

# CITY OF TRAIL - TRAIL MEMORIAL CENTRE

## Arena User Guidelines and Expectations

### REVISED – SEPTEMBER 2021

Please note the Trail Memorial Centre is not open to the general public. Entry is limited to those who have booked the facility or who are participating in a program.

## ARENA USERS

### ENTERING AND EXITING THE ICE FACILITIES

- All ice users will be required to enter and exit the facility through the **lower concourse** doors at the back of the arena. Exiting or entering via the Victoria Street doors is prohibited for anyone associated with ice usage other than in the event of an emergency.
- Staff will unlock the doors 15 minutes before a user's designated booking time and lock the doors 5 minutes after the booking commences.
- Each user group will designate a volunteer (ie. COVID Ambassador) to remain at the entrance to allow anyone arriving late access to the facility as the group feels is necessary. Appointing a COVID-19 ambassador is recommended.
- At no point should the doors to the facility be propped open for any other reason.
- Anyone who is unwell or who has COVID-19 related symptoms should not enter the facility.
- All who enter the facility are asked to use the hand sanitizer at the entry.
- Users are to promptly exit the facility at the end of the ice time. Please do not linger as it delays others coming into the building.
- Access to any other part of the facility is not permitted.

### USAGE REQUIREMENTS

- **PHYSICAL DISTANCING** – while physical distancing of 2m is not required it is still recommended. Congregation of users is to be prevented by organizers.
- **MASKS** - As group sizes vary, the facility cannot guarantee that options for physical distancing will be able to be provided. By provincial health order, anyone 12 years of age and older is **required** to wear a masks in indoor public places. For those under 12 years of age masks are **recommended**. This includes hallways, dressing rooms, lobbies, meeting rooms and in any space outside of the field of play regardless of vaccination status. Organizers are to have masks available immediately as participants come off the ice.
- **SAFETY PLANS** – as per the Interior Health order, COVID 19 Safety Plans are required for events and gatherings. This document should outline your plan associated with vaccine verification as per the vaccine public health order. Contract holders are responsible for ensuring COVID Safety Plans are regularly updated as changes arise.
- **ATTENDEES**
  - a) Organizers are responsible for collecting contact information (name, phone number/email) for every person associated with their activity (ie. parents, children, coaches, spectators etc).

- b) Players & Staff/Volunteers are limited by team size.
- c) As per the September 13, 2021 Interior Health Order, spectators can be permitted at events so long as the requirements within the health order are followed.
  - i) Events of less than 50 people can either require full vaccination (2 doses) for those 12 and older or opt to do contact tracing for everyone coming into the building.
  - ii) Events of more than 50 people, full vaccination is required for anyone over 12 years of age. Occupancy is limited to 50% of the seated capacity of the venue.
  - iii) A spectator management plan must be submitted as part of the COVID 19 Safety Plan.
- d) Groups must avoid interaction with any other users in the facility. Contract holders are responsible for compliance and enforcement.
- e) The lower concourse is only permitted to be used as a means to move through the building. Attendees are not permitted to utilize this space other than as a thorough fare. Any exception for use of this space will be at the sole discretion of the City.
- f) Equipment and water bottles should not be shared.
- g) No spitting anywhere in the facility or on the ice.

- **CHANGE ROOMS**

- a) Minimize the use of change rooms. Change rooms will be made available for 15 minutes before and after the event.
- b) Masks are required in change rooms.
- c) Go straight to and stay in assigned change rooms, with no congregating in the hallways or common spaces.
- d) Change back into regular clothes as quickly as possible and immediately leave after the event. Where possible come ready to participate in your activity and plan to shower at home.
- e) Use of showers, where available, is permitted. Physical distancing is recommended.
- f) Minimize touching (high fives, etc.) as much as possible.

- **VACCINATION VERIFICATION**

- a) Contract holders will be responsible for implementing, managing and enforcing the vaccine verification as required through the health order. More details to follow.
- b) At this time, vaccination status does not allow for any deviation to the noted safety protocols.

## OCCUPANCY

- Occupancy is limited based on the Interior Events & Gatherings Order. Currently 50 people are permitted excluding event.

## CLEANING & HAND HYGIENE

- Facility cleaning will be as per the standard practice for the facility.



- Common spaces will be cleaned periodically throughout the day.
- Patrons should ensure hand hygiene practices are followed before and after facility use and should avoid touching their face with their hands.

### **INTERACTION WITH STAFF**

- Public are asked to maintain social distancing with staff when visiting the Trail Memorial Centre.
- Disrespectful behaviour toward staff and/or other patrons will not be tolerated and could result in facility use privileges being revoked.

### **RESOURCES:**

- BC Provincial Health Orders: [COVID-19 \(Novel Coronavirus\) - Province of British Columbia \(gov.bc.ca\)](https://www2.gov.bc.ca/gov/content/health/diseases/communicable/covid-19/covid-19-provincial-health-orders)
- Interior Health: [Gatherings and Events Order.pdf \(interiorhealth.ca\)](https://www2.gov.bc.ca/gov/content/health/diseases/communicable/covid-19/covid-19-provincial-health-orders)

**BOOKING PERMITS MAY BE REVOKED FOR GROUPS NOT RESPECTING THE ARENA USER GUIDELINES.**