



ADDENDUM
SPECIAL COUNCIL MEETING

Monday, July 13, 2020, 11:00 A.M. - 5:00 P.M.
SHAW AUDITORIUM, VANCOUVER ISLAND CONFERENCE CENTRE
80 COMMERCIAL STREET, NANAIMO, BC

Pages

4. PRESENTATIONS:

a. Serauxman Stadium

1. *Add PowerPoint Presentation - Serauxmen Stadium* 2 - 4

8. REPORTS continued:

b. Re-Opening Plans and Strategies for the City of Nanaimo - 2:30 p.m. to 3:15 p.m.

1. COVID-19 Recovery Plan
1. *Add - COVID-19 Recovery Plan - Planning Framework Presentation* 5 - 7
3. *Add Report - Re-Opening Plan for Arenas* 8 - 87

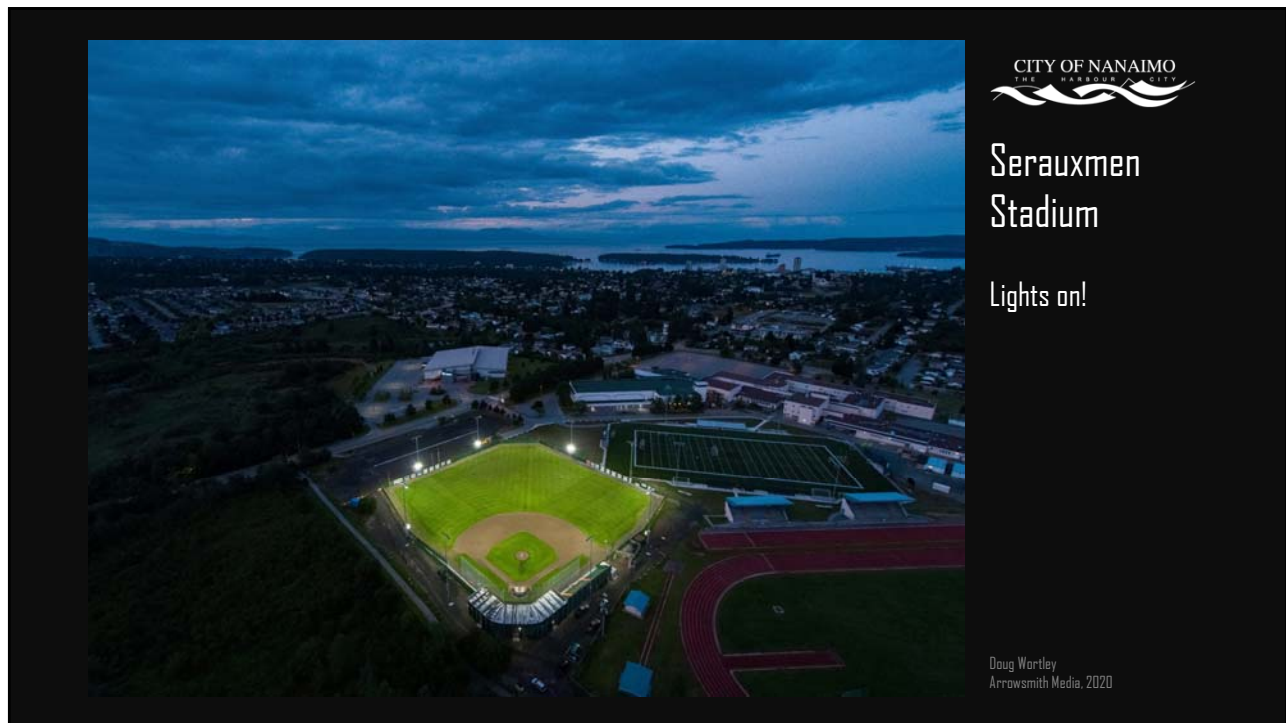
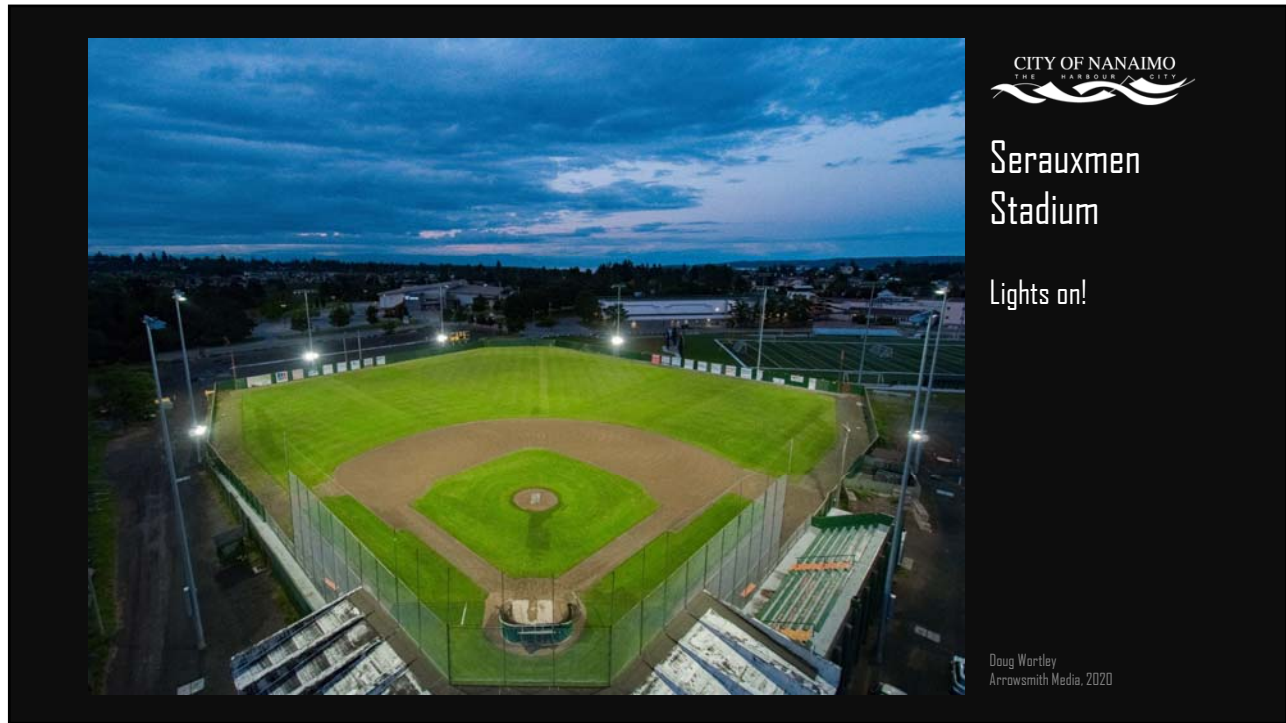
To be introduced by Richard Harding, General Manager, Parks, Recreation and Culture.

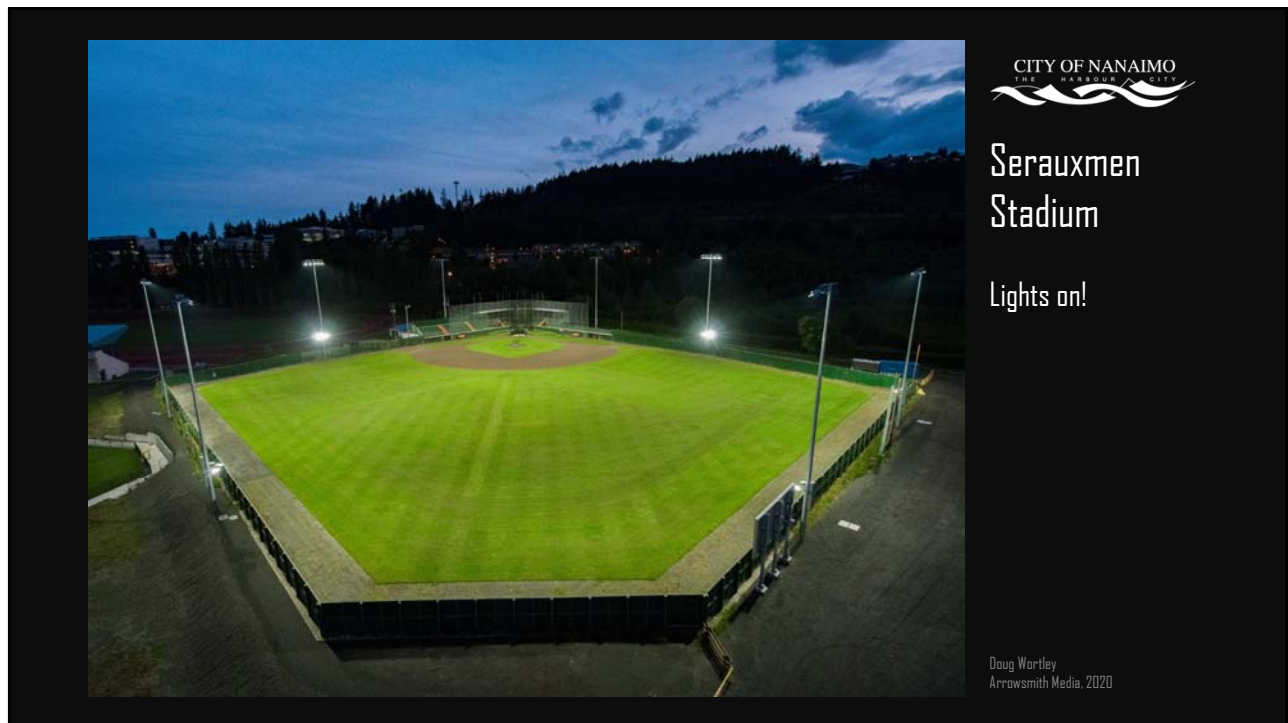
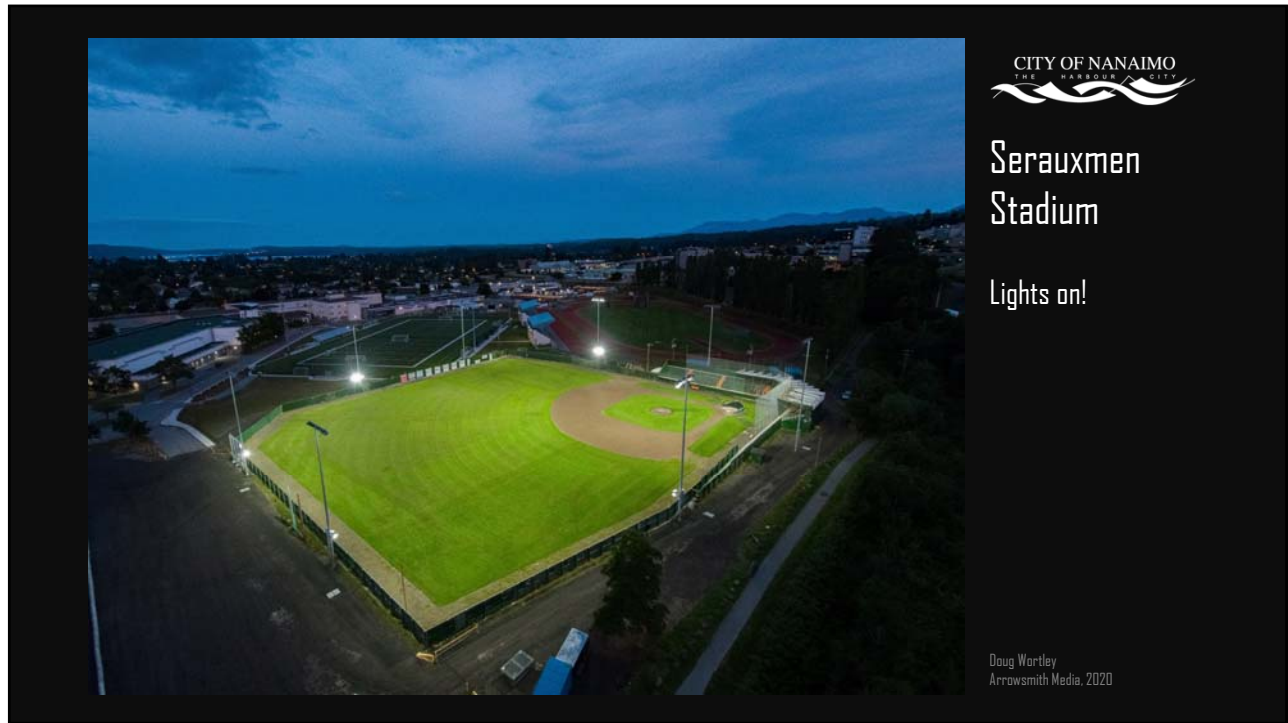
Purpose: To obtain Council approval for the re-opening plan for arenas.

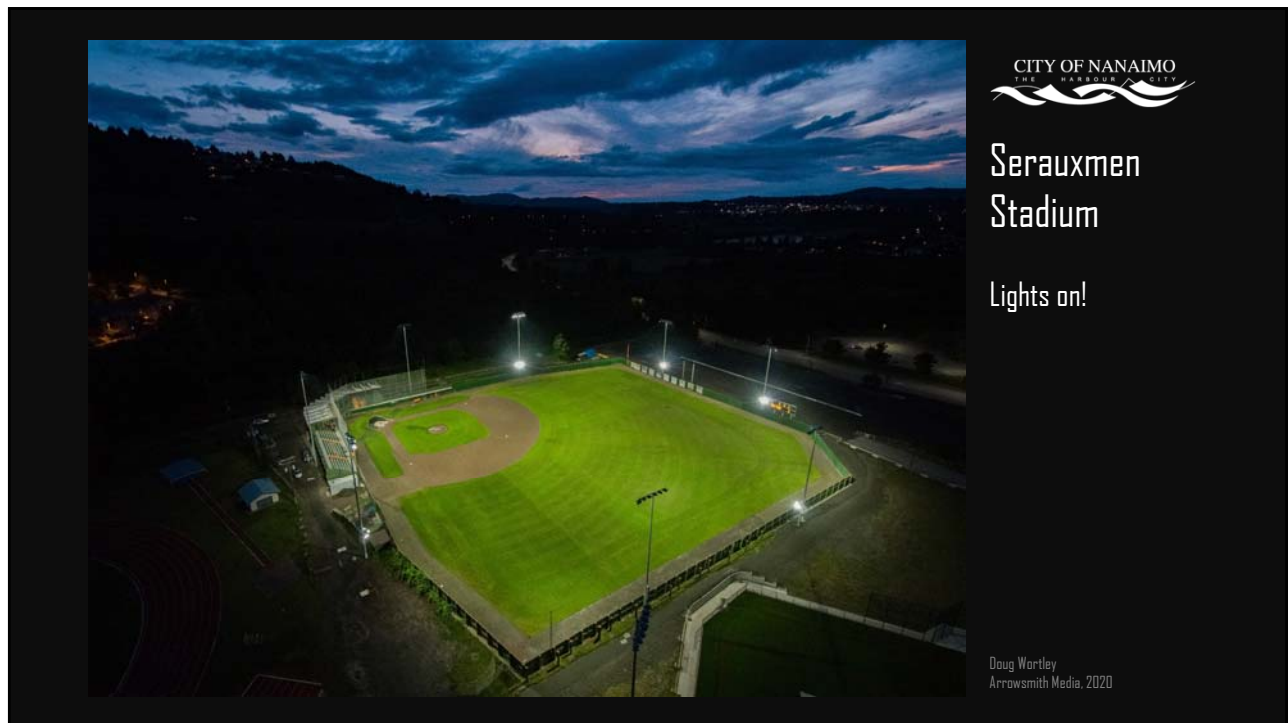
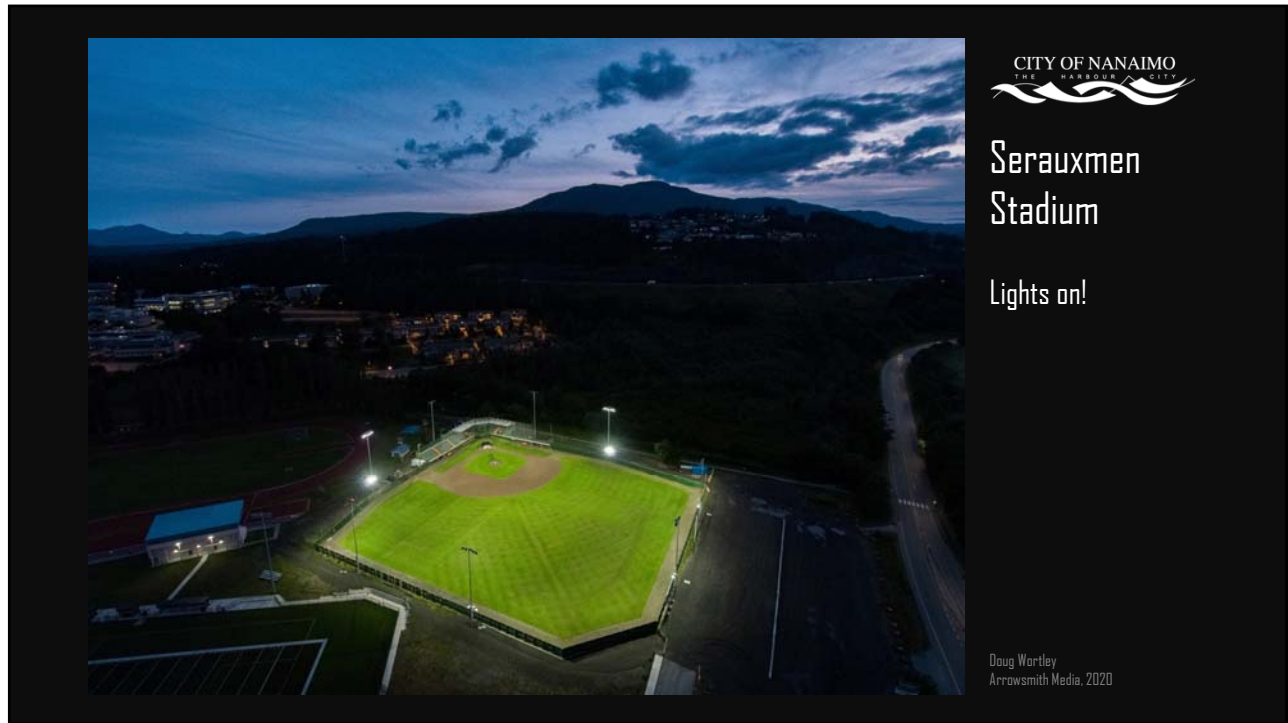
Presentation:

