



TOWN OF KINGSVILLE

COVID-19 SAFE OPERATIONS

# KINGSVILLE ARENA & RECREATION FACILITIES SAFETY PLAN

*A guide for the safe operations of Kingsville Arena and Recreation Facilities  
in accordance with the provincial guidelines as set by the Provincial Health  
Officer to minimize the risk of transmission of the COVID-19 virus.*

*Updated: 11-16-2020*

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## **Introduction**

This Safety Plan will outline steps taken by the Town of Kingsville staff to ensure that the Kingsville Arena and other recreational facilities meet the requirements of the Province and local health unit for their re-opening to minimize the risk of transmission of the COVID-19 virus.

Additionally, through consultation and guidance from Ontario Recreation Facilities Association (ORFA) along with other industry partners, extra measures have been taken to ensure that the highest standards and processes have been adopted as they relate to preventing the transmission of COVID-19 amongst our user and rental groups.

The Safety Plan will form the framework for employees, user groups and patrons alike as we adapt our operations to resume a level of business activity within our facilities while faced with the threat of this pandemic.

It is through our combined efforts, cooperation and sense of duty that we work together to minimize the risk to our employees, user groups, participants, renters, contractors and the community.

Thank you for your anticipated support and cooperation.  
Stay Safe.

Town of Kingsville / Parks & Recreation

## **Parks & Recreation Employee Safety Plan**

### **COVID-19 Staff Assessment**

To avoid transmission between employees and guests, every employee suspected or confirmed to have contracted COVID-19 must stay home.

Any employee experiencing respiratory illness similar to the flu or a cold such as fever, chills, new cough, and shortness of breath, sore throat, runny nose, headache, muscle aches or fatigue should stay home from work and start to self-isolate immediately. Contact the Windsor-Essex County Health Unit (WECHU) at 519-258-2146 ext. 1420 for advice. Follow the advice you receive and inform your supervisor.

It is likely that you will be required to self-isolate at home for a minimum of fourteen (14) days from the onset of these symptoms and to stay home until these symptoms are completely resolved. If you are advised to be tested for COVID-19 and your test result is negative, you must continue to isolate until your symptoms are resolved.

### **Sick Workers**

- Sick workers should advise the Supervisor and/or designate, even with mild symptoms
- Sick workers should be asked to wash or sanitize their hands and provided with a mask, and isolated. Ask the worker to go straight home and call the COVID-19 information line for further guidance related to testing and self-isolation.
- If the worker is severely ill (e.g. difficulty breathing or chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact to.

### **Hand Hygiene**

Employees must wash their hands upon entry to the building and before and after:

- Eating
- Breaks
- Blowing one's nose, coughing, or sneezing
- Using the toilet
- Using shared equipment, supplies, materials

**Face Masks** – staff should wear face masks if physical distancing cannot be maintained with other staff members or facility user groups/patrons. At this time, wearing a face mask at all times is not mandatory. This will be updated as required according to provincial health recommendations.

## **Shared Spaces/Equipment**

- Staff should try to maintain physical distancing in all areas including shared spaces such as offices, designated staff rooms and locker spaces.
- Personal items brought in to the workplace (e.g. bags, shoes, jackets) must be kept to a minimum.
- If personal items are brought into the workplace, adequate space must be provided between each employee's items to encourage physical distancing and to reduce transmission.
- All personal belongings must be brought home at the end of each shift.
- Shared equipment such as photocopier, and other office equipment should be properly disinfected after each use.
- All surface areas in shared common spaces should be properly disinfected after each use.
- Capacity signage will be posted for each staff room.
- Staff room should be cleaned after each use with a deep clean of all equipment at the end of the day.

When interacting with patrons, staff should practice social distancing. If social distancing is not possible then face masks and/or covering should be worn.

