



Covid-19 – Resuming Operations

Site Specific Safety Plan – Updated **November 30, 2020**

Sardis Sports Complex - 5725 Tyson Road

Introduction

This plan has been developed as a result of a “Covid-19 Exposure Risk Assessment” and a “Cleaning and Disinfection Check List” for this facility. The Risk Assessment and Check List were completed in consultation with front line workers, Supervisors and Joint Health and Safety Committee representation.

Covid-19

Covid-19 is an infectious disease that mainly spreads among humans through direct contact with an infected person and their respiratory droplets. Respiratory droplets are generated by breathing, speaking, coughing, and sneezing. Your exposure risk is greatest when you have prolonged close contact with an infected person.

The virus can also spread if you touch a contaminated surface and then touch your eyes, mouth, or nose. A surface can become contaminated if droplets land on it or if someone touches it with contaminated hands.

The COVID-19 pandemic has had an impact on the City of Chilliwack’s ability to deliver programs and services to its citizens. Many services were temporarily stopped or modified in response to COVID-19 to ensure the health and wellbeing of the community and staff. The health and safety of both employees and the public is a guiding principle prior to re-opening facilities.

Minimizing Risk in the Workplace

WorkSafeBC has responded to the importance of keeping our workers safe during the COVID-19 pandemic. The City of Chilliwack recognizes the importance of WorkSafeBC and its safety protocols put in place to protect workers, and all resources and guidelines have been considered when developing the plan.

It is important to incorporate strategies for reducing transmission risks of COVID-19 to safeguard workers. The following controls will be in effect:

1. **Strict Illness Policy** – increased measures will be put in place to ensure staff and patrons conduct self-screening prior to entering the workplace as outlined in the plan
2. **Physical Distancing Controls** – this is the most fundamental health measure in decreasing the transmission of COVID-19. The essential implementation of this health measure is to provide a least two metres of space between people where possible.
3. **Engineering Controls** – plexiglass shields will be installed where sales or check in services are provided and the 2m (6ft) apart isn’t always possible

4. **Administrative Controls** – the facility will be implementing a number of administrative controls outlined in this document to ensure good communication through signage, directional arrows/line up dots to assist with physical distancing, encouragement of card payments or online payments over cash, and reminders not to linger.
5. **Personal Protective Equipment (PPE)** – this will be utilized as a last resort and should only be implemented if no other options are available. The use of gloves and face masks may be considered where one of the above controls is not possible or effective. Workers must follow the proper usage guidelines included in staff training

Screening for Illness - Before Entry

Staff and patrons will be expected to screen themselves for flu-like symptoms prior to daily entry of the facility. Please make use of the [COVID-19 Assessment Tool](#) prior to entering the facility each day. This tool helps you determine if you need to call 8-1-1 to see a medical professional or need to self-isolate and monitor. This tool is preferred as a first step before calling 8-1-1 to manage call-load for our medical system.

Please pay particular attention to the tool stating the following:

- If you have a fever, sore throat, cough, difficulty breathing, or are sneezing you should stay home from work/school for 10 days and avoid going out in public as much as possible
- If you have travelled outside of Canada in the last 14 days you are to stay home and self-quarantine
- If you feel you are suffering from any other symptoms such as flu-like symptoms including diarrhea in the last 24 hours you are expected to stay home

If you answer YES to any of the above, STAY HOME.

While at Facility

If a patron/staff member becomes ill while attending the facility we ask that you remove yourself from the facility immediately and contact our office at 604 793 2904 to notify staff. This will allow us to take the following measures:

- Staff to conduct a thorough cleaning of the spaces/equipment where the symptomatic person was and no one is to enter these spaces until cleaning has been completed.
- If a patron tests positive for COVID-19, staff will immediately follow directions provided by Fraser Health.