1. Lynn Wark, Director, Recreation and Culture.

Recommendation: That Council approve the Arenas Re-opening Plan that aligns with the City's "COVID-19 Recovery Plan" and complies with the components of the "Planning Framework for Municipal Operations".









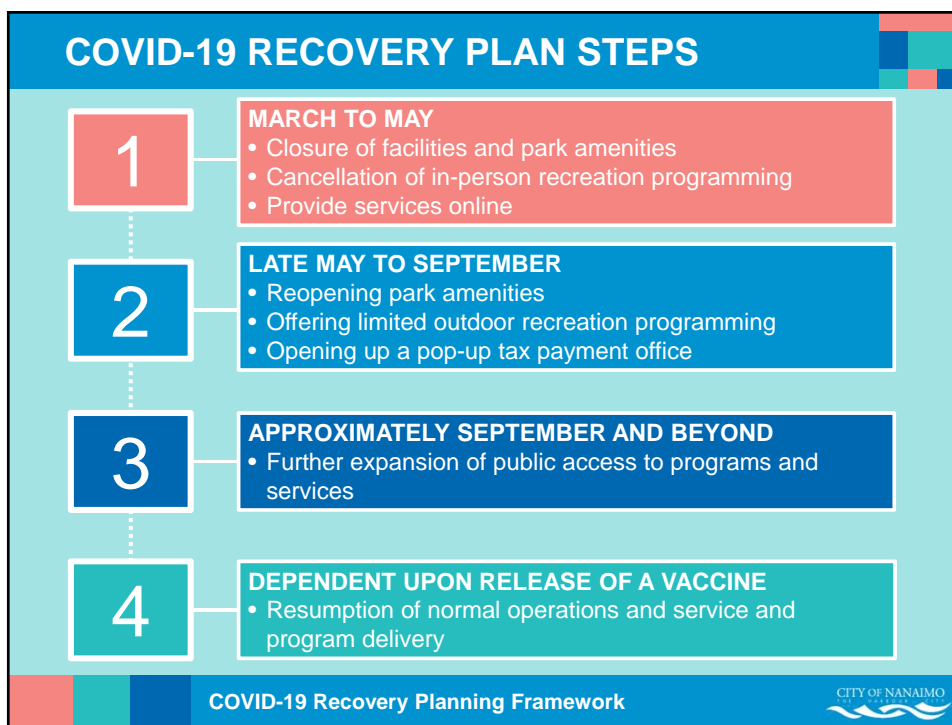
CITY OF NANAIMO
THE HARBOUR CITY

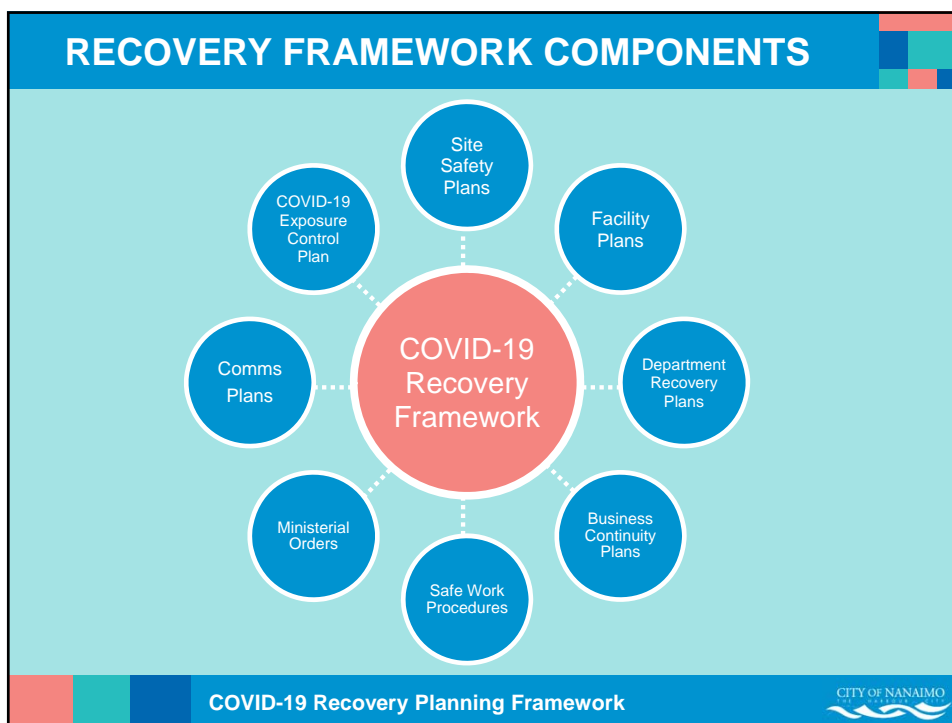
COVID-19 RECOVERY



Working toward a gradual, safe and measured reopening of municipal facilities and resumption of City services and programs suspended during the COVID-19 pandemic.

PLANNING FRAMEWORK FOR MUNICIPAL OPERATIONS



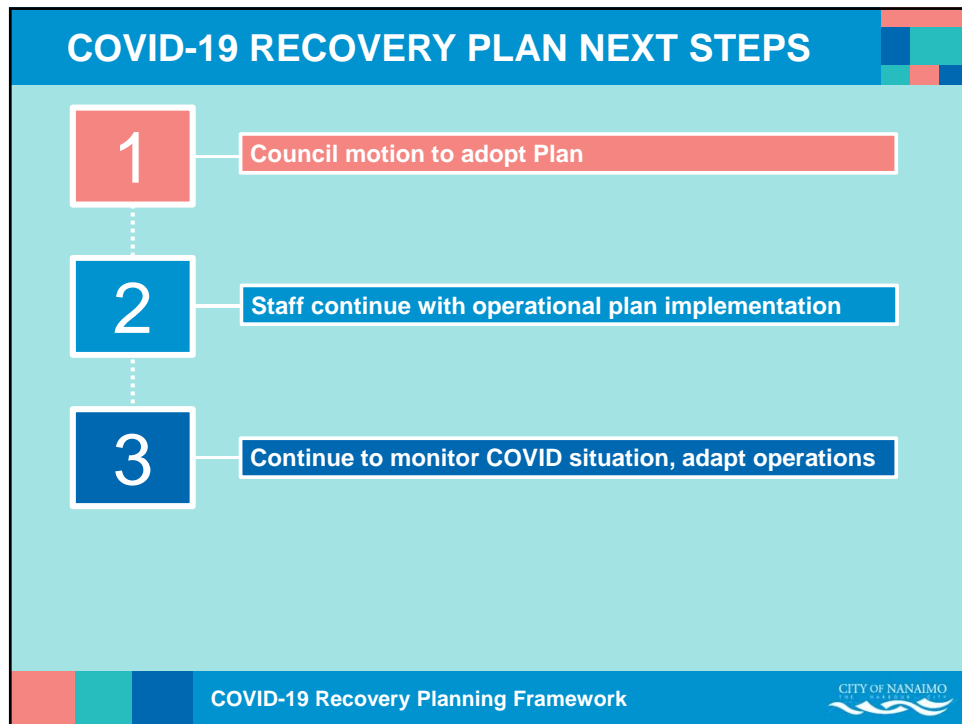


DEPARTMENTAL RECOVERY PLANS

Step 1	Step 2	Step 3	Step 4
<ul style="list-style-type: none"> • Closure of facilities • Work from home where practicable • New safe work procedures 	<ul style="list-style-type: none"> • Reopening of park amenities • Satellite tax office • Additional online services 	<ul style="list-style-type: none"> • Further expansion of programming • Re-opening of some facilities, with precautions in place 	<ul style="list-style-type: none"> • Resumption of normal operations
IMPACTS ON 2020 BUSINESS PLAN <ul style="list-style-type: none"> • What will not get done when planned, or at all. 			
NEW INITIATIVES NOT INCLUDED IN 2020 BUSINESS PLAN <ul style="list-style-type: none"> • What we did, or will do, that we hadn't planned to do. 			
CHALLENGES/OPPORTUNITIES <ul style="list-style-type: none"> • What do we anticipate as City operations recover? 			

COVID-19 Recovery Planning Framework

CITY OF NANAIMO



DATE OF MEETING July 13, 2020

AUTHORED BY LYNN WARK, DIRECTOR OF RECREATION AND CULTURE

SUBJECT RE-OPENING PLAN FOR ARENAS

OVERVIEW

Purpose of Report

To obtain Council approval for the re-opening plan for arenas.

Recommendation

That Council approve the Arenas Re-opening Plan that aligns with the City's "COVID-19 Recovery Plan" and complies with the components of the "Planning Framework for Municipal Operations".

BACKGROUND

The City of Nanaimo, Department of Parks, Recreation and Culture closed most of its facilities for programs, rentals and drop-in activities on Monday, March 16 after the Provincial Health Officer, Dr. Bonnie Henry, cancelled gatherings of more than 50 people as a way to slow down the transmission of COVID-19.

Since that time, most outdoor amenities have reopened, some outdoor programs have resumed, rentals have been accepted for essential services (ie: Blood Donor Clinics), and bookings have resumed for smaller activity centres and outdoor amenities.

In order to reopen the remaining indoor facilities, City staff have been working through very complex and detailed re-opening strategies, for each facility, that will keep everyone safe and healthy when buildings do open.

DISCUSSION

Re-opening plans are complete for Arenas, and will be followed closely by plans for Aquatics, Bowen Complex, Beban Social Centre, and Oliver Woods Community Centre.

The process for developing these re-opening strategies involved:

- Establishing guiding principles to assist with plan development
- Consulting and working through established guidelines and recommendations from various organizations, including the Province of BC, WorkSafe BC, BC Recreation and Parks Association, Lifesaving Society, viaSport and more

- Conducting an in-depth Risk Assessment for each facility
- Preparing Site Safety Plans as required by WorkSafe BC (attached for information and will be amended/updated as required)
- Conducting a Service Delivery review for each facility
- Revising operating schedules based on enhanced cleaning practices, physical distancing requirements, the provincial order of no mass gatherings over 50, and adjustments to service delivery
- Factoring in the recall of staff that have been redeployed, and the training and recertification required for staff on new safety protocols
- Planning for necessary facility retrofits and obtaining required PPE

Some general assumptions concerning building these plans include the following:

- Community members want, and need, to get back to activities that support their social, physical and mental health and well-being
- In the event of a second wave of COVID 19, a phased approach to re-opening is the most practical so that it's easy to scale back on services offered if required
- Schedule B – Fees and Rental Policy of the Parks, Recreation and Culture Regulation Bylaw No. 7073.06 – will remain in effect

Guiding Principles for plan development included:

- Phasing to be in alignment with BC's Restart Plan and BCRPA Guidelines
- Activities/services do not encourage mass gatherings, # of patrons and physical distancing can be controlled
- Safety for staff and public is equally important
- Single Function, or stand alone spaces to be considered first
- Assessment of risks and site safety plans to be completed for each facility
- Consider resources required (ie: staff availability, supplies required, retrofits needed, etc)
- Consider value to community/public, and/or Council
- Evaluate user group demand or readiness (ie: Provincial or Local Operating Plans received)
- Prioritize partnerships where possible (SD, RDN)
- Evaluate financial Impact
- Strive for provision of activities/services that support accessibility/inclusion
- Consider leases/licences on a case by case basis

ARENAS RE-OPENING PLAN

The re-opening plan for Arenas offers a phased approach as follows:

Phase	Ice Sheet	Target Date
1	Install one sheet of ice at NIC 2	Ready for July 27
2	Install one sheet of ice at Cliff McNabb	Ready for August 3, if demand dictates need
3	Install one sheet of ice at NIC 1	Ready for September 1, if demand dictates need
4	Install one sheet of ice at Frank Crane	If demand dictates need

The Arenas plan is based on the additional assumptions:

- There is currently enough demand to install one sheet of ice for July 27 and staff will continue monitoring demand and communicating with user groups, before moving to phases 2, 3 and 4
- 70% of users that have ice booked in August will keep their bookings
- August rental revenue is based on selling 60% of available hours of ice, each week
- August program revenue is based on 75% occupancy in programs
- For September through December, arenas will run at 75% operational capacity compared to a typical year of operations; therefore, expenses and revenue are based on 75% of 2019 actuals

OPTIONS

1. **That Council approves the Re-opening Plan for Arenas.**

ARENAS

Advantages of Re-opening Arenas	Disadvantages of Re-opening Arenas
A phased approach can act as a pilot to ensure all protocols, facility retrofits, and operating schedule revisions in place, are successful	Demand for ice might exceed availability with the phased approach – requiring some users to wait for more ice to be installed
One sheet of ice can accommodate Nanaimo Minor Hockey Camp for July 27 – 31, and other user groups for the month of August who have continued to express interest in using the facility including: the Clippers, Buccaneers, and multiple private renters	Demand for ice might exceed availability with less hours of ice available than in a typical situation
One sheet of ice can accommodate the ice time which is pre-booked for August	Rental revenue may be impacted due to lower capacity of ice sheets which will require renters to pay the same fees for less people on the ice
One sheet of ice can accommodate recreation programs already planned for August	Arenas that have already opened have had problems with users following the protocols, for this reason a 3 strikes you're out policy will be implemented – this may not be well-received by users
Can scale up as demand dictates	
Can scale back easily if a second wave of COVID 19 hits	

Additional information on re-opening Arenas is included in:

Attachment 1 – Financial Implications of Re-opening Arenas

2. That Council does not approve the Site Safety and Re-opening Plan for Arenas and chooses instead to leave the facilities closed until a later date.

- The advantages of this option include minimizing the risk of having to close again in the event of a second wave of COVID 19 and realizing some cost savings.
- The disadvantages of this option include less provision of recreation services to the public and the potential for public outcry as community members have definitely expressed the desire to resume regular activities in whatever modified way is necessary, as evidenced by the volume of phone calls and emails the Recreation and Culture Department is dealing with on a daily basis.
- Financial implications include cost savings which could help to offset the overall impact of COVID 19 to the City.

