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Operating for Modified Stage 2 COVID-19 Exposure and Control Plan



(Effective: October 19th, 2020)

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Operating for Modified Stage 2 with COVID-19

TO: Employees, Customers, Tenants, Visitors and Participants of the Sports Village

As the Ontario Public Health authorities develop a framework to enter into a Modified Stage 2 for York Region, The Sports Village is working with the Public Health Ontario and York Region Public Health to understand the recommendations of our Chief Provincial Health Officer and how they best apply within the sporting activities we provide.

The attached **COVID-19 Exposure & Control Plan** has been developed for our facility in order to ensure:

- Health and safety for all individuals is a priority.
- Activities are in alignment with provincial health recommendations.
- Modifications to activities are in place in order to reduce the risks to each sport organization and its participants.
- Our facility is united and aligned on our Modified Stage 2 operating plan.

While we do hope things will return to normal in the not too distant future, currently this operating plan for a modified Stage 2 will be the new normal until we are advised otherwise by Public Health Ontario.

If you choose to work, visit, or participate, you must follow these rules:

- If you do not feel well or are displaying symptoms of COVID-19, you must stay home.
- If you have traveled outside, you are not permitted at the facility until you have self-isolated for a minimum of 14 days.
- If you live in a household with someone who has COVID-19 or is showing symptoms of COVID-19, please stay home.
- Wash your hands with soap and water or sanitizer upon entering the facility.
- According to York Region Public Health all employees, customers, tenants, visitors, and participants **must wear a face mask**, except when participating on the ice or when physical distancing can be appropriately maintained.
- Bring your own equipment and avoid sharing equipment if possible.
- If the sharing of equipment is necessary (i.e. beach volleyball) ensure that equipment is cleaned and disinfected after each use/game.
- Comply with physical distancing measures at all times.
- Avoid physical contact with others, including shaking hands, high fives etc.
- Leave the ice surface or courts as quickly as possible after your activity is finished.

Our **COVID-19 Exposure & Control Plan** is based on current public health guidance, while we are all doing our best to minimize the risk of exposure to COVID-19, while the virus circulates in our communities it is impossible to completely eliminate the risk. Each member of our staff, each participant, and each visitor must make their own decision as to whether it is in their best interest to resume work or participation at this time. You must consider your own circumstances and make the decision that is right for you. Should you choose to join us, we require your full cooperation with our **COVID-19 Exposure & Control Plan**.

Sincerely,

Sports Village Management



COVID-19 Exposure & Control Plan

The Sports Village is committed to making this a safe and fun experience for everyone. To that end we have developed an official re-opening plan in conjunction with Public Health Ontario that will be strictly enforced to keep our participants, visitors, and staff safe during our re-opening. The basis for our re-opening is permitted by the Ontario Government under its initial Phase-1 re-opening plan. This plan will be provided to all employees, customers, and participants to review and acknowledge prior to entering the Sports Village.

For the safety of all our staff, customers, participants, tenants, and anyone else who attends the Sports Village facility the following **5 Principals** are integral parts to our **Operating for a Modified Stage 2 COVID-19 Exposure & Control Plan**:

1. Personal Hygiene:

- a. Frequent handwashing
- b. Cough into your sleeve
- c. Wear a non-medical mask
- d. No handshaking

2. Stay Home if You Are Sick:

- a. Routine daily screening
- b. Anyone with any symptoms must stay away from others
- c. Returning travelers must self-isolate for 14 days

3. Environmental Hygiene:

- a. More frequent cleaning
- b. Enhance surface sanitation in high-touch areas
- c. Touch-less technology when possible

4. Safe Social Interactions:

- a. Meet with small numbers of people
- b. Maintain distance between you and people
- c. Size of room; the bigger the better
- d. Outdoor over indoor

5. Physical Modifications:

- a. Spacing within rooms or in transit
- b. Room design
- c. Plexiglass barriers
- d. Movement of people within spaces

The risk of transmission is subject to 2 variables that we need to modify to reduce transmission risk:

- **Contact intensity** – how close you are to someone and for how long
- **Number of contacts** – how many people are in the same setting at the same time

Modifying from high to low can be based on a range of controls. Different actions have differing levels of protection and whenever possible use the action that offers the most protection for you to make you feel safe.

- Physical distancing measures – to reduce density of people, number, and duration of contacts



- Physical Controls - barriers, increased ventilation, and traffic flow
- Administration controls – rules and regulations
- Non-medical masks and other forms of PPE

This plan will outline how these strategies can be applied within our facility across 4 Key Areas: **Facility Access, Facility Operations, Participation and Programming**

FACILITY ACCESS AND USE

To mitigate risks related to the facility access the following controls will be implemented:

1. **Restricted Access**
 - a. Access will be limited to those that are essential to the approved activities (i.e. participants, staff, and coaches).
 - b. Each arena/rink will be adhering to the new indoor gathering limits of a maximum of **10 people per arena/rink**, while adhering to all appropriate physical distancing measures.
 - c. Employees or tenants in their workplace **do not** count towards gathering limits.
 - d. **NO games or scrimmages will be permitted**, and on ice activity will be restricted to practices and/or training purposes **ONLY** with a maximum of **10** participants (excluding **1** coach/trainer), while adhering to all appropriate physical distancing measures.
 - e. No spectators will be allowed in the arena facility, unless they are needed to accompany a minor in order to assist in putting on and removing equipment, in which case only (1) parent and/or guardian will be granted temporary access while adhering to all appropriate physical distancing measures to assist and once completed immediately exit the arena facility.
2. **Point of Access**
 - a. Designated drop-off and pick-up spaces have been identified in the parking lot.
 - b. Entry points into the facility (with the exception of the restaurant) will be monitored and limited to the front doors **ONLY** in order to monitor how many people are entering the facility.
 - c. Utilize the automatic door open function to open doors and to reduce contact with door handles wherever possible.
 - d. Directional signage will be used where appropriate to manage the flow of people in and out and around the facility.
3. **Pre-Registration**
 - a. Customers should pre-register and pay on-line whenever possible in order to minimize contact with staff.



