



# COVID-19

## Health and Safety Protocols

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Pop Whalen Ice & Arts Center is committed to the health and safety of our staff and customers and will continue to monitor the constantly changing recommendations by the CDC, US Government, Local Government and Public Health. We will continue updating our protocols and procedures as announcements and new recommendations are made.

### 1. STAFF AND CUSTOMER HEALTH

Staff and patrons should familiarize themselves with symptoms of COVID-19 including symptoms of Multisystem Inflammatory Syndrome in Children (MIS-C) associated with COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/children/mis-c.html>

Symptomatic persons should be instructed to contact their health care provider to be tested for COVID-19 and self-isolate at home.

### COVID-19 SCREENINGS

The screening process should be done before coming to facility. The facility will remain locked at all times and a staff member will allow access as needed.

All customers/staff/spectators: If you answer yes to any of the following questions, you should not enter the facility. Do you have:

- 1) A fever (a documented temperature of 100.4 degrees Fahrenheit or higher) or are feeling feverish?
- 2) Respiratory symptoms such as a runny nose, nasal congestion, sore throat, cough, or shortness of breath?
- 3) General body symptoms such as muscle aches, chills, and severe fatigue?
- 4) Gastrointestinal symptoms such as nausea, vomiting or diarrhea?
- 5) Changes in your sense of taste or smell?

- 6) Have you been in close contact with someone who is suspected or confirmed to have had COVID-19 in the past 14 days?

Employees and patrons will be required to stay home if they test positive for COVID-19. Once an Employee or patron has been at home due to testing positive for COVID-19 they may return to rink if they satisfy the recommendations outlined below.

1. At least 10 days since symptom onset or test result AND
2. At least 24 hours have passed since last fever (off any fever reducing medications) AND
3. Symptoms have improved AND
4. Produce a copy of the COVID 19 test results.

In the event that Pop Whalen becomes aware of a covid-19 outbreak, the users using Pop Whalen that had possible exposure will be informed as soon as reasonably possible. It is the organizations responsibility to inform individual families and participants. At that time if necessary, Pop Whalen will close until it is deemed safe to return to play by the Town Manager and Board of Selectmen.

**In the event that someone may need to report a COVID-19 case, please follow CDC Regulations:**  
<https://www.cdc.gov/coronavirus/2019-ncov/lab/reporting-lab-data.html>

## **FACE COVERINGS**

When the level of transmission is substantial or high in Carroll County ([CDC COVID Data Tracker](#)) all employees and patrons ages 2+ entering the facility will be required to wear a face covering such as a cloth or disposable mask to help protect against the spread of the virus. It is recommended by the CDC that anyone ages 2 and up wear a mask. Staff, volunteers, spectators, and athletes (including coaches, officials, athletic trainers, and referees) must wear cloth face coverings/masks or face shields that cover the front and sides of a person's face (while allowing fresh air to breath) to limit a person's respiratory droplet dispersion when practicing, refereeing, or on the sidelines coaching or watching. This includes on the bench area and extended bench area, either a mask or shield must be worn. Signage will be posted at the entrance door to the facility. No Mask = No Entry.

## **PRACTICING SOCIAL DISTANCING**

Employees and customers must practice social distancing while in the arena. Please keep at least 3 feet or more between anyone not in your family at all times. We will be adding "3 foot" social distancing markings throughout the facility for everyone's safety along with marking bleachers to promote social distancing. We will have signs to help foot traffic flow inside the arena. We will have one entrance door and one exit door, as well as all current emergency exits. Doors will be locked until entry is allowed. Signage will be posted inside the facility.

## **SPECTATORS**

We will be allowing (2) parent/grandparent/guardian per youth skater into the facility for practices, public skate, and stick practice. Only those participating in practice, public skating, and stick practice are allowed in the facility (except the two adults per participating youth). Spectators are not allowed to

congregate in the lobby. They must socially distance at designated spots in the rink. Pop Whalen is a small facility with limited capacity. Once the rink has reached capacity (60 Patrons) no more patrons will be allowed to enter the facility. Please see attached Game Day Protocols for more information regarding games. This is subject to change as the season progresses.

All those who do not feel comfortable to attend games in person are encouraged to subscribe to LiveBarn. LiveBarn is online live streaming service that will broadcast all games for all teams that use the facility. At the request of Back Bay, Kingswood, and Brewster practices will not be broadcast for the public. We are encouraging spectators to utilize LiveBarn as an option as rink capacity will be significantly limited this season. Save 10% when you use **promo code: 0ef5-e26a**. Existing subscribers can update their promo code to **0ef5-e26a** within their profile.

