

Keene ICE

COVID-19 Re-Opening Plan

Steps/Process for re-opening plan:

1. Approval of Governor's Office/GOFERR Task Force for re-opening recreational/event facilities and consideration of feasibility of complying with associated restrictions.
2. Communication with insurance carrier regarding coverage changes/concerns and recommended loss prevention measures.
3. Revision of attached re-opening plan and updated protocols.
4. Consultation with City of Keene Emergency Management Officials regarding re-opening plans & restrictions.
5. Communication of new protocols to ice user groups and confirmation of planned ice rentals, both for opening through Labor Day and Labor Day through ice-out 2021.
6. Review of financial implications of increased operational expenses in COVID-19 environment vs projected reduced revenues due to reduced interest and operational restrictions; consideration by RSG & Keene ICE BoD to set re-open date.
7. Confirmation of requisite supply chain of PPE & cleaning supplies.
8. Announcement of re-open date, associated marketing, re-call & training of part-time staff.

Revised Keene ICE re-opening protocols:

Re-opening protocols are subject to change based on real experiences/logistics and status changes of the public health crisis. It is hoped that with demonstrated success, restrictions will be eased gradually over a period of weeks. Protocols/plans are based on NH Universal Guidance, CDC Recommendations and additional advice from USA Rinks, The Aspen Institute and local institutions/business community.

- Facility Modifications/Restrictions
 - Removal of Lost & Found bins
 - Closure of water fountain/water bottle filler
 - Lockerrooms, meeting rooms, storage rooms & offices LOCKED when not actively in use
 - Installation of "sneeze screens" at areas of most frequent interaction between guests/staff
 - Installation of barriers to limit guest access to certain areas of the facility
 - Installation of hand sanitizer stations in high traffic areas
 - Restrictions for lobby and spectator areas

- Institution of guest/user movement guidance (flow of traffic) and elimination of loitering within facility
- Availability of additional “guest-use” disinfectants for washrooms
- Signage, floor markings, etc will be added to the facility to guide/remind guests
- Enhanced Cleaning/Disinfecting
 - Lockerrooms cleaned/disinfected after each use
 - Ice gate handles, benches, scorekeeper booth cleaned between user groups
 - Washrooms, door handles & high-touch items disinfected at least every two hours when guests are using facility
 - Each night, all tables, counters, public surfaces will be cleaned/disinfected
- Staff Safety & Training
 - Staff who are running a fever, experiencing COVID-19 symptoms, are not feeling well or believe they have had contact within the last 14 days with someone who has tested positive for COVID-19 must contact their supervisor and NOT come to the rink
 - Staff will be screened for symptoms of illness when reporting for duty
 - All staff will attend a training with their supervisor before resuming work
 - Training will include risk reduction strategies, effective PPE use, updated protocols & policies of the rink, safe interactions with co-workers & guests, effective cleaning techniques
 - Staff will wear masks/facial covering whenever around other people (co-workers or guests) and wear disposable gloves when touching items that have been touched or will be touched by others; gloves should be changed often
 - Staff will notify supervisor immediately of protocol violations related to COVID-19 prevention
 - Staff will notify supervisor immediately if they believe a guest is exhibiting symptoms of illness
 - Staff will be required to complete cleaning logs
- Guest Safety, Guest Services Processes & Restrictions
 - Guests who are running a fever, experiencing COVID-19 symptoms, are not feeling well or believe they have had contact within the last 14 days with someone who has tested positive for COVID-19 are asked to stay away from the facility.
 - Guests who present higher risk for developing COVID-19 related illnesses are asked to stay away from the facility.
 - Guests are asked to wear cloth face masks/facial covering in any public areas of the facility, except when they are actively participating in their sport activity. Guests are REQUIRED to wear face masks in the pro shop.
 - The facility may, from time-to-time, check temperatures of guests entering the facility.