4. **Arrivals and Departures**

- a. Participants will need to arrive at the facilities no earlier than **15 minutes** in advance of their scheduled activity, sufficient space for physical distancing while lining up or waiting to begin will need to be maintained throughout.
- b. At the end of their scheduled activity/time slot all participants must immediately leave the arena facility.
- c. Rink times will be staggered appropriately to account for individuals moving in and out of the facility.

5. **Dressing Rooms, Benches, Spectator Seating Restrictions etc.**

- a. (2) dressing rooms per rental group will be made available in this modified Stage 2 of our operating plan for each rental, but participants are encouraged to come dressed as much as possible to limit time spent in their allocated dressing rooms.
- b. A face mask **must** be worn at all times while in the facility and in dressing rooms (except while participating on the ice) and must be stored safely when not in use outside the dressing room.
- c. **Maximum number of players in each dressing room is 10 providing that face masks are worn at all times.**
- d. Access to the dressing room showers/washrooms will be permitted. In an effort to minimize the use of dressing room washroom facilities we kindly ask that you go to the washroom before leaving your home or use the main washroom(s) located in the main hall if absolutely necessary.
- e. Second floor arena spectator seating areas will remain **closed** until further notice.
- f. End of rink water bottle filling stations will be made available, but participants are encouraged to bring their own water bottles.
- g. Our indoor restaurant facility and view area will now be **CLOSED** under the Modified Stage 2 protocols established by the York Region Public Health, and Public Health Ontario.

Prominent signage within the facility has been installed to ensure that participants are aware of expectations related to use of the facility and best practices related to maximum capacity, physical distancing, personal hygiene, and protection against COVID-19.

FACILITY OPERATIONS

STAFF

The Sports Village has an important obligation to ensure a healthy and safe workplace for our employees.

The following measures have been implemented:

1. Staff education on public health information and expectations related to the implementation of our Operating Plan for Stage 3.
2. Implementation of an ***Illness Policy***, that outlines procedures for staff and participants that may be experiencing symptoms and ensures no one attends work/practice/games when sick. **(See Appendix A)**
3. Routine daily symptom screening for all staff, volunteers, and participants. Please download this self-assessment tool <https://covid-19.ontario.ca/self-assessment/>
4. Enhanced hygiene protocols have been implemented:
 - a. Frequent and proper handwashing
 - b. Adequate and accessible hand-sanitizing stations
 - c. Employees need to either wash and sanitize their hands upon arrival, before/after breaks, after touching common equipment, and before exiting the facility.
 - d. Reminders to avoid touching face, eyes, nose, and mouth
 - e. Reminders to use appropriate cough and sneeze etiquette, cough, and sneeze into your elbow.
5. Enhanced cleaning protocols for common areas and common equipment have been implemented. Staff will be provided with the adequate training and tools. (See next section for more details).
6. Measures for staff to maintain physical distancing
 - a. Manage use of and interactions in shared spaces and ensure physical distance can be maintained in these spaces.
 - b. Communicate where possible through email, text and/or phone while in the workplace.
 - c. Limit in-person meetings and staff physical interaction whenever and wherever possible.
 - d. Consider staggered shifts and breaks, avoid breaking/eating in groups.
 - e. Protective barriers will be installed when needed.
7. Personal Protective Equipment (gloves, masks, etc.) will be on hand and available to staff. Where risk exposure is high (cannot maintain social distancing), PPE should be required. PPE should not be used as a substitute for more effective safety measures (distancing, hygiene).
8. Minimize the use of shared equipment
 - a. Identify "high-touch" objects
 - b. Remove all non-essential items.
 - c. Minimize use of shared equipment (including computers, phones, printers, sport equipment etc.)
 - d. Each staff person should disinfect any shared equipment/surfaces they have come in contact with after each use.
9. Ensure staff and managers understand the Right to Refuse unsafe work and procedures are in place to respond to such concerns.



10. A Safety Representative will be assigned to ensure implementation of safety protocols during programming.

CLEANING PROTOCOLS

During the COVID-19 pandemic, enhanced cleaning protocols will be used to minimize transmission risk for our employees and customers.

It is important to understand what protocols are in place in our facility in order to assess the level of risk involved in utilizing our facility. Staff and users will need to be satisfied as to the sufficiency of the cleaning protocols in relation to the risks posed by activities in facility.

Staff and users need to work cooperatively to support each other in ensuring that everyone understands the risks of their activities. For example, how do people who use our facility move through spaces, use any equipment, and who are they? Are the participants children (likely to need lots of supervision and reminders about touching and hygiene, and more cleaning of walls, equipment, and other items at child height) or seniors or other groups more vulnerable to serious illness. All which may trigger a need for additional enhanced cleaning protocols.

