

Town of Hampton
Hampton Community Centre



Operational Plan for Public Access
October 2020 – April 2021 Ice Season

October 26, 2020

Introduction

Thank you to all our ice users for your cooperation in our return to play. This operational plan is intended to provide a framework and directives to create a safe place for recreation. This document draws upon information from the New Brunswick Mandatory Order Covid-19, NB Chief Medical Officer of Health (CMOH), and WorkSafe NB. Input has been gathered from the Town of Hampton Leisure Services Department, the Town of Hampton COVID-19 Recovery committee, and the Town of Hampton Leisure Services Advisory Committee.

This is a living document and is subject to change as the mandatory order and guidance from the CMOH and WorkSafe NB is updated. The return to play will be in stages, focusing initially on our skaters. Spectators will be considered as we progress through the ice season.

Communication

The Director of Leisure Services is responsible for communicating the Hampton Community Centre's Operational Plan to the user group organizations. All user groups will be provided a copy of the Hampton Community Centre's Operational Plan. It is the responsibility of the user group to disseminate the information to their members and ensure they clearly understand the protocols and what to expect before arriving at the facility. User groups must abide by the facility's operational plan.

The User group's operational plan will be reviewed by the Town of Hampton's COVID Recovery Committee. Any suggestions will be communicated by the Director of Leisure Services to the leads of these user groups.

We must comply with the following provisions of the Mandatory Order:

<ul style="list-style-type: none">• Owners and managers of every workplace must take every reasonable step to ensure minimal interaction of people within two metres of each other, except in compliance with guidelines issued by WorkSafeNB and the Chief Medical Officer of Health.	<ul style="list-style-type: none">• Owners and managers of every workplace must take every reasonable step required to prevent persons who exhibit symptoms of COVID-19 from entering the workplace, in accordance with advice issued by the Chief Medical Officer of Health or WorkSafeNB.	<ul style="list-style-type: none">• Owners and managers of every workplace must take every reasonable step required to prevent persons from entering workplaces who have travelled outside Atlantic Canada in the previous 14 days.
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Facility

Entry / Exit

The front door to the arena will act as the entrance to the Hampton Community Centre main level. Ice users will proceed through the mezzanine to the five dressing rooms. The exit for patrons will be the side doors. The front door will be unlocked by 3:30 on weekdays and 30 minutes prior to the first ice rental on weekends.

We are really restricted in numbers due to the layout of the arena. As a result, we have allowed 30 minutes between ice rentals for people to exit / enter the facility. The Host for each rental will be able to access the facility 30 minutes prior to their rental time to set up. Skaters will be able to access the facility 15 minutes prior to their scheduled rental time and exit the facility within 15 minutes of the end of their scheduled ice time. The next ice user will not be allowed to enter the facility until all members of the previous rental have exited the facility.

Skaters are to enter / exit the ice surface using the gate closest to the official's room. Given the small corridor, there is to be no lining up to get on the ice.

Signage

The front entrance will be clearly marked for access into the facility and the side door will be clearly marked as the exit. Markings or signage within the facility is installed to further limit cross flow of traffic.

Signage of the screening tool released by public health will be posted on the lobby TV and doors reminding people not to enter the facility if they are experiencing COVID-19 symptoms, been outside of the Atlantic bubble within the past 14 days, have been diagnosed with COVID-19 or come in contact with someone who is diagnosed.

In addition to controlling traffic flow, signage will be posted throughout the facility to emphasize to Patrons and Staff the importance of frequent handwashing, proper hygiene and physical distancing practices.

Physical distancing markings will be placed at the benches in the dressing rooms and the players' benches.

Disinfecting / Cleaning

Off-ice commonly touched surfaces such as interior and exterior door handles, benches, change areas, ice rink gate handles, and the announcer/ scorekeeper booths are to be cleaned and sanitized by Town staff, at least twice daily. User groups are encouraged to ask patrons to bring their own hand sanitizer for personal use.

Washrooms will be cleaned and sanitized on a regular basis throughout the day by Town staff, at least twice daily. In addition, Town staff will spray a sanitizing mist on surfaces in dressing rooms and washrooms frequently throughout their shift.

All other program equipment sanitizing is the responsibility of the user group.

Number in facility

At this time, we can accommodate up to 75 skaters Dressing room #1 (16 skaters), #2 (11 skaters), #3 (18 skaters), #4 (17 skaters), #5 (13 skaters), Official's room (4 people) and no one in the mezzanine. These numbers are allowed with everyone seated 1m apart and wearing a community face mask. Should anyone remove their mask then skaters must be spaced 2m apart.