If a staff member feels a patron/staff member displays symptoms while at the facility, they will be asked to leave. The following measures will take place:

- Staff member who requested the patron/staff member to leave will contact the user group assigned Covid Safety Manager and the City of Chilliwack supervisor to inform and document.
- Patron/Staff member must exit premises as quickly as possible. If immediate departure is not possible, then they will be asked to self-isolate in an appropriate area, distancing themselves from other staff and patrons
- Staff to conduct a thorough cleaning of the spaces where the symptomatic person was and no one is to enter these spaces until cleaning has been completed.
- If patron/staff member tests positive for COVID-19, follow directions provided by Fraser Health

Proper Hygiene

Handwashing

To reduce the spread of COVID-19, handwashing has been identified as the most effective method. Staff will be required, and patrons strongly recommended, to increase handwashing for all utilizing the facility. Proper handwashing procedures have been posted throughout the facility and handwashing is recommended:

- Upon arrival and before departure of the facility
- Before and after any transitions
- Before and after eating and drinking
- After using the washroom facilities
- Before and after playing on any play structure or use of equipment
- After sneezing or coughing
- Whenever their hands are visibly dirty

Coughing and Sneezing

It is expected that coughing and sneezing that is unrelated to illness may occur. Staff, user groups, and participants are expected to use good hygiene and protocol when this occurs.

- Coughing and sneezing into elbow
- Nose blowing – immediately dispose of tissue paper in a garbage can
- Wash the hands with soap and water

Physical Distancing and Mask Use in a Recreation Setting

The focus of recreation facilities is to provide opportunities for recreation, health, well-being and social connected-ness. It is expected that you do so in a way that minimizes risk to participants and staff. Facility usage, room capacities, adapted activities, equipment usage are all part of these considerations. Please follow the guidelines below to ensure proper physical distancing during your usage.

- Abide by facility signage which includes directional signage, distancing dots, and visual cues throughout the building.
- User groups should follow the posted signage and arrows as well as set up a flow within the space that minimizes the need for contact or negotiating shared space.
- Adhere to the posted room capacity.
- Ensure that a minimum of 2 metres (6 ft) of space between participants from different households when participating in non-active actions/programs, and a minimum of 5 m² (53.8 ft²) when participating in active programs
- **The wearing of face masks is mandatory** in all common areas within the building. Masks are optional when on the ice surface during a private rental. Consult your organization safety plan for additional requirements.

Signage

Signage to be posted at facility to clearly communicate City Policies on who can be at the Facility. The signage will include the guidance of the provincial health officer and the BC CDC around self-isolation, social distancing and additional COVID-19 related guidelines:

- anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home; symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat and new muscle aches or headache

- anyone under the direction of the provincial health officer to self-isolate must follow those instructions
- Anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, to self-isolate for 14 days and monitor for symptoms
- Signage indicating physical distancing requirements.
- Markings/signage regarding minimum separation distances and public flow pattern (i.e. floor decals and arrows).

Additional suitable signs regarding handwashing, coughing, social separation, access, flow patterns and more may be posted. All staff and patrons to adhere to the posted signage.

Facility Protocols for Patrons

Occupancy Limits

The occupancy limit for the facility is determined by the BC Ministry of Health and City of Chilliwack considerations. The occupancy limit for each space is included in **Appendix 1**.

Factors to take into consideration will include:

- Provincial Sport Organization Guidelines and Recommendations for each sport.
- Local Sport Organization restrictions included in their safety plan.
- Program requirements and amount of active movement taking place within the program.
- Specific Facility constraints
- Programs that are non-active will not exceed posted maximum capacities.
- Maximum group size has been identified as **50 people per rink at any time** which includes participants, coaches, officials or support staff. **NO SPECTATORS ALLOWED** unless it is necessary to provide care to a participant.

