



APPENDIX D – COVID-19 STANDARD OPERATING PROCEDURES

As at: February 22, 2021

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.



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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 **February 22, 2021**.

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.