



COVID-19 READINESS PLAN

**Young Arena
Detailed Operations Guidelines**

This plan was created to comply with the Governor's Proclamation of Disaster Emergency.

These procedures will be adjusted to reflect future guidelines.

Operations Guidelines for Young Arena

The Waterloo Black Hawks, tenant of Young Arena, and member of the United States Hockey League have created the following guide for safely opening and operating Young Arena in light of the COVID-19 pandemic.

The health and safety of Black Hawks fans, players, coaches, staff and the community we call home is our top priority. The Black Hawks continue to follow guidelines and restrictions set forth by local, state, and national agencies. With those in mind, we have created the following strategy that we will update as guidelines are adjusted by our government officials. Guidelines may become more relaxed or more restricted based on future social distancing guidance.



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General Arena Guidelines

1. All areas will be deep cleaned and disinfected before and after each Black Hawks home game.
2. Hand sanitizing stations will be set up in 25 locations around Young Arena.
3. Anti-bacterial soap will be in every dispenser in the restrooms and ready for use.
4. All seats in the arena will be wiped down or sprayed with disinfectant before and after all Black Hawks home games.
5. All POS surfaces will be wiped down or sprayed with disinfectant regularly throughout the event.
6. All work surfaces will be sprayed before and after each game with disinfectant.
7. Occupancy of the arena, the Cold Zone Lounge, Party Town Outfitters and our group seating areas will closely follow the limitations set forth by all local and state officials.
8. Fans will be highly encouraged to make purchases with a debit or credit card to minimize cash transactions.
9. Fans will be required to wear face masks per the City of Waterloo mask mandate resolution. Exemptions will be made for fans who are eating or drinking, children under 2 years old and people with certain medical conditions. Masks will be available to purchase both at Fan Services and at Party Town Outfitters on game night. Guests failing to adhere to this policy will be subject to disciplinary measures as listed in the Fan Code of Conduct below.
10. Markers and notices will be posted at concession areas, restrooms, ticket windows, and entrance gates marking the six foot intervals fans should observe in these areas.
11. Signage will be posted at all entrances to Young Arena indicating no one should enter the establishment if they currently have symptoms or have been in contact with anyone with a confirmed COVID-19 diagnosis in the past 14 days.



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ARENA ENTRANCE & EXIT PLANS

1. To assure the safest environment possible, once inside Young Arena fans will not be permitted to re-enter the arena should they elect to exit.
2. When leaving their seats for concessions, restrooms, or following the game, fans are asked to wait for aisles to clear to avoid congestion.
3. Attendees may be asked to enter Young Arena at specific entry points and specific times based on their seating location in order to minimize the amount of exposure between guests.



CONCESSIONS PRACTICES

For the Employees

1. Any employees showing signs of respiratory infection themselves, or among anyone with whom they live, must stay home.
2. All employees will be following our standard rule of washing hands as often as possible.
3. All employees will be required to wear protective masks and gloves while handling food & beverage items.
4. There will be hand sanitizer and washing stations available to employees at every stand.
5. All serving and preparation surfaces, doorknobs, tablets, and countertops will be sanitized regularly throughout the event.
6. Countertops will be disinfected regularly throughout the event by a Young Arena or Black Hawks staff member.
7. Extensive training about avoidance of touching eyes, nose and mouth will be given. If an employee does any of these actions, they are required to wash their hands immediately.
8. Traffic control will be implemented to enforce social distancing.

