

The facility guidelines are in place to protect the safety of staff and the public. The guidelines provide direction or protocols to reduce the risk of Covid 19 transmission. Whether you are a participant, coach, official, spectator, parent, staff or contractor, you are all responsible to prevent the transmission of Covid 19 and ensure the facility guidelines are followed. The City will continue to update our facility guidelines and processes.

Site Management

- Rental bookings may be taken for user groups who have a return to sport plan.
- Signage at main entrances referencing Covid 19 precautions - stay home if ill, maintain physical distance of 2m, wash hands before and after use, etc.
- Lobby, concession, skate shop, PA boxes and dressing room showers are closed until further notice. Use of the Lobby is on a request basis.
- Enter and exit through the designated access points. Follow directional signage.
- Entry and exit doors / gates will be propped open where appropriate.
- Hand sanitizer is available in the main entrance for public use
- Soap, water, and paper towels are available in both the men's and women's washrooms for public use. Signage is posted in the washrooms reminding the public to wash their hands.
- Washrooms are cleaned and disinfected frequently by City Staff. Cleaning and disinfection details are documented in the arena check sheet.
- Public washroom capacity is 3 persons. Signage on the exterior of the washroom notes capacity.
- Water fountains are available in each dressing room. Water fountain touch points are cleaned and disinfected frequently by City Staff. Participants are required to bring their own water bottle with your name on it
- Only 1 parent or guardian will be permitted in the arena with each skater. No siblings. Spectators are only permitted in the grandstand.
- Congregating inside the arena or parking lot areas will not be permitted before or after rental booking
- Dressing Rooms are available for use. Capacity limits and designated seating areas are defined. Showers are closed until further notice.
- The Sport Kelowna boardroom will become the isolation room should staff or public become ill while using the arena.

Site Management for Rental Bookings

- Rental bookings may be taken for user groups who have a return to sport plan.
- Only practices and skill development are approved at this time. Competition is not permitted until further notice.
- Each renter shall designate a Safety Ambassador to oversee adherence to the return to sport plan and Covid 19 protocols are being followed.
- Arrive no more than 15 minutes before scheduled ice time.
- Please wait outside of the entrance doors for the arena host to welcome you into the building
- A maximum of 16 participants and 4 coaches will be allowed on the ice surface

- Only 1 parent or guardian will be permitted in the arena with each skater. No siblings. Spectators are only permitted in the grandstand.
- Do not share equipment unless it is disinfected before and after use.
- Ice times will have a 1 hour time limit unless otherwise approved by the Scheduling Coordinator.
- Ice times will be staggered to reduce over-crowding. In most cases, there will be a 30 minute break between each rental booking
- Summer operating hours will be 8:00am-9:30pm Monday through Friday, and Saturdays from 8am-1:30pm but is subject to change
- Showers in the dressing rooms will be closed until further notice
- Food and beverage are not to be consumed inside the arena
- Collect all garbage/recycling and place it in the appropriate bin following use
- Upon completion of ice time, all participants are allowed 10 minutes in the dressing room.
- Do not share equipment unless it is disinfected before and after use.
- Each renter is responsible to provide first aid

Illness Protocol

- Do not attend if you are ill, or show any Covid symptoms (fever, chills, shortness of breath, fatigue, etc.) or are awaiting Covid test results.
- Do not attend if you have a positive test result, follow the instruction of Public Health.
- Do not attend if you have been around someone who is ill, presents Covid symptoms or is awaiting test results.
- Do not attend if you have been out of the country within the last 14 days.
- If you become ill while onsite, please report illness to Public Health 811 immediately.

Personal Hygiene

- Avoid touching eyes, nose or mouth
- Cover your mouth and nose with a tissue or into your elbow when coughing or sneezing
- Wash your hands with soap and water before and after use. Use hand sanitizer before and after use if soap and water is not available. Participants are required to provide their own hand sanitizer.
- Do not share equipment unless it is disinfected before and after use.
- Always maintain a distance of 2 meters from others
- Be mindful of common surfaces and limit touch points.
- No spitting.
- The use of masks is recommended.

Physical Distancing

- Signage is in place at main entrances gate reminding the public to physical distance.
- Spectators are permitted in the grandstand only.
- Safety Ambassador to oversee adherence to the return to sport plan and Covid 19 protocols are being followed

Signage

- Signage is at the entrance gate referencing stay home if ill, maintain social distancing, wash hands before and after use, etc.
- Signage is posted in the washrooms reminding the public to wash their hands.
- Signage on the exterior of the washroom and dressing rooms notes capacity.
- Other general facility information signage is posted throughout the facility.

Sanitation

- Cleaning and disinfection will occur daily.
- Additional cleaning and disinfection of all touchpoints (door handles, faucets, bathrooms, handrails, etc.) will occur twice / day.
- Water fountains touch points are cleaned twice / day.
- Documentation of cleaning and disinfection will be recorded in the daily check sheets.
- PPE is available to staff as required for task.
- Manufacturer's instructions to be followed when using disinfectants.
- Cleaning and disinfection equipment are onsite and stocked regularly by Service Coordinator.
- All users are encouraged to collect all garbage and recycling and place in appropriate bins following rental. Garbage and recycling are removed daily.