## **2. CLEANING PROTOCOLS**

Based on recommendations and guidance from the US Centers for Disease Control and Prevention (CDC) and Federal or State agencies we have increased our cleaning procedures to help protect the health of everyone in our facility and reopen safely.

All staff members will be provided safety and cleaning protocols in order to keep our facility as clean and safe as reasonably possible.

1. Two (2) electrostatic sprayers have been purchased to aid in the cleaning process
2. Public Areas and high touch areas will be cleaned regularly while the building is occupied.
3. Bench area will be disinfected after every practice and game.
4. Locker rooms will be disinfected after each time they are used.

## **3. PERSONAL HYGIENE FOR STAFF AND CUSTOMERS**

1. Masks are strongly encouraged when indoors.
2. Please remember to wash your hands frequently with soap and water for at least 20 seconds.
2. Refrain from touching your face, nose, and mouth.
3. Sneeze and cough into a tissue or if not readily available into your elbow and immediately wash your hands with soap and water or use hand sanitizer.
4. Hand sanitizer stations are located throughout the building. Restrooms are available in our lobby.

## **4. TEAMS AND PROGRAM GENERAL GUIDELINES**

1. Masks are recommended in the building, but are not required unless children are under 12.
2. Masks required in locker rooms and face shields required on ice for players under the age of 12.
3. No team or group shall be allowed in the rink until 15 minutes before their event.
4. Each team or group is required to exit the locker room and the facility within 15 minutes of the end of its event.
5. All users are encouraged to arrive to the facility partially dressed whenever possible.
6. Locker rooms will be assigned to teams for practices and games.

7. If teams choose to warmup they must do so outside of the facility and at their own risk.
8. All teams are asked to sanitize their hands when they enter the building. Teams must supply sanitizer for their players. Sanitizer stations have also been placed around the facility.
9. Participants shall remain in the locker room until the Zamboni is off the ice and their event time has begun, to enter the playing surface.
10. Players must bring their own water bottle (labeled with their name).
11. When the level of transmission is substantial or high in Carroll County ([CDC COVID Data Tracker](#)) teams must require masks or face shields that cover the front and sides of a person's face (while allowing fresh air to breath) to limit a person's respiratory droplet dispersion. Re-usable face shields should be cleaned and disinfected after each use. This includes on the bench area and extended bench area, either a mask or shield must be worn.

## **PUBLIC SKATING, STICK PRACTICE, LAP SKATING**

Patrons must pre-register for any skating slots. Please visit our website (link below), create an account, and add all of your family members. Once you have created an account you will be able to register for skating and any programs in the future.

<https://wolfeboro.recdesk.com/Community/Home>

1. Patrons are highly encouraged to wear masks.
2. Patrons **MUST** pre-register to attend any scheduled lap skate, public skate, or stick practice. You must register each family member who will be skating on that day.
3. Lap Skating, Public Skating, and Stick Practice times will be available one week prior to the actual skate date for patrons to register.
4. Only those participating in the scheduled skate may enter the facility. The exception to this is (1) parent/guardian per participating youth.
5. Any parent/guardian not participating must stand at one of the blue markings inside the rink at all times.
6. No patron shall be allowed in the rink until 15 minutes before their event.
7. Each patron is required to exit the facility within 15 minutes of the end of its event.
8. Locker rooms will be assigned for each stick practice session. Masks are mandatory in locker rooms. All users should arrive to the facility partially dressed whenever possible.
9. When the level of transmission is substantial or high in Carroll County masks or face shields that cover the front and sides of a person's face are mandatory anytime you are inside the facility. **This includes on the ice.** ([CDC COVID Data Tracker](#))

## **SNACK BAR/FOOD AND BEVERAGE**

1. Closed for the season.
2. Vending machine will be cleaned frequently while the facility is occupied.
3. No outside food is allowed in the facility. Drinks may be brought into the facility, but should be clearly labeled with your name.

## **PRIVATE RENTALS**

1. Private rentals will be handle on a case by case basis.
2. Compliance with all protocols/guidelines is required.

## **TOURNAMENTS**

1. Tournaments will be handled on a case by case basis.
2. Compliance with all protocols/guidelines is required.

***Patrons that cannot follow these guidelines will not be allowed to use or enter the facility.***