## COVID-19 Working Safety Plan

The Town of Kingsville has involved frontline employees, management, and our joint health and safety committee representatives in the creation of procedures for staff safety during the COVID-19 pandemic. The procedures listed in this document meet the requirements for:

- Areas identified where people gather (washrooms, meeting rooms, change rooms and staff rooms).
- Job tasks identified where employees are close to one another or the public.
- Tools and equipment identified which could be shared while working.
- Surfaces identified which people touch often (door knobs, light switches).
- Occupancy limits posted for each used space.
- Barriers are installed at the front desk (administration office) for physical distancing. Barrier cleaning is included in the cleaning protocol.
- Clearly communicated new guidelines to staff through a combination of training and signage.
- PPE training completed prior to opening.
- Hand sanitizing and/or handwashing locations are visible and easily accessible.
- Cleaning protocols implemented for shared work spaces and equipment.
- Training provided for COVID-19 training procedures.
- Unnecessary shared equipment removed from staff spaces.
- Policies are in place for employees who are showing symptoms of COVID-19.
- Visitors are prohibited or limited in staff dedicated spaces.
- Staff should leave the building immediately after their shift ends.
- Regular risk assessment and procedure review will occur to ensure safety for staff and patrons.

## Facility Admission and Access

To mitigate risks related to its facilities The of Town of Kingsville and Kingsville Arena is implementing the following facility admission and access protocols:

1. Access will be limited to those participating in the booked activity i.e. participants, instructors, coaches.
2. Participants will be dropped off in the nearby parking lots.
3. Designated separate entrance and exits will be located to the exterior of the facility.
4. At the entrance, signs are installed to inform patrons that:
  - a. Patrons must not enter if they suspect they have COVID-19 or if they have any of the known COVID-19 symptoms
  - b. Patrons must maintain physical distance of two (2) metres from other patrons and staff
  - c. Patrons must wear a face mask and/or covering while in common or public areas within Kingsville Arena; on-ice participants can remove face mask once situated within the rink and/or helmet has been put on.
  - d. On arrival, patrons must disinfect their hands with hand sanitizer made available at entry points within the facility.
  - e. Avoid the facility if they are at high-risk of COVID-19 contraction or severe illness.
5. Participants will be permitted to **use the dressing rooms for full changing purposes** prior to and following ice times.
6. A COVID Ambassador and/or Coach be assigned and be a visible presence: this individual (parent/coach/volunteer/instructor) would oversee adherence to the return to play plan, facility guidelines, and ensure that COVID protocols are being followed. Only the COVID Ambassador and/or Coach will be provided with access through the main doors into the dressing room hallway. A list of individuals designated as the COVID Ambassador must be provided for each ice session and/or team/group for the 2020-21 season.
7. Should any participant require first aid or medical attention, please alert the facility attendant.
8. Parents will be permitted access into the facility for specific programming that require a parent and/or caregiver to be present; and be stationed within the designated seating area. One (1) parent per child under the age of eighteen (18). The parents will not be permitted re-entry into the facility if at any point the parent decides to exit the facility.  
Parents must exit the dressing room once assisting the child with equipment is complete and proceed to the designated 'Parents Area'; once the scheduled

ice time has ended, then parents are permitted to proceed back to the child's assigned dressing room to assist with the removal of equipment (skates, helmet, gloves).

9. Player/participant dressing rooms will be made available as staging/de-staging areas to tie skates, fasten helmets, and remove skate guards.  
Note: Each Dressing Room will have **an occupancy limit of ten (10) participants per room** which does not include coaches and/or parents/caregivers who may enter and assist the child with equipment but must exit once complete.
10. Participants and/or teams must follow the assigned colour code (Red or Blue) in relation to dressing room and on-ice access entry door.
11. Participants will go to the designated seating locations \*if applicable
12. Skate guards/shoes and equipment bag will be left in the assigned dressing room as the participant takes the ice.
13. **NO SPITTING ANYWHERE IN THE FACILITY OR ON THE ICE.**
14. On-ice access will be regulated. Participants must place their own labelled water bottles.
15. Congregating in hallways is not permitted.
16. The facility will not be permitting use of the water filling stations.
17. No other food or drink can be brought into the facility.

