

## 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. Changes that are new to a revised version of this document will be highlighted in yellow. Protocols/plans are based on NH Universal Guidance, CDC Recommendations and additional advice from USA Rinks, The Aspen Institute and local institutions/business community.*

Effective 8/14/2020, cloth face masks are required to be properly worn by all guests and staff inside the facility, consistent with Keene City ordinances. This includes locker rooms. Guests without face masks will be offered a complimentary face mask; guests refusing to wear face masks will not be admitted to the facility.

Effective 10/5/2020, Keene ICE has implemented an automated screening solution that will strengthen our compliance with GOFERR guidance and assist in our ability to communicate with guests regarding public health matters. All guests entering the building will be required to accurately complete a COVID-19 screening on-line during the day of their visit before arriving at the arena. That screening will provide a qr code that guests will use to access our entry system, record their temperature and grant access to the building. Persons without smartphones may

complete the screening using another device and print the qr code before arriving at the rink. Persons refusing to participate in the screening or unable to complete the screening will not be allowed into the arena. Persons with questions about the screening solution may email [info@keeneice.com](mailto:info@keeneice.com) or they may call 603.499.8873, Ext 0. Qr codes are unique to each individual, each day. **Please do NOT attempt to enter the building without a valid qr code.** Screening is available each day after 12:00am at <https://keeneice.icovidscreen.com/visitors>

- 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 REQUIRED to wear cloth face masks/facial covering in any public areas of the facility, including locker rooms, except when they are actively participating in their sport activity. Guests who do not wear face masks (even in locker rooms) will be asked to leave the building. Guests are REQUIRED to wear face masks in the pro shop.
  - The facility will check temperatures of guests entering the facility and will screen guests for symptoms, travel and contact.
  - 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 parents or additional guests). Beginning September 18, 2020, a parent supervising a minor may bring ONE additional sibling if absolutely necessary. Not more than one sibling and not more than one parent is acceptable; parent and sibling must stay together and socially distanced from others (at an orange dot) at all times in the building.
  - 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, near automatic doors 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.
  - As a temporary replacement for public skating, Keene ICE has added “private skate.” Private skate is similar to public skating but with very limited capacity, participants must pre-register & pre-pay on our website and is limited to one hour sessions; lessons are not allowed during private skate.
  - 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
  - Stick time participants are reminded that spitting is not permitted in the facility
- 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 only welcome at the facility with advance permission from Keene ICE.
  - KYHC should expect that 15 minute time limits will be enforced.
  - Beginning September 21, 2020, Keene ICE staff will curtail the warnings and requests issued to KYHC members and will be asking “repeat offenders” to leave the building.
- 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
  - Not locating to Keene ICE for 2020-2021.
- KHS & MRHS
  - Plans finalized in October under most current guidance.
- KSC
  - KSC Hockey will resume skating late-September, following all Keene ICE guidelines and KSC’s Club Sports Return to Play Plan.

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