- Spectators will not initially be welcome in the facility. Those interested in watching on-ice activity are encouraged to subscribe to LiveBarn. ONE parent/guardian of a minor participating in activities at the rink may attend that activity however they must wear a mask/facial covering, practice reasonable social distancing and must be alone (one adult ONLY per minor participant- no siblings or additional guests).
- Capacity in the pro-shop will be limited to three guests at any time and must where a cloth face mask.
- Vending and snack bar operations will be modified; outside food or drink continue to not be welcome in the facility, except individual water-bottles filled before arriving at the rink.
- The lobby is currently closed and may only be used to quickly access vending machines or for putting on skates; congregating in lobby, entry areas or near locker rooms is not permitted. People who are picking-up/dropping-off participants should wait outside the building.
- Guests are asked to follow direction from signs, floor markings, etc. Guests who do not comply with staff requests will be asked to leave the facility.
- Lockerroom/Facility Access & Restrictions
 - Bathrooms/showers in lockerrooms will not be available.
 - Capacity in lockerrooms will be limited based on social distancing guidelines.
 - Lockerrooms will only become available 15 minutes before scheduled ice time.
 - Lockerrooms must be vacated within 15 minutes after scheduled ice time.
 - Players & skaters waiting to get on the ice should practice social distancing and not congregate at gates/benches.
 - Players & skaters age 10 and under should arrive at the facility dressed for participation and should only need to put on skates at the arena.
- On-Ice Activities & Restrictions
 - Water bottles may not be filled at the rink and may not be shared.
 - Social distancing should be practiced whenever possible on the ice (limit standing in line, huddling for instruction, etc).
 - There are no hand-shakes after games.
 - Rink guests may not spit on the ice or anywhere in the building.
 - If towels are necessary, individuals must bring their own towels and may not share their towels with others.
- **Additional details pertaining to specific groups/activities:**
 - Summer Camps
 - Capacity will be limited.
 - Camp staff & leadership responsible for monitoring camper health and compliance with facility protocols.

- Schedules should be crafted in a way that acknowledges that lunches/snack-times/gatherings are not possible inside the facility.
 - Equipment may not be left in locker rooms between sessions or overnight.
 - Limit to ONE parent/guardian accompanying minor skater into building.
- Learn to Skate
 - Capacity will be limited.
 - Limit to ONE parent/guardian accompanying minor skater into building.
 - Social distancing off-ice.
 - Locker rooms may not be available.
 - Participants encouraged to wear masks/facial covering.
 - Restricted to ages 5 and over and must have previously participated in Learn to Skate (no beginners)
- Freestyle
 - Limit to ONE parent/guardian accompanying minor skater into building.
 - Social distancing off-ice.
 - Locker rooms may not be available.
 - Participants encouraged to wear masks/facial covering.
- Public Skating
 - **There will not be public skating sessions offered initially, until NH Re-Open guidelines allow for public skating.**
 - Limit to 100 skaters.
 - Limit to ONE parent/guardian accompanying minor skater into building.
 - Social distancing both on and off-ice.
 - **Participants REQUIRED to wear masks/facial covering.**
 - Rental skates will be disinfected after each use.
 - Facility staff will disinfect skate aids before and after each public skate session but are not responsible for cleaning skate aids during the public skate session.
- Stick Time
 - Limit to ONE parent/guardian accompanying minor skater into building.
 - Social distancing off-ice.
 - Pre-registration/payment required
- Skills
 - Limit to ONE parent/guardian accompanying minor skater into building.
 - Social distancing off-ice.
 - Pre-registration/payment required
- KAHF/Women's League
 - 15 minute rule for locker rooms, no spectators are points of emphasis.
 - No spitting on ice or anywhere in the building.
- KYHC

- Capacity will be limited.
- Spectator and sibling attendance restrictions will be strictly enforced.
- Opponents from outside KYHC are not currently welcome at the facility.
- Private Rentals
 - Handled “case-by-case” basis; compliance with protocols/universal guidelines in place at the time.
- Outside Tournaments
 - Handled “case-by-case” basis; compliance with protocols/universal guidelines in place at the time.
- Eclipse
 - Plans finalized in August under most current guidance.
- KHS & MRHS
 - Plans finalized in August under most current guidance.
- KSC
 - Plans finalized in August under most current guidance.