



CIH Arena Reopening Framework

The following will be used in preparation for CIH Arena's general plan to reopen the arena for public use, specifically pertaining to COVID-19.

By working within the guidelines set in place by the Government of Canada, the Provincial Government of Ontario and the Eastern Ontario Health Unit and working with local officials, we feel we have put together a plan to ensure the arena remains a safe and healthy environment. We understand there will be changes, adjustments and a learning curve for everyone, but with the cooperation of staff and clients, we feel we are opening a safe environment for the return of our clients.

ACCESS TO THE FACILITY

The arena will be closed to the public from Monday to Friday, between 7:00am to 3:30pm. No community member will be allowed in. Only CIHA students and staff will be given access between those hours.

Starting at 3:45pm and every weekend on normal schedule, the arena will be open for recreational activities. This is what to expect when walking in:

- **All contract holders and associations are responsible for the screening of participants and spectators, and will be given access to screening tools in their conditions of use documentation they receive with their contracts. Screening tools will also be readily accessible on the CIH Arena Website – ciharena.com**
- When the arena opens to spectators, which it currently is not, there will be an attendant **DESIGNATED BY THE CONTRACT HOLDER/ASSOCIATION** at the main door that will welcome you and ask you a list of questions before allowing you in the building. It is imperative that everyone completes the screening protocol.
- CIHA is responsible for the screening of all staff, using the screening document ([Sample COVID-19 Screening Form for Employers](#))
- Anyone that exhibits at least one COVID-19 symptom will not be permitted to enter, should self-isolate and should visit a COVID-19 Assessment Centre to be tested. Individuals who have symptoms, but who have not been tested for COVID-19, are not allowed to participate or enter the facility and should self-isolate for 14 days after the start of their symptoms and until they have been symptom-free for at least 24 hours (whichever is longer).
- Hand sanitizer will be provided upon entry
- You will be given access 15 minutes prior to you scheduled ice-time
- Signs will be posted throughout the facility. These will indicate social distancing as well as provide direction on where to go

- Masks need to be worn at all times, including for participants who are moving to an activity
- The entrance and exit path will be clearly marked with physical barriers and needs to be respected

SPECTATORS

***Currently, as of the drafting of this agreement and until further notice, spectators ARE NOT permitted, and parents must drop off their players and wait for them outside. It is recommended that players come as fully dressed as possible with the exception of skates and helmets.**

- One (1) parent/guardian per participant UP TO A MAXIMUM OF 50 spectators per rink will be permitted to enter the facility
- Spectators will have designated areas allowing for social distancing. They will need to remain in these areas at all times. Please note that these areas will be inside the rink where it's colder. Dress accordingly
- Front door: entrance for participants and spectators
- Front door: exit for participants. Spectators will exit through designated door inside pad #2 and pad #1 spectators will exit through the back hallway where indicated
- Spectators are to vacate the building immediately after the activity has finished and wait for their participants OUTSIDE.

STAFF REQUIREMENTS

- All staff must go through the screening process every morning upon their arrival at work. Screening process includes filling out a symptoms questionnaire ([Sample COVID-19 Screening Form for Employers](#)) and having their temperature taken.
- If a staff member has COVID like symptoms, they must stay at home and notify their supervisor as well as the Executive Director.
- If symptoms develop at work, the employee must leave the workplace and inform their supervisor as well as the Executive Director
- The employee must get tested and self-isolate until the test result is received
- Staff should always follow guidance from public health and act on any public health recommendations about testing and self-isolation (Directives may change, many factors may influence direction provided).

DRESSING ROOMS

- Dressing room access will be reduced; maximum capacities will be posted on each room.
- Dressing room assignments need to be respected at all times (please verify white board when going in dressing room hallway)
- You will have access to your dressing room 15 minutes before your ice time. It is recommended that player come fully dressed as much as possible.
- You may dress in a designated area in the dressing room
- Social distancing will also be enforced in the dressing room
- Showers will be closed
- Only one toilet and one sink will be available in the dressing room
- You must leave the dressing room no later than 15 minutes after your ice time, and leave the building immediately.

- Each dressing room will be disinfected after each use

PLAYERS BENCHES

- Signs will indicate social distancing in all areas, including the player benches.

