

PRINCE GEORGE EVENTS GROUP



CITY OF
PRINCE GEORGE

CN CENTRE/ COMMUNITY ARENAS SAFETY PLAN

COVID-19 SAFE OPERATIONS

A guide for the safe operations of the CN Centre/Community Arenas/Exhibition Park in accordance with the provincial guidelines as set by the Provincial Health Officer and WorkSafe BC to minimize the risk of transmission of the COVID-19 virus.

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Introduction

This Safety Plan will outline the steps taken by the Prince George Events Group staff to ensure that the CN Centre, Community Arenas and Exhibition Park meet the requirements of the Province, Provincial Health Officer, BCDC, WorkSafe BC and the City of Prince George Occupational Health & Safety Division for their re-opening to minimize the risk of transmission of the COVID-19 virus.

Additionally, through consultation and guidance from Compass Group Canada, British Columbia Recreation and Parks Association (BCRPA), Recreation Facilities Association of British Columbia (RFABC), viaSport, and Sport BC along with other industry partners extra measures have been taken to ensure that the highest standards and processes have been adopted as they relate to preventing the transmission of COVID-19 amongst our user and rental groups.

This Safety Plan will form the framework for employees, user groups and patrons alike as we adapt our operations to resume a level of business activity within our facilities while still faced with the threat of this pandemic.

It is through our combined efforts, cooperation and sense of duty that we work together to minimize the risk to our employees, user groups, participants, renters, contractors and greater community. Please do not hesitate to contact us should you require additional information and/or clarification, 250.561.7559.

Thank you for your anticipated support and cooperation. Stay Safe.

PRINCE GEORGE EVENTS GROUP

June 12, 2020

CN Centre/Community Arenas Employee Safety Plan

COVID-19 Staff Assessment

To avoid transmission between employees and guests, every employee suspected or confirmed to have contracted COVID-19 must stay home.

Any employee experiencing respiratory illness similar to the flu or a cold such as fever, chills, cough, and shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue or loss of appetite should stay home from work and start to self-isolate immediately. Contact the Northern Health COVID-19 Information line at 1-844-645-7811 for advice. Follow the advice you receive and inform your supervisor.

It is likely that you will be required to self-isolate at home for a minimum of ten days from the onset of these symptoms and to stay home until these symptoms are completely resolved. If you are advised to be tested for COVID-19 and your test result is negative, you must continue to isolate until your symptoms are resolved.

Sick Workers¹

- Sick workers should report to first aid, even with mild symptoms
- Sick workers should be asked to wash or sanitize their hands and be provided with a mask, and be isolated. Ask the worker to go straight home and call the COVID-19 information line for further guidance related to testing and self-isolation.
- If the worker is severely ill (e.g. difficulty breathing or chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact to.

Hand Hygiene²

Employees must wash their hands upon entry to the building and before and after:

- Eating
- Breaks
- Smoking

¹ (WorkSafe BC, 2020)

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- Blowing one's nose, coughing, or sneezing
- Using the toilet
- Being in contact with animals or pets
- Using shared equipment, supplies, materials

Face Masks³– staff should wear face masks if physical distancing cannot be maintained with other staff members or facility user groups/patrons. At this time, wearing a face mask at all times is not mandatory. This will be updated as required according to provincial health recommendations.

Shared Spaces/Equipment

- Staff should try to maintain physical distancing in all areas including shared spaces such as the Administration Office and designated staff rooms and locker spaces.
- Personal items brought in to the workplace (e.g. bags, shoes, jackets) must be kept to a minimum.
- If personal items are brought into the workplace, adequate space must be provided between each employee's items to encourage physical distancing and to reduce transmission.
- All personal belongings must be brought home at the end of each shift.
- Shared equipment such as photocopier, and other office equipment should be properly disinfected after each use.
- All surface areas in shared common spaces should be properly disinfected after each use.
- Capacity signage will be posted for each staff room.
- Staff room should be cleaned after each use with a deep clean of all equipment at the end of the day.
- Uniforms should be washed at home at the end of each shift.

When interacting with patrons, staff should practice social distancing. If social distancing is not possible then face masks should be worn.

³ (WorkSafe BC, 2020)

WorkSafe BC COVID-19 Safety Plan⁴

The CN Centre, Community Arenas and Exhibition Park has involved frontline employees, supervisors, and our joint health and safety committee representatives in the creation of procedures for staff safety during the COVID-19 pandemic. The procedures listed in this document meet the requirements for WorkSafe BC's COVID-19 Safety Plan.

