



## Community Services Department

### Norwich Community Centre Facility Guidelines for Ice Users

The Community Services Department for the Township of Norwich is committed to providing a safe re-opening of the Norwich Community Centre and Township of Norwich indoor facilities for all users. The following document has been developed by the Community Services Department staff in compliance with the Province of Ontario, Southwestern Public Health, Skate Ontario and Ontario Hockey Federation guidelines.

#### **Arriving and Entering the Norwich Community Centre**

- Access to the Norwich Community Centre (Arena) will be restricted to on ice participants only (athletes, coaches, guardians, volunteers, spectators).
- Access to the Community Centre ice surface will be through the main arena entrance.
- All participants will be required to sign in at the front entrance, following their respective associations screening and tracing protocols.
- Arrival times will be based on the approved Return to Play Guidelines submitted to the Community Services Department by Facility User Groups.
- Face coverings are required in all areas of the Community Centre (lobby, dressing rooms, spectator seating area, washrooms) at all times. Face coverings will not be required while participating in on ice activities.
- Facility users are asked to please sanitize hands upon entering.

#### **Inside Community Centre and Ice Surface**

##### **Physical Distancing**

- Participants will adhere to all facility signage related to traffic flow and respect the current physical distancing guidelines that are in place.
- To assist with physical distancing requirements the following capacities have been placed on areas within the Community Centre,
  - o 50 person gathering limit inside arena
  - o 50 person gathering limit inside auditorium
  - o Washrooms – 2 persons.
  - o Dressing Rooms – 7 persons (this includes athletes, guardians, coaches)
  - o Ice surface entrance door area – 8 Persons
  - o Players Benches – 5 Persons

### **Washrooms**

- Access to washrooms will be provided to all participants.
- Spectators/guardians are asked to use 2<sup>nd</sup> level meeting room foyer washrooms.
- Athletes, coaches and front entrance door monitors to use main lobby washrooms.

### **Dressing Rooms**

- Dressing room capacity is 7 persons per room (Coaches/Guardians included)
- Participants MUST adhere to the posted dressing room schedule on the main dressing room board in arena lobby
- Additional benches and chairs have been placed outside dressing rooms to assist guardians in tying skates if required
- Guardians are permitted to assist athletes when preparing for on ice activities. Once completed they are expected to proceed to the "spectator area" in the arena stands or Optimist Hall viewing area. If assistance is required with use of the elevator Community Services staff will be available to assist.

### **Meeting Rooms/Club Rooms**

- Meeting Rooms/Club Rooms will only be accessible by appointment during the day (8am-3:30pm) or during scheduled on ice rentals times.
- At this time organization meetings are discouraged, however a plan can be submitted and discussed with the Community Services Department.
- Organizations with meeting rooms will be supplied sanitizer to clean high touch areas upon completion.

### **Dry Land Training**

- Any type of dry land training must have a plan submitted and approved by the Property and Facilities Manager. Times must be scheduled along with attendance numbers to ensure gathering limits are followed.

### **Facility Cleaning**

- Dressing Rooms will be sanitized after each use.
  - o Benches sanitized
  - o Coat hooks sanitized
  - o Door push points and handles sanitized
  - o Soap dispensers, sinks, paper towel dispensers, toilet paper dispensers sanitized.
  - o Showers sanitized
- Benches and high touch areas on the ice boards (gate handles and doors) will be sanitized during each flood.

- High touch areas in washrooms will be cleaned once per rental block. More in depth cleanings will take place when time allows for staff to complete.

### **Staff Interaction**

- All facility users must ensure they maintain at least 2m physical distance when speaking to Community Services Staff. There is a zero tolerance policy for any mistreatment of staff. Any person that refuses to maintain an appropriate physical distance of 2m or abuses staff in any way will receive an automatic suspension from the facility for a period to be determined by the Director of Community Services.

### **Reporting a possible COVID-19 exposure**

- Participants should notify their organization and follow protocols that are in place.
- The Community Centre Canteen will be used as a safe area to separate from others. Dressing Rooms are NOT to be used in this capacity.
- If the organization does not have protocol in place please use the following steps
  - o Participant advises organization/group immediately
  - o Participant applies a face covering immediately as well as anyone caring for the participant.
  - o Parents/guardians are advised and take the participant home. If the participant is an adult, they will leave immediately if well enough.
  - o If there is a delay in leaving the facility participants will isolate in the canteen in the main lobby of the Community Centre. Please DO NOT isolate in the dressing rooms.
  - o Notify Township Staff and Southwest Public Health with name and contact information so contact tracing can begin.

### **Exiting Community Centre**

- Exiting the Community Centre will be done by using the main Arena entrance. Please follow your organizations Return to Play plans and exit at the appropriate time.
- Please leave dressing rooms in a clean state to keep cleaning and sanitizing times low and help keep the ice schedule on time.