Washrooms are restricted to one person at a time.

Food and Drink

No food or beverages are to be brought into the facility, with the exception of water for the participants and there will be no sharing of water containers.

Canteen / Lost and Found

The canteen will be closed until further notice. No lost and found will be kept this year.

Hand Hygiene

Public Washrooms will be available with maximum occupancies posted at the entrance. Handwashing areas are those available in the public washrooms. A hand sanitization station will be established in the main entrance of the arena, beside the canteen, and outside of dressing room #4.

Dressing rooms

The benches will be marked for physical distancing. The washrooms will be available. The use of showers is under review, currently they remain closed.

Bleachers

The top two rows of the bleacher may be used. Anyone using the bleachers must sit 1m apart and wearing a mask. No bubbles are allowed.

Spectators

We are allowing up to 55 people using the top two rows of the bleachers. The bottom row is to be kept vacant to allow for people to exit the facility while staying 1m apart. It is up to each user group how best to allow people in this space. Spectators may enter the facility using the front doors at the time of the rental and must exit using the side doors at the end of the scheduled rental. This will allow time for skaters to enter and exit without a crowd forming. All spectators must wear a mask, remain 1m apart when seated and 2m apart when moving in the facility. No food or drink is allowed.

Garbage

Lined garbage cans will be placed throughout the facility. Please do not leave your garbage anywhere else in the facility.

User

Operational Plan

Each organization using the Hampton Community Centre is to have an approved Operational Plan that the group using the building is expected to follow. These plans shall follow the guidance of the Office of the Chief Medical Officer of Health and the group's provincial or national body.

Operational plans shall be provided to the Town of Hampton COVID-19 Recovery Committee prior to all activities and must adhere to the requirements in the Town's Operational Plan. The operational plan should be submitted to allow sufficient time for the committee to review the plan and the organization to make any necessary adjustments. Please allow at least one week for the committee to review the plans. These plans need to be approved by the Director of Leisure Services prior to the organization's ice rental.

User Group Host

Each user group will designate a "host" who will greet members of their organization using the facility (such as but not limited to skaters, guardians, coaches) at the main entrance. This person (s) will conduct a COVID-19 pre-screen, record attendance for contact tracing and direct skaters to their assigned dressing room. They will ensure the flow of traffic keeps moving to prevent congestion in the front lobby. Groups not completing the screening exercise upon entry risk loss of access to the building. The host is expected to remain in the lobby area unless the front doors are locked, or the ice time has finished and the 15 minutes of exiting the facility has ended.

Screening

Users groups are to include active screening of skaters and other persons entering the facility as part of their rental. This COVID-19 pre-screening will include a questionnaire supplied by the Town of Hampton (Appendix B). Anyone showing symptoms shall not enter the arena and should immediately return home and call 811.

Contact Tracing

Each organization / ice user is to maintain a record for contact tracing as per *The Mandatory Order (COVID-19)* issued by the Minister of Public Safety under the Emergency Measures Act (Appendix C). Contact information must be recorded for each rental.

Physical Distancing

Physical distancing of 1m while seated wearing a mask or 2 m distancing when moving through the facility must be maintained. All reasonable attempts shall be made to respect physical distancing measures except brief contact on the field of play (ice and player's benches). It is recommended that skaters come dressed for play.

Physical distancing must be maintained by everyone in the venue (participants, team members, staff, etc), both during and pre/post game play. (Office of the Chief Medical Officer of Health)

User

Masks

For everyone in New Brunswick, face coverings are required when unable to maintain physical distancing of 2 metres in public. Face coverings are to be used as an additional layer of protection, but do not replace physical distancing requirements. Where possible, face coverings could be used as an additional layer of protection both pre and postgame. Patrons are always to wear a facemask while within the facility as most pathways do not allow for 2 metre distancing.

Spitting

No spitting permitted in the arena.

Storage

Each user group is responsible for cleaning, sanitizing, and managing access to their storage area and the contents. All equipment shall be sanitized before and after each use, and this will be the responsibility of the user as per their respective operational plans

Ice Schedule

Attached as is the regular weekly ice schedule for reference (Appendix A). This schedule is subject to change and will be maintained by the Leisure Services Department.

Illnesses or Symptoms with Both Staff and Users / Spectators

User Group member

Should a user group member develop symptoms during their time in the arena, they will leave the facility immediately, contact 811 or their health care provider and follow their direction. Should they be tested and found positive for COVID-19, communication and contact tracing as per the CMOH shall be followed.