- Areas identified where people gather (washrooms, meeting rooms, change rooms and staff rooms).
- Job tasks identified where employees are close to one another or the public.
- Tools and equipment identified which could be shared while working.
- Surfaces identified which people touch often (door knobs, light switches).
- Occupancy limits posted for shared staff areas.
- Barriers are installed at the front desk (administration office) for physical distancing. Barrier cleaning is included in the cleaning protocol.
- Identified rules and guidelines for how employees should conduct themselves.
- Clearly communicated new guidelines to staff through a combination of training and signage.
- PPE training completed prior to opening.
- Handwashing locations are visible and easily accessible.
- Policies are in place which specify when employees must wash their hands.
- Cleaning protocols implemented for shared work spaces and equipment.
- Training provided for COVID-19 training procedures.
- Unnecessary shared equipment removed from staff spaces.
- Policies are in place for employees who are showing symptoms of COVID-19.
- Visitors are prohibited or limited in staff dedicated spaces.
- Staff should leave the building immediately after their shift ends.
- Regular risk assessment and procedure review will occur to ensure safety for staff and patrons.

⁴ WorkSafe BC, 2020

Facility Admission & Access

To mitigate risks related to its facilities CN Centre/Community Arenas/Exhibition Park is implementing the following facility admission and access protocols:

1. Access will be limited to those participating in the booked activity i.e. participants, instructors, coaches.
2. Participants will be dropped off in the nearby parking lots.
3. Designated separate entrance and exits will be located to the exterior of the facility.
4. At the entrance, signs are installed to inform patrons that:
 - a. Patrons must not enter if they suspect they have COVID-19 or if they have any of the known COVID-19 symptoms
 - b. Patrons must maintain physical distance of 2 metres from other patrons and staff
 - c. On arrival, patrons must disinfect their hands with hand sanitizer
 - d. Avoid the facility if they are at high-risk of COVID-19 contraction or severe illness.
5. Participants must come dressed in full gear including skates (with skate guards) or shoes and a full water bottle.
6. A COVID Ambassador be assigned and be a visible presence (e.g. arm band signifier): this individual (parent/coach/volunteer/instructor) would oversee adherence to the return to play plan, facility guidelines, and ensure that COVID protocols are being followed.
7. Parents and/or siblings will not be permitted access into the facility.
8. Player/participant dressing rooms are not available for use at this time.
9. Participants will go to the designated seating locations in the foyer.
10. Seating will be used to tie skates, fasten helmets, and remove skate guards.
11. Skate guards/shoes and equipment bag will be left in the designated seating area as the participant takes the ice.
12. **NO SPITTING ANYWHERE IN THE FACILITY OR ON THE ICE.**
13. On ice access will be regulated. Player benches are not to be used. Participants must place their own labelled water bottles on the top rail at bench in marked area.
14. The facility will not be permitting use of the water filling stations.
15. No other food or drink can be brought into the facility.

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On-Ice Procedure

1. For hockey related activities there is a **total maximum of 20 participants permitted** per booking (including coaches and a designated Ambassador).
2. For those user groups with consecutive ice rentals, there will be a mandatory 15 minute disinfection of the ice area before the next group takes the ice as part of the rental. A standard 30 minute flood/disinfection of the space will be scheduled in between groups when a flood is required.
3. User groups/private rentals will have access to the music port for the sound system.
4. The use of the harness will be permitted with only one coach/instructor handling the equipment. The harness will be sanitized between each use by the rental group with the individual wearing gloves and a face mask.

General Access

1. General public will not be permitted access to the venue without a pre-scheduled meeting. All guests must report to the Administrative Office for approved access into the venue.
2. Facility access is provided with separate entry and exit points. Entrances will have signage and floor markings to encourage physical distancing and to control access through the facility.
3. Signage, floor markings and barriers are installed to guide patrons in and out of the facility and to each of the rentable spaces.
4. Capacity signage will be posted in all areas including washrooms and other accessible areas of the facility.
5. Vending machines will be stocked and accessible in each of the operating arenas.
6. Lounge seating will be removed from all common areas.
7. Change room/shower areas remain off limits at this time.
8. There will be **NO DRYLAND TRAINING SPACE PROVIDED** in the facility at this time. Self-led off ice warm up can be done outside.
9. Leaseholder and User Group access into office space will be limited to administrative and coaching staff ONLY. User groups with office space will be required to report in at the Administrative Office in CN Centre when accessing the facility.

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10. User groups will be required to attend a mandatory facility walk through prior to the beginning of summer ice use.
11. Facility guidelines and protocols must be followed for the safety of all staff, participants and the greater community; any violations could result in the termination of the booking contract.