Increased Restrictions

The following restrictions have been added to assist staff in maintaining the health and safety within the facility:

- All patrons within the building **MUST wear a mask** unless they are on the ice surface.
- Arrival and Departure times of users need to be honored as outlined below.
- Bookings and programs within the facility will be staggered to assist with reducing congestion at entry/exit points and within the overall facility.
- Usage of rooms/ice may have an increased buffer built in between uses to ensure proper cleaning and gap between arrivals and departures.
- Dressing rooms are currently **NOT OPEN** (with the exception for game officials) and **no showers are available**. Patrons are encouraged to come dressed and ready to play.
- Patrons should form safely distanced queues for any service or amenity as required.
- Patrons who are part of a registered public program will need to sign a waiver sheet and complete a questionnaire.

Entering and Exiting the Facility

- Patrons and users needing to put on additional gear such as skates are to arrive **no more than 15 minutes prior** to the start of a program. Patrons and users should leave **immediately following the program, staying no longer than 10 minutes**
- Participants attending public programs may be provided with a program specific guideline document prior to the start of the program which outlines entry and exit procedures.
- Patrons requiring services through the office will need to do so through the plexiglass

- windows. The office doors will be locked and limited to staff only access.
- Notice will be displayed at the main entrance instructing patrons, delivery personnel and staff not to enter if they are exhibiting flu-like symptoms or symptoms of COVID-19.
 - Patrons must follow all directional markers through the facility and obey all posted signs
 - User Groups such as Minor Hockey will access the facility through the main entrance doors labeled “Entrance” and follow the posted directional markers. User groups must be familiar with and follow the guidelines outlined in their User Group Safety Plan.
 - Hand sanitizer will be provided in the lobby for people to use when entering and exiting the facility; however, handwashing is the preferred method upon entry and exit.
 - Patrons will be directed to exit the facility through doors marked “Exit”.
 - If you require interactions with staff, please ensure you maintain physical distance of no less than 2 metres (6ft).
 - Access to the facility is limited to User Groups and rental agreements. There will be limited or no access to the general public.
 - In-person reception and registration services may be limited. Patrons are encouraged to register and pre-book for drop-in programs and public skates by calling the appropriate facility no earlier than 2 hours prior to program start time.
 - For programs or public skates at the **Sardis Sports Complex - Call 604 703 4676**.
 - For programs or public skates at the **Chilliwack Coliseum – Call 604 703 4684**
 - Additional questions can be directed to 604 793 2904

User Groups

- Sport Related Users - required to provide a safety plan that meets their Provincial Sports Organization (PSO) or ViaSport Return to Play (if your club does not fall under a PSO) and meet the requirements of the City of Chilliwack Facility Safety Plan
- Non-Sport Related Users - required to provide a user group safety plan that meets the requirements identified in the [BCRPA- Non-Sport Group Template](#) and of the City of Chilliwack Facility Safety Plan.
- **Appoint a Covid Safety Ambassador within your group to oversee your participants and ensure they are following all requirements outlined in both the City of Chilliwack Facility Safety Plan and the Safety Plan your user group has provided.**
- The **Covid Safety Ambassador** must fill out the Covid Safety Ambassador form with a contact name and cel number and post in the appropriate location. The Ambassador should have a visible presence (EG – arm band signifier). This volunteer/parent/coach or instructor would oversee adherence to the Safety Plans and ensure COVID protocols are being followed.
- Limit access to equipment storage rooms (if you have storage on site) to equipment manager or designate; responsible for ensuring all equipment is stored and sanitized in a proper manner which should be detailed in your safety plan.
- Understand that the contract holder is responsible for enforcing all Safety Guidelines outlined in this document and your user group safety plan, and if these guidelines are not being followed, the facility will impose infractions which could result in the loss of use.

Protocols for Staff

- Follow site Specific Cleaning / Disinfection Checklist. Sign and date the sheet after each scheduled cleaning takes place.
- Adjustments to bookings will be made to ensure all proper cleaning procedures can be followed. Time periods between bookings may need to be adjusted as new protocols and booking schedules take effect.