Here is what our team will be undertaking:

1. A **touch map** that outlines high touch areas such as:
 - a. Doorknobs / door push bars / door handles
 - b. Counter tops / workstations / desktops / shelves etc.
 - c. POS terminals / merchant terminals / radios / phones
 - d. Display cases / bulletin boards
 - e. Handrails / light switches
 - f. Elevator / stair railings
 - g. Chairs / seating areas
 - h. Washroom counter tops / sinks / taps
 - i. Toilet / stall doors / door handles and locks, waste disposals
 - j. Hand dryers / paper dispensers / soap dispensers / support bars
 - k. Kitchen and prep areas / utensils / appliances
 - l. Tables / High Tops / Bar Rails / benches / risers
 - m. Chairs / bar stools / benches / risers
 - n. Interactive games / vending machines / public seating
 - o. Dressing rooms & players' benches
2. Increase the frequency of cleaning and disinfection of high-touch surfaces and high traffic areas.
 - a. According to the Public Health Ontario general cleaning and disinfecting of surfaces should occur at least once per day. Surfaces that are highly touched will be cleaned at least twice per day.
3. Hand sanitizers will be placed throughout the facility, at the main entrance, in washrooms, dressing rooms and other high traffic areas.
4. Staff will wear masks and disposable gloves at all times when cleaning and disinfecting surfaces and be trained on how to avoid cross-contamination when removing gloves.

5. Only products that have been approved by Health Canada will be used for cleaning and disinfecting.
6. Garbage bins have been placed throughout the facility for responsibly disposing of hygienic materials such as tissues and any PPE that is used the course of activities.

PARTICIPANTS

When we consider the delivery of our programming, we will be looking at who the participants are, the size of the group, expectations of participants and the communication and enforcement of those expectations.

HEALTH OF PARTICIPANTS

Similar to expectations of staff, the following will be in place to protect the health of our participants.

1. An **Illness Policy** that outlines procedures for our users that may be experiencing symptoms. **(See Appendix A)**
2. Routine daily symptom screening for all participants by having them answer a wellness questionnaire or complete a self-assessment by downloading this self-assessment tool <https://covid-19.ontario.ca/self-assessment/>
3. A zero-tolerance policy for “playing while sick”, working with parents/coaches etc. ensuring that participants do not participate if they are symptomatic.
4. Implementation of enhanced hygiene protocols:
 - a. Frequent and proper handwashing
 - b. Avoid touching eyes, nose, and mouth
 - c. Coughing into your sleeve
5. All participants will be required to sign a **COVID-19 Individual Participant Agreement (See Appendix B).**
6. All teams will be required to sign a COVID-19 **Team Participant Agreement (See Appendix H).**

Reminders to participants:

You should **NOT** participate or come to the facility if:

- You do not feel well or are displaying symptoms of COVID-19
- Someone in your household has COVID-19 or is showing symptoms of COVID-19
- You have traveled outside of Canada within the last 14 days
- Someone in your household has traveled outside of Canada within the last 14 days



Consider your own risk – if you are at higher risk of experiencing serious illness from COVID-19, consider limiting or avoiding participation in the sport activities for the time being.

PARTICIPANT GROUPS

Additional considerations will be required for different population/participant groups as we are determining what type of programming will be able to provide.

We will look at how we can support higher-risk populations, wherever possible. Individuals must be made aware of the risks to participation but the decision to participate is up to the individual. The exception is if the individual is displaying signs and symptoms of COVID-19.

Vulnerable populations may include:

- Older adults
- Those with underlying medical conditions and/or compromised immune system
- Individuals that experience barriers such as communication, transportation, economic

Possible examples may include:

- Dedicated time slots: specifying use of the facility or programming times for those that are most vulnerable
- Program modifications: offering low risk programming (reduced group sizes etc.)
- Physical assistance: parents/guardians necessary to support an individual's participation will be allowed within the participants household and may assist the participant as required (equipment dressing, tying skates etc.)
- Communication: ensuring that information is easily accessible to participants through signage

GROUP SIZE

Under the Modified Stage 2 protocols established by the Chief Medical Officer of Health and public health experts, gathering limits have been reduced for all social gatherings and organized public events where physical distancing can be maintained. The two limits may not be combined for an indoor-outdoor event;

- Indoor gathering limits have decreased to a maximum of **10 people**.
- Outdoor gathering limits have decrease to a maximum of **25 people**.
- People at their place of work, **do not** count towards these gathering limits.

As detailed above the maximum number of people (players, coaches, etc.) allowed in each of our (4) arenas/rinks at any given time is **10**, while the maximum number of people allowed in our outdoor beach volleyball courts is **25**.

Groups and organizations need to consider the activities that they are looking to deliver and the appropriate group sizes in order to ensure proper physical distancing.



They will need to outline expectations related to coach to participant ratios as outlines above.

REGISTRATION

- Wherever possible all group/participant rentals or league registrations should be done on-line, over the phone or via email, including the collection of payment.
- Try to limit the use of cash and limit the handling of credit cards wherever possible, by allowing our customers to scan or tap their credit cards and handle the POS terminals themselves
- Program organizers should take attendance and keep a record of all participants in case of an outbreak.

COMMUNICATION TO PARTICIPANTS

Ensuring safety measures are being met and adhered to depend on everyone being aware of and understanding the health and sport specific guidelines. Communication of the guidelines to our customers/participants in an integral part of our operating plan for this Modified Stage 2 under COVID-19.

Participants will be asked to sign a **COVID-19 Individual Participant Agreement** or **COVID-19 Team Participant Agreement** acknowledging they have read the guidelines and understand their risks before participating **(See Appendix B or H)**.

It should be noted that all participants/customers are subject to removal from our facility should they fail to comply with outlined protocols.

PROGRAMMING

The following section outlines guidelines related to sport activities provided in our facility.