3. That Council provide alternate direction to staff,

- The advantages of this option include the ability for staff to go back and explore other ideas as suggested by Council.
- The disadvantages of this option are that there will be a delay in choosing re-opening dates for Arenas. The public is already frustrated with the lack of any information around re-opening plans as evidenced by the volume of phone calls and emails the Recreation and Department is dealing with on a daily basis.
- Financial implications include continued cost savings as re-opening dates will be delayed.

SUMMARY POINTS

- Re-opening plans are complete for arenas and will be followed closely by plans for Aquatics, Bowen Complex, Beban Social Centre, and Oliver Woods Community Centre.
- The re-opening plan for arenas offers a phased approach and modified operating schedules, with one sheet of ice to be installed at NIC 2 for July 27, one sheet of ice to be installed at Cliff McNabb by August 3 if demand dictates, one sheet of ice being installed at NIC 1 by September 1, if demand dictates, and the final sheet of ice being installed at Frank Crane as demand dictates need.

ATTACHMENTS:

1. Financial Implications Re-opening Arenas
2. Nanaimo Ice Centre Site Safety Plan
3. Cliff McNabb Arena Site Safety Plan
4. Frank Crane Arena Site Safety Plan

Submitted by:

Lynn Wark
Director of Recreation and Culture

Concurrence by:

Richard Harding
General Manager of Parks, Recreation and Culture

INFORMATION RELEASE:

Information about the re-opening plans will be released upon approval of the plans by Council.

Recreation & Culture - Arena Operations
 Projected Impact of Reopening Plan
 2 Sheets August, 3 Sheets September - December

August - December 2020								
Operations	Budget			Projection				Projected Variance to December 31st
	Aug	Sep - Dec	Total	Revenue and Expenses Aug	Revenue and Expenses for Sep-Dec	Total	Variance	
Summary - All:								
Expenses	241,900	1,026,700	1,268,600	245,800	873,500	1,119,300	149,300	659,800
Revenues	(76,000)	(611,700)	(687,700)	(40,000)	(312,000)	(352,000)	(335,700)	(690,900)
Net Operating	165,900	415,000	580,900	205,800	561,500	767,300	(186,400)	(31,100)
Beban Arenas								
Expenses	89,800	514,000	603,800	108,900	401,000	509,900	93,900	322,600
Revenues	(28,800)	(290,100)	(318,900)	(10,000)	(105,000)	(115,000)	(203,900)	(377,600)
Subtotal Beban Arenas	61,000	223,900	284,900	98,900	296,000	394,900	(110,000)	(55,000)
Nanaimo Ice Center								
Expenses	152,100	512,700	664,800	136,900	472,500	609,400	55,400	337,200
Revenues	(47,200)	(321,600)	(368,800)	(30,000)	(207,000)	(237,000)	(131,800)	(313,300)
Subtotal NIC	104,900	191,100	296,000	106,900	265,500	372,400	(76,400)	23,900

Projected variance to December 31st including Harewood Multi-Use **(8,800)**



Nanaimo Ice Centre

COVID-19 Site Safety Plan

Created By: Damon Johnston

Date: June 22, 2020

Reviewed By: Bill Wilson – Arenas Safety Committee Representative Date: June 30, 2020

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1.0 Introduction

The City of Nanaimo is committed to providing a safe and healthy workplace for all of our staff and the public. A combination of preventative measures will be used to minimize worker and public exposure to the COVID-19 virus, including the most effective control technologies available. Our work procedures will protect not only our employees, but also other workers and/or the public who enter our facilities. All employees must follow the procedures outlined in this plan to prevent or reduce exposure to the COVID-19 virus.

The purpose of this COVID19 Site Safety Plan (SSP) is to protect employees from harmful exposures to the COVID-19 virus, to reduce the risk of infection in the event of an exposure, and to comply with the WorkSafeBC Occupational Health and Safety Regulation 5.54 and 6.3, Exposure Control Plan.

The City of Nanaimo will strive to find ways to control or eliminate exposure to the COVID-19 virus by developing and implementing proper risk controls, establishing safe work practices, raising awareness, and providing education and training for its employees. The City of Nanaimo will follow direction and controls as specified by the BCCDC, the Ministry of Health, and the Provincial or Island Health Medical Health Officer.

Documents referenced in the creation of the City of Nanaimo SSP include:

- a) BC's Restart Plan Next Steps to move BC through the Pandemic
- b) Work Safe BC – Sports and Recreation: protocols for returning to operation
- c) British Columbia Recreation and Parks Association – Guidelines for Restarting Operations
- d) viaSPORT British Columbia - Return to Sport Guidelines for BC
- e) BC Centre for Disease Control
- f) Hockey Canada Return to Hockey Safety Guidelines

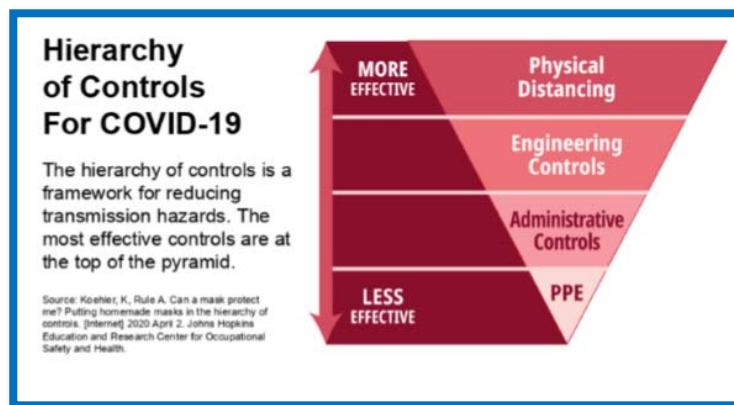


Image Source: BCRPA – The Recreation and Parks Sector Guidelines for Restarting Operations

2.0 Staff Training Plan

Staff Training

The City of Nanaimo has staff training to re-activate staff prior to returning to work.

Training Topics – from site safety plan

- a) Staff Safety (all staff)
 - Site specific orientation Crew Talk - Site Safety Plan/City Exposure Control Plan
- b) Facility Admission & Access (all staff)
 - Public procedures
 - Front desk procedures
- c) Building Schedules and Programming (all staff)
 - Disinfection (all staff)
 - Procedure and video
- d) First Aid Procedures (first aiders)

All training must be documented and signed by both staff member and supervisor at the site specific orientation and/or Crew Talk.

3.0 Staff Health and Hygiene

COVID-19 Health Assessment

To avoid transmission between employees and patrons, every employee suspected or confirmed to have contracted COVID-19 must stay home.

Staff COVID-19 Self-Assessment

Anyone with COVID-19-like symptoms, such as sore throat, fever, sneezing, or coughing complete the [BC CDC self-assessment tool](#) or call 8-1-1 and inform your supervisor.

If directed, go for testing and self-isolate at home until test results are available. If testing is not possible self-isolate for 10 days. After 10 days, if your temperature is normal and you feel better, complete the self-assessment tool again to determine if you can return to your routine activities. Coughing may persist for several weeks, so a cough alone does not mean you need to continue to self-isolate for more than 10 days.

Sick Workers

- Sick workers should report to first aid, even with mild symptoms.
- Sick workers should be asked to wash or sanitize their hands and be provided with a mask, and isolated. Ask the worker to go straight home and call the COVID-19 information line for further guidance related to testing and self-isolation.
- If the worker is severely ill (e.g. difficulty breathing or chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact with.

Weekly staff schedules are maintained and kept up to date to track people that work together in the event there is a need for contact tracing on the part of the Medical Health Officer.

Hygiene

Hand Hygiene

Employees must wash their hands upon entry to the building and before and after:

- Eating
- Breaks
- Smoking
- Blowing one's nose, coughing, or sneezing

- Using the toilet
- Being in contact with animals or pets
- Using shared equipment
- Providing routine care for customers needing assistance or first aid

Face Masks

- Staff should wear face masks if physical distancing cannot be maintained with other staff members.
- At this time, wearing a face mask at all times in the facility is not mandatory. This will be reviewed on an on-going basis according to provincial health recommendations.
- Masks can become contaminated on the outside when touched by hands so employees should avoid touching or adjusting them often.
- Masks that become wet, soiled, or damaged are less effective and must be replaced immediately.
- Masks must be put on and taken off correctly, including not touching the front of the mask and washing hands before/after application and removal.
- Never share masks with others.

Personal Hygiene

- Avoid physical greetings such as handshakes and hugs.
- Employees must practice good hygiene throughout their shift including proper hand washing and cough/sneeze etiquette.
- There should be no sharing of cigarettes or vaping equipment or other personal products.

Keeping Shared Spaces and Equipment Clean

- a) Recreation Coordinators Office
- b) Administration office
- c) Skate Shop
- d) Plant Room
- e) Lunch Room
- f) Zamboni Bay
- g) Maintenance Room and Shop
- h) Dressing Rooms
- i) 1 Flex Room
- j) 1 NHL Ice Sheet

- Staff should arrive dressed in their work clothes or uniform.
- A maximum of two staff in the lunch room. Physical distancing must occur at all times. Maximum of one person in the skate shop.

- Personal items brought in (e.g. bags, shoes, jackets) must be kept to a minimum.
- If personal items are in the staff areas, adequate space must be between each staff member's items to encourage physical distancing.
- All belongings must be brought home at the end of each shift.
- Shared lockers must be emptied and disinfected at the end of each shift.

Shared Equipment include but are not limited:

- a) Photocopier
 - b) Phones (including shared cell phones)
 - c) Computers
 - d) Keyboards
 - e) Zamboni's
 - f) Tools (power tools, hammers, screw drivers etc.)
 - g) Ice edger
 - h) Janitors cart
 - i) Vacuums
 - j) Janitorial equipment
 - k) Desks and tables
- Equipment and tools must be disinfected before and after use.
 - Clean staff room table before and after each use.
 - Do not share cups, glasses or utensils.
 - Avoid sharing common objects (e.g. pens).
 - Uniforms and work clothes should be washed at the end of each shift.
 - Do not share uniforms

4.0 Disinfection and Cleaning Procedures

The disinfection procedures listed are in response to the COVID-19 pandemic. These cleaning measures are in addition to regular facility cleaning procedures. Please review the SafeWork procedures for [Cleaning and Disinfecting](#) and [How to Clean and Disinfect Your Work Station](#).

Personal Protection

The risk of exposure to cleaning staff is inherently low, however cleaning staff should wear disposable gloves and appropriate PPE for all cleaning tasks, including handling trash. PPE should be removed carefully to avoid contamination to the wearer and surrounding area. Work uniforms must be washed after each shift.

Cleaning Procedures

Surfaces frequently touched by hands are most likely to be contaminated. These surfaces include doorknobs, handrails, light switches, cabinet handles, faucet handles, tables, countertops, and electronics. These areas are high priority cleaning areas within the facility.

Lockers and cubbies used by patrons/employees to store personal belongings are cleaned and disinfected between use.

Nanaimo Ice Centre has created a detailed cleaning log (see page 11) which includes where, what, and how often cleaning is occurring. Log sheets and procedures are posted in the lobby maintenance room and are completed/signed off each time cleaning occurs.

Chemicals Used for Disinfection/Cleaning						
Product	Application	Who can use	PPE	Dwell Time	Rinse	Equip.
EP66 Disinfectant	Spray Bottle	All staff / gym	Diluted no gloves for public Staff -gloves	5 minutes	Wipe off	Spray bottle Paper Towel
		patrons				
EP66 Disinfectant	Foamer attached to a hose	In Foamer Aquat. Custodians	Staff -gloves	15 minutes	Hose	Foamer / Hose floor squeegee
Perdiem Cleaner	Spray Bottle	All Staff	Diluted no gloves for public Staff -gloves	5 minutes	Wipe off	Spray bottle Paper Towel Sprayer
		Contractors				
Perdiem Cleaner	Foamer attached to a hose	In Foamer Aquat. Custodians	Staff -gloves	15 minutes	Hose	Foamer / Hose floor squeegee Fogging machine
Bleach 12%	Foamer attached to a hose	All Staff	Respirator Gloves / Goggles Apron	15 minutes	Hose Wash off	Foamer / Hose Spray bottle Mop bucket Mop heads cleaned daily
	Spray Bottle Mop Bucket					
Ultra One Degreaser	Foamer attached to a hose	All Staff	Gloves	15 minutes	Hose Wash off	Foamer / Hose Spray bottle
	Spray Bottle					
Oxivir Plus Disinfectant Cleaner	Spray Bottle	All Staff	Gloves	15 minutes	Wash off	Spray bottle Mop bucket Mop heads cleaned daily
	Mop Bucket					
Sustainable Earth (SE) SE 64 Neutral Cleaner	Spray Bottle	Custodians	Gloves	10 minutes	Wipe off Wash off	Spray bottle Mop bucket Mop heads cleaned daily
	Mop bucket					
Sustainable Earth (SE) SE 70 Washroom Cleaner	Spray Bottle	Custodians	Gloves	10 minutes	Wipe off Wash off	Spray bottle Mop bucket Mop heads cleaned daily
	Mop bucket					

Cleaning and Disinfecting Procedures and Schedule						
Room/Space	Product	High Touchpoints	Frequency: hourly, daily, weekly, on demand, before and after use	Staff Responsible	Date and time	Staff Initials
Work Stations	Perdiem	Phones, keyboards, mice, desk tops,	Before and after use	All staff		
Washrooms	Perdiem	Toilets, sinks, floors, paper towel holders, soap dispensers, door handles	Every two hours when facility is open to public and after facility closes	Custodians		
	Staples Washroom Cleaner			Arena Maintenance Workers		
				Facility Attendant/Ambassador		
Dressing Rooms	Perdiem	Toilets, sinks, floors, paper towel holders, soap dispensers, door handles, benches	Every 30 minutes in between ice times	Arena Maintenance Workers		
	Staples Washroom Cleaner			Facility Attendant/Ambassador		
Lunch Room	Perdiem	Table, chairs, soap dispenser, light switches, door handles,	After use	All staff		
Equipment: skate sharpener, ice edger, vacuums, floor machine, janitorial equipment (brooms, mops, buckets)	Perdiem	Mechanical controls, handles,	Before and after use	Arena Maintenance Facility attendant/Ambassadors		
Skate Shop	Perdiem	Counters, phones, skates, helmets, light switches, door handles, skate sharpening machine controls	Hourly	Program Leaders		
				Arena Maintenance		
				Facility Attendant/Ambassador		
Skate and Helmets	Spray Way Disinfectant Surface Cleaner	NA	After every use	Program Leader		
				Facility Attendant		
Zamboni	Perdiem	Steering wheel, controls, water hose/taps, charging station	1 operator – beginning and end shift	Arena Maintenance		
			More than 1 operator – before and after every use, unless Zambonis are not being shared			
Lobby	Perdiem	Doors, chairs, flat surfaces,	Hourly, on demand, after the end of the shift	Program Leaders		
				Arena Maintenance		
				Facility Attendant/Ambassador		
Hallways	Perdiem	Light switches, doors, windows, glass,	Hourly, on demand, after the end of the shift	Program Leaders		
				Arena Maintenance		
				Facility Attendant/Ambassador		