User Group and Patron Safety

The health and safety of our user groups, patrons, participants, contractors and employees is our number one priority. The CN Centre and Community Arenas staff has employed several measures to ensure the personal and collective wellbeing of all of our guests.

Guests will be asked to conduct a self-assessment prior to entering the facility and will be asked not to proceed into the venue should they display any of the following symptoms:⁵

- Fever
- Chills
- New or worsening cough
- Shortness of breath
- New muscle aches or headache
- Sore throat
- Have travelled outside of Canada within the last 14 days
- Are a close contact of a person who tested positive for COVID-19

Physical Distancing: guests will be reminded to practice social distancing by adhering to the 2 meter (6 foot) separation guideline.

- Signage throughout the facility along with engineered controls will serve as constant reminders that maintaining social distancing is key to the prevention of transmission of COVID-19.
- Washrooms will be modified with capacity signage posted to the exterior, as well, as urinals sectioned off to ensure appropriate distancing is applied.
- All dryland training spaces will remain off limits and common areas will be reconfigured to adjust to the distancing guideline with arena capacities being adjusted to meet the new regulations.
- Social distancing floor markers and signage will be used to direct flow throughout the venue and in each of the designated arenas.

⁵ WorkSafe BC, 2020

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Hand Sanitizers: automatic hand sanitizers, touchless where possible, will be placed at various locations throughout the venue including all entrances, elevator landings, pre-function areas and in each of our meeting rooms.

Signage: signage will be posted through the venue to communicate a variety of key messaging reminders concerning health and hygiene, social distancing guidelines, capacity guidelines and to assist with directional flow throughout the venue.

User Groups/Private Renters: a return to play safety plan is required by all user groups and private renters as part of the rental booking agreement. No exceptions will be made. This is to ensure the safe and responsible use of the booked space in accordance with viaSport and Provincial Sport Organization (PSO) guidelines. Those groups not affiliated with a PSO will need to adapt the guidelines from one of the PSO's.

Isolation Room: an isolation room will be available to those participants experiencing signs of illness or Covid-19 related symptoms.

NOTE: these protocols are being implemented to ensure the safety of all staff, participants, user groups and the greater community. Together, through our combined efforts we can reduce the transmission of COVID-19 resulting in a safe environment for all to enjoy!

Return to Play Safety Plans

BC Recreation and Parks Association Guideline outlines that all user groups renting municipal facilities are required to have a COVID-19 Safety Plan that clearly demonstrates how activities will be provided to align with the directives of the Provincial Health Officer, local authorities and other relevant regulators (i.e. WorkSafe BC).⁶

All user groups and private renters wishing to rent space at CN Centre, Community Arenas or Exhibition Park will be required to submit a Safety Plan along with a new booking application and the appropriate insurance coverage. Renters of the parking lot areas will need to ensure that social distancing guidelines are in place along with the necessary environmental controls.

On June 10th the Ministry of Tourism, Arts and Culture announced a Ministerial Order extending liability protection to not-for-profit amateur sport organizations for damages resulting from exposure to COVID-19. This liability protection applies as long as sport organizations are complying with orders from the provincial health officer and following viaSport's Return to Sport Guidelines.

Each local sport organization is expected to follow its Provincial Sport Organization's Return to Sport plan approved by its Board of Directors and in reference to the guidelines provided for the sport sector by viaSport. Other user groups are expected to have a similar plan outlining its safe practices to reduce transmission of COVID-19. Sport groups should consider the following when developing their return to play plans:

- Meet the provincial guidelines in the delivery of the activity by:
 - Maintaining social distancing
 - Minimal sharing of equipment
 - Focus on skill development and small group training
 - **Interactive games/scrimmages is prohibited at this time**

User groups need to be flexible to accommodate and respond to changes in community, if you are unsure of restrictions with the community contact Northern Health. Learn more at www.viasport.ca/return-sport

⁶ BCRPA Restarting Guidelines: <https://www.bcrpas.bc.ca/covidguideline>

Facility Cleaning Protocols & Requirements

Facility Operators, and dedicated Cleaners, when required, will be responsible for the cleaning and disinfecting of the CN Centre and Community Arenas with the use of materials and supplies purchased through a local supplier consisting of the following:

- BETCO Daily Disinfectant Dual
 - Dilution rate of 1:256
- BETCO FASTDRAW 20 – Green Earth Floor Cleaner
 - Dilution rate of 1:256
- Unitab Disinfectant & Sanitizing Tablets
 - 10 minutes dwell time
 - For use with Victory Backpack Electrostatic Sprayer
 - Recommended 100ppm (1 tablet per 20L of water) with shelf life of 7 days
- Blue-lite Bowl Cleaner
- Touch-tuff Disposable Nitrile Gloves
- Purell Advanced Moisturizing Foam Hand Rub
 - Hand-sanitizer for patrons and employees
- Microfiber cloths
 - To be used as per cross-contamination training
- Victory Backpack Electrostatic Sprayer
 - To be used as scheduled for disinfecting up to 23,000sqft per full tank
 - Optimum spray distance: 4-6 feet
 - Electrostatic charge provides an even spray pattern on all surfaces

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Facility Detailed Cleaning/Sanitization Plan

Facility Operators, and dedicated Cleaners when required, will be trained and understand the required level of cleaning services applied throughout the CN Centre and Community Arenas to ensure employees, patrons and contractors are protected against the transmission of the COVID-19 virus.

The level of cleaning services have been determined by scoring areas or touch points by determining probability of contamination, vulnerability of population, and potential for exposure; moreover, the corresponding rank determines the frequency of cleaning required by our Facility Operators and Cleaners. Facility Operators and dedicated Cleaners will clean all visibly soiled surfaces before disinfecting.

Cleaning Level	Frequency	Areas of interest
7	After each user group	<ul style="list-style-type: none"> • Door touch points • Bathrooms • Appointed sick user room (if used) • Garbage cans • Top of arena puck board • Chairs • Time keeper (music) area (if used) • Hockey frames (if used) • Vending machines
5-6	Twice Daily	<ul style="list-style-type: none"> • ATM
4	Daily	<ul style="list-style-type: none"> • Floors • Tables • Arena puck board • Partitions
2-3	As scheduled	<ul style="list-style-type: none"> • Windows • Recycling bins

As per recommendations from BC Centre of Disease Control (2020)

Facility Operator Required Training

Facility Operator, and dedicated Cleaners when required, will receive or have achieved training in the following category to ensure our workers are safe, secured, and protected while achieved the expected standards of cleaning required during COVID-19 and any future pandemics.

- Workplace Restart Orientation
- WHMIS
- Preventing cross-contamination while cleaning
- Level of required cleaning services and touch points
- Proper use of Victory Electrostatic Backpack Sprayer
- Understanding of Provincial Health Orders
- HVAC Controls
- Exposure Control Plan
- Staff COVID-19 Self-Assessment
 - Any employee experiencing respiratory illness must contact Northern Health COVID-19 Information Line (1-844-645-7811) for advice
- COVID-19 Safety Plan
- Understanding and utilizing Hierarchy of Hazard Controls
- Proper personal hygiene practices for staff to mitigate transmission risks
 - Wash hands with soap and water
 - Upon entry of building
 - Before and after eating and breaks
 - Using shared equipment
 - Providing customer service
- Proper use, safe handling and disposal, and purpose of Personal Protective Equipment
 - Nitrile gloves must be worn and disposed of per room cleaning
- Procedures on monitoring physical distancing
- Emergency Evacuation Protocol and Mustering Procedures with physical distancing
- Room Capacity and Traffic Flow of
 - Meeting rooms and Lounge areas
 - Washrooms
 - Staff room
 - Administration office

Facility Operator Protection

To ensure the wellbeing and health of our employees and dedicated Cleaners, decrease operational costs, and maintain business continuity, the CN Centre/Community Arenas will utilize the following practices:

- All employees and patrons exhibiting any COVID-19 symptoms will be asked to stay home and report to a health care provider
- Sick employees should use the BC COVID-19 self-assessment tool. Anyone with symptoms can now be assessed and receive a COVID-19 test <http://bc.thrive.health/>
- Frequent hand-washing with soap and water for at least 20 seconds each time; otherwise, alcohol-based hand sanitizer will be provided throughout the facility
- Safety talks will be conducted on a daily basis between Operations Manager, Facility Foreman and Facility Operators to discuss
 - Inventory
 - Personal hygiene practices
 - Worker safety and concerns
 - Guest safety and concerns
- Employees who choose to wear a non-medical mask should be aware of the following:
 - Masks can become contaminated on the outside when touched by hands so employees should avoid touching or adjusting them often
 - Masks that become wet, soiled or damaged are less effective and must be replaced immediately
 - Masks must be put on and taken off correctly, including not touching the front of the mask, and washing hands
 - Cloth masks must be washed every day using the warmest water setting, and store in a clean dry place to prevent contamination
 - Never share masks with others
- Use of phone service to trouble-shoot any issues or fulfill customer requests is recommended; otherwise, safe physical distancing, 2 meters or 6.5 feet, will be practiced between workers and patrons
- A plexiglass protection panel will be placed at the front desk counter of our Administrative Office to serve as a protective barrier when interacting with customers
- Lounge furniture has been removed from common areas for patron and employee safety