In this Operating Plan for a Modified Stage 2, we will now only be able to operate under enhanced protocols including:

1. Allow for participants to practice and train on the ice while maintaining physical distancing
 - 2 meters apart from one another
 - Non-contact activities only
 - No handshaking, high fives, hugging etc.
2. Look to reduce touch points with respect to equipment
 - See next section for further details
3. Remain community focused
 - Stay within the home community where participants are members
 - Avoid cross-regional, inter-provincial or cross-country travel.
 - Non-essential travel within Ontario and Canada is currently very strongly discouraged (this is expected to change in the upcoming months).
 - International travel is subject to quarantine rules.



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EQUIPMENT

It is preferable that where possible equipment is not shared between individuals.

- Dressing rooms will continue to be made available with appropriate physical distancing measures, including dressing room washroom and showers facilities under this stage of our operating plan.
- Players will need to come to the facility no earlier than 15 minutes prior to their scheduled ice time, dressed in as much equipment as they can in order to limit time spent in the facility, and in the dressing rooms.
- Avoid loaning out equipment, however if equipment is shared (i.e. beach volleyballs), ensure that they are cleaned and disinfected after each game/use.
- Our end of rink water bottle filling stations will be operable, but we suggest participants to bring their own water bottles to limit time spent in the facility.
- Coaches/instructors should reduce the number of contact points for any equipment in use.

We look forward to seeing everyone back on the ice, and on the beach volleyball courts granted under different circumstances than we are all used to, but understanding that we will all need to do our part to get through these times together and keep our community healthy and strong.

Stay safe...wash your hands!

Sports Village Management

APPENDIX A – ILLNESS POLICY

In this policy, "Team member" includes an employee, volunteer, participant, or parent/guardian.

- 1. Inform an individual in a position of authority (manager, coach etc.) immediately if, you feel any symptoms of COVID-19** such as fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue and loss of appetite.
- 2. Assessment**
 - a. Team members must review the self-assessment signage located throughout the facility each morning before their shift/practice/activity to attest that they are not feeling any of COVID-19 symptoms.
 - b. Managers/coaches will visually monitor team members to assess any early warning signs as to status of their health and to touch base on how they are regarding their personal safety throughout the workday/practice/activity.
 - c. If Team Members are unsure please have them use the self-assessment tool <https://covid-19.ontario.ca/self-assessment/>
- 3. If a Team Member is feeling sick with COVID-19 symptoms**
 - a. They should remain at home and contact the Ontario Ministry of Health
 - b. If they feel sick and/or are showing symptoms while at work, they should be sent home immediately and have them contact 9-1-1 or a doctor for further guidance.
 - c. No Team Member may participate in a practice/activity if they are symptomatic.
- 4. If a Team Member test positive for COVID-19**
 - a. The Team Member will not be permitted to return to the workplace/practice/facility until they are free of the COVID-19 virus.
 - b. Any Team Members who work/play closely with the infected Team Member will also be removed from the workplace/practice/facility for at least 14 days to ensure the infection does not spread further.
 - c. Close off, clean and disinfect their work/practice/facility area immediately and any surfaces that could have potentially be infected/touched.
- 5. If a Team Member has been tested and is waiting for the results of a COVID-19 Test**
 - a. As with the confirmed case, the Team Member must be removed from the workplace/practice/facility.
 - b. The Public Health Agency of Canada advises that any person who has even mild symptoms to stay home and call the Ontario Public Health
 - c. Other Team Members who may have been exposed will be informed and removed from the workplace/practice/activity for at least 14 days or until the diagnosis of COVID-19 is ruled out by health authorities.
 - d. The workplace/practice/activity space will be closed off, cleaned, and disinfected immediately and any other surfaces that could have potentially been infected/touched.
- 6. If a Team Member has come in to contact with someone who is confirmed to have COVID-19**



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- a. Team Members must advise their employer/coach/instructor if they reasonably believe they have been exposed to COVID-19
- b. Once the contact is confirmed, the Team Member will be removed from the workplace/practice/activity for at least 14 days.
- c. The workplace/activity area will be closed off, cleaned, and disinfected immediately and any other surfaces that could have potentially been infected/touched.

7. Quarantine of Self-Isolate if:

- a. Any Team Member who has travelled outside of Canada or the province within the last 14 days is not permitted to enter any part of the facility and must quarantine and self-isolate.
- b. Any Team Member with any symptoms of COVID-19 is not permitted to enter any part of the facility and must quarantine and self-isolate.
- c. Any Team Member from a household with someone showing symptoms of COVID-19 is not permitted to enter any part of the facility and must quarantine and self-isolate.
- d. Any Team Member who is in quarantine or self-isolating as result of contact with an infected person or in families who are self-isolating, is not permitted to enter any part of the facility.



APPENDIX B – INDIVIDUAL PARTICIPANT AGREEMENT

Application – all athletes, coaches, members, volunteers, participants, and family members of participants while in attendance at the Sports Village (“Participants”)

The Participant acknowledges that they are aware of the national, and provincial state of emergency caused by the COVID-19 pandemic and the evolving nature of the health crisis, including the danger of community spread and risk posed to the health of those who contract COVID-19.