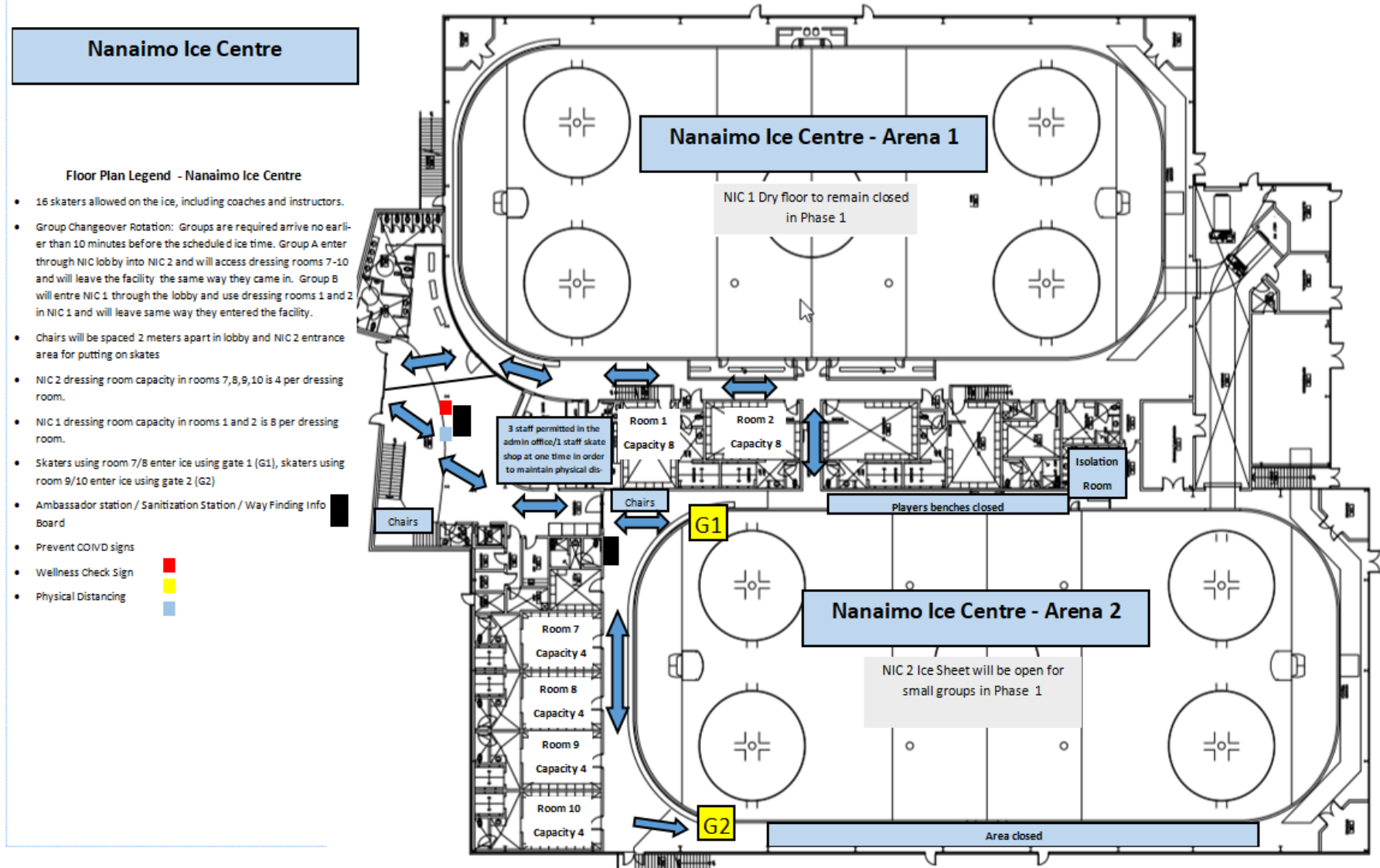
5.0 Facility Information

Facility Access, Egress and Traffic Flow

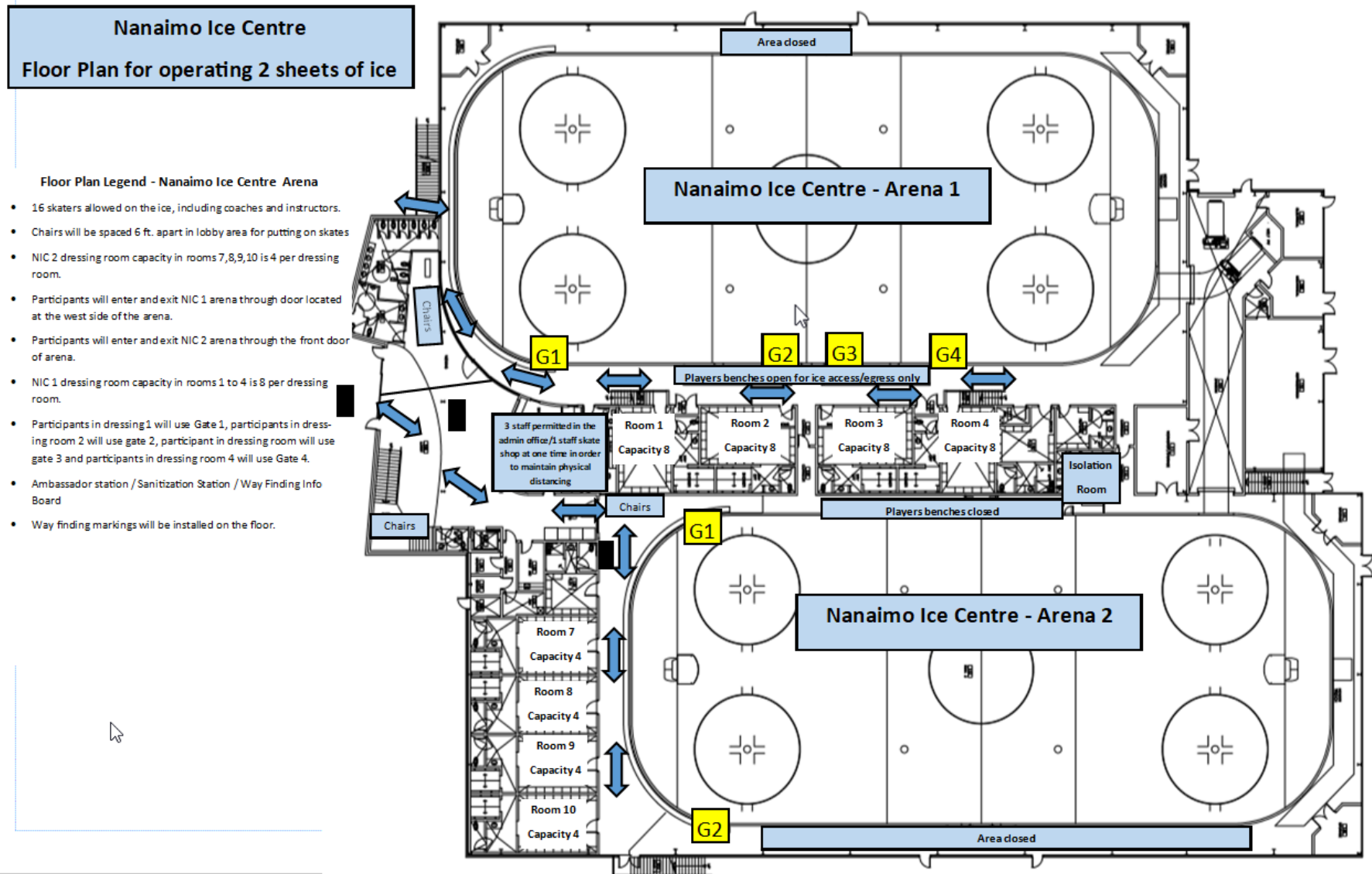
Nanaimo Ice Centre is implementing the following facility admission protocols:

- a) At the entrance, signs are installed to inform patrons that:
 - Patrons must not enter if they are diagnosed or suspect they have COVID-19 or if they have any of the known COVID-19 symptoms.
 - Patrons must maintain physical distance of 2 metres from other patrons and staff.
 - Patrons are to wash their hands with soap and water or use hand sanitizer upon entry to the facility.
- b) Employees located at the front desk are protected by a plexiglass barrier.
- c) To minimize face to face contact between the public and staff while maintaining customer service levels contact numbers are posted in the facility for public to call staff to request assistance.
- d) Employees should wear gloves while handling cash, payment machines and locker tokens.
- e) A reservation system and rental/program time limitation is in place to avoid crowd gathering and wait times.
- f) Facility access is provided with separate entry and exit points at the main entrance with a barrier ensuring physical distancing.
- g) Signage, floor markings and barriers are installed to guide patrons in and out of the building.
- h) Physical markers are installed on the lobby floor which indicate two metre physical distancing for patrons waiting in line.
- i) Signage and barriers are installed in the lobby, staff areas, washrooms, dressing rooms, and on the arena rink boards (inside/outside) to encourage physical distancing.
- j) Lockers are spaced out to encourage physical distancing.
- k) Occupancy limits are posted for all public and staff spaces.
- l) Public visitors are prohibited in staff areas. Staff must arrive no more than 15 minutes prior to their shift and leave the building immediately after their shift ends.
- m) Allow time for staff shift changeover to minimize group gathering in staff areas.
- n) Dressing room showers will be closed at reopening of the arena.
- o) Concession service will remain closed in phase one of the City's reopening plan until Phase 4 of BC's Restart Plan.
- p) Select sinks, urinals and toilets will be closed in dressing rooms and washroom to maintain physical distancing requirements.

Facility Floor Plans – Floor Plan for a single ice sheet in NIC 2



Facility Floor Plans – Floor Plan for two sheets in NIC 1 and 2



Occupancy Limits – Public and Staff Spaces

The following equation was used to calculate the number of people permitted in each space within the facility:

Capacity as recommended in the viaSport Guidelines

$$\frac{\text{Total square footage of space (width x length)}}{54 \text{ sq. ft.}} = \text{Room/Space Capacity}$$

- a) The City's occupancy capacities comply with all Provincial health orders as directed by the Public Health Officer (PHO). Facility capacities will continue to be monitored by staff and adjusted as the health order allows.
- b) Facility capacities are based on the size of spaces used by patrons and staff such as dressing rooms to ensure physical distancing can be maintained.

***Staff spaces can have higher occupancy if a mask is worn where 2m physical distancing cannot be maintained.**

Nanaimo Ice Centre – Room and Space Capacities

Public Spaces	Maximum Occupancy
Entrance Lobby	57
NIC 2 Arena Lobby	10
NIC 1 – Dressing Room 1	8
NIC 1 – Dressing Room 2	8
NIC 1 – Dressing Room 3	8
NIC 1 – Dressing Room 4	8
NIC 1 Flex Room	3
NIC 1 Hallway	31
NIC 2 - Dressing Room 7	6
NIC 2 - Dressing Room 8	6
NIC 2 - Dressing Room 9	6
NIC 2 – Dressing Room 10	6
NIC 2 Hallway	14
Lobby Washrooms	2 per washroom
NIC Upstairs Lobby	Closed
NIC 2 Spectator Seating	Closed
NIC 1 Spectator Seating	Closed
NIC 2 Lounge/Meeting Room	Closed
Ice Sheet NHL size sheet of Ice 200' x 85'	16 Max. 314 allowable based on size of ice, not permitted at this time due to PHO mass gatherings order. Maximum number of people is based on the number of people permitted the dressing rooms and the need to maintain physical distancing.
Isolation Room NIC 2 refs room	1
Staff Spaces	Maximum Occupancy*
Lunch room	2
Recreation Coordinators office	1
Admin Office	3
Plant Room	2
Zamboni Bay	4
Maintenance staff room	2
Skate Shop	1
Maintenance Shop	4

6.0 Service Delivery

A. Program Delivery

B. Facility Allocations (User Groups / Renter / Lease Holders)

C. Operating Schedules

A. Program Delivery

Program offerings in Phase 1 of Arena Reopening Plan

This plan is based on an August opening.

Modified Rec Skate Skating Lessons Level 1-7 and Novice Hockey League

- a) City arena programs will run 8:30-10:30am Monday to Friday on NIC 2
- b) 4 Rec Skate programs are permitted on the ice during each ice time
- c) 16 skaters permitted on the ice including staff and participants
- d) Maximum registration in Rec Skate will be 3 per lesson
- e) Four lesson sets will be offered in August. August 4 – Sep 4 2020
- f) Lesson sets will be 5 sessions running Monday to Friday

B. Facility Allocations

Rentals – Community Groups / Private Groups

1. All renters must provide a written request for facilities to the City's allocation clerk using the arena request form. Verbal request will not be accepted.
2. All bookings must be booked with the allocations clerk over the phone or by email. Face to face bookings are not permitted at this time.
3. Contracts will be sent to customers via email. Contracts must be signed and emailed back to the allocations clerk.
4. Contracts must be paid in full prior to the booking taking place.
5. User groups are asked to arrive no sooner than 20 minutes prior to the start of their ice time.
6. Ice time is available for booking in 1 hour blocks. 30 minutes is scheduled in between each ice slot to allow for group changeover and cleaning.
7. All user groups must provide a COVID operating plan to the City of Nanaimo.
8. Facility renters must comply with all health authority directives and orders.
9. Facility renters must comply with all City of Nanaimo procedures and protocols pertaining to facility use.
10. All renters must provide the City of Nanaimo with insurance naming the City of Nanaimo as co-insured.
11. The City of Nanaimo will provide all users groups with the safety protocols and guidelines that must be adhered to all times while using the facility in advance of their booking. Any non-compliance may result in termination of contract without refund and loss booking privileges. Three strike applies as follows: one verbal warning and then last strike.
12. Contracts are subject to change based on provincial health directives and orders.

Arena Leases and Facility Use Agreements

1. Lease holders must comply with all City of Nanaimo procedures and protocols pertaining to facility use.
2. Lease holders that operate in City of Nanaimo Arenas received rent forgiveness as a result of facility closures due to the COVID 19 pandemic.
3. All lease holders are required follow the directives/orders outlined by the Provincial and local health authorities.
4. Lease holders are required to perform disinfecting of areas used by their operation including but not limited to: tables, chairs, counters etc.
5. All user groups must provide a COVID operating plan to the City of Nanaimo.

C. Proposed Arena Operating Schedule

Hours of Operation August 2020

NIC 2 – 1 Sheet of Ice

- Staff Hours 8am-12am (16 hours)
- Public Hours of Operation 8:30am-11:30pm (15 hours)
- Sunday to Saturday (7 days a week)
- 70 Hours available for use per week (10 - 1 hours ice slots available per day, 7 days per week equaling 70 hours per week, per sheet of ice).
- 1 hour ice slots available with half an hour in between for cleaning

Hours of Operation September – December 2020

NIC 2 – 2 Sheets of Ice

- Staff Hours 5am-1am
- Public Hours of Operation 5:30am-12:30am
- Sunday to Saturday (7 days a week)
- 182 Hours available for use per week on two sheets of ice (13 - 1 hours ice slots available per day, 7 days per week equaling 91 hours per week, per sheet of ice).
- 1 hour ice slots available with half an hour in between for cleaning

7.0 Public Communication

Safety Education

- When providing information to customers about new rules and COVID-19 guidelines, it is important for staff to remember that not all customers may be initially accepting of the new protocols.
- Staff should be patient and take a customer-focused approach to safety education. **We're here to Help!**
- Staff should maintain physical distancing while providing effective and consistent messaging and expectations.

Applying the Guidelines

- a) Prior to entering the facility, educate the public on new admission standards using signage, including health questions and their responsibilities regarding physical distancing from non-family members for all activities and while using all facility amenities.
- b) Educate patrons concerning one-way traffic measures around the facility.
- c) Educate patrons on measures put in place to avoid crowd gathering such as waiting lines for recreational equipment.
- d) Educate patrons about not sharing personal equipment such as water bottles, sports equipment, helmets, skates etc.
- e) Staff working directly with the public should maintain physical distancing while providing effective and consistent rule enforcement and accident prevention.
- f) Staff are to maintain physical distancing when providing information to other team members.
- g) Staff are to follow and maintain new protocols regarding disinfection of common contact surfaces throughout the day.



Preventative Measure Information for Arena Users and Program Participants

Welcome Back!

The City of Nanaimo is pleased have its arenas open to the community. The City of Nanaimo continues to take its direction from the Public Health Officer (PHO) to inform decisions regarding the COVID19 pandemic. The health and safety of our employees and the public remains the top priority and we have worked very hard to ensure that is maintained as we reopen indoor recreation facilities.

General Information

1. Please follow the direction of our facility ambassador's while using the facility. The facility ambassadors are here to assist you.
2. Renters are required to provide an ambassador from their organization/group to assist participants during their rentals. An ambassador could be a coach, volunteer, parent or instructor.
3. All participants are required to follow all safety measures in place while using the facility.
4. **16 skaters** are allowed on one ice at one time this includes coaches, volunteers, parents, and instructors.
5. Participants are asked to arrive no earlier than 20 minutes prior to the start of the ice time.
6. Ice time is available for booking in 1 hour blocks. 30 minutes is scheduled in between each ice slot to allow for group changeover and cleaning.
7. Skaters are required to come to the arena dressed in hockey gear.
8. Game play is not permitted.
9. Seating will be available to put on skates. One parent or guardian is permitted to enter the facility to assist their child with putting on skates. Shoes will be left at the chair
10. Adult supervision is required on the ice at all times.
11. No competitive play at this time. Activities and drills involving player to player contact or checking is not permitted.
12. Please bring your own filled water bottle to the session. Water fountain will not be available.
13. Shared spaces such as dressing rooms will be sanitized between groups.