- Staff to review and be trained on the following safety plans:
 - City of Chilliwack Exposure Control Plan – Covid-19 Virus (current edition).
 - City of Chilliwack Safe Work Practice: CORP 04 Cleaning and Disinfection of Public Washrooms Covid-19 Infectious Disease.
 - City of Chilliwack Exposure Control Plan – Biohazardous and Infectious Materials.
 - Handout: Instructions for fitting N95 Respirator – Duckbill Style & Cup Style.
 - City of Chilliwack Policy Directive D-11 – Protection of Workers from Violence in the Workplace.
 - City of Chilliwack Policy Directive D-21 – Respectful Workplace Program.
 - Staff must watch the **RFABC/BCRPA Covid Cleaning Protocols Webinar**. Staff to follow Protect-Clean-Disinfect-Disposal-Protect procedure.
- Staff using vehicles should follow procedures as per City of Chilliwack **Safe Work Practice: CORP 03 Vehicle Disinfection – Infectious Disease**.
- Remove extra seating furniture from the lobby to reduce touch points and limit any potential for socializing. Remove additional chairs in meeting rooms and staff areas to ensure only enough seating for posted room capacity.
- Staff will only use the washrooms marked Staff Washroom Mens or Womens.
- Staff will be required to sanitize high touch points as designated in the cleaning and disinfection checklist.
- Signage will be visible at the window asking patrons to maintain as much distance between them and staff as possible at all times.
- For the safety of staff and our patrons, cash is asked to only be used as a last resort. Touchless debit and credit payments are preferred. The pin pad will be wiped and cleaned after each unique use. Staff have been instructed to not come into contact with patron bank cards.
- For City run programming - Ensuring COVID-19 waivers and questionnaire have been received from every participant prior to attending.
- For City run programming - Signing in patrons with complete contact information to avoid shared use of pens.
- Minimize customer interactions

First Aid / Crisis Management

- First Responding to First Aid situations will be required by user groups' "First Aid Attendant". For emergency situations 911 should be called. In an emergency situation a staff member may assist the above first responder after appropriate PPE equipment has been put on. Additional safety measures are required with COVID-19, including additional PPE added to first aid kits.
- It is required that User Groups include a first aid plan in their safety plan and increase PPE supplies in their first aid kits to help reduce or eliminate health concerns related to Covid-19.

Steps to consider when dealing with a crisis situation:

- It's important to assess the situation and ensure you are not putting yourself in harm's way. If you are at risk and it's an emergency, call 9-1-1
- Implement existing protocols if it's a crisis that has outlined procedures, ensuring you maintain physical distancing to protect yourself
- If it's not an emergency and you are able to talk it through at a safe distance –
 - Provide a listening ear, often that's all individuals are looking for
 - Offer reassurance and understanding
 - If there is an identified problem, let them know you will take appropriate measures to address the situation

Appendix 1

Occupancy Limits

Staff and patrons must adhere to the posted occupancy limits to ensure health and safety as well as meet the required guidelines determined by the BC Ministry of Health. Additional restrictions have been placed on occupancy based on management discretion. At this time, maximum group size has been identified as **50 per rink**, which includes participants, volunteers and spectators (if allowed). Signs to be posted for each space on each entrance door and inside the space in suitable locations.

Sardis Sports Complex – Rinks 1 & 2

Area	Programs & Rooms	User Group Safety Plan Specifications
Arena Ice Rink 1 including common areas	50 – user groups 25 – internal City run programming. See program info sheet for specific event limit.	<p>User groups required to follow guidelines outlined in their safety plan (in most cases set by your PSO), not exceeding 50</p> <p><u>For on ice usage</u> (hockey, etc), a maximum of 25 individuals will be permitted. This maximum of 25 includes players, coaches, or others.</p>
Arena Ice Rink 2 including common areas	50 – user groups 25 – internal City run programming. See program info sheet for specific event limit.	
Vedder Room	6	
Fraser Room	18	
Change Rooms	Closed at this time. Only open for game officials. Showers will not be available	
Lobby Area	10	
Lobby washroom	1	
Rink 1 women's & men's washrooms	2 each	
Rink 2 women's & men's washrooms	2 each	
Cashiers office / Staff room 1	2	
Staff room 2 (birthday party room)	3	
Staff Bathrooms Men's – workshop & Womens – Rink 2 Ref's changeroom	1	
Ice resurfacers room	2	
workshop	4	
Plant room	3	