### **On-Ice Procedure**

1. On-ice participant capacity pertaining to non-contact play and/or competition including warm-up time, practices, training and skill development, is subject to limitations for each set by the governing associations or organizations framework and return to play plan for the specific user group. Otherwise there is **a total maximum of ten (10) participants** permitted on the ice while play and/or competition is in progress; warm-up time prior to play and/or competition does not apply; **a total maximum of twenty (20) participants** is permitted on the ice for practices, training and skill development.

If a user group, organization and/or private renter is not affiliated with a governing association, they must adhere to on-ice limitations set by the Town as noted.

2. A coach, instructor and/or designated Ambassador along with participants are permitted to check-in and granted access no earlier than fifteen (15) minutes before the scheduled ice time and report into the assigned dressing room; participants must remain in the dressing until the facility attendant advises the group that they may enter the ice which must be done so immediately; the group of participants will remain stationed thereafter within the bench area (and the area behind the bench) until ice flooding has

- concluded; a list of participants must be recorded for each session.
3. Participants are only permitted to remain in the assigned dressing room after their ice time has ended for a maximum of fifteen (15) minutes for de-staging purposes (removal of skates, helmet etc.).
  4. For those user groups with consecutive ice rentals, there will be a mandatory ten (10) minute flood and disinfection of the occupied area before the next group takes the ice as part of the rental. A standard ten (10) minute flood/disinfection period of the space will be scheduled, in between, when different user groups book the facility.
  5. **A total maximum of five (5) participants permitted** to remain within the bench area at any given time be situated at the distancing markers; any additional participants must be stationed behind the area with adhering to physical distancing measures.
  6. Washrooms will be made available within the rink floor for emergency purposes; washrooms within assigned dressing rooms may also be used.

### **General Access**

1. All general public must report to the Reception Desk for approved access into the venue.
2. Facility access is provided with separate entry and exit points. Entrances will have signage and floor markings to encourage physical distancing and to control access through the facility.
3. Signage, floor markings and barriers are installed to guide patrons in and out of the facility and to each of the rentable spaces.
4. Capacity signage will be posted in all areas including washrooms and other accessible areas of the facility.
5. Lounge seating will be removed from all common areas.
6. Shower areas within Dressing Rooms remain off limits at this time.
7. There will be **NO DRYLAND TRAINING SPACE PROVIDED** in the facility at this time. Self-led off ice warm up can be done outside.
8. User groups may be required to attend a mandatory facility walk through that will be scheduled prior to the beginning of ice use.
9. Facility guidelines and protocols must be followed for the safety of all staff, participants and the greater community; any violations could result in termination of the booking contract.

## User Group and Patron Safety

The health and safety of our user groups, patrons, participants, contractors and employees is our number one priority. The Kingsville Arena and Parks & Recreation staff has employed several measures to ensure the personal and collective wellbeing of all of our guests.

Guests will be asked to conduct a self-assessment prior to entering the facility and will be asked not to proceed into the venue should they display any of the following symptoms:

- Fever
- Chills
- New or worsening cough
- Shortness of breath
- New muscle aches or headache
- Sore throat
- Have travelled outside of Canada within the last fourteen (14) days
- Are a close contact of a person who tested positive for COVID-19

**Physical Distancing:** guests will be reminded to practice social distancing by adhering to the 2 meter (6 foot) separation guideline.

- Signage throughout the facility along with engineered controls will serve as constant reminders that maintaining social distancing is key to the prevention of transmission of COVID-19.
- Washrooms will be modified with capacity signage posted to the exterior, as well, as urinals sectioned off to ensure appropriate distancing is applied.
- All dryland training spaces will remain off limits and common areas will be reconfigured to adjust to the distancing guideline with arena capacities being adjusted to meet the new regulations.
- Social distancing floor markers and signage will be used to direct flow throughout the venue and in each of the designated arenas.

**Hand Sanitizers:** Hand sanitizers, touchless where possible, will be placed at various locations throughout the venue including all entrances, elevator landings, pre-function areas and in each of our meeting rooms.