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- The CN Centre will not be providing brochures, newspapers or magazines as part of its resource and information hub
- Patrons are encouraged to use electronic alternative of paper handouts; moreover, patrons are asked to remove all excessive paper-based materials from meeting rooms to protect employees
- Engineering controls will be utilized to direct flow, control access/egress and space capacities

The risk of exposure to cleaning staff is inherently low; however, cleaning staff should wear disposable gloves and appropriate prescribed PPE for all cleaning tasks that includes, but not limited to, handling trash and cleaning washrooms. PPE should be removed carefully to avoid contamination of the user and surrounding area and then follow up with proper hand washing with soap and water for 20 seconds.

A MASK IS NOT AN EFFECTIVE MEASURE TO KEEP YOURSELF SAFE FROM VIRAL INFECTION (*BC Centre for Disease Control, 2020*)

Food and Beverage Service⁷

Eurest Dining Services, a division of Compass Group Canada is the exclusive food and beverage provider at the CN Centre and Kin 1 Lounge. As a result of the pandemic all Compass Group Canada (CGC) locations/contracts will be working with the CN Centre/Community Arenas to ensure that protocols are implemented to provide a safe work environment for all staff and to implement protocols for the safe operation of its food and beverage services.

Compass Group Canada has developed various COVID-19 guidance documents for its operations. These resources will assist staff in the areas of: health and safety, food safety, human resources, mental health, purchasing (food buy), and re-opening resources. The re-opening resources focus on training specific to food and beverage service under the new protocols, to include:

- Safety requirements
- Pandemic work area guidelines
- Catered events operating guidelines
- Managing consumer traffic: managing physical distancing by controlling amount of people within a designated space

Eurest Dining Services will work closely with the customer to ensure that food service protocols are well understood prior to the event.

All catering events will be full service, with no self-serve options. Service will follow physical distancing requirements including maintaining a distance of 2m and be equipped with signage and floor indicators.

A plan for enhanced cleaning and disinfection of high-touch points shall be established and implemented. The plan will include: cleaning and disinfection prior to the event; cleaning and disinfection at least every 30 minutes (or more if the usage requires it), recording of all cleaning and disinfection on the appropriate log, carts will be cleaned and disinfected prior to use following the cleaning and disinfecting procedures and wearing appropriate PPE.

Catering associates will have PPE necessary when using disinfectant (gloves, eye protection, etc.) and gloves will be worn when serving. Staff will wear appropriate colored gloves when bussing event space and place directly in to a garbage bag for

⁷ Compass Group Canada

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disposal. A non-contact infrared thermometer will be maintained on site to conduct daily pre-shift temperature screening.

Table cloths will be replaced after every use and transported to be laundered in a plastic bag. Associates will be asked to not shake out linens.

Signage will be posted indicating physical distancing measures are in place. Signage will be posted indicating that all food and beverage will be served.

All Eurest Dining Services associates will be asked to conduct a daily health assessment before starting their shift to confirm they do not have any symptoms of COVID-19. The assessment will consist of a verbal verification between the associate and their manager or supervisor. Associates who are experiencing symptoms of COVID-19 will be required to leave the workplace and consult their healthcare provider and/or Northern Health unit for guidance and direction.

Service Providers

All external contractors providing services within the CN Centre, Community Arenas or Exhibition Park will be expected to follow and adhere to our facility guidelines and to submit their own service delivery safety protocols as they relate to mitigating the transmission of COVID-19.

Staff at anyone of these facilities will work closely with our Preferred Audio-Visual and Exhibition contractors to ensure that they follow industry standards and best practices for the responsible, safe and effective provision of these services. Trade Show and Exhibition contractors will be expected to abide by the Canadian Association of Exposition Management (CAEM) guidelines and best practices to minimize the transmission of COVID-19.

All other service contractors will be requested to abide by the facility safety measures and to practice physical distancing while conducting work within the facility.

All regular facility sign-in procedures will remain in effect.

References

City of Prince George. (2020). COVID-19 Updates (FAQ). Retrieved from City Wide Web: <http://cww/Projects/COVID-19/Pages/default.aspx#ct100?PlaceholderMain/pnlCPGPageFAQ>

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