All Participants agree to abide by the following points when entering the Sports Village and/or participating in rental/training/team activities under **Re-Opening and COVID-19 Exposure Control Plan:**

- I agree to symptom screening checks, and will let my coach/instructor or team know if I have experienced any of the symptoms in the last 14 days
- I agree to stay home if feeling sick and remain home for 14 days if experiencing COVID-19 symptoms.
- I agree to sanitize my hands upon entering and exiting the Sports Village, with soap or sanitizer.
- I agree to sanitize the equipment I use throughout my practice with approved cleaning products provided by my team (shared and personal equipment).
- I agree to continue to follow physical distancing protocols of staying at least 2 meters away from others.
- I agree to not share any equipment during practice/training times.
- I agree to abide by all of the Sports Village COVID-19 Policies and Guidelines.
- I understand that if I do not abide by the aforementioned policies/guidelines, that I may be asked to leave the Sports Village for up to 14 days to help protect myself and others around me.
- I acknowledge that continued abuse of the policies and/or guidelines may result in an expulsion from the Sports Village.
- I acknowledge that there are risks associated with entering the Sports Village and/or participating in activities within the Sports Village, and the measures taken by the Sports Village, including those set out above and under the COVID-19 RE-Opening Plan, will not entirely eliminate those risks.

The Participant signature below is made freely and voluntarily; recognizing that Sports Village management is relying on these truthful representations in re-opening business operations of the facility and providing the services the customer/participant is seeking.

Participant Name (print)

Parent/Guardian Name (if participant is a minor) (print)

Date

Participant, Parent/Guardian (signature)

Date



APPENDIX C – EMPLOYEE PROTOCOL AND COMMITMENT TO SAFETY DECLARATION

As an employee of **Vaughan Sports Village Inc o/a The Sport Village & Mentana Foods Limited o/a Hot Shots Bar & Grill**, I will adhere to the company **Re-Opening and COVID-19 Exposure Control Plan** to ensure the safety of myself, my colleagues, my employers, and our guests.

I acknowledge that I am aware of the national, and provincial state of emergency caused by the COVID-19 pandemic and the evolving nature of the health crisis, including the danger of community spread and risk posed to the health of those who contract COVID-19.

I agree to abide by the following points when entering the Sports Village, to work and/or participate in any rental/training/team activities under the **Re-Opening and COVID-19 Exposure Control Plan**:

- I agree to symptom screening checks, and will let my manager know if I have experienced any of the symptoms in the last 14 days
- I agree to stay home if feeling sick and remain home for 14 days if experiencing COVID-19 symptoms.
- I agree to sanitize my hands upon entering and exiting the Sports Village, with soap or sanitizer.
- I agree to sanitize the equipment that I use in conducting my work with approved cleaning products provided by my employer (shared and personal equipment).
- I agree to continue to follow physical distancing protocols of staying at least 2 meters away from others as much as possible while still being able to do my job efficiently and effectively.
- I agree to abide by all of the Sports Village COVID-19 Policies and Guidelines.
- I understand that if I do not abide by the aforementioned policies/guidelines, that I may be asked to leave the Sports Village for up to 14 days to help protect myself and others around me.
- I acknowledge that continued abuse of the policies and/or guidelines may result in an expulsion from the Sports Village.
- I acknowledge that there are risks associated with entering the Sports Village, to work and/or participating in activities within the Sports Village, and the measures taken by the Sports Village, including those set out above and under the COVID-19 RE-Opening Plan, will not entirely eliminate those risks.

I acknowledge that I have read these conditions of employment and that my signature below is made freely and voluntarily; recognizing that Sports Village management is relying on these truthful representations in returning to work and re-opening business operations, and I agree that I will inform my manager before starting any shift, if any of these factors apply to me.

Employee Name (print)

Department

Employee (signature)

Date

Department Manager (signature)



APPENDIX D – COVID-19 STANDARD OPERATING PROCEDURES

As at: October 19th, 2020

General Procedures

The purpose of these procedures is to minimize the health risk of COVID-19 to customers, employees, tenants, and visitors of the Sports Village by reducing exposure to the virus through operating protocols and physical barriers. These procedures have been developed based on information from local public health authorities as well as requirements/policies issued by governments at all levels.

Employees

1. Upon hire or return to work from layoff, employees will be required to sign-off the Protocol and Commitment to Safety declaration.
2. Employees are required to wear face masks while working inside the facility including offices, rink spaces, restaurant, concessions, and maintenance areas **when** physical distancing is not 100% achievable at all times.
3. Employees must follow physical distancing protocols at all times by staying at least 2 meters apart from other employees, customers, and visitors.
4. Employees must wash hands every 30 minutes and apply hand sanitizer. Managers will allow adequate time in work assignments and schedules to allow employees adequate time to carry-out this requirement.
5. Employees who are required to administer First-Aid as part of their regular duties must wear disposable gloves, and a mask at all times. Additionally, the patient receiving First-Aid, must always wear a face mask. The Occupational First Aid Attendants (OFFA) guide to pandemics will be followed at all times:

<https://www.worksafebc.com/en/resources/health-safety/information-sheets/ofaa-protocols-covid-19-pandemic?lang=en>

6. Upon entering the Sports Village, employees should proceed to the nearest washroom and thoroughly wash hands and apply hand sanitizer. In the event an employee leaves the Sports Village, even for a short period of time, the employee must follow this procedure upon reentering.
7. All salaried employees must sign-in to a logbook at the commencement of their shift. The clock-in/out procedure for hourly employees meets this requirement. This is to assist public health officials with contact tracing in the event of an outbreak.
8. In the event of an employee feels sick, displays the symptoms of COVID-19, or identifies vulnerabilities of COVID-19 through the self-screening process, the employee must stay home and contact their manager with an update.
9. Employees are required to report to their manager any suspected occurrences of illness within the workplace.
10. No employee will be disciplined for missing work due to COVID-19 or preventing the spread by not coming to work when sick.