**Signage:** Signage will be posted through the venue to communicate a variety

of key messaging reminders concerning health and hygiene, social distancing guidelines, capacity guidelines and to assist with directional flow throughout the venue.

**User Groups/Private Renters:** A return to play plan or safety plan may be required by all user groups and private renters as part of the rental booking agreement. This is to ensure the safe and responsible use of the booked space in accordance with Provincial and local health guidelines.

**NOTE:** these protocols are being implemented to ensure the safety of all staff, participants, user groups and the greater community. Together, through our combined efforts we can reduce the transmission of COVID-19 resulting in a safe environment for all to enjoy!

## Safety Plans

All user groups renting municipal facilities will need to ensure that the activities conducted will align with the directives of the Provincial Health Officer, local authorities and other relevant regulators.

All user groups and private renters wishing to rent space at municipal facilities will be provided with a document pertaining to additional terms and conditions.

Each local sport organization is expected to follow its Provincial Sport Organization's Return to Sport plan approved by its Board of Directors and in reference to the guidelines provided for the sport sector. Other user groups are expected to have a similar plan ensuring safe practices to reduce transmission of COVID-19. Sport groups should consider the following when developing their return to play plans:

- Meet the provincial guidelines in the delivery of the activity by:
  - Maintaining social distancing
  - Minimal sharing of equipment
  - Focus on skill development and small group training

User groups need to be flexible to accommodate and respond to changes in community, if you are unsure of restrictions with the community contact the Windsor-Essex Community Health Unit (WECHU).

## Facility Cleaning Protocols and Requirements

Facility operators, and dedicated cleaners, will be responsible for the cleaning and disinfecting of the Kingsville Arena and other recreation facilities.

Facility Operators, and dedicated cleaners when required, will be trained and understand the required level of cleaning services applied throughout the Kingsville Arena and other recreation facilities to ensure employees, patrons and contractors are protected against the transmission of the COVID-19 virus.

The level of cleaning services have been determined by evaluating areas and touch points surrounding the probability of contamination, vulnerability of population, and potential for exposure:

| Frequency             | Areas of Interest   |
|-----------------------|---|
| After each user group | <ul style="list-style-type: none"> <li>▪ All Door Handles and Push Plates on Interior and Exterior Doors</li> <li>▪ Garbage / Recycle</li> <li>▪ Chairs / Tables</li> <li>▪ Hockey Nets</li> <li>▪ Change Rooms</li> </ul>  |
| Daily                 | <ul style="list-style-type: none"> <li>▪ Floor Surfaces</li> <li>▪ Partitions</li> <li>▪ Carpeting</li> <li>▪ Office Spaces</li> <li>▪ Vestibule Areas</li> <li>▪ Countertops</li> <li>▪ Viewing Areas</li> <li>▪ Hockey Bench Area</li> <li>▪ Washrooms (Faucets, Toilet Flushers, Stall Handles/Locks, Dispensers)</li> </ul> |
| As scheduled          | <ul style="list-style-type: none"> <li>▪ Windows</li> <li>▪ HVAC Vents</li> </ul>   |

## Facility Operator Protection

To ensure the well-being and health of our employees, decrease operational costs, and maintain business continuity, the Kingsville Arena and Parks & Recreation Department will utilize the following practices:

- All employees and patrons exhibiting any COVID-19 symptoms will be asked to stay home and report to a health care provider.
- Sick employees should use the Ontario COVID-19 self-assessment tool. Anyone with symptoms can now be assessed and receive a COVID-19 test.
- Frequent hand-washing with soap and water for at least twenty (20) seconds each time; otherwise, alcohol-based hand sanitizer will be provided throughout the facility.
- Safety talks will be conducted on a daily basis between Management and operators to discuss:
  - Inventory
  - Personal hygiene practices
  - Worker safety and concerns
  - Guest safety and concerns
- Employees who choose to wear a non-medical mask should be aware of the following:
  - Masks can become contaminated on the outside when touched by hands so employees should avoid touching or adjusting them often.
  - Masks that become wet, soiled or damaged are less effective and must be replaced immediately.
  - Masks must be put on and taken off correctly, including not touching the front of the mask, and washing hands.
  - Cloth masks must be washed every day using the warmest water setting, and store in a clean dry place to prevent contamination.
  - Never share masks with others.
- Use of phone service to trouble-shoot any issues or fulfill customer requests is recommended; otherwise, safe physical distancing, 2 meters or 6 feet, will be practiced between workers and patrons
- A plexiglass protection panel has been installed at the front desk counter of our Administrative office to serve as a protective barrier when interacting with customers.
- Lounge furniture has been removed from common areas for patron and employee safety.
- Engineering controls will be utilized to direct flow, control access/egress and space capacities