For the Fans

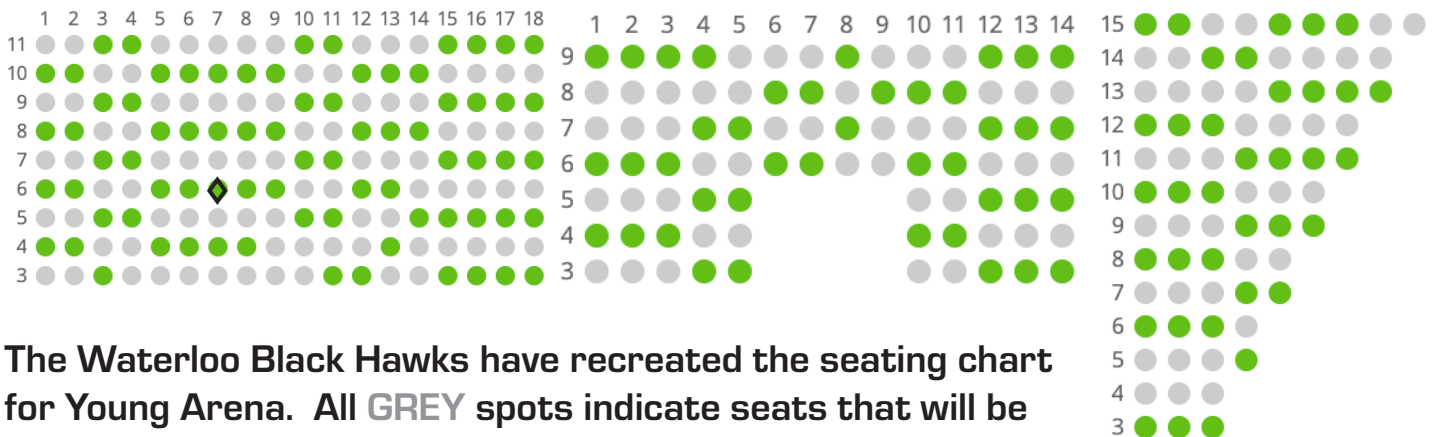
1. Fans will be encouraged to make purchases with a debit or credit card to minimize cash transactions.
2. Express pick up for food and beverage may also be available.
3. There will be social distancing spots marked on the floor for all people waiting in lines.
4. Self-service areas, such as condiment stations, will not be permitted due to IDPH regulations.
5. Bulk-service items will not be offered due to IDPH regulations.
6. The use of public water fountains will be discontinued out of an abundance of caution and safety of our fans.
7. Plexiglass barriers may also divide fans and concession workers.

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SEATING PLAN

The Waterloo Black Hawks have designed the seating chart at Young Arena.

1. Available seats in the arena will be limited to enforce social distancing between groups of fans.
2. Black Hawks home games will operate at 50% of arena capacity.
3. Unavailable seats will be marked in each row to allow proper distancing.
4. The number of guests allowed in group areas/suites will be limited to half of the occupancy.
5. All fans will be in “pod” seating, which increases distancing and minimizes fan crossover when entering and exiting their seats.
6. Seats that are unavailable to guests will be either zip-tied or covered with signage informing fans that they cannot sit in those particular seats.
7. Fans may also be asked to arrive at the arena within certain time slots, dependent upon where they are sitting once inside the arena.
8. Fans must acknowledge the following at the time of ticket purchase, whether online or in person: “The seating for this event is set up with social distancing guidelines. There is an inherent risk of exposure to COVID-19 in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. Senior citizens and guests with underlying medical conditions are especially vulnerable. By entering the venue, you and your party voluntarily assume all risks related to exposure to COVID-19, and Young Arena & WBHH, LLC., disclaim any and all liability related thereto.”



The Waterloo Black Hawks have recreated the seating chart for Young Arena. All GREY spots indicate seats that will be unavailable, while GREEN spots will be fillable seats.



PARTY TOWN REGULATIONS/FAN CODE OF CONDUCT

The Waterloo Black Hawks and Young Arena are committed to creating a safe, comfortable and enjoyable experience for fans. When attending a Black Hawks hockey game, all fans should be aware of and comply with this Fan Code of Conduct. Arena staff will promptly intervene to support an environment where all event patrons can enjoy the event. Guests attending Black Hawks games are required to refrain from the following behaviors:

1. Behavior that is unruly, disruptive or illegal in nature.
2. Intoxication or other signs of alcohol or substance impairment.
3. Offensive or obscene language, gestures, clothing, banners or signs including the use of language or gestures: (1) concerning a person's race, ethnicity, color, gender, religion, creed, disability, age, sexual orientation, gender identity/expression or national origin, or (2) to instigate, incite or encourage a confrontation or physical assault.
4. Interference with the progress of the event, going onto the ice, or throwing any object onto the ice.
5. Failing to follow any instructions of Young Arena or Black Hawks personnel.
6. Verbal or physical harassment.
7. Smoking of any kind (including vaping).
8. Bringing prohibited items into Young Arena or the parking areas.
9. Failing to retain and present your ticket if requested by Young Arena or Black Hawks personnel.
10. Behavior that detracts from the enjoyment of fellow guests.
11. Attempting to sit in a location other than the guest's ticketed seat.
12. Unreasonably obstructing the view of other patrons.
13. Failure to comply with arena policies, including policies requiring face coverings and requirements to maintain physical distancing.