REDUCED AMENITIES

- Walking track is currently unavailable
- Community room is currently unavailable
- Restrooms access will be reduced on second level (second level will be unavailable)
- Showers will be unavailable
- Water fountain in lobby will be unavailable. Water taps in dressing rooms are available only to refill bottle and not for individuals to drink directly from. Please bring your individual bottle clearly identified and fill it prior to arriving at the rink.
- Pro Shop may be accessed (on occasion upon ADVANCE request): to purchase small equipment or sharpen skates. One customer in shop at any given time with one staff member, both wearing masks and physical distancing. Use of cash should be limited, clean and disinfect debit machine after each customer.
- Canteen will be unavailable
- Seating area will be reduced to help with sanitation efforts. Physical distancing of 2m will be ensured by only making certain seats available. (NOTE THAT SPECTATORS ARE CURRENTED NOT PERMITTED)

MASKS

Evidence shows that wearing a mask can help protect other people if the mask-wearer is infected with COVID-19

- Masks must be worn properly at all times when inside the building. Staff is responsible to ensure proper signage and to give verbal reminders. The only exception is once helmets and mask/visors are on between dressing room and going on the ice.
- [How to Use a Disposable Mask or Face Covering](#) Your mask should cover your nose, mouth, and chin without any gapping. If the mask has a nose wire, adjust it to fit snugly over the bridge of your nose.
- Your mask should not obstruct your vision.
- [How to safely use reusable cloth masks](#). Once your mask is on, you should avoid touching it again until you remove it.
- You need to perform proper hand hygiene every time before and after touching your mask. Before removing your mask to eat you should wash/sanitize your hands and wash/sanitize hands again after putting your mask back on.
- If your mask becomes wet or dirty, it should be changed for a new mask. Do not reuse a disposable mask that is intended for a single use.
- Reusable masks should be stored properly and disposable masks should be thrown out in a lined garbage container.
- Reusable cloth masks can be hand washed in warm soapy water in a bathroom sink and hung up to air dry.

HAND HYGIENE

- Frequent handwashing is the most effective way to help prevent infections
- Appropriate signage will be displayed at key locations in all buildings.
- Soap and water are sufficient. Alcohol-based hand sanitizers can be used if soap and water are not available.
- If using [soap](#) use warm water and wet hands thoroughly.
- Use liquid or foam soap and lather very well.
- Scrub hands between fingers, under nails and at the base of thumbs for 15 to 20 seconds.
- Rinse thoroughly and dry hands with a single-use towel.
- Turn off taps/faucets with a disposable paper towel.
- If using [hand sanitizer](#) squeeze a loonie sized amount into your hand.
- Spread all around your hands for at least 15 seconds and let dry.
- Hand sanitizing stations will be placed at the entrance of the building and throughout the facility

DISINFECTING & CLEANING

- Continued accrued cleaning and disinfecting routine will be performed on a daily basis with focus on high traffic areas, frequently touched surfaces and objects, and shared equipment (e.g. door handles, elevator buttons, vending machines, washrooms, countertops, handrails, shared photocopier, computer screens and keyboards).
- Staff will clean and disinfect surfaces at least twice per day, or when visibly dirty
- Cleaning and disinfecting products that have a Drug Identification Number (DIN) will be used
- High touch surfaces such as light switches, door handles, sinks, faucets, toilets and benches will be disinfected as needed but to a minimum of twice daily
- Use of shared items will be limited when possible or the objects will be disinfected between each use
- Staff will monitor washrooms, and handwashing sinks to restock supplies.
- A written cleaning and disinfecting schedule will be posted. Staff are to document the time a specific area is cleaned.

FACILITY VENTILATION SYSTEM

- Indoor facility ventilation system is operational and appropriate for the activities practiced within

PHYSICAL OR SOCIAL DISTANCING

- Physical distancing involves taking steps to limit the number of people you come into close contact with.
- Front door: entrance for participants and spectators
- Front door: exit for participants. Spectators will exit through designated door inside pad #2 and pad #1 spectators will exit through the back hallway where indicated
- Seating will be limited and marked for physical distancing
- Spectators are not to linger and are required to leave the building immediately after the activity has ended and are to wait OUTSIDE for their players to come out.
- Coaches are responsible for managing the entry and exit of their participants at the appropriate time and through the appropriate doors, and ensuring that minors re-join their parents safely outside.
- A maximum capacity sign will be posted at the entrance of washrooms
- You are urged to keep at least 2 meters apart whenever possible.

AVOIDING HIGH RISK FROM CONTAMINATION

- Avoid contact with people at higher risk (e.g. older adults and those in poor health).
- Do not visit long-term care homes, retirement homes, supportive housing, hospices and other care settings unless the visit is absolutely essential.
- Limit, postpone or cancel large group gatherings.