The risk of exposure to cleaning staff is inherently low; however, cleaning staff should wear disposable gloves and appropriate prescribed PPE for all cleaning tasks that includes, but not limited to, handling trash and cleaning washrooms. PPE should be removed carefully to avoid contamination of the user and surrounding area and then follow up with proper hand washing with soap and water for twenty (20) seconds or using an alcohol-based hand sanitizer.

## Scheduling of Rentals and Protocols

**Kingsville Arena** / 1741 Jasperson Lane, Kingsville

### *Ice Rentals*

- **On-Ice Occupancy:**  
On-ice participant capacity pertaining to non-contact play and/or competition including warm-up time, practices, training and skill development, is subject to limitations for each set by the governing associations or organizations framework and return to play plan for the specific user group. Otherwise there is **a total maximum of ten (10) participants** permitted on the ice while play and/or competition is in progress; warm-up time prior to play and/or competition does not apply; **a total maximum of twenty (20) participants** is permitted on the ice for practices, training and skill development.

If a user group, organization and/or private renter is not affiliated with a governing association, they must adhere to on-ice limitations set by the Town.

- Coach / Instructor / Ambassador must ensure that the group of participants enter through the main doors of the dressing room area at once. Access will be provided only fifteen (15) minutes prior to the scheduled ice time in which the group of participants must all be prepared to enter at this time; anyone entering within the fifteen (15) minutes will be considered late and may not be permitted entry until participants have fully exited and/or entered spaces accordingly.

Each team and/or participants will then proceed to the assigned dressing room and remain until advised to enter the ice. Once the Facility Attendant has indicated admission to the ice surface, each participant must exit the dressing room immediately to avoid and/or minimize any potential cross over or congestion with other participants.

Coach / Instructor / Ambassador and participants may assemble earlier as a group within the parking lot area or the outside area in front of the main lobby to assist in entering the facility at once.

- Coach / Instructor / Ambassador must keep a list of participants for each scheduled ice time; must ensure a self-assessment has been completed by each participant upon arrival.
- User group storage area and/or office space can be accessed during regular scheduled ice time; appointments shall be requested by the user group beyond the scheduled ice time.



Note: The allowance for spectators will be implemented at a later time subject to gathering limits and physical distancing measures, with assigned seating where possible.

*Ice Schedule*

|                                      |                   |
|--------------------------------------|-------------------|
| <b>Daily (Monday through Sunday)</b> | 7:00am – 7:50am   |
|                                      | 8:00am – 8:50am   |
|                                      | 9:00am – 9:50am   |
|                                      | 10:00am – 10:50am |
|                                      | 11:00am – 11:50am |
|                                      | 12:00pm – 12:50pm |
|                                      | 1:00pm – 1:50pm   |
|                                      | 2:00pm – 2:50pm   |
|                                      | 3:00pm – 3:50pm   |
|                                      | 4:00pm – 4:50pm   |
|                                      | 5:00pm – 5:50pm   |
|                                      | 6:00pm – 6:50pm   |
|                                      | 7:00pm – 7:50pm   |
|                                      | 8:00pm – 8:50pm   |
|                                      | 9:00pm – 9:50pm   |
|                                      | 10:00pm – 10:50pm |