Facility Information

1. Player's benches are closed.
2. Dressing rooms are available with limited capacity.
3. Place water bottles on player bench railings.

Health and Safety Protocols

1. Stay home if you're sick.
2. Please maintain physical distancing (6 ft.) in the facility at all times.
3. Please follow the health and safety information posted throughout the facility.
4. Please use hand sanitizer upon entry to the facility.
5. Please refrain from spitting.

Spectators

1. To control the number of people in the facility and to reduce the chance of group gathering spectators are not permitted in the facility.
2. Spectator seating and upstairs lobbies will be closed.
3. Please do not gather in groups outside the facility.

Drop off and Pick Up

1. To control the number of people in the facility and to maintain physical distancing requirements parents and guardians are asked to bring their child into the facility, drop their child off with the instructor, ambassador, volunteer or coach then leave the facility and return at the end of the session to pick up their child or youth.

Entering Facility

1. As you enter the facility an ambassador will guide you to the location of the facility that you will be using during the session.

Exiting Facility

1. Please leave the facility within 15 minutes of the session ending.

8.0 First Aid Procedures

Isolation Areas and Procedure

There is a requirement to provide a self-isolation containment area/space/room for employees and patrons showing symptoms of illness while waiting for transportation to a medical centre or home. The isolation space has been designated as the NIC 2 referees room.

First Aid Protocols have been updated by Worksafe BC and the following apply:

OFAA protocols during the COVID-19 pandemic

A guide for employers and occupational first aid attendants

During the COVID-19 pandemic, occupational first aid attendants (OFAAs) continue to provide treatment to workers as necessary. Because of the possibility of community infection, you may need to modify your standard protocols for first aid treatment to reduce the potential for transmission. This document provides additional precautions you may take to include public health directives such as physical distancing, hand hygiene, and disinfection in your procedures.

- When you receive a call for first aid, if possible, gather the following information:
 - What are the circumstances surrounding the call for assistance?
 - Are critical interventions likely required? If so, call 911 or have an emergency transport vehicle (ETV) prepared.
 - Are there any obvious signs of COVID-19? If so, send the patient home or to a hospital.
- If no critical interventions are required, if possible and appropriate, interview the patient from a distance. Ask the following questions:
 - Is anyone sick or in self-isolation in your household?
 - Have you been in contact with anyone who has been sick?
- When you arrive at the patient's location, assess the situation:
 - Does the patient have a minor injury that the patient can self-treat while you provide direction and supplies?

- If yes, direct the patient to self-treat per your OFA protocols (see the self-treatment scenario below).

- If the patient can't self-treat, don the appropriate level of personal protective equipment (PPE) for the situation. PPE could include the following items:
 - Face shield or surgical-type mask
 - Pocket mask
 - Gloves
 - Coveralls (disposable or washable)
 - Apron or lab coat
 - Glasses or goggles

Because the global supply of PPE is scarce, you may need to consider other options. There are various types of masks, face shields, and respirators that you can consider.
- After treatment, sanitize all equipment with either soap and water or 70% isopropyl alcohol. Remove and wash any PPE that is not disposable, as well as any exposed clothing. Wash your hands thoroughly. If critical interventions are required and there is no way of determining background information, don appropriate PPE and limit access to the patient to the number of people required to deal with the critical intervention. It is important to limit the exposure of others.

Page 1 of 3

OFAA protocols during the COVID-19 pandemic

WORKSAFE BC

Scenario: Self-treatment with direction

A first aid attendant receives a call stating a worker has injured her hand. The attendant collects as much information about the severity of the injury as possible. The injury is deemed to be minor with no other concerns, so the attendant goes to the worker, but stays 2 metres (about 6 feet) away. On arrival, the attendant asks:

- Is anyone sick or in self-isolation in your household?
- Are you able to administer first aid to yourself if I tell you what to do and how to do it?

After the first aid attendant has conducted the interview, the attendant visually assesses the patient and the wound from a distance and asks the patient about underlying conditions relating to the injury.

The attendant then places the required first aid supplies on a surface 2 metres from the patient. The attendant steps back and directs the patient to pick up and apply the supplies. The first aid attendant then verbally conducts a modified secondary survey and documents the findings.

Scenario: OFA Level 1 and Level 2 with intervention

A first aid attendant receives a call about a worker who has been struck in the head and is unresponsive. The attendant immediately ensures that 911 is called. On approaching the scene, the first aid attendant conducts a scene assessment and dons appropriate PPE. Once PPE is on, the attendant approaches the patient and conducts a primary survey to determine what, if any,

critical interventions are required. The attendant positions the patient in the three-quarter-prone position to ensure that the airway is open and clear and no further interventions are needed. Only one person (the attendant) needs to be in contact with the patient; all others can stay 2 metres away. The attendant monitors the patient until the ambulance arrives.

Scenario: OFA Level 3 — employer ETV for transport with intervention

A first aid attendant receives a call about a worker who has been struck in the head and is unresponsive. The attendant immediately arranges for the ETV to be ready. On approaching the scene, the first aid attendant conducts a scene assessment and dons appropriate PPE. Once PPE is on, the attendant approaches the patient and ensures an open airway. Once the airway is open and clear, the attendant stabilizes the patient's head with an inanimate object (to free the attendant's hands) and inserts an oropharyngeal airway (OPA) to protect and maintain the airway. The attendant then conducts a primary survey to determine what, if any, further critical interventions are required. Only one person (the attendant) needs to be in contact with the patient; all others can stay 2 metres away.

Helpers will be needed to assist the first aid attendant in lifting the patient into the basket and ETV. Use any PPE or other measures available to provide a barrier between the helpers and the patient, including covering the patient with a blanket. Once the patient is loaded, ensure the helpers remove their PPE and wash their hands with soap and water.



Cliff McNabb Arena

COVID-19 Site Safety Plan

Created By: Damon Johnston

Date: June 22, 2020

Reviewed By: Bill Wilson – Arenas Safety Committee Representative

Date: June 30, 2020

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1.0 Introduction

The City of Nanaimo is committed to providing a safe and healthy workplace for all of our staff and the public. A combination of preventative measures will be used to minimize worker and public exposure to the COVID-19 virus, including the most effective control technologies available. Our work procedures will protect not only our employees, but also other workers and/or the public who enter our facilities. All employees must follow the procedures outlined in this plan to prevent or reduce exposure to the COVID-19 virus.

The purpose of this COVID19 Site Safety Plan (SSP) is to protect employees from harmful exposures to the COVID-19 virus, to reduce the risk of infection in the event of an exposure, and to comply with the WorkSafeBC Occupational Health and Safety Regulation 5.54 and 6.3, Exposure Control Plan.

The City of Nanaimo will strive to find ways to control or eliminate exposure to the COVID-19 virus by developing and implementing proper risk controls, establishing safe work practices, raising awareness, and providing education and training for its employees. The City of Nanaimo will follow direction and controls as specified by the BCCDC, the Ministry of Health, and the Provincial or Island Health Medical Health Officer.

Documents referenced in the creation of the City of Nanaimo SSP include:

- a) BC's Restart Plan Next Steps to move BC through the Pandemic
- b) Work Safe BC – Sports and Recreation: protocols for returning to operation
- c) British Columbia Recreation and Parks Association – Guidelines for Restarting Operations
- d) viaSPORT British Columbia - Return to Sport Guidelines for BC
- e) BC Centre for Disease Control
- f) Hockey Canada Return to Hockey Safety Guidelines

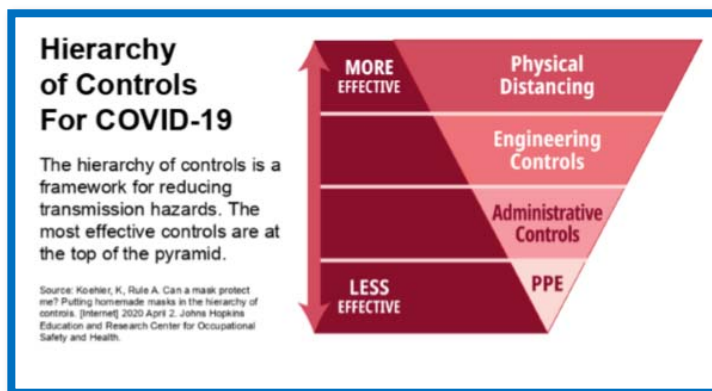


Image Source: BCRPA – The Recreation and Parks Sector Guidelines for Restarting Operations

2.0 Staff Training Plan

Staff Training

The City of Nanaimo has staff training to re-activate staff prior to returning to work.

Training Topics – from site safety plan

- a) Staff Safety (all staff)
 - Site specific orientation Crew Talk - Site Safety Plan/City Exposure Control Plan
- b) Facility Admission & Access (all staff)
 - Public procedures
 - Front desk procedures
- c) Building Schedules and Programming (all staff)
 - Disinfection (all staff)
 - Procedure and video
- d) First Aid Procedures (first aiders)

All training must be documented and signed by both staff member and supervisor on the site specific orientation and/or Crew Talk.

3.0 Staff Health and Hygiene

COVID-19 Health Assessment

To avoid transmission between employees and patrons, every employee suspected or confirmed to have contracted COVID-19 must stay home.

Staff COVID-19 Self-Assessment

Anyone with COVID-19-like symptoms, such as sore throat, fever, sneezing, or coughing complete the [BC CDC self-assessment tool](#) or call 8-1-1 and inform your supervisor.

If directed, go for testing and self-isolate at home until test results are available. If testing is not possible self-isolate for 10 days. After 10 days, if your temperature is normal and you feel better, complete the self-assessment tool again to determine if you can return to your routine activities. Coughing may persist for several weeks, so a cough alone does not mean you need to continue to self-isolate for more than 10 days.

Sick Workers

- Sick workers should report to first aid, even with mild symptoms.
- Sick workers should be asked to wash or sanitize their hands and be provided with a mask, and isolated. Ask the worker to go straight home and call the COVID-19 information line for further guidance related to testing and self-isolation.
- If the worker is severely ill (e.g. difficulty breathing or chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact with.

Weekly staff schedules are maintained and kept up to date to track people that work together in the event there is a need for contact tracing on the part of the Medical Health Officer.

Hygiene

Hand Hygiene

Employees must wash their hands upon entry to the building and before and after:

- Eating
- Breaks
- Smoking
- Blowing one's nose, coughing, or sneezing

- Using the toilet
- Being in contact with animals or pets
- Using shared equipment
- Providing routine care for customers needing assistance or first aid

Face Masks

- Staff should wear face masks if physical distancing cannot be maintained with other staff members.
- At this time, wearing a face mask at all times in the facility is not mandatory. This will be reviewed on an on-going basis according to provincial health recommendations.
- Masks can become contaminated on the outside when touched by hands so employees should avoid touching or adjusting them often.
- Masks that become wet, soiled, or damaged are less effective and must be replaced immediately.
- Masks must be put on and taken off correctly, including not touching the front of the mask and washing hands before/after application and removal.
- Never share masks with others.

Personal Hygiene

- Avoid physical greetings such as handshakes and hugs.
- Employees must practice good hygiene throughout their shift including proper hand washing and cough/sneeze etiquette.
- There should be no sharing of cigarettes or vaping equipment or other personal products.

Keeping Shared Spaces and Equipment Clean

- a) Recreation Coordinators Office
- b) Administration office
- c) Skate Shop
- d) Plant Room
- e) Lunch Room
- f) Zamboni Bay
- g) Maintenance Room and Shop
- h) Dressing Rooms
- i) 1 Flex Room
- j) 1 NHL Ice Sheet

- Staff should arrive dressed in their work clothes or uniform.
- A maximum of two staff in the lunch room. Physical distancing must occur at all times. Maximum of one person in the skate shop.

- Personal items brought in (e.g. bags, shoes, jackets) must be kept to a minimum.
- If personal items are in the staff areas, adequate space must be between each staff member's items to encourage physical distancing.
- All belongings must be brought home at the end of each shift.
- Shared lockers must be emptied and disinfected at the end of each shift.

Shared Equipment include but are not limited:

- a) Photocopier
 - b) Phones (including shared cell phones)
 - c) Computers
 - d) Keyboards
 - e) Zamboni's
 - f) Tools (power tools, hammers, screw drivers etc.)
 - g) Ice edger
 - h) Janitors cart
 - i) Vacuums
 - j) Janitorial equipment
 - k) Desks and tables
- Equipment and tools must be disinfected before and after use.
 - Clean staff room table before and after each use.
 - Do not share cups, glasses or utensils.
 - Avoid sharing common objects (e.g. pens).
 - Uniforms and work clothes should be washed at the end of each shift.
 - Do not share uniforms

4.0 Disinfection and Cleaning Procedures

The disinfection procedures listed are in response to the COVID-19 pandemic. These cleaning measures are in addition to regular facility cleaning procedures. Please review the SafeWork procedures for [Cleaning and Disinfecting](#) and [How to Clean and Disinfect Your Work Station](#).

Personal Protection

The risk of exposure to cleaning staff is inherently low, however cleaning staff should wear disposable gloves and appropriate PPE for all cleaning tasks, including handling trash. PPE should be removed carefully to avoid contamination to the wearer and surrounding area. Work uniforms must be washed after each shift.

Cleaning Procedures

Surfaces frequently touched by hands are most likely to be contaminated. These surfaces include doorknobs, handrails, light switches, cabinet handles, faucet handles, tables, countertops, and electronics. These areas are high priority cleaning areas within the facility.

Shared lockers and cubbies used by patrons/employees to store personal belongings are cleaned and disinfected between use.

Nanaimo Ice Centre has created a detailed cleaning log (see page 11) which includes where, what, and how often cleaning is occurring. Log sheets and procedures are posted in the lobby maintenance room and are completed/signed off each time cleaning occurs.