SERVICE PROVIDERS

- **All service providers will be required to call the front desk to announce themselves and who they are here to see. They will be directed to and met at the appropriate door.**
- All service providers entering the facility will be required to wear masks at all times.
- They will be required to sanitize their hands upon entering a campus building.
- They will also be required to complete the screening process, and sign the visitor log.

PROGRAMMING

- When in need to separate the ice surface in half, staff will be using the black dividers (no more than 40 total (20 on each sides), ensure physical distancing on the bench).
CIH 3 on 3 league
 - 4 team – mini leagues
 - Half-ice
 - Players not playing with HEO. New program (local program)
 - Just one league
 - No face-off, no body contact, 2 steam boats
 - First aid kit will be in the score keeper's box, first aid will be provided by one of two parent volunteers on the bench
 - 3vs3 format: Four (4) teams of 10 players each will play vs the same team one week and a different team the following week (maximum = 40 players per division)
- Skills: maximum 22 participants + 3 instructors on ice
- Participants need to bring their reusable water bottle clearly identified
- One parent per participant allowed in the rink
- If a young child needs help with tying their skates, one parent can accompany them to help. They need to practice social distancing from others at all times, wear masks and once done return to the designated visitors area. In the event two or more siblings participate in the same activity and require help with their skates, one parent can accompany them. Children are asked to come fully dressed as much as possible to limit the need for parents in the dressing room.

CONFIRMED COVID CASES

- Participant must notify their group leader in case of a positive covid test result.
- The group leader must notify the arena management by email at ciharena@cihacademy.com.
- Arena management will contact EOHU and all clients who had ice bookings during or after the confirmed positive case was in the building, and follow up public health directives
- In the event of a confirmed positive case within the membership:
 - The club/league/team must advise its advise members and await and follow guidance from public health and act on any public health recommendations.

IF YOU HAVE COVID LIKE SYMPTOMS

- If a person displays symptoms of COVID during the activity:
 - Must advise the coach/instructor immediately.
 - They will be immediately separated from others (and asked to put on their mask if they are able to).
 - They will not be permitted to continue to practice and will be directed to go home immediately/their parent or guardian will be contacted to take them home (if possible, with private transportation, avoiding taxis, ride shares, and public transit) to self-isolate, self-monitor for worsening symptoms, seek medical attention as required and visit a [COVID-19 Assessment Centre](#) to be tested.
 - They/their parent or guardian will be directed to contact their primary care provider, Telehealth Ontario ([1-866-797-0000](tel:1-866-797-0000)) or visit EOHU's website (www.EOHU.ca/coronavirus) for additional information on COVID-19.
 - The club/league/team will advise the facility operator immediately and follow any facility recommendations.
 - The club/league/team and its members will be advised and encouraged to self-monitor for symptoms (and follow all public health protocols if symptoms do appear).
 - The coach/instructor present at practice should conduct a rapid assessment to determine if any other immediate actions should be taken (such as cancelling the practice, advising public health, etc);
 - The club/league/team will await guidance from public health (if any) and act on any public health recommendations.
 - The group leader must report any positive tests to the arena management by email at ciharena@cihacademy.com.

- Anyone that exhibits at least one [COVID-19 symptom](#) must not be permitted to enter, should self-isolate and should be encouraged to visit a [COVID-19 Assessment Centre](#) to be tested. Individuals who have symptoms, but who have not been tested for COVID-19, must not participate and should self-isolate for 14 days after the start of their symptoms and until they have been symptom-free for at least 24 hours (whichever is longer).
- If the test result comes back negative they can return to their activity after being symptom free for 24 consecutive hours.

TROUBLE SHOOTING

WHAT IF SOMEONE REFUSES TO WEAR A MASK?

- If someone is aggressive and purposefully coughs, spits or sneezes on someone, the police will be called.
- If someone who does not have a valid medical exemption refuses to wear a mask, staff will provide verbal reminders that masks are mandatory in public indoor spaces in a calm, polite manner in order to avoid confrontations. Staff is not allowed to question individuals or ask for « proof » of medical exemptions. Staff may work with associations to which the individual is associated with to encourage cooperation. These directives do not require that businesses refuse entry to those who do not wear a mask; however, if the educational approach does not work and the individual still insists on not wearing a mask, the business has the right to refuse access to this individual. If the individual refuses to leave or becomes aggressive, the police will be called.
- If an association does not follow the rules, CIHA will go over the rules and guidelines once. If the association or contract holder continues to purposefully ignore the rules, the arena reserves the right to terminate their contract.
- The approach for this directive is mainly focused on educating the public on wearing masks and practicing elevated hygiene, and not to control or issues fines (unless there is significant and intentional non-compliance).