Town of Hampton Staff

If a Town of Hampton employee develops symptoms of COVID-19, they will leave the facility and immediately contact the Director of Leisure Services and Facilities Manager. The affected employee will be required to contact 811 or their health care provider as recommended by the CMOH.

Regional Public Health

Regional Public Health will be involved to manage any instances or outbreak and ensure contacts are identified; public health measures are in place and will lead any communication that is required.

Closure of the Arena

A closure of the arena may be directed if there is a COVID-19 outbreak, a change in the Provincial Mandatory Order, or in any other case as directed by the CMOH. The arena will close and can only reopen under the direction of the CMOH, and at the approval of the Town Council.

Non-Compliance Procedure

In the case of operational plan non-compliance by a member(s) of a user group, the following procedure will be used:

1. The member(s) will be asked by Town staff to comply with the COVID-19 operational measure.
2. If the member(s) refuse the staff member will inform the user group host (team contact) of the issue and request compliance.
3. If the situation is not resolved, the ice time will be forfeited, and the group will be asked to change and leave the building immediately.
4. The Director of Leisure Services will contact the user group lead to discuss the situation and advise the lead that if the member (s) fails to comply then the ice time access for the team will be removed for one scheduled time.
5. If the situation is not resolved that team/ groups access will be removed for the remainder of the season.

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9/28/2020

ATTENTION

PLEASE DO NOT ENTER THE FACILITY WITHOUT ANSWERING THE FOLLOWING QUESTIONS:

1.

Do you have any of following symptoms:

fever/feverish, sore throat, headache, runny nose, a new cough or worsening chronic cough, new onset of fatigue or muscle ache, diarrhea, loss of taste or smell; in children, purple markings on the fingers or toes?

If you answered YES, and have ONLY ONE symptom, you may phone 811 to discuss COVID-19 testing, but you do not need to self-isolate. As a precaution, please self-monitor for onset of additional symptoms that may develop.

If you answered YES, and have 2 OR MORE of the symptoms, then self-isolate at home, and call 811.

2.

If you answer YES to ANY of the following below, then you must stay home and self-isolate for 14 days.

If you develop symptoms, please refer to the self-assessment link on the Government of New Brunswick webpage.

- a. Have you had close contact within the last 14 days with a confirmed case of COVID-19?
- b. Have you been diagnosed with COVID-19 within the past 14 days?
- c. Have you returned from travel outside of Newfoundland and Labrador, New Brunswick, Prince Edward Island and Nova Scotia within the last 14 days (If for work purposes, you are not required to self-isolate upon return, but should self-monitor for symptoms)?
- d. You have been told by public health that you may have been exposed to COVID-19.

Follow Public Health advice if you are waiting for testing results for COVID-19 or have been told to self-isolate.

If you develop symptoms, please refer to the self-assessment link on the Government of New Brunswick webpage.

ATTENTION

VEUILLEZ NE PAS ENTRER DANS L'ÉTABLISSEMENT SANS D'ABORD RÉPONDRE AUX QUESTIONS CI-DESSOUS :

1.

Présentez-vous l'un des symptômes suivants : fièvre ou sensation de fièvre, mal de gorge, mal de tête, écoulement nasal, nouvelle toux ou toux chronique qui s'aggrave, fatigue nouvellement apparue ou douleurs musculaires, diarrhée, perte de goût ou de l'odorat; chez les enfants, taches mauves sur les doigts ou les orteils?

Si vous avez répondu OUI et que vous n'avez qu'un seul symptôme, vous pouvez appeler le 811 pour discuter des tests de dépistage de la COVID-19, mais vous n'avez pas besoin de vous isoler. Par mesure de précaution, veuillez-vous surveiller en cas d'apparition d'autres symptômes.

Si vous avez répondu OUI et que vous présentez au moins deux de ces symptômes, isolez-vous à la maison et appelez le 811.

2.

Si vous avez répondu OUI à l'une des questions suivantes, vous devez rester chez vous et vous isoler pendant 14 jours.

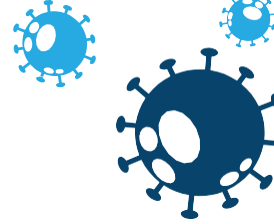
Si vous présentez des symptômes, veuillez vous reporter au lien d'auto-évaluation sur la page Web du gouvernement du Nouveau-Brunswick.