Event patrons are responsible for their conduct as well as the conduct of their guests and any persons using their tickets. Please respect the rights of others. We thank you for adhering to the provisions of this Fan Code of Conduct.

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RESTROOMS

1. Restrooms will be thoroughly cleaned and disinfected between all games at Young Arena.
2. There will be hand sanitizing stations located at the entrance of each restroom.
3. Signage will be posted that states, "If you notice an area of concern, please inform a Young Arena or Black Hawks staff member immediately."
4. Restroom surfaces will be disinfected regularly by a Young Arena staff member. This includes all doors and knobs, toilet handles, sinks and faucets, and other surfaces fans touch.
5. Every other sink and urinal station will be disabled to allow for social distancing.

CLOSED AREAS/CANCELLED ACTIVITIES

1. ATM
2. Postgame skates with the team
3. Postgame autograph sessions
4. Arcade Machines



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TICKET OPERATIONS GUIDELINES

1. We will operate two ticket windows each game for fans to purchase tickets.
2. Fans are encouraged to buy tickets in advance to limit lines.
3. Fans will have the option for contact-less payment using our square card readers.
4. Markers and notices will be placed on the ground to indicate proper Social Distancing.
5. Fans will scan their ticket upon entry, but the usher will never physically touch the customer's ticket.

RETAIL GUIDELINES

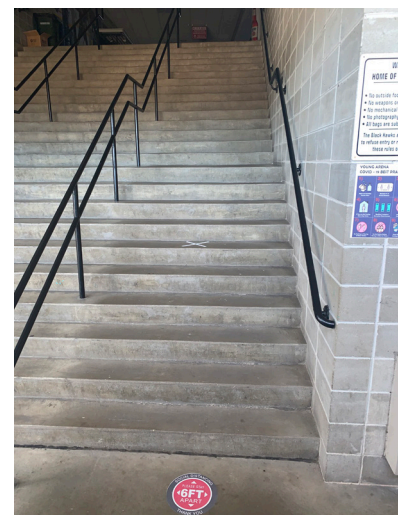
1. The number of guests in the team store will be limited at any given time.
2. Floor markers will be in place to keep guests distanced.
3. Hand sanitizer will be available at all retail locations.

EMPLOYEE OPERATIONS GUIDELINES

1. No one will be allowed to work if they currently have symptoms or have been in contact with anyone with a confirmed COVID-19 diagnosis in the past 14 days.
2. All employees working at Young Arena will be required to wear a mask.
3. Employees must wash their hands after using the restroom and returning to their work space.



2020-21 WATERLOO BLACK HAWKS



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TEAM POLICIES

1. To ensure all players and officials are placed in the safest conditions, the Black Hawks will work with the United States Hockey League to implement the following standards:
 - a) Increased cleanliness in the home and visiting locker rooms along with the officiating dressing room with an established cleaning time-frame taking place the day after each game.
 - b) Restrictions on home and visiting locker room access:
 - i. Only players, coaches, athletic trainers, select interns, and front office personnel will be allowed into the home locker room during the non-cleaning time frame.
 - ii. Only members of each visiting team's traveling party and Black Hawks athletic trainers, along with select Black Hawks and Young Arena personnel, will be allowed into the visiting locker room during the non-cleaning time frame.
 - c) Restrictions on officiating dressing room access:
 - i. Only game officials, official supervisors, and Black Hawks athletic trainers, along with select Black Hawks and Young Arena personnel, will be allowed into the officiating dressing room during the non-cleaning time frame.
2. Fans entering the ice surface will be limited or restricted out of an abundance of caution.
3. Fan autographs will be restricted.
4. On-ice promotions or activities involving shared items (i.e. t-shirt toss, etc.) will be restricted.

Please be patient and understand that these are unprecedented times. We are all in this