- An inspection could be possible as a follow up given any complaints from the public; however, the focus, again will be education and encouraging cooperation.

Contract Holder/Participant Protocol

- Maximum of 25 on the ice/benches, including coaches
- Associations/contract holders are asked to keep an attendance record for each activity to help with contact tracing should there be an outbreak (1 or more cases).
- All participants must wear a mask **AT ALL TIMES** inside the arena. The only time they can remove their mask is when they leave their dressing room, with helmets/mask/visor on to go on to the ice.
- Associations/contract holders are responsible for screening all participants/coaches/volunteers/spectators BEFORE entry to the building. If an individual does not pass the screening, they are not allowed to enter the building and must follow public health directives. For everyone's safety, a participant who is feeling unwell should not attend an activity, and should not enter the facility.
- Each participant will have a dedicated, disinfected area to prepare for their activity.
- Physical distancing must be maintained at all times.
- Any participant who becomes ill or exhibits possible COVID-19 symptoms during the activity, must:
 - Stop the activity
 - Notify the group leader
 - Leave the ice surface
 - Wear a mask until they are able to leave the facility (which should be as soon as possible)
 - Not use public transit, etc.
 - Self-isolate, self-monitor for worsening symptoms, seek medical attention as required and visit a [COVID-19 Assessment Centre](#) to be tested.
 - The group leader must report any positive tests to the arena management by email at ciharena@cihacademy.com.

PRIOR TO THE ACTIVITY

- Group leaders must come to the preparation area (dressing room or bench), and guide participants on to the ice.
- Group leaders are responsible to inform all participants of the new measures in place.

DURING THE ACTIVITY

- **DO NOT** spit
- **DO NOT** blow your nose without a tissue or paper towel
- **DO NOT** remove any equipment – full equipment (including player gloves) must be worn at all times.
- **DO NOT** touch any equipment (ex. Cones) unless instructed to do so by a coach/instructor
- **DO** label water bottles clearly with the participant's name, and leave the water bottle in the designated area.

- **Associations/contract holders are responsible for having their own first kit on hand**

AFTER THE ACTIVITY

- At the end of a session, the group leader will indicate the completion of the session to all participants. Participants should then:
 - STOP and maintain their distance from others.
 - Follow the direction of group leaders on how to exit the playing surface.
 - While maintaining physical distance, return to the dressing room to collect personal belongings
 - Put on their mask
 - Vacate dressing rooms/building within **15 minutes** of the end of the activity and leave the building immediately. NO LOITERING in any part of the building is allowed.
- Participants must wear a mask after their ice session, in the dressing room, and while exiting the building.
- Parents are to wait outside for their children to exit. It is the activity leader's responsibility to ensure that all minors exit the building quickly and safely.

For further guidance on a safe return to sport, please see the EOHU document:

[Return to Sport and Recreation – Guidance for Participants](#)

Spectator Protocols

*****THE CIHA is currently a NO SPECTATOR facility.
Parents must wait for their children outside.**

ENTERING THE FACILITY

- Any participant, coach, spectator, or staff member may NOT enter the facility if:
 - They are displaying any COVID-19 symptoms
 - They are returning from another country
 - If a household member meets the criteria above
 - Or, they are in close-contact to a positive case
- Anyone who wishes to enter the building must be screened. It is the association/contractor holder's responsibility to screen anyone associated with their ice rental (participants/coaches/volunteers/spectators) If a spectator is feeling unwell, for everyone's safety, they should not attend.
- Physical distancing must be maintained at all times.

- For minors, a parent/guardian must be available at all times who is able to receive a participant at the conclusion of an activity, or if they must leave during an activity. Until spectators are allowed, guardians must ensure that coaches have an emergency contact number for each participant.
- A mask **must** be worn inside the arena at all times
- Once spectators are allowed, a maximum of one parent/guardian per participant (**only parents/guardians who accompany a participant may spectate**)

PRIOR TO THE ACTIVITY

- Spectators will have designated viewing areas for physical distancing
 - After arrival, and potential assistance of a participant, spectators should proceed to the viewing area.
 - **This area will be inside the arena where it's colder, so spectators should dress appropriately.**

DURING THE ACTIVITY

- **DO** remain in designated viewing areas to watch activity, while maintaining physical distancing at all times.
- **DO** keep your mask on AT ALL TIMES in the facility.

AFTER THE ACTIVITY

- Participants and spectators should exit the facility **immediately** through the dedicated exit. No loitering in any part of the building is permitted. **Participants and spectators are not to remain in the building for any reason.**