- a. Avez-vous eu des contacts étroits avec un cas confirmé de COVID-19 dans les 14 derniers jours?
- b. Avez-vous reçu un diagnostic de COVID-19 dans les 14 derniers jours?
- c. Êtes-vous revenu d'un voyage à l'extérieur de Terre Neuve-et-Labrador, du Nouveau-Brunswick, de l'Île du-Prince-Édouard et de la Nouvelle-Écosse dans les 14 derniers jours (SI, pour des raisons professionnelles, vous n'avez pas besoin de vous isoler à votre retour, mais devriez vous surveiller pour l'apparition de symptômes)?
- d. Le personnel de Santé publique vous a-t-il informé que vous avez peut-être été exposé à la COVID-19?

Suivez les recommandations de la Santé publique si vous attendez les résultats d'un test de dépistage de la COVID-19 ou si vous avez reçu l'ordre de vous isoler.

Si vous présentez des symptômes, veuillez vous reporter au lien d'auto-évaluation qui se trouve sur la page Web du gouvernement du Nouveau-Brunswick.

Collection of names and contact information under the **Mandatory Order COVID-19**



Preamble:

- These guidelines and recommendations are based on the [Mandatory Order](#), should the Mandatory Order change, this document will be updated.
- This document has been designed to support businesses, and all others it may apply to, to better understand their responsibilities.
- The guidelines recommend best practices to be implemented to the best of your ability.

Guidance:

You must follow these guidelines and comply with this obligation if you are:

- A government entity
- A charity
- A not-for profit entity
- A for-profit entity

and:

- Anyone who admits patrons to a venue at which seating is offered for purposes of eating, drinking, socialization, celebration, ceremony or entertainment or;
- Anyone who hosts gatherings larger than 50 for purposes of socialization, celebration, ceremony or entertainment (whether seated or standing).

Note: These guidelines **do not apply** if a patron enters to pick up food or drink and immediately leaves the venue (take-out) or passes in the drive-thru.

Your responsibilities at a glance:

- Explain to your patrons/visitors why you are collecting their contact information.
- Only collect the minimum information necessary.
- Do not use or share with anyone other than when asked by a Medical Officer of Health or a Public Health Inspector.
- Only keep the information for 21 days.
- Properly secure the information.

Detailed guidance and tools:

Explain:

- Post a visible Notice (Appendix A), informing the public of your obligation to record their names and contact information.

- Post hard copies (paper document) at the entrance of the venue and electronic copies on your website or App (if applicable).
- Ensure it is visible and easily accessible.
- Ask individuals if they have read and understood the notice prior to collecting their contact information.

Limit:

- Restrict the information collected to: first and last name and phone number or email address of one (1) person per group/party who will be seated together. The person above must know how to contact the rest of the individuals in their group/party.
- Only collect the email address if no phone number is available.
- Limit the number of personnel who collect, record and save the personal information by designating and training specific employees responsible for these tasks.

Collect:

Use the Collection Form (see Appendix B) to record the information.

- Record only the information of one (1) person per group/party who will be seated together. Ensure that person knows how to contact others in their party, if required.
- Determine one central point of contact and personnel responsible for collecting the information and fill out the document every day either on paper or electronically.
 - If on paper, ensure that a sufficient number of sheets are printed and available to personnel every day.
 - If electronically, ensure all safeguards are in place to prevent unauthorized access.
- Personnel collecting the information should fill out the document themselves and never ask patrons to fill it out.
- Personnel must ensure the document is never left unattended.
- Personnel collecting the information should ensure they spell names, phone numbers or email addresses correctly by double checking with patrons once document is filled out.
- At the end of each day, or when a gathering is over, personnel responsible for storage and/or destruction of records must collect all the documents used that day, complete the **log form** (see Appendix C) and store both the collection and log documents in a secure manner.
- When filling out the **log form**, the personnel should follow instructions in italics in the document and ensure they record both the date the collection was done and the expiry date (collection date +21 days).

Secure:

- Ensure the contact information is saved in a secure location (if it is a physical document) or is password-protected with limited individuals who know the password (if digital).

- Physical document must never be left unattended, must be protected from the public's view at all times and must be stored in a secure place before closing the business, or end of the event.
- Manager on duty or event organizer is responsible for the secure storage and destruction of documents.

Retention and destruction:

- Securely keep the **collection form** for 21 days after the day of collection.
- Ensure it is securely destroyed on the 22nd day after its collection.
- Secure destruction means shredding the documents in a way the information they contain cannot be retrieved by any means. If digital, totally remove from all electronic devices. Few employees at the management level should be responsible for the secure destruction of these records.
- The **log form** must be used to track record destruction (see Appendix C).
- It will be critical to ensure the correct dates are recorded on both the collection and log documents as they will serve to count the 21 days after which the collection document should be securely destroyed.
- Immediately upon destruction of the documents, the personnel who has completed it should record it on the appropriate column of the **log form**.
- Only the **collection form** should be destroyed after 21 days. The **log form** should be kept for 12 months.
- Each day, personnel responsible for destruction should refer to the **log form**, verify expiry date and prepare collection forms to be destroyed that day.