Chemicals Used for Disinfection/Cleaning						
Product	Application	Who can use	PPE	Dwell Time	Rinse	Equip.
EP66 Disinfectant	Spray Bottle	All staff / gym	Diluted no gloves for public Staff -gloves	5 minutes	Wipe off	Spray bottle Paper Towel
		patrons				
EP66 Disinfectant	Foamer attached to a hose	In Foamer Aquat. Custodians	Staff -gloves	15 minutes	Hose	Foamer / Hose floor squeegee
Perdiem Cleaner	Spray Bottle	All Staff	Diluted no gloves for public Staff -gloves	5 minutes	Wipe off	Spray bottle Paper Towel Sprayer
		Contractors				
Perdiem Cleaner	Foamer attached to a hose	In Foamer Aquat. Custodians	Staff -gloves	15 minutes	Hose	Foamer / Hose floor squeegee Fogging machine
Bleach 12%	Foamer attached to a hose	All Staff	Respirator Gloves / Goggles Apron	15 minutes	Hose Wash off	Foamer / Hose Spray bottle Mop bucket Mop heads cleaned daily
	Spray Bottle Mop Bucket					
Ultra One Degreaser	Foamer attached to a hose	All Staff	Gloves	15 minutes	Hose Wash off	Foamer / Hose Spray bottle
	Spray Bottle					
Oxivir Plus Disinfectant Cleaner	Spray Bottle Mop Bucket	All Staff	Gloves	15 minutes	Wash off	Spray bottle Mop bucket Mop heads cleaned daily
Sustainable Earth (SE) SE 64 Neutral Cleaner	Spray Bottle	Custodians	Gloves	10 minutes	Wipe off Wash off	Spray bottle Mop bucket Mop heads cleaned daily
	Mop bucket					
Sustainable Earth (SE) SE 70 Washroom Cleaner	Spray Bottle	Custodians	Gloves	10 minutes	Wipe off Wash off	Spray bottle Mop bucket Mop heads cleaned daily
	Mop bucket					

Cleaning and Disinfecting Procedures and Schedule						
Room/Space	Product	High Touchpoints	Frequency: hourly, daily, weekly, on demand, before and after use	Staff Responsible	Date and time	Staff Initials
Work Stations	Perdiem	Phones, keyboards, mice, desk tops,	Before and after use	All staff		
Washrooms	Perdiem	Toilets, sinks, floors, paper towel holders, soap dispensers, door handles	Every two hours when facility is open to public and after facility closes	Custodians		
	Staples Washroom Cleaner			Arena Maintenance Workers		
				Facility Attendant/Ambassador		
Dressing Rooms	Perdiem	Toilets, sinks, floors, paper towel holders, soap dispensers, door handles, benches	Every 30 minutes in between ice times	Arena Maintenance Workers		
	Staples Washroom Cleaner			Facility Attendant/Ambassador		
Lunch Room	Perdiem	Table, chairs, soap dispenser, light switches, door handles,	After use	All staff		
Equipment: skate sharpener, ice edger, vacuums, floor machine, janitorial equipment (brooms, mops, buckets)	Perdiem	Mechanical controls, handles,	Before and after use	Arena Maintenance Facility attendant/Ambassadors		
Skate Shop	Perdiem	Counters, phones, skates, helmets, light switches, door handles, skate sharpening machine controls	Hourly	Program Leaders		
				Arena Maintenance		
				Facility Attendant/Ambassador		
Skate and Helmets	Spray Way Disinfectant Surface Cleaner	NA	After every use	Program Leader		
				Facility Attendant		
Zamboni	Perdiem	Steering wheel, controls, water hose/taps, charging station	1 operator – beginning and end shift	Arena Maintenance		
			More than 1 operator – before and after every use, unless Zambonis are not being shared			
Lobby	Perdiem	Doors, chairs, flat surfaces,	Hourly, on demand, after the end of the shift	Program Leaders		
				Arena Maintenance		
				Facility Attendant/Ambassador		
Hallways	Perdiem	Light switches, doors, windows, glass,	Hourly, on demand, after the end of the shift	Program Leaders		
				Arena Maintenance		
				Facility Attendant/Ambassador		

5.0 Facility Information

Facility Access, Egress and Traffic Flow

Cliff McNabb Arena is implementing the following facility admission protocols:

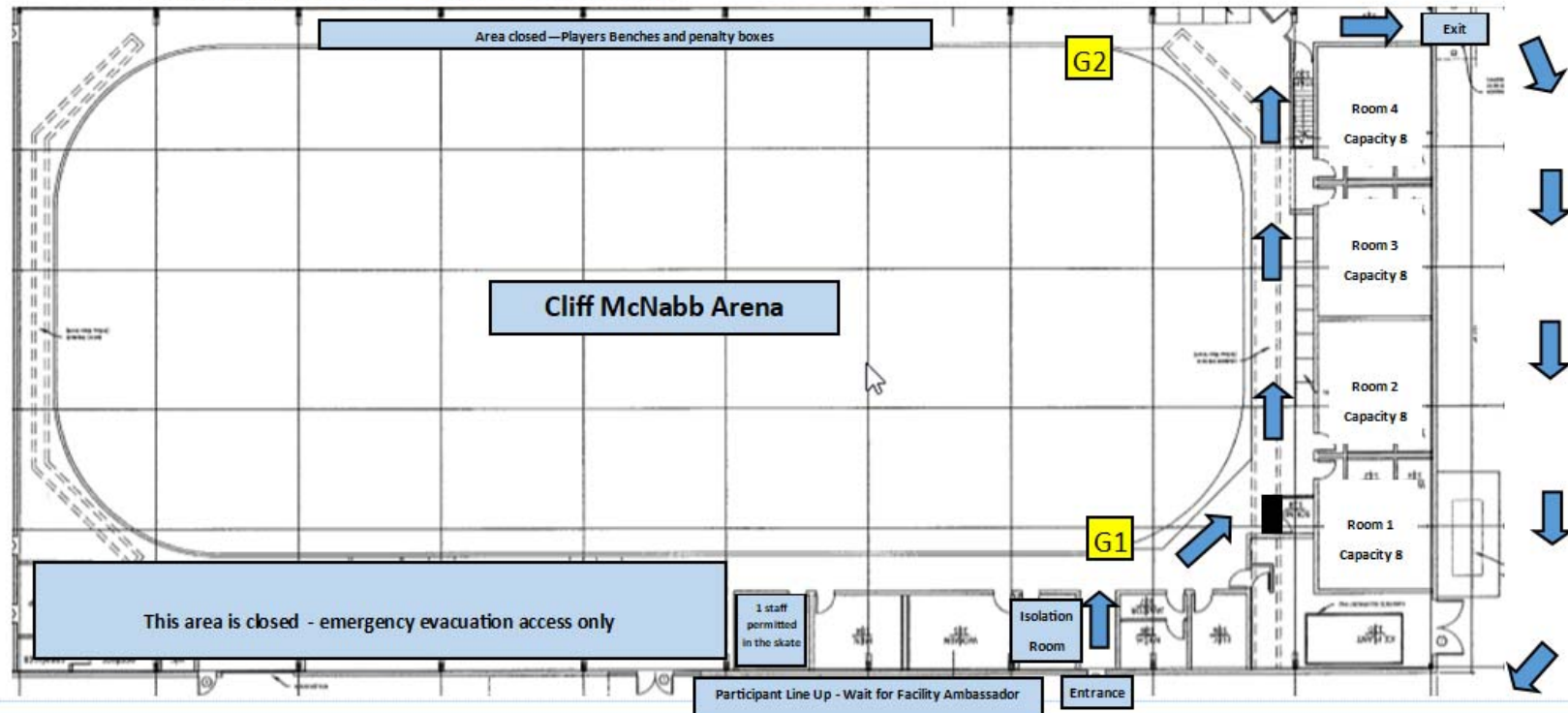
- a) At the entrance, signs are installed to inform patrons that:
 - Patrons must not enter if they are diagnosed or suspect they have COVID-19 or if they have any of the known COVID-19 symptoms.
 - Patrons must maintain physical distance of 6 ft. from other patrons and staff.
 - Patrons are to wash their hands with soap and water or use hand sanitizer upon entry to the facility.
- b) Employees located at the front desk are protected by a plexiglass barrier.
- c) To minimize face to face contact between the public and staff while maintaining customer service levels contact numbers are posted in the facility for public to call staff to request assistance.
- d) Employees should wear gloves while handling cash, payment machines and locker tokens.
- e) A reservation system and rental/program time limitation is in place to avoid crowd gathering and wait times.
- f) Facility access is provided with separate entry and exit points at the main entrance with a barrier ensuring physical distancing.
- g) Signage, floor markings and barriers are installed to guide patrons in and out of the building.
- h) Physical markers are installed on the lobby floor which indicate 6 ft. physical distancing for patrons waiting in line.
- i) Signage and barriers are installed in the lobby, staff areas, washrooms, dressing rooms, and on the arena rink boards (inside/outside) to encourage physical distancing.
- j) Lockers are spaced out to encourage physical distancing.
- k) Occupancy limits are posted for all public and staff spaces.
- l) Public visitors are prohibited in staff areas. Staff must arrive no more than 15 minutes prior to their shift and leave the building immediately after their shift ends.
- m) Allow time for staff shift changeover to minimize group gathering in staff areas.
- n) Dressing room showers will be closed at reopening of the arena.
- o) Concession service will remain closed until phase 4 of BC's Restart Plan.
- p) Select sinks, urinals and toilets will be closed in dressing rooms and washroom to maintain physical distancing requirements.

Facility Floor Plans – Cliff McNabb Arena Floor Plan

Floor Plan Legend—Cliff McNabb Arena

- 16 skaters allowed on the ice, including coaches and instructors.
- Cliff McNabb dressing room capacity is 8 skaters per dressing room.
- Group Changeover Rotation: Groups are required arrive no earlier than 20 minutes before the scheduled ice time. Group A will access dressing rooms 1 and 2 upon entering the facility. Group B will enter the facility using the players entrance and will use dressing 3 and 4. The facility ambassador will usher users to and from dressing room on to the ice.
- Arena users will enter through the players entrance and exit the facility using the exit door through the breezeway between Cliff McNabb and Frank Crane Arena.
- Chairs will be spaced 2 meters apart in lobby near the music room for skaters to put on their skates.
- Washrooms will be available.
- Sinks for handwashing are available in four dressing rooms and two washrooms.
- Skaters using dressing room 1 and 2 enter ice using gate 1 (G1), skaters using room 3 and 4 enter ice using gate 2 (G2)
- Ambassador station / Sanitization Station / Way Finding Info Board
- COVID signage will be posted on the rink boards on the inside and outside.

G1 G2



Occupancy Limits – Public and Staff Spaces

The following equation was used to calculate the number of people permitted in each space within the facility:

Capacity as recommended in the viaSport Guidelines

$$\frac{\text{Total square footage of space (width x length)}}{54 \text{ sq. ft.}} = \text{Room/Space Capacity}$$

- a) The City's occupancy capacities comply with all Provincial health order as directed by the Public Health Officer (PHO). Facility capacities will continue to be monitored by staff and adjusted as the health order allows.
- b) Facility capacities are based on the size of spaces used by patrons and staff such as dressing rooms to ensure physical distancing can be maintained.

***Staff spaces can have higher occupancy if a mask is worn where 6 ft. physical distancing cannot be maintained.**

Cliff McNabb Arena – Room and Space Capacities

Public Spaces	Maximum Occupancy
Entrance Lobby	Closed
Dressing Room 1	8
Dressing Room 2	8
Dressing Room 3	8
Dressing Room 4	8
Lobby Washrooms	2 per washroom
<p>Ice Sheet NHL size sheet of Ice 200' x 85'</p>	<p>16 Max. 314 allowable based on size of ice, not permitted at this time due to PHO mass gatherings order. Maximum number of people is based on the number of people permitted the dressing rooms and maintain physical distancing.</p>
Isolation Room is located in the flex room	1
Staff Spaces	Maximum Occupancy*
Plant Room	1
Zamboni Bay	2
Skate Shop	1
Music Room	1

6.0 Service Delivery

A. Program Delivery

B. Facility Allocations (User Groups / Renter / Lease Holders)

C. Operating Schedules

A. Program Delivery

City of Nanaimo arena program delivery will be determined and monitored on an ongoing basis and will be based on public health information, public needs and facility availability.

Cliff McNabb will be used primarily for private rentals and community user groups in August. City of Nanaimo programming will expand to use Cliff McNabb arena in the fall (Sep-Dec).

B. Facility Allocations

Rentals – Community Groups / Private Groups

1. All renters must provide a written request for facilities to the City's allocation clerk using the arena request form. Verbal request will not be accepted.
2. All bookings must be booked with the allocations clerk over the phone or by email. Face to face bookings are not permitted at this time.
3. Contracts will be sent to customers via email. Contracts must be signed and emailed back to the allocations clerk.
4. Contracts must be paid in full prior to the booking taking place.
5. User groups are asked to arrive no sooner than 20 minutes prior to the start of their ice time.
6. Ice time is available for booking in 1 hour blocks. 30 minutes is scheduled in between each ice slot to allow for group changeover and cleaning.
7. All user groups must provide a COVID operating plan to the City of Nanaimo.
8. Facility renters must comply with all health authority directives and orders.
9. Facility renters must comply with all City of Nanaimo procedures and protocols pertaining to facility use.
10. All renters must provide the City of Nanaimo with insurance naming the City of Nanaimo as co-insured.
11. The City of Nanaimo will provide all users groups with the safety protocols and guidelines that must be adhered to all times while using the facility in advance of their booking. Any non-compliance may result in termination of contract without refund and loss booking privileges. Three strike applies as follows: one verbal warning and then last strike.
12. Contracts are subject to change based on provincial health directives and orders.

Arena Leases and Facility Use Agreements

1. Lease holders must comply with all City of Nanaimo procedures and protocols pertaining to facility use.
2. Lease holders that operate in City of Nanaimo Arenas received rent forgiveness as a result of facility closures due to the COVID 19 pandemic.
3. All lease holders are required follow the directives/orders outlined by the Provincial and local health authorities.
4. Lease holders are required to perform disinfecting of areas used by their operation including but not limited to: tables, chairs, counters etc.
5. All user groups must provide a COVID operating plan to the City of Nanaimo.

C. Proposed Arena Operating Schedule

Hours of Operation – August 2020

Cliff McNabb – 1 Sheet of Ice

- Staff hours 8am-12am (16 hours)
- Hours of Operation 8:30am-11:30pm (15 hours)
- Sunday to Saturday
- 70 Hours available for use per week (10 - 1 hours ice slots available per day, 7 days per week equaling 70 hours per week, per sheet of ice).
- 1 hour ice slots available with half an hour in between for cleaning

Hours of Operation – September to December 2020

Cliff McNabb – 1 Sheet of Ice

- Staff hours 5am-1am (20 hours)
- Hours of Operation 5:30am-12:30pm (19 hours)
- Sunday to Saturday
- 91 Hours available for use per week (13 - 1 hours ice slots available per day, 7 days per week equaling 91 hours per week, per sheet of ice).

7.0 Public Communication

Safety Education

- When providing information to customers about new rules and COVID-19 guidelines, it is important for staff to remember that not all customers may be initially accepting of the new protocols.
- Staff should be patient and take a customer-focused approach to safety education. **We're here to Help!**
- Staff should maintain physical distancing while providing effective and consistent messaging and expectations.

Applying the Guidelines

- a) Prior to entering the facility, educate the public on new admission standards using signage, including health questions and their responsibilities regarding physical distancing from non-family members for all activities and while using all facility amenities.
- b) Educate patrons concerning one-way traffic measures around the facility.
- c) Educate patrons on measures put in place to avoid crowd gathering such as waiting lines for recreational equipment.
- d) Educate patrons about not sharing personal equipment such as water bottles, sports equipment, helmets, skates etc.
- e) Staff working directly with the public should maintain physical distancing while providing effective and consistent rule enforcement and accident prevention.
- f) Staff are to maintain physical distancing when providing information to other team members.
- g) Staff are to follow and maintain new protocols regarding disinfection of common contact surfaces throughout the day.



Preventative Measure Information for Arena Users and Program Participants

Welcome Back!

The City of Nanaimo is pleased have its arenas open to the community. The City of Nanaimo continues to take its direction from the Public Health Officer (PHO) to inform decisions regarding the COVID19 pandemic. The health and safety of our employees and the public remains the top priority and we have worked very hard to ensure that is maintained as we reopen indoor recreation facilities.

General Information

1. Please follow the direction of our facility ambassador's while using the facility. The facility ambassadors are here to assist you.
2. Renters are required to provide an ambassador from their organization/group to assist participants during their rentals. An ambassador could be a coach, volunteer, parent or instructor.
3. All participants are required to follow all safety measures in place while using the facility.
4. **16 skaters** are allowed on one ice at one time this includes coaches, volunteers, parents, and instructors.
5. Participants are asked to arrive no earlier than 20 minutes prior to the start of the ice time.
6. Ice time is available for booking in 1 hour blocks. 30 minutes is scheduled in between each ice slot to allow for group changeover and cleaning.
7. Skaters are required to come to the arena dressed in hockey gear.
8. Game play is not permitted.
9. Seating will be available to put on skates. One parent or guardian is permitted to enter the facility to assist their child with putting on skates. Shoes will be left at the chair
10. Adult supervision is required on the ice at all times.
11. No competitive play at this time. Activities and drills involving player to player contact or checking is not permitted.
12. Please bring your own filled water bottle to the session. Water fountain will not be available.
13. Shared spaces such as dressing rooms will be sanitized between groups.

Facility Information

1. Player's benches are closed.
2. Dressing rooms are available with limited capacity.
3. Place water bottles on player bench railings.

Health and Safety Protocols

1. Stay home if you're sick.
2. Please maintain physical distancing (6 ft.) in the facility at all times.
3. Please follow the health and safety information posted throughout the facility.
4. Please use hand sanitizer upon entry to the facility.
5. Please refrain from spitting.

Spectators

1. To control the number of people in the facility and to reduce the chance of group gathering spectators are not permitted in the facility.
2. Spectator seating and upstairs lobbies will be closed.
3. Please do not gather in groups outside the facility.

Drop off and Pick Up

1. To control the number of people in the facility and to maintain physical distancing requirements parents and guardians are asked to bring their child into the facility, drop their child off with the instructor, ambassador, volunteer or coach then leave the facility and return at the end of the session to pick up their child or youth.

Entering Facility

1. As you enter the facility an ambassador will guide you to the location of the facility that you will be using during the session.

