number of users in common areas such as the walkway, check in lobby and exit door.

## Vulnerable Users

While we are still learning about COVID-19, the Government of Alberta has reported that serious illness, including death, appears to develop more often in people who are older or have pre existing conditions or are immune compromised. The Licensee should warn their Participants of this risk. Although WinSport is adhering to AHS Guidelines and implementing procedures to ensure that safety of all, Vulnerable users enter our facility at their own risk.

# Licensee Information

## Users requiring additional assistance

To ensure the safety of staff, and maintain social distancing guidelines, WinSport staff are unable to assist any person on to the ice. Please ensure there is ample support to assist if required.

## Assisting users with equipment

WinSport understands that many users may need assistance with lacing their skates or securing their helmet, to combat this issue one parents/guardian (no siblings or other allowed) of the same household may assist the user with equipment inside the facility.

There is a maximum capacity of 5 parents per dressing room, you will be required to wait your turn before entering if numbers exceed. There will be plastic chairs located within the walkway to assist with skates in the occasion the dressing rooms are at full capacity.

Once the task is complete, parents must immediately leave the facility.

## On ice etiquette

Coaches are responsible for ensuring users adhere to the following while on the ice;

- No spitting and clearing nasal passage during ice session and within facility.
- Limit group celebrations (handshakes, fist bumps, high fives) that bring participants within 2 meters.
- Ensure on ice participants are practicing physical distancing as much as possible.
- Discourage cheering and yelling.

# User Information

## Drop off and Pick up times

All users are advised to arrive 25 minutes prior to your ice time to ensure your user group has enough time to conduct its health screening assessment. Once completed all users will be checked in and will enter the facility.

Users will have 10 minutes after the end of their scheduled ice time to leave the facility. While waiting please park in a designated parking spot or our assigned 15 minute parking zones to ensure flow of traffic.

## Parking Lot

To ensure the safety of all, WinSport has imposed a no loitering rule in our parking lot. Once you have dropped off your child or have completed your ice time, please return to your car immediately.

## Rink Ready

All users are encouraged to come 'Rink Ready' to WinSport. This means getting as much equipment on at home as possible. This reduces the time within the facility and ensure users will be on the ice promptly for the start of their scheduled ice time.

## Water Access and Bottles

Facility water fountains will be limited to water bottle taps only. We do, however, recommend all users fill their water bottle at home to reduce the touching of surfaces.

The sharing of water bottles is not permitted, please label your bottle with your name to avoid using others.

While on the ice, there will be designated water bottle markings to place your water bottle both on the top of the boards, to reduce confusion and maintain distancing.

## Hand Sanitizer

Hand Sanitizer units are available throughout the facility, including entry and exit points.

## Masks

WinSport will follow [AHS Guidance for Sport, Physical Activity and Recreation](#) with respect to when staff or participants are required to wear masks. Masks should not be worn when participating in physical activity.

Those entering the facility will be required to wear a mask as per the City of Calgary's bylaw, effective August 1, 2020.

Exemption to the guidelines are the on ice participants who are not required to wear a mask in the dressing rooms, walking to the ice, on the ice, and returning to the dressing room.

## Scents and Perfumes

Please refrain from using scents or perfumes within the facility.

## Users Equipment

Please ensure your equipment is cleaned and disinfected before and after use.

# Facility Information

## Dressing Rooms

WinSport dressing rooms will be available to access during your ice time. There is a maximum occupancy of 10 participants per room, plus 5 parent/guardians at any one time to assist with equipment.

Users must use one of the designated marked areas to prepare for their ice and leave their personal belonging in a tidy, orderly fashion with the area. Ensure bags and shoes are tucked under the benches and jackets are hung on the provided hooks.

Licensee must ensure there is a responsible adult present per room, to ensure physical distancing guidelines and Arena Facility and User Safety Guidelines are being adhered to.

Please ensure users arrive at the arena 'Rink Ready' to reduce time spent in dressing room.

Dressing room doors are to remain propped open and must not be closed under any circumstances. It is recommended that no valuables be left in the dressing rooms.

## Washrooms

Washrooms will be open for access in your assigned dressing room. WinSport encourages all users to use a washroom at home and use our facility washrooms only in the case of an emergency.

## Showers

The showers will not be accessible in the dressing rooms until further notice.

## Lace Up Area

If you do not feel comfortable using the dressing rooms, there will be a limited amount of chairs located around each arena for the purpose of lacing up your skates and preparing for the ice.

One chair is permitted per user and your personal belonging; items such as bags and jackets must remain at your chair for the entirety of your visit. All belongings must be stored under your chair as to not restricted walkway access.

Please do not move the chairs, as they have been placed in a specific area with designated floor markings for your safety.

## Facility Access

Users will enter the facility no earlier than 10 minutes before their ice time, which will allow time to lace up. After the ice session has ended, users have 10 minutes to exit the facility to ensure WinSport can prepare the area for the next user.

Access to the Arenas will be restricted to the Players Entrance only. Users will exit the facility via the emergency exit door located on Arena D and will be clearly marked.

## Physical Distancing

All users must maintain physical distancing guidelines, in all common spaces, and on the ice where possible. Ensure you stand on the visible markings where appropriate and adhere to our signage.

# Facility Information

## Check - In Process

When you arrive at WinSport, please use one of the designated Screening Meeting Areas to meet the rest of our group. You may use this area to check your group numbers and conduct your health screening checks before entering the facility.

When complete, one User Group Lead may approach the WinSport Check In Desk which is located at the entry to the Players Entrance. A WinSport staff member will be manning this area and will be able to answer any questions you may have and will confirm all your users are safe to enter the building.

Once the WinSport staff member has asked a series of screening questions, they will direct you and your group to your assigned arena, dressing rooms and the lace up area, when the area has been cleaned by our arena staff members and is ready for use.

Please comply with physical distancing guidelines when in the lobby and floor markings will be visible to assist.

## Spectators

No spectators are permitted into the facility.

If a parent/guardian wants to remain at the facility during the ice time, please stay in your car until the ice time is over.

You may only collect your child from the parking lot after their sessions has finished.

Parents/guardians who need to assist with getting their equipment off, will be allowed to re-enter the facility at the end of the scheduled ice time to assist.

## Benches

Designated areas will be marked out on the benches to ensure physical distancing can be maintained where possible.

## Walkways

To promote one way traffic, we have installed arrows which will direct users into the facility and to our exit point.

Please adhere to the arrows direction to assist with the flow of traffic.