



Updated on 9/15/2021

The purpose of this document is to promote the health of Bill Gray's Regional Iceplex's guests, athletes, coaches, and staff through a safe return to the rink under certain controlled conditions--relying on the core principles of strict physical distancing, reduced use of shared objects and spaces, rigorous cleaning and disinfection procedures, and the prioritization of measures to prevent the spread of the Coronavirus (and other airborne viruses).

This safety plan incorporates all mandated measures as dictated by New York State, in addition recommended best practices contained within such guidance from governing organizations, including;

1. [Reopening New York - Sports & Recreation Master Guidelines](#) (NYS/ESD)
2. [Reopening New York - Sports & Recreation Summary Guidelines](#) (NYS/ESD)
3. [Interim Guidance for Sports & Recreation During COVID-19](#) (NYS/ESD)
4. [Considerations for Youth Sports](#) (CDC)
5. [Cleaning and Disinfecting Your Facility](#) (CDC)
6. [Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19](#) (CDC)
7. [Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19](#) (DOH)
8. [Guidance on Preparing Workplaces for COVID-19](#) (OSHA)
9. [Returning to the Rinks](#) (USA Hockey/US Figure Skating)

KEY PROTOCOLS FOR ICE HOCKEY TEAMS

Entrance & Exit Time Restrictions

At this time, there are no restrictions on entry and exit times at the Iceplex, however we strongly encourage all visitors to arrive no earlier than 30 minutes, and depart as soon after their respective activities conclude.

Additionally, the Iceplex strongly recommends that the number of spectators for each participant be limited as often as possible, as a means of reducing total foot traffic within the facility.

Masks

All unvaccinated visitors of the Iceplex are required to wear masks for the duration of their time inside the venue. This includes all children ages 12 years of age and younger.

Unvaccinated ice hockey players (regardless of age) are permitted to remove their masks for on-ice hockey activities, but are required to wear them at all other times (including while inside locker rooms).

Locker Rooms

Locker rooms are available for use for all hockey activities. Additional seating is available outside of each locker room, as a means of providing overflow seating, and the ability for teams to properly social distance.

All unvaccinated individuals must wear a mask at all times when using a locker room (including all children ages 12 years of age and younger), however it is strongly recommended that all occupants of a locker room wear masks while in that space (as an added layer of protection for all).

For all youth hockey activities, a coach/team manager must be present at all times, and is responsible to seeing that all mask policies are properly followed.

These are a few key areas that pertain to ice hockey teams (coaches, players, staff, players, and families), however we ask that you make yourself familiar with all venue protocols (outlined below).

GUEST HEALTH

The health and safety of the guests of Bill Gray's Regional Iceplex is our number one priority. The following safety measures are being taken to create the safest environment possible for all guests.

Entrance & Exit

Entrance and exit signage will be present at the main entrance of the facility, designating separate entrance and exit doors to the venue.

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Physical Distancing

All unvaccinated guests are required to practice social distancing of six feet at all times, however it is recommended that all visitors practice social distancing as an added layer of protection for all guests and staff of the Iceplex

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Hand Sanitizer

Hand sanitizer dispensers have been placed at key guest and employee areas throughout the facility--including the upper & lobby, each rink entrance, food service, locker room hallways and near all restrooms.

Ice Schedules

Ice schedules have been adapted, creating a 'staggered schedule' within the facility, as a means of controlling traffic flow in and out of the facility, with the goal of reducing total visitor traffic at any given time.

Pre-Purchase & Pre-Registration

All Iceplex hosted activities/programs utilize online ticketing/registration platforms, as a means of creating contactless protocols at the front desk of the facility. All participants of Iceplex hosted activities must utilize this system in order to participate in any activity/program of the Iceplex.

Public Ice Skating

The Iceplex has reduced the capacity for all open public ice-skating sessions by 33% as an added layer of protection.

Front Desk Operations

Limited front desk operations are in place. A customer service representative will be assigned to front desk shifts, during peak business hours, however adjustments to standard operating procedures will be in effect to assure the safety of both guests and staff.

Case Notification

If we are alerted to a presumptive case of COVID-19 at the Iceplex, we will work with the Monroe County Health Department to follow the appropriate recommended actions.

Iceplex Tenant Operations

All tenants that operate individual businesses within the Iceplex will adhere to specific guidelines set forth for their respective industries.

Signage

COVID-19 related signage is in place within the venue. In addition to Iceplex specific signage, CDC approved health and hygiene reminders are also in visible locations throughout the facility.

- Cover their nose and mouth with a face covering
- Properly store and, when necessary, discard personal protective equipment (PPE)
- Adhere to physical distancing instructions
- Follow hand hygiene and cleaning and disinfection guidelines
- Follow appropriate respiratory hygiene and cough etiquette
- Remain home if not feeling well

EMPLOYEE HEALTH & RESPONSIBILITIES

Staff Training

All employees receive training on COVID-19 safety and sanitation protocols, best practices, and state mandated protocols (as directed by the CDC, NYSDOH, and OSHA).

Masks

All employees of the Iceplex are required to wear a face covering at all times (regardless of vaccination status).

Employee Health Concerns

Our employees have been instructed to stay home if they do not feel well and are instructed to contact a manager to report any symptoms.

Hand Washing

All employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the complex, going on break and before or after starting a shift.

Employee Specific Signage

Signage has been posted throughout the facility reminding employees of the proper way to wear, handle and dispose of masks, use gloves, wash hands, sneeze and to avoid touching their faces.

Cleaning Products and Protocols

The Iceplex uses cleaning products and protocols, which meet or exceed EPA/CDC guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal Areas

The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, information desk counters, tables, chairs, player benches, locker rooms, elevators and elevator buttons, door handles, public bathrooms, ATMs, stair handrails, performance training equipment, dining surfaces and seating areas.

Front of House

The frequency of cleaning and sanitizing in high traffic front of house areas (with an emphasis on computers, point of sale systems, shared objects, etc.) will be in effect. In addition, hand sanitizing stations have been installed in all high traffic employee areas.

Back of House

The frequency of cleaning and sanitizing in high traffic back of house areas (with an emphasis on the ice resurfacers, mechanical equipment, on-ice equipment, cleaning/janitorial equipment and hand tools) will be in effect. In addition, hand sanitizing stations have been installed in all high traffic employee areas.

Shared Equipment

Shared tools and equipment will be sanitized prior to the first use and after each subsequent use. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, cleaning equipment, keys, time clocks, scoreboard counsel and all other direct contact items used throughout the complex.

Physical Distancing

Throughout the Iceplex we will meet or exceed state and local health authority guidelines on proper physical distancing.

As recommendations and protocols for preventing the transfer of COVID-19 evolve, our policies will evolve with them.