11. No employee will be disciplined for refusing to carryout assigned work due to fear of becoming infected by COVID-19.
12. In the event an employee is uncomfortable of carrying-out a work assignment due to fear of becoming infected from COVID-19, the employee should notify their manager or the General Manager.

Customers & Athletes

Please refer to **(APPENDICES E & G)** for our specific **COVID-19 – Participant Operational Procedures & Protocols** as of **October 19th, 2020**.

Contractors & Visitors

1. All Contractors hired to work inside the Sports Village, and all visitors are required to formally sign-in in the administration offices upstairs or a Guest Services. This is to assist public health officials with contact tracing in the event of an outbreak.
2. All Contractors and visitors entering the Sports Village are required to complete the Visitor Questionnaire". **(APPENDIX F)**
3. Upon entering a facility, contractors and visitors should proceed to the nearest public washrooms and thoroughly wash hands and apply hand sanitizer. In the event a contractor or visitor leaves the facility, even for a short period of time, the individual must follow this procedure upon reentering the facility.
4. The total occupancy with the Sports Village may be restricted by public health policy which means that some contractors or visitors may not be able to enter the facility. Therefore, contractors and visitors should make appointments before coming to the facility.
5. Contractor or visitors that are not following these safety protocols will be give the opportunity to comply. In the event a contractor or visitor chooses not to comply, they will be asked to leave the premises.

Tenants

Tenants are required to follow the Sports Village’s COVID-19 safety protocols even if their leased space is segregated from the rest of the facility and has a separate entrance. Stopping the spread of the virus is the responsibility of all occupants of the building. Tenants are required to follow the guidelines, policies, and regulations established by Federal, Ontario, regional, and local government authorities, Public Health Ontario, and York Regional Public Health. Tenants must provide the Sports Village with a copy of their COVID-19 exposure control plans and demonstrate how they will follow their own documented controls, regulations and guidelines established by officials and agencies in their respective operations.

The following procedures should be implemented by the Sports Village management **(see APPENDIX I)**:

1. Employees are to follow physical distancing protocols at all times by staying at least 2 meters apart from other employees, customers, and visitors.



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2. Employees should proceed to the nearest public washrooms and thoroughly wash hands and apply hand sanitizer. In the event an employee leaves a facility, even for a short period of time, the employee must follow this procedure reentering the facility.
3. Employees must sign-in to a logbook to assist public health officials with contact tracing in the event of an outbreak.
4. Where possible, tenants should maintain a logbook of customer and visitor attendance.
5. In the event an employee feels sick or displays the symptoms of COVID-19, the employee must stay home and their manager with an update. The tenant must immediately notify the General Manager of the Sports Village.

APPENDIX E - COVID-19 – INDOOR ARENA PARTICIPANT OPERATIONAL PROCEDURES & PROTOCOLS

The Sports Village is committed to making this a safe and fun experience for everyone. To that end with the Province moving to a Modified Stage 2 we have developed a new "**Operating for a Modified Stage 2 COVID-19 Exposure Control Plan**" in conjunction with Public Health Ontario that will be strictly enforced to keep our participants, visitors, and staff safe in the next phase of our reopening plan under COVID-19 effective **October 19th, 2020**. The basis for our new operating plan is permitted by the Ontario Government under its Modified Stage 2 operating framework. The Plan will be provided to all Participants, parent and/or guardians to review and acknowledge prior to entering the Sports Village arena facility.

For the safety of all our participants and all others who attend the Sports Village we have summarized a few key operational procedures & protocols from the plan for everyone to follow:

- Anyone entering the arena facility and all persons in their household must be following provincial guidelines related to physical distancing, quarantine, and/or isolation as it pertains to COVID-19.
- Only participants and patrons who **DO NOT** exhibit any COVID-19 related symptoms will be permitted access in the arena facility. If you are feeling unwell or displaying any Covid-19 related symptoms you will not be permitted to enter the arena facility.
- If you have been in contact with anyone with a confirmed or suspected case of Covid-19, we ask that you **DO NOT** visit the arena facility unless you have adhered to all the Ministry of Health protocols and procedures.
- All participants or parents/guardians must complete our "**COVID-19 Participant Agreement**" before entering the arena facility.

Participant/Patron Safety Protocols:

1. When arriving at the Sports Village, please ensure that your vehicle is parked in every other parking spot to respect physical distance between vehicles as much as possible.
2. Entry points into the arena facility will be monitored and limited to the main front entrance automated sliding doors **ONLY** in order to monitor how many people are entering/exiting the facility.
3. Upon entering the arena facility all participants, parents and/or guardians must utilize the hand sanitizer dispensers located at the entrance and throughout the arena facility.
4. The use of face coverings to protect your nose and mouth for any indoor space that does not readily allow for appropriate physical distancing is **now mandatory under current York Region Public Health guidelines**.
5. No spectators will be allowed in the arena facility, unless they are needed to accompany a minor in order to assist in putting on and removing equipment,