Sardis Sports Complex – Rink 3

Area	Programs & Rooms	User Group Safety Plan Specifications
Arena Ice Rink 3 including common areas	50 – user groups 25 – internal City run programming. See program info sheet for specific event limit.	<p>User groups required to follow guidelines outlined in their safety plan (in most cases set by your PSO), not exceeding 50</p> <p><u>For on ice usage</u> (hockey, etc), a maximum of 25 individuals will be permitted. This maximum of 25 includes players, coaches, or others.</p>
Multi purpose Room	16	
Cashiers office / Staff room	3	
Dressing Rooms	Closed at this time. Only open for game officials. Showers will not be available	
Lobby Area	18	
Lobby washroom	1	
Rink 3 women's & men's washrooms	2 each	
Staff Room 2 (office 1)	4	
Office 2	4	
Staff Bathrooms (Zam Bay)	1	
Ice resurfacers room	3	
workshop	4	
Plant room	3	

Appendix 2

Arena Use Procedures

In addition to the General Safety Plan, the follow procedures have been put in place:

Note: Current Provincial Safety Officer orders may impose additional requirements. In case of conflicting Safety Plan & PHO Order information, the more stringent condition will apply.

Entrance

- All patrons within the building **MUST wear a mask** unless they are on the ice surface.
- All participants enter through the Main Entrance for Rinks #1 & #2 or Rink #3 no earlier than 15 minutes before their scheduled ice time.
- Follow guidelines identified in this document including directional signage and markers.
- **Dressing rooms are CLOSED** (with the exception for game officials) and no shower service. You will need to shower at home. **Patrons attending the facility are asked to arrive dressed and ready whenever possible.**
- Designated Change Areas (seats) are available to put on skates / helmet, etc. These Pre Game Change Areas are shown on the attached floor plans. Before entering the ice rink all gear should be moved to the Gear Storage and Post Game Change Areas as denoted on attached floor plans.
- Skate guards/street shoes will be left at the seat or locker as the participants take the ice.
- Each rental group can be assigned a locker for valuables. Please bring your own lock to ensure security. The City of Chilliwack takes no responsibility for unlocked lockers.
- **NO SPITTING ANYWHERE IN THE FACILITY OR ON THE ICE** – if caught, you will be asked to leave the facility immediately and further action may be taken.

Ice Entry/Exit

- Entry and exit of ice surface will take place through designated team gate in the appropriate rink. Refer to attached floor plans for traffic flow, team areas and gates.
- Do not stop within hallway areas to talk. Maintain physical distancing.
- For Cohort Play – Players benches can be used as part of the playing surface.
- For Non-Cohort Play – Player bench use must incorporate physical distancing or masks.
- Exit off ice through assigned team gate and proceed back to designated change area or rented change room. Take off skates and necessary gear & exit immediately through nearest marked exit door to allow for next user group to enter.

Spectators

- **NO SPECTATORS ARE ALLOWED.**

On-Ice Procedure

- Groups must follow guidelines set out in your approved safety plan.
- Physical Distancing is recommended. No sharing of equipment or water bottles.

Safety Protocol – User Group Covid Safety Ambassador

- Each team or rental group must have a **Covid Safety Ambassador** to supervise the group, provide access to authorized individuals, enforce Covid protocols, and ensure that occupancy limits have not been exceeded. The doors are typically locked to prevent the general public becoming part of your user group limit of **50**. The user group Covid Safety Ambassador contact sheet must be posted in a suitable onsite location.