Exiting Facility

1. Please leave the facility within 15 minutes of the session ending.

8.0 First Aid Procedures

Isolation Areas and Procedure

There is a requirement to provide a self-isolation containment area/space/room for employees and patrons showing symptoms of illness while waiting for transportation to a medical centre or home. The isolation space has been designated as the Cliff McNabb flex room.

First Aid Protocols have been updated by Worksafe BC and the following apply:

OFAA protocols during the COVID-19 pandemic

A guide for employers and occupational first aid attendants

During the COVID-19 pandemic, occupational first aid attendants (OFAAs) continue to provide treatment to workers as necessary. Because of the possibility of community infection, you may need to modify your standard protocols for first aid treatment to reduce the potential for transmission. This document provides additional precautions you may take to include public health directives such as physical distancing, hand hygiene, and disinfection in your procedures.

- When you receive a call for first aid, if possible, gather the following information:
 - What are the circumstances surrounding the call for assistance?
 - Are critical interventions likely required? If so, call 911 or have an emergency transport vehicle (ETV) prepared.
 - Are there any obvious signs of COVID-19? If so, send the patient home or to a hospital.
- If no critical interventions are required, if possible and appropriate, interview the patient from a distance. Ask the following questions:
 - Is anyone sick or in self-isolation in your household?
 - Have you been in contact with anyone who has been sick?
- When you arrive at the patient's location, assess the situation:
 - Does the patient have a minor injury that the patient can self-treat while you provide direction and supplies?

- If yes, direct the patient to self-treat per your OFA protocols (see the self-treatment scenario below).

- If the patient can't self-treat, don the appropriate level of personal protective equipment (PPE) for the situation. PPE could include the following items:
 - Face shield or surgical-type mask
 - Pocket mask
 - Gloves
 - Coveralls (disposable or washable)
 - Apron or lab coat
 - Glasses or goggles

Because the global supply of PPE is scarce, you may need to consider other options. There are various types of masks, face shields, and respirators that you can consider.
- After treatment, sanitize all equipment with either soap and water or 70% isopropyl alcohol. Remove and wash any PPE that is not disposable, as well as any exposed clothing. Wash your hands thoroughly. If critical interventions are required and there is no way of determining background information, don appropriate PPE and limit access to the patient to the number of people required to deal with the critical intervention. It is important to limit the exposure of others.

Page 1 of 3

OFAA protocols during the COVID-19 pandemic

WORKSAFE BC

Scenario: Self-treatment with direction

A first aid attendant receives a call stating a worker has injured her hand. The attendant collects as much information about the severity of the injury as possible. The injury is deemed to be minor with no other concerns, so the attendant goes to the worker, but stays 2 metres (about 6 feet) away. On arrival, the attendant asks:

- Is anyone sick or in self-isolation in your household?
- Are you able to administer first aid to yourself if I tell you what to do and how to do it?

After the first aid attendant has conducted the interview, the attendant visually assesses the patient and the wound from a distance and asks the patient about underlying conditions relating to the injury.

The attendant then places the required first aid supplies on a surface 2 metres from the patient. The attendant steps back and directs the patient to pick up and apply the supplies. The first aid attendant then verbally conducts a modified secondary survey and documents the findings.

Scenario: OFA Level 1 and Level 2 with intervention

A first aid attendant receives a call about a worker who has been struck in the head and is unresponsive. The attendant immediately ensures that 911 is called. On approaching the scene, the first aid attendant conducts a scene assessment and dons appropriate PPE. Once PPE is on, the attendant approaches the patient and conducts a primary survey to determine what, if any,

critical interventions are required. The attendant positions the patient in the three-quarter-prone position to ensure that the airway is open and clear and no further interventions are needed. Only one person (the attendant) needs to be in contact with the patient; all others can stay 2 metres away. The attendant monitors the patient until the ambulance arrives.

Scenario: OFA Level 3 — employer ETV for transport with intervention

A first aid attendant receives a call about a worker who has been struck in the head and is unresponsive. The attendant immediately arranges for the ETV to be ready. On approaching the scene, the first aid attendant conducts a scene assessment and dons appropriate PPE. Once PPE is on, the attendant approaches the patient and ensures an open airway. Once the airway is open and clear, the attendant stabilizes the patient's head with an inanimate object (to free the attendant's hands) and inserts an oropharyngeal airway (OPA) to protect and maintain the airway. The attendant then conducts a primary survey to determine what, if any, further critical interventions are required. Only one person (the attendant) needs to be in contact with the patient; all others can stay 2 metres away.

Helpers will be needed to assist the first aid attendant in lifting the patient into the basket and ETV. Use any PPE or other measures available to provide a barrier between the helpers and the patient, including covering the patient with a blanket. Once the patient is loaded, ensure the helpers remove their PPE and wash their hands with soap and water.



Frank Crane Arena

COVID-19 Site Safety Plan

Created By: Damon Johnston

Date: June 22, 2020

Reviewed By: Bill Wilson – Arenas Safety Committee Representative Date: June 30, 2020

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1.0 Introduction

The City of Nanaimo is committed to providing a safe and healthy workplace for all of our staff and the public. A combination of preventative measures will be used to minimize worker and public exposure to the COVID-19 virus, including the most effective control technologies available. Our work procedures will protect not only our employees, but also other workers and/or the public who enter our facilities. All employees must follow the procedures outlined in this plan to prevent or reduce exposure to the COVID-19 virus.

The purpose of this COVID19 Site Safety Plan (SSP) is to protect employees from harmful exposures to the COVID-19 virus, to reduce the risk of infection in the event of an exposure, and to comply with the WorkSafeBC Occupational Health and Safety Regulation 5.54 and 6.3, Exposure Control Plan.

The City of Nanaimo will strive to find ways to control or eliminate exposure to the COVID-19 virus by developing and implementing proper risk controls, establishing safe work practices, raising awareness, and providing education and training for its employees. The City of Nanaimo will follow direction and controls as specified by the BCCDC, the Ministry of Health, and the Provincial or Island Health Medical Health Officer.

Documents referenced in the creation of the City of Nanaimo SSP include:

- a) BC's Restart Plan Next Steps to move BC through the Pandemic
- b) Work Safe BC – Sports and Recreation: protocols for returning to operation
- c) British Columbia Recreation and Parks Association – Guidelines for Restarting Operations
- d) viaSPORT British Columbia - Return to Sport Guidelines for BC
- e) BC Centre for Disease Control
- f) Hockey Canada Return to Hockey Safety Guidelines

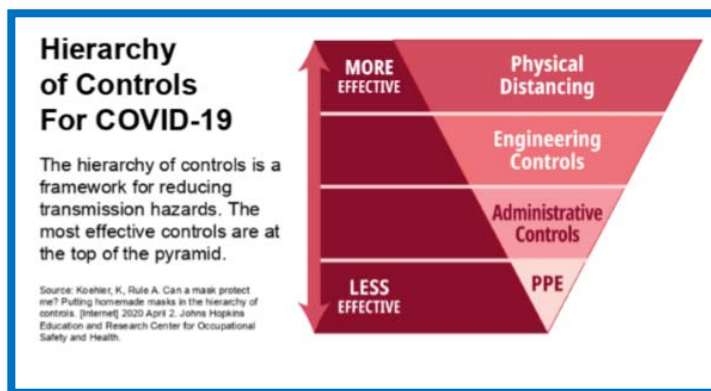


Image Source: BCRPA – The Recreation and Parks Sector Guidelines for Restarting Operations

2.0 Staff Training Plan

Staff Training

The City of Nanaimo has staff training to re-activate staff prior to returning to work.

Training Topics – from site safety plan

- a) Staff Safety (all staff)
 - Site specific orientation Crew Talk - Site Safety Plan/City Exposure Control Plan
- b) Facility Admission & Access (all staff)
 - Public procedures
 - Front desk procedures
- c) Building Schedules and Programming (all staff)
 - Disinfection (all staff)
 - Procedure and video
- d) First Aid Procedures (first aiders)

All training must be documented and signed by both staff member and supervisor on the site specific orientation and/or Crew Talk.

3.0 Staff Health and Hygiene

COVID-19 Health Assessment

To avoid transmission between employees and patrons, every employee suspected or confirmed to have contracted COVID-19 must stay home.

Staff COVID-19 Self-Assessment

Anyone with COVID-19-like symptoms, such as sore throat, fever, sneezing, or coughing complete the [BC CDC self-assessment tool](#) or call 8-1-1 and inform your supervisor.

If directed, go for testing and self-isolate at home until test results are available. If testing is not possible self-isolate for 10 days. After 10 days, if your temperature is normal and you feel better, complete the self-assessment tool again to determine if you can return to your routine activities. Coughing may persist for several weeks, so a cough alone does not mean you need to continue to self-isolate for more than 10 days.

Sick Workers

- Sick workers should report to first aid, even with mild symptoms.
- Sick workers should be asked to wash or sanitize their hands and be provided with a mask, and isolated. Ask the worker to go straight home and call the COVID-19 information line for further guidance related to testing and self-isolation.
- If the worker is severely ill (e.g. difficulty breathing or chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact with.

Weekly staff schedules are maintained and kept up to date to track people that work together in the event there is a need for contact tracing on the part of the Medical Health Officer.

Hygiene

Hand Hygiene

Employees must wash their hands upon entry to the building and before and after:

- Eating
- Breaks
- Smoking
- Blowing one's nose, coughing, or sneezing

- Using the toilet
- Being in contact with animals or pets
- Using shared equipment
- Providing routine care for customers needing assistance or first aid

Face Masks

- Staff should wear face masks if physical distancing cannot be maintained with other staff members.
- At this time, wearing a face mask at all times in the facility is not mandatory. This will be reviewed on an on-going basis according to provincial health recommendations.
- Masks can become contaminated on the outside when touched by hands so employees should avoid touching or adjusting them often.
- Masks that become wet, soiled, or damaged are less effective and must be replaced immediately.
- Masks must be put on and taken off correctly, including not touching the front of the mask and washing hands before/after application and removal.
- Never share masks with others.

Personal Hygiene

- Avoid physical greetings such as handshakes and hugs.
- Employees must practice good hygiene throughout their shift including proper hand washing and cough/sneeze etiquette.
- There should be no sharing of cigarettes or vaping equipment or other personal products.

Keeping Shared Spaces and Equipment Clean

- a) Recreation Coordinators Office
- b) Administration office
- c) Skate Shop
- d) Plant Room
- e) Lunch Room
- f) Zamboni Bay
- g) Maintenance Room and Shop
- h) Dressing Rooms
- i) 1 Flex Room
- j) 1 NHL Ice Sheet

- Staff should arrive dressed in their work clothes or uniform.
- A maximum of two staff in the lunch room. Physical distancing must occur at all times. Maximum of one person in the skate shop.

- Personal items brought in (e.g. bags, shoes, jackets) must be kept to a minimum.
- If personal items are in the staff areas, adequate space must be between each staff member's items to encourage physical distancing.
- All belongings must be brought home at the end of each shift.
- Shared lockers must be emptied and disinfected at the end of each shift.

Shared Equipment include but are not limited:

- a) Photocopier
 - b) Phones (including shared cell phones)
 - c) Computers
 - d) Keyboards
 - e) Zamboni's
 - f) Tools (power tools, hammers, screw drivers etc.)
 - g) Ice edger
 - h) Janitors cart
 - i) Vacuums
 - j) Janitorial equipment
 - k) Desks and tables
- Equipment and tools must be disinfected before and after use.
 - Clean staff room table before and after each use.
 - Do not share cups, glasses or utensils.
 - Avoid sharing common objects (e.g. pens).
 - Uniforms and work clothes should be washed at the end of each shift.
 - Do not share uniforms

4.0 Disinfection and Cleaning Procedures

The disinfection procedures listed are in response to the COVID-19 pandemic. These cleaning measures are in addition to regular facility cleaning procedures. Please review the SafeWork procedures for [Cleaning and Disinfecting](#) and [How to Clean and Disinfect Your Work Station](#).

Personal Protection

The risk of exposure to cleaning staff is inherently low, however cleaning staff should wear disposable gloves and appropriate PPE for all cleaning tasks, including handling trash. PPE should be removed carefully to avoid contamination to the wearer and surrounding area. Work uniforms must be washed after each shift.

Cleaning Procedures

Surfaces frequently touched by hands are most likely to be contaminated. These surfaces include doorknobs, handrails, light switches, cabinet handles, faucet handles, tables, countertops, and electronics. These areas are high priority cleaning areas within the facility.

Shared lockers and cubbies used by patrons/employees to store personal belongings are cleaned and disinfected between use.

Nanaimo Ice Centre has created a detailed cleaning log (see page 11) which includes where, what, and how often cleaning is occurring. Log sheets and procedures are posted in the lobby maintenance room and are completed/signed off each time cleaning occurs.

Chemicals Used for Disinfection/Cleaning						
Product	Application	Who can use	PPE	Dwell Time	Rinse	Equip.
EP66 Disinfectant	Spray Bottle	All staff / gym	Diluted no gloves for public Staff -gloves	5 minutes	Wipe off	Spray bottle Paper Towel
		patrons				
EP66 Disinfectant	Foamer attached to a hose	In Foamer Aquat. Custodians	Staff -gloves	15 minutes	Hose	Foamer / Hose floor squeegee
Perdiem Cleaner	Spray Bottle	All Staff	Diluted no gloves for public Staff -gloves	5 minutes	Wipe off	Spray bottle Paper Towel Sprayer
		Contractors				
Perdiem Cleaner	Foamer attached to a hose	In Foamer Aquat. Custodians	Staff -gloves	15 minutes	Hose	Foamer / Hose floor squeegee Fogging machine
Bleach 12%	Foamer attached to a hose	All Staff	Respirator Gloves / Goggles Apron	15 minutes	Hose Wash off	Foamer / Hose Spray bottle Mop bucket Mop heads cleaned daily
	Spray Bottle Mop Bucket					
Ultra One Degreaser	Foamer attached to a hose	All Staff	Gloves	15 minutes	Hose Wash off	Foamer / Hose Spray bottle
	Spray Bottle					
Oxivir Plus Disinfectant Cleaner	Spray Bottle Mop Bucket	All Staff	Gloves	15 minutes	Wash off	Spray bottle Mop bucket Mop heads cleaned daily
Sustainable Earth (SE) SE 64 Neutral Cleaner	Spray Bottle	Custodians	Gloves	10 minutes	Wipe off Wash off	Spray bottle Mop bucket Mop heads cleaned daily
	Mop bucket					
Sustainable Earth (SE) SE 70 Washroom Cleaner	Spray Bottle	Custodians	Gloves	10 minutes	Wipe off Wash off	Spray bottle Mop bucket Mop heads cleaned daily
	Mop bucket					

Cleaning and Disinfecting Procedures and Schedule						
Room/Space	Product	High Touchpoints	Frequency: hourly, daily, weekly, on demand, before and after use	Staff Responsible	Date and time	Staff Initials
Work Stations	Perdiem	Phones, keyboards, mice, desk tops,	Before and after use	All staff		
Washrooms	Perdiem	Toilets, sinks, floors, paper towel holders, soap dispensers, door handles	Every two hours when facility is open to public and after facility closes	Custodians		
	Staples Washroom Cleaner			Arena Maintenance Workers		
				Facility Attendant/Ambassador		
Dressing Rooms	Perdiem	Toilets, sinks, floors, paper towel holders, soap dispensers, door handles, benches	Every 30 minutes in between ice times	Arena Maintenance Workers		
	Staples Washroom Cleaner			Facility Attendant/Ambassador		
Lunch Room	Perdiem	Table, chairs, soap dispenser, light switches, door handles,	After use	All staff		
Equipment: skate sharpener, ice edger, vacuums, floor machine, janitorial equipment (brooms, mops, buckets)	Perdiem	Mechanical controls, handles,	Before and after use	Arena Maintenance Facility attendant/Ambassador s		
Skate Shop	Perdiem	Counters, phones, skates, helmets, light switches, door handles, skate sharpening machine controls	Hourly	Program Leaders		
				Arena Maintenance		
				Facility Attendant/Ambassador		
Skate and Helmets	Spray Way Disinfectant Surface Cleaner	NA	After every use	Program Leader		
				Facility Attendant		
Zamboni	Perdiem	Steering wheel, controls, water hose/taps, charging station	1 operator – beginning and end shift	Arena Maintenance		
			More than 1 operator – before and after every use, unless Zambonis are not being shared			
Lobby	Perdiem	Doors, chairs, flat surfaces,	Hourly, on demand, after the end of the shift	Program Leaders		
				Arena Maintenance		
				Facility Attendant/Ambassador		
Hallways	Perdiem	Light switches, doors, windows, glass,	Hourly, on demand, after the end of the shift	Program Leaders		
				Arena Maintenance		
				Facility Attendant/Ambassador		