- in which case only (1) parent and/or guardian will be granted temporary access while adhering to all appropriate physical distancing measures to assist and once completed immediately exit the arena facility.
6. Second floor in arena viewing areas will remain **closed** until further notice.
 7. Lobby access to each of our (4) arenas/rinks will be properly sectioned off to allow for appropriate physical distancing in an effort to restrict gatherings in the main lobby.
 8. Arena dressing rooms will remain open under this stage of the province's operating framework, but will do so under the following restrictions:
 - Each **rental group** will be allocated **(2)** dressing rooms in their rink.
 - **A face mask must be worn at all times while in the facility and in the dressing room (except while participating on the ice) and must be stored safely when not in use outside the dressing room**
 - **Maximum number of players in each dressing room is 10 providing that face masks are worn at all times.**
 - All players are asked to come to the arena and allowed access to their allocated dressing rooms no earlier than **15 minutes** prior to their scheduled ice/game time.
 - All players are asked to vacate their dressing rooms no later than **15 minutes** after their schedule ice/game time has concluded.
 9. Access to the dressing room showers/washrooms will be permitted. In an effort to minimize the use of dressing room washroom facilities we kindly ask that you go to the washroom before leaving your home or use the main washroom(s) located in the main hall if absolutely necessary.
 10. Our each of rink water bottle filling stations will be made available, but participants are encouraged to bring their own water bottles to limit activity in dressing room corridors.
 11. On-ice players benches have been extended to allow for physical distancing while off the ice, a **maximum number of 10 persons** (participants/coaches etc.) will be permitted at any one time. **All coaches/trainers must wear a face mask while on the bench.**
 12. For practices/training on ice participants (player/coaches/instructors) will be **limited to 10**, all activity is **NON-CONTACT** physical distancing should be maintained at all times on the ice surface.
 13. **NO games or scrimmages will be permitted under this Modified Stage 2 plan while on the ice surface!**
 14. Participants are to vacate the arena within **15 minutes** of their exit from the ice surface in order to provide sufficient time for facility staff to clean and disinfect prior to next use.



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15. Upon exiting the Sports Village all participants, parents and/or guardians are encouraged to utilize the hand sanitizer dispensers located throughout the main lobby, and in dressing rooms.

We look forward to seeing everyone back on the ice, granted under different circumstances than we are all used to, but understanding that we will all need to do our part to get through these times together and keep our Sports Village community healthy and strong.

Stay safe...wash your hands!



APPENDIX F - VISITOR QUESTIONNAIRE

Printed Name:	Nature of Visit:	Date:

Risk Assessment - Screening Questions:

		<i>Please check</i>		
1.	Are you sick with a cold or flu or are you displaying any signs of COVID-19 and/or flu-like symptoms?	YES		NO
2.	Do you have any of the following symptoms which are new or worsened if associated with allergies, chronic or pre-existing conditions: fever, cough, shortness of breath, difficulty breathing, sore throat, and/or runny nose?	YES		NO
3.	Have you returned from outside the country in the past 14 days?	YES		NO
4.	In the past 14 days, at work or elsewhere, did you have close contact with someone who has a probable or confirmed case of COVID-19?	YES		NO
5.	In the past 14 days, at work or elsewhere, did you have close contact with a person who had acute respiratory illness that started within 14 days of their close contact to someone with probable or confirmed case of COVID-19?	YES		NO
6.	In the past 14 days, at work or elsewhere, did you have close contact with a person who had acute respiratory illness who returned from travel outside of the country in the 14 days before they became sick?	YES		NO
7.	In the past 14 days have you been directed by Public Health to self-isolate?	YES		NO

Please share your completed questionnaire with the screener. If you answer "YES" to any of the above, you are **NOT permitted to enter the Sports Village**. If you answer "NO" to all of the above, you can enter the facility when instructed to do so.



APPENDIX G - COVID-19 – OUTDOOR BEACH VOLLEYBALL PARTICIPANT OPERATIONAL PROCEDURES & PROTOCOLS

The Sports Village is committed to making this a safe and fun experience for everyone. To that end with the Province moving to a Modified Stage 2 we have developed a new "**Operating for a Modified Stage 2 COVID-19 Exposure Control Plan**" in conjunction with Public Health Ontario that will be strictly enforced to keep our participants, visitors, and staff safe in the next phase of our reopening plan under COVID-19 effective **October 19th, 2020**. The basis for our new operating plan is permitted by the Ontario Government under its Modified Stage 2 operating framework. The Plan will be provided to all Participants, parent and/or guardians to review and acknowledge prior to entering the Sports Village Outdoor Beach Volleyball courts.

For the safety of all our participants and all others who attend the Sports Village we have summarized a few key operational procedures & protocols from the plan for everyone to follow:

- Anyone entering the courts and all persons in their household must be following provincial guidelines related to physical distancing, quarantine, and/or isolation as it pertains to COVID-19.
- Only participants and patrons who **DO NOT** exhibit any COVID-19 related symptoms will be permitted access in the courts. If you are feeling unwell or displaying any Covid-19 related symptoms you will not be permitted to enter the courts.
- If you have been in contact with anyone with a confirmed or suspected case of Covid-19, we ask that you **DO NOT** visit the courts unless you have adhered to all the Ministry of Health protocols and procedures.
- All participants or parents/guardians must complete our "**COVID-19 Participant Agreement**" before entering the courts.

Participant/Patron Safety Protocols:

1. When arriving at the Sports Village, please ensure that your vehicle is parked in every other parking spot to respect physical distance between vehicles as much as possible.
2. Entry points into the courts will be monitored and limited to the main gate entrance **ONLY** in an effort to control outdoor gathering limits on how many people are entering the courts. Outdoor gathering limits have decreased to a maximum of **25** people.
3. Upon entering the courts all participants **MUST** utilize the hand sanitizer dispensers located at the main gate entrance.
4. The use of face coverings to protect your nose and mouth for any outdoor space that does not readily allow for appropriate physical distancing is now mandatory under current York Region Public Health guidelines.
5. All shared equipment (i.e. beach volleyballs, scorecards) must be cleaned and disinfected or exchanged between user sets or at the end of each game.