Restricted use and disclosure:

- The collection document record can only be used for contact tracing by Public Health officials in case of an outbreak.
- This record cannot be used by the collector for any purpose including being used for promotion, advertisement or be sold.
- Only upon request from an N.B. Medical Officer of Health or a Public Health Inspector should the personnel responsible for the disclosure that day provide the collection document to Public Health.
- Public Health will send a request via email (see Appendix D) or make a call and provide details on the day or days for which they are requesting the collection document.
- Personnel responsible for disclosure must:
 - Restrict the collection documents they provide to Public Health to all the days included in Public Health's request;
 - Ensure they provide the correct dates;
 - Not provide additional days on their own initiative, and
 - Strictly follow instructions provided in the request for a secure transmission of the document.

For more information on the *Personal Information Protection and Electronic Documents Act*, please consult the Office of the Privacy Commissioner of Canada website at <https://www.priv.gc.ca/en/for-businesses/>

Appendix A: Notice on Collection of Contact Information Under NB Mandatory Order COVID-19

NOTICE ON COLLECTION OF CONTACT INFORMATION UNDER NB MANDATORY ORDER COVID-19

The mandatory order (COVID-19) issued by the Minister of Public Safety under the Emergency Measures Act requires that we ask for:

Your first and last name and a phone number or an email address so that Public Health can easily and quickly get in touch with you in case of an outbreak.

We will keep your information in a secure place at all times and will securely destroy it after 21 days.

We will not use or sell your information and will only share it with Public Health if they ask us to, in which case we will take precautionary measures when transferring it to them.

By providing your contact information, you understand it will be collected, used and disclosed as described above.

If you have questions or concerns regarding the collection, use, disclosure of your personal information, suspect or are aware of a privacy breach of your personal information, please contact: Cpobpvp@gnb.ca

If you do not want to provide your contact information you will be refused access to this facility/event.

Appendix B: Collection Form

MANDATORY ORDER COVID-19-COLLECTION FORM				
Name of the facility: Means name of the venue or gathering			Address of the facility: Means address of the venue or gathering	
Name of employee collecting contact information: Means name of employee asking for the contact information and reporting it on the document			Employee position:	
Name of employee responsible for storage, destruction and disclosure on (Public Health) request: Means name of the employee responsible for ensuring secure storage, destruction and disclosure ON (Public Health) request that day			Employee position:	
Date	First name	Last name	Phone number	Email address <u>Only if no phone number</u>
<i>information is collected in format DD/MM/YYYY</i>	<i>Client's first name</i>	<i>Client's last name</i>	<i>Client phone number indicate if cell or landline by adding a C or L before the number</i>	<i>Email address to be collected only if no phone number available if phone number collected leave this section blank</i>
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Appendix C: Log Form

NOTE: This form must be kept for 12 months after which it must be securely destroyed. Secure destruction means shredding the documents in a way the information they contain cannot be retrieved by any means. If digital, delete the file.

MANDATORY ORDER COVID-19 LOG				
Record document Date	Expiry date (Planned date for collection document destruction)	Securely stored by	Securely destroyed on (date) by	Securely shared with Public Health on (date) by
<i>Date of filled out record document DD/MM/YYYY</i> <i>Example: 01/01/2020</i>	<i>Date filled out +21 days DD/MM/YYYY</i> <i>Example: 22/01/2020</i>	<i>Personnel Name and position</i>	<i>Date of destruction DD/MM/YYYY Personnel name and position</i>	<i>Date shared with Public Health DD/MM/YYYY Personnel name and position</i>
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Appendix D: Mandatory Order COVID-19 Disclosure

<p>MANDATORY ORDER COVID-19-DISCLOSURE</p>	<p>You are required to provide the collection document including names and phone numbers or email of patrons present at your venue/gathering on the dates indicated below upon immediate receipt of this request.</p> <p>Collection documents should be faxed to:</p> <p>Collection document should be emailed to:</p> <p>Name of the Medical Officer of Health requesting the disclosure:</p>
<p>Name of the facility:</p> <p><i>Means name of the venue or gathering</i></p>	<p>Address of the facility:</p> <p><i>Means address of the venue or gathering</i></p>
<p>Dates for which disclosure of collection document is requested:</p>	<p>Date the request is sent:</p>