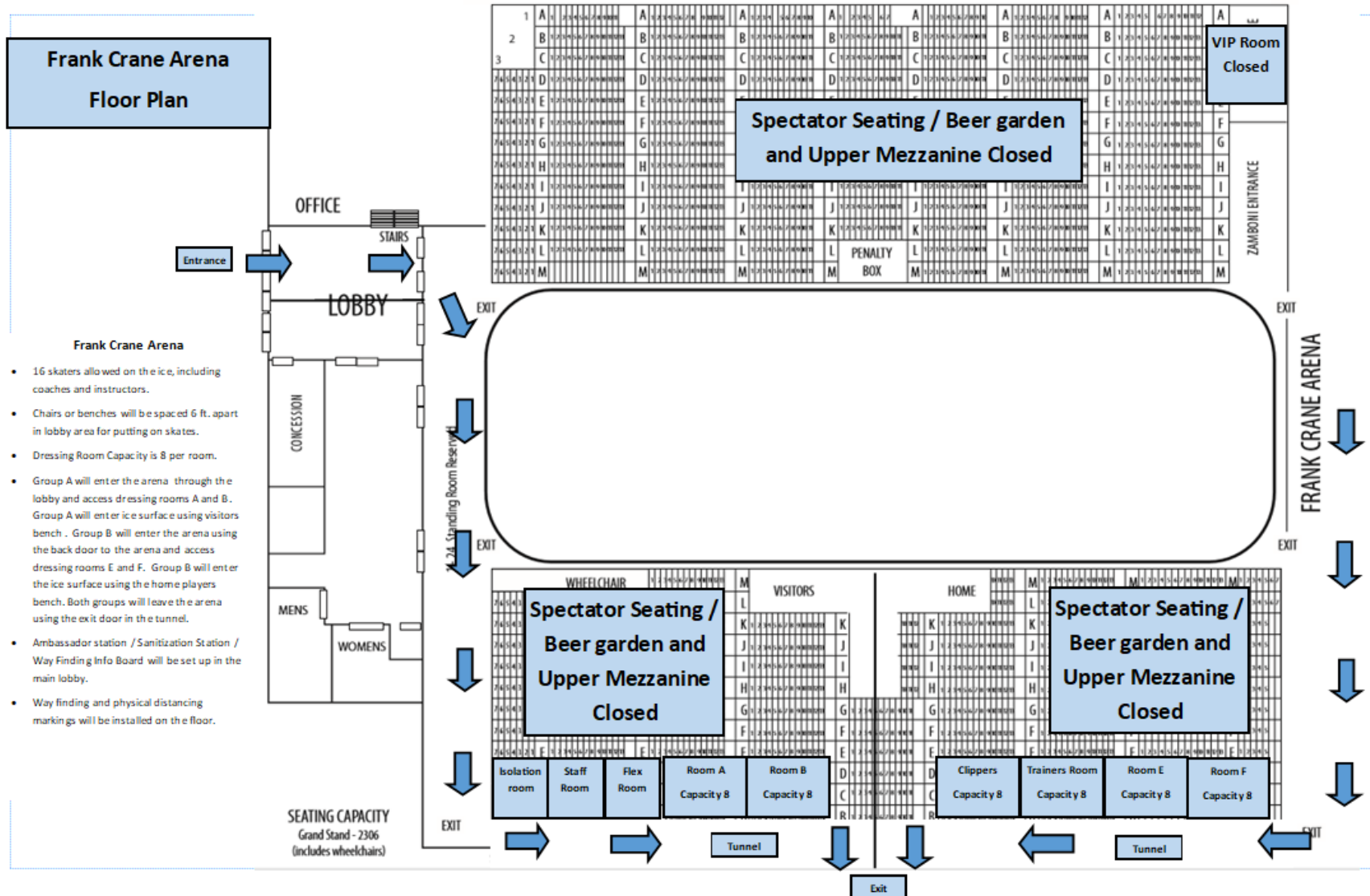
5.0 Facility Information

Facility Access, Egress and Traffic Flow

Frank Crane Arena is implementing the following facility admission protocols:

- a) At the entrance, signs are installed to inform patrons that:
 - Patrons must not enter if they are diagnosed or suspect they have COVID-19 or if they have any of the known COVID-19 symptoms.
 - Patrons must maintain physical distance of 6 ft. from other patrons and staff.
 - Patrons are to wash their hands with soap and water or use hand sanitizer upon entry to the facility.
- b) Employees located at the front desk are protected by a plexiglass barrier.
- c) To minimize face to face contact between the public and staff while maintaining customer service levels contact numbers are posted in the facility for public to call staff to request assistance.
- d) Employees should wear gloves while handling cash, payment machines and locker tokens.
- e) A reservation system and rental/program time limitation is in place to avoid crowd gathering and wait times.
- f) Facility access is provided with separate entry and exit points at the main entrance with a barrier ensuring physical distancing.
- g) Signage, floor markings and barriers are installed to guide patrons in and out of the building.
- h) Physical markers are installed on the lobby floor which indicate 6 ft. physical distancing for patrons waiting in line.
- i) Signage and barriers are installed in the lobby, staff areas, washrooms, dressing rooms, and on the arena rink boards (inside/outside) to encourage physical distancing.
- j) Lockers are spaced out to encourage physical distancing.
- k) Occupancy limits are posted for all public and staff spaces.
- l) Public visitors are prohibited in staff areas. Staff must arrive no more than 15 minutes prior to their shift and leave the building immediately after their shift ends.
- m) Allow time for staff shift changeover to minimize group gathering in staff areas.
- n) Dressing room showers will be closed at reopening of the arena.
- o) Concession service will remain closed until phase 4 of BC's Restart Plan.
- p) Select sinks, urinals and toilets will be closed in dressing rooms and washrooms to maintain physical distancing requirements.

Facility Floor Plan – Frank Crane Arena



Occupancy Limits – Public and Staff Spaces

The following equation was used to calculate the number of people permitted in each space within the facility:

Capacity as recommended in the viaSport Guidelines

$$\frac{\text{Total square footage of space (width x length)}}{54 \text{ sq. ft.}} = \text{Room/Space Capacity}$$

- a) The City's occupancy capacities comply with all Provincial health order as directed by the Public Health Officer (PHO). Facility capacities will continue to be monitored by staff and adjusted as the health order allows.
- b) Facility capacities are based on the size of spaces used by patrons and staff such as dressing rooms to ensure physical distancing can be maintained.

***Staff spaces can have higher occupancy if a mask is worn where 6 ft. physical distancing cannot be maintained.**

Frank Crane Arena – Room and Space Capacities

Public Spaces	Maximum Occupancy
Entrance Lobby	36
Hallway between Rink Boards and Lobby	24
Dressing Room A	8
Dressing Room B	8
Dressing Room E	8
Dressing Room F	8
Clippers Dressing Room	8
Clippers Training Room	6
Flex room	2
Isolation Room	1
Lobby Washrooms	3 people per washroom
Beer Garden	Closed
Spectator Seating	Closed
VIP Room	Closed
Upper Mezzanine	Closed
Upstairs and downstairs Concessions	Closed
Ice Sheet NHL size sheet of Ice 200' x 85'	16 Max. 314 allowable based on size of ice, not permitted at this time due to PHO mass gatherings order. Maximum number of people is based on the number of people permitted the dressing rooms and maintaining physical distancing.
Isolation Room is located in the flex room	1
Staff Spaces	Maximum Occupancy*
Plant Room	1
Maintenance Staff Shop / Break Room	2
Zamboni Bay	2
Skate Shop	1
Music Room	1
Administration Office	3
First Aid Room	1

6.0 Service Delivery

A. Program Delivery

B. Facility Allocations (User Groups / Renter / Lease Holders)

C. Operating Schedules

A. Program Delivery

City of Nanaimo arena program delivery will be determined and monitored on an ongoing basis and will be based on public health information, public needs and facility availability.

B. Facility Allocations

Rentals – Community Groups / Private Groups

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- Staff should maintain physical distancing while providing effective and consistent messaging and expectations.

Applying the Guidelines

- a) Prior to entering the facility, educate the public on new admission standards using signage, including health questions and their responsibilities regarding physical distancing from non-family members for all activities and while using all facility amenities.
- b) Educate patrons concerning one-way traffic measures around the facility.
- c) Educate patrons on measures put in place to avoid crowd gathering such as waiting lines for recreational equipment.
- d) Educate patrons about not sharing personal equipment such as water bottles, sports equipment, helmets, skates etc.
- e) Staff working directly with the public should maintain physical distancing while providing effective and consistent rule enforcement and accident prevention.
- f) Staff are to maintain physical distancing when providing information to other team members.
- g) Staff are to follow and maintain new protocols regarding disinfection of common contact surfaces throughout the day.



Preventative Measure Information for Arena Users and Program Participants

Welcome Back!

The City of Nanaimo is pleased have its arenas open to the community. The City of Nanaimo continues to take its direction from the Public Health Officer (PHO) to inform decisions regarding the COVID19 pandemic. The health and safety of our employees and the public remains the top priority and we have worked very hard to ensure that is maintained as we reopen indoor recreation facilities.

General Information

1. Please follow the direction of our facility ambassador's while using the facility. The facility ambassadors are here to assist you.
2. Renters are required to provide an ambassador from their organization/group to assist participants during their rentals. An ambassador could be a coach, volunteer, parent or instructor.
3. All participants are required to follow all safety measures in place while using the facility.
4. **16 skaters** are allowed on one ice at one time this includes coaches, volunteers, parents, and instructors.
5. Participants are asked to arrive no earlier than 20 minutes prior to the start of the ice time.
6. Ice time is available for booking in 1 hour blocks. 30 minutes is scheduled in between each ice slot to allow for group changeover and cleaning.
7. Skaters are required to come to the arena dressed in hockey gear.
8. Game play is not permitted.
9. Seating will be available to put on skates. One parent or guardian is permitted to enter the facility to assist their child with putting on skates. Shoes will be left at the chair.
10. Adult supervision is required on the ice at all times.
11. No competitive play at this time. Activities and drills involving player to player contact or checking is not permitted.
12. Please bring your own filled water bottle to the session. Water fountain will not be available.
13. Shared spaces such as dressing rooms will be sanitized between groups.

Facility Information

1. Player's benches are closed.
2. Dressing rooms are available with limited capacity.
3. Place water bottles on player bench railings.

Health and Safety Protocols

1. Stay home if you're sick.
2. Please maintain physical distancing (6 ft.) in the facility at all times.
3. Please follow the health and safety information posted throughout the facility.
4. Please use hand sanitizer upon entry to the facility.
5. Please refrain from spitting.

Spectators

1. To control the number of people in the facility and to reduce the chance of group gathering spectators are not permitted in the facility.
2. Spectator seating and upstairs lobbies will be closed.
3. Please do not gather in groups outside the facility.

Drop off and Pick Up

1. To control the number of people in the facility and to maintain physical distancing requirements parents and guardians are asked to bring their child into the facility, drop their child off with the instructor, ambassador, volunteer or coach then leave the facility and return at the end of the session to pick up their child or youth.

Entering Facility

1. As you enter the facility an ambassador will guide you to the location of the facility that you will be using during the session.

Exiting Facility

1. Please leave the facility within 15 minutes of the session ending.

8.0 First Aid Procedures

Isolation Areas and Procedure

There is a requirement to provide a self-isolation containment area/space/room for employees and patrons showing symptoms of illness while waiting for transportation to a medical centre or home. The isolation space has been designated as the referee's room.

First Aid Protocols have been updated by Worksafe BC and the following apply:

OFAA protocols during the COVID-19 pandemic

A guide for employers and occupational first aid attendants

During the COVID-19 pandemic, occupational first aid attendants (OFAAs) continue to provide treatment to workers as necessary. Because of the possibility of community infection, you may need to modify your standard protocols for first aid treatment to reduce the potential for transmission. This document provides additional precautions you may take to include public health directives such as physical distancing, hand hygiene, and disinfection in your procedures.

- When you receive a call for first aid, if possible, gather the following information:
 - What are the circumstances surrounding the call for assistance?
 - Are critical interventions likely required? If so, call 911 or have an emergency transport vehicle (ETV) prepared.
 - Are there any obvious signs of COVID-19? If so, send the patient home or to a hospital.
- If no critical interventions are required, if possible and appropriate, interview the patient from a distance. Ask the following questions:
 - Is anyone sick or in self-isolation in your household?
 - Have you been in contact with anyone who has been sick?
- When you arrive at the patient's location, assess the situation:
 - Does the patient have a minor injury that the patient can self-treat while you provide direction and supplies?

- If yes, direct the patient to self-treat per your OFA protocols (see the self-treatment scenario below).

- If the patient can't self-treat, don the appropriate level of personal protective equipment (PPE) for the situation. PPE could include the following items:
 - Face shield or surgical-type mask
 - Pocket mask
 - Gloves
 - Coveralls (disposable or washable)
 - Apron or lab coat
 - Glasses or goggles

Because the global supply of PPE is scarce, you may need to consider other options. There are various types of masks, face shields, and respirators that you can consider.

- After treatment, sanitize all equipment with either soap and water or 70% isopropyl alcohol. Remove and wash any PPE that is not disposable, as well as any exposed clothing. Wash your hands thoroughly. If critical interventions are required and there is no way of determining background information, don appropriate PPE and limit access to the patient to the number of people required to deal with the critical intervention. It is important to limit the exposure of others.

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OFAA protocols during the COVID-19 pandemic

WORKSAFE BC

Scenario: Self-treatment with direction

A first aid attendant receives a call stating a worker has injured her hand. The attendant collects as much information about the severity of the injury as possible. The injury is deemed to be minor with no other concerns, so the attendant goes to the worker, but stays 2 metres (about 6 feet) away. On arrival, the attendant asks:

- Is anyone sick or in self-isolation in your household?
- Are you able to administer first aid to yourself if I tell you what to do and how to do it?

After the first aid attendant has conducted the interview, the attendant visually assesses the patient and the wound from a distance and asks the patient about underlying conditions relating to the injury.

The attendant then places the required first aid supplies on a surface 2 metres from the patient. The attendant steps back and directs the patient to pick up and apply the supplies. The first aid attendant then verbally conducts a modified secondary survey and documents the findings.

Scenario: OFA Level 1 and Level 2 with intervention

A first aid attendant receives a call about a worker who has been struck in the head and is unresponsive. The attendant immediately ensures that 911 is called. On approaching the scene, the first aid attendant conducts a scene assessment and dons appropriate PPE. Once PPE is on, the attendant approaches the patient and conducts a primary survey to determine what, if any,

critical interventions are required. The attendant positions the patient in the three-quarter-prone position to ensure that the airway is open and clear and no further interventions are needed. Only one person (the attendant) needs to be in contact with the patient; all others can stay 2 metres away. The attendant monitors the patient until the ambulance arrives.

Scenario: OFA Level 3 — employer ETV for transport with intervention

A first aid attendant receives a call about a worker who has been struck in the head and is unresponsive. The attendant immediately arranges for the ETV to be ready. On approaching the scene, the first aid attendant conducts a scene assessment and dons appropriate PPE. Once PPE is on, the attendant approaches the patient and ensures an open airway. Once the airway is open and clear, the attendant stabilizes the patient's head with an inanimate object (to free the attendant's hands) and inserts an oropharyngeal airway (OPA) to protect and maintain the airway. The attendant then conducts a primary survey to determine what, if any, further critical interventions are required. Only one person (the attendant) needs to be in contact with the patient; all others can stay 2 metres away.

Helpers will be needed to assist the first aid attendant in lifting the patient into the basket and ETV. Use any PPE or other measures available to provide a barrier between the helpers and the patient, including covering the patient with a blanket. Once the patient is loaded, ensure the helpers remove their PPE and wash their hands with soap and water.