\*Note: Ice Maintenance will occur on every Thursday from 10:30am – 3:30pm

*Community Rooms*

- Auditorium A
- Community Room B
- Community Room C
- Meeting Room D

- Booking Protocol: Maximum of two (2) bookings per day for each space
- Disinfection Period: Four (4) hours between bookings and/or rentals
- Occupancy Limit:
  - Auditorium A: Fifty (50) Persons
  - Community Room B: Eighteen (18) Persons
  - Community Room C: Eighteen (18) Persons
  - Community Room B-C: Fifty (50) Persons
  - Meeting Room D: Eighteen (18) Persons

**Unico Community Centre / 37 Beech Street, Kingsville**

- Booking Protocol: Maximum of two (2) bookings per day
- Disinfection Period: Four (4) hours between bookings and/or rentals
- Occupancy Limit: Fifty (50) Persons

**Grovedale Cultural & Arts Centre / 103 Park Street, Kingsville**

- Booking Protocol: One (1) Booking per day
- Disinfection Period: Eight (8) hours between bookings and/or rentals
- Occupancy Limit: Fifty (50) Persons

**Lakeside Park Pavilion / 315 Queen Street, Kingsville**

- Booking Protocol: One (1) Booking per day
- Disinfection Period: Eight (8) hours between bookings and/or rentals
- Occupancy Limit: Fifty (50) Persons

**Ridgeview Hall / 124 Fox Street, Cottam**

- Booking Protocol: Maximum of two (2) bookings per day
- Disinfection Period: Four (4) hours between bookings and/or rentals
- Occupancy Limit: Thirty (30) Persons

## Recreational Programming

For all recreational programming, participants must pre-register for the course and/or each session (eg. Adult Skate) online through the Town's website (<https://www.kingsville.ca/en/explore-and-play/register-for-a-program>) or by contacting the Parks and Recreation Office (519) 733-2123 during the hours of 9:00am – 4:00pm Monday through Friday. Each participant will also be required to complete a COVID-19 Screening Questionnaire prior to each session.

### *On-Ice Programming*

On-ice recreational programming will have a **maximum occupancy of ten (10) participants** permitted on the ice.

- Adult Skate
- Parent & Tot Skate
- Home School Skate
- Home School Shinny
- Shinny
- Senior Shinny
- Public Skating (TBD)

### *Instructional Programming and Recreation Activities*

Instructional programming and recreation activities will have a **maximum occupancy of ten (10) participants** per course and/or activity.

- Yin Yoga
- Yogalates
- Tone & Stretch
- Chair Exercises
- Pickleball

## Operational Considerations

Upon approval for reopening of facilities and programming to resume, a three (3) week timeframe will be required to prepare facilities and confirm bookings with user groups and private renters:

### Facilities

|   | Timeline              |
|---|-----------------------|
| Cleaning/Disinfection Plan (All Facilities) | Three (3) Weeks Prior |
| Arena Floor (Cleaned)                       | Two (2) Weeks Prior   |
| Staff Schedules (Developed)                 | Two (2) Weeks Prior   |
| Arena Refrigeration Plant Start-up          | Two (2) Weeks Prior   |
| Ice Surface Installed                       | One (1) Week Prior    |

### Programs

|   | Timeline              |
|---|-----------------------|
| Re-evaluate schedule based on restrictions and new determined practices | Three (3) Weeks Prior |
| Determine preventative measures for staff and participants              | Three (3) Weeks Prior |
| Contact user groups   | Three (3) Weeks Prior |
| Process adjustments/changes to contracts                                | Two (2) Weeks Prior   |

### Overview of Challenges and Objectives

- All recreation stakeholders and private renters will anticipate a prompt reopening when permitted which may result in operational issues if processes and procedures have not been appropriately planned for a safe return.
- Meeting the needs of user groups and/or renters while ensuring the safety of all staff and patrons using our facilities.
- The need to adjust staffing levels and service deliveries; greater flexibility and resources are needed.
- Following the Provincial Orders and guidelines and industry best practices as they are introduced and altered through each phase of reopening.
- Determine and proceed in following steps for reopening with timelines to ensure a safe and effective opening.