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6. Non-participants, spectators, parents and/or guardians will be permitted in the courts while adhering to all appropriate physical distancing **provided that outdoor gathering limits of 25 have not been reached.**
7. All players are asked to come to the facility and allowed access to courts no earlier than **10 minutes** prior to their scheduled game time.
8. All players are asked to exit the courts no later than **10 minutes** after their schedule game time to provide sufficient time for staff to clean and disinfect shared surfaces and equipment prior to next use.
9. We kindly ask that you go to the washroom before leaving your home, however if absolutely necessary the washroom facilities adjacent to the restaurant will be available for player use.
10. Physical distancing should be maintained at all times on and off the courts, therefore all contact in any drills or games of any kind will **NOT** be permitted.
11. Upon exiting the courts all participants, spectators, parents and/or guardians are encouraged to utilize the hand sanitizer dispensers located at the main gate exit.

We look forward to seeing everyone back on the courts, granted under different circumstances than we are all used to, but understanding that we will all need to do our part to get through these times together and keep our Sports Village community healthy and strong.

Stay safe...wash your hands!



APPENDIX H – TEAM OR RENTAL GROUP PARTICIPANT AGREEMENT

Application – all athletes, coaches, instructors, members, volunteers, participants, and family members of participants while in attendance at the Sports Village ("Participants")

The Participant acknowledges that they are aware of the national, and provincial state of emergency caused by the COVID-19 pandemic and the evolving nature of the health crisis, including the danger of community spread and risk posed to the health of those who contract COVID-19.

All Participants agree to abide by the following points each and every time they enter the Sports Village to participate in their scheduled rental, league or tournament game, training session or camp for the duration of their rental, season, tournament, training session or camp under our **Re-Opening and COVID-19 Exposure Control Plan:**

- I agree to symptom screening checks, and will let my coach/instructor or team know if I have experienced any of the symptoms in the last 14 days
- I agree to stay home if feeling sick and remain home for 14 days if experiencing COVID-19 symptoms.
- I agree to sanitize my hands upon entering and exiting the Sports Village, with soap or sanitizer.
- I agree to sanitize the equipment I use throughout my practice with approved cleaning products provided by my team (shared and personal equipment).
- I agree to continue to follow physical distancing protocols of staying at least 2 meters away from others.
- I agree to not share any equipment during practice/training times.
- I agree to abide by all of the Sports Village COVID-19 Policies and Guidelines.
- I understand that if I do not abide by the aforementioned policies/guidelines, that I may be asked to leave the Sports Village for up to 14 days to help protect myself and others around me.
- I acknowledge that continued abuse of the policies and/or guidelines may result in an expulsion from the Sports Village.
- I acknowledge that there are risks associated with entering the Sports Village and/or participating in activities within the Sports Village, and the measures taken by the Sports Village, including those set out above and under the COVID-19 RE-Opening Plan, will not entirely eliminate those risks.

The Participant signature below is made freely and voluntarily; recognizing that Sports Village management is relying on these truthful representations in re-opening business operations of the facility and providing the services the customer/participant is seeking. This Agreement must be submitted to the Sports Village prior to the start of your rental, league or tournament game, training session or camp. Any additions or deletions throughout the duration of the rental agreement, league season or tournament must be communicated to the Sports Village along with a revised Agreement.

Rental/Team/Instructor/Camp Group Name:



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Rental/Game/Training Session/Camp Date(s):

<u>Participant Name & Parent/Guardian Name (if participant is a minor (print))</u>	<u>Participant, Parent/Guardian (signature)</u>
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APPENDIX I – SPORTS VILLAGE TENANT AGREEMENT

Application – All employees (“Employees”) while attending their place of employment for the respective employers (ie. Tenants) at Sports Village.

The Tenant and their Employees acknowledge that they are aware of the national, and provincial state of emergency caused by the COVID-19 pandemic and the evolving nature of the health crisis, including the danger of community spread and risk posed to the health of those who contract COVID-19.

All Employees agree to abide by the following points each and every time they enter the Sports Village, under our **Re-Opening and COVID-19 Exposure Control Plan:**

- I agree to symptom screening checks, and will let my employer know if I have experienced any of the symptoms in the last 14 days
- I agree to stay home if feeling sick and remain home for 14 days if experiencing COVID-19 symptoms.
- I agree to sanitize my hands upon entering and exiting the Sports Village, with soap or sanitizer.
- I agree to continue to follow physical distancing protocols of staying at least 2 meters away from others.
- I agree to abide by all of the Sports Village COVID-19 Policies and Guidelines.
- I understand that if I do not abide by the aforementioned policies/guidelines, that I may be asked to leave the Sports Village for up to 14 days to help protect myself and others around me.
- I acknowledge that continued abuse of the policies and/or guidelines may result in an expulsion from the Sports Village.
- I acknowledge that there are risks associated with entering the Sports Village and/or participating in activities within the Sports Village, and the measures taken by the Sports Village, including those set out above and under the COVID-19 RE-Opening Plan, will not entirely eliminate those risks.

The Employee signature below is made freely and voluntarily; recognizing that the management of the Sports Village and the Tenant are relying on these truthful representations in re-opening business operations and providing facilities and services to the Tenant. This Agreement must be submitted annually by the Tenant to the Sports Village prior to the start of each lease term. Any additions or deletions throughout the duration of the year must be communicated by the Tenant to the Sports Village along with a revised Agreement.

Tenant Name:

Tenant Occupancy period(s) / date(s):



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<u>Employee Name</u>	<u>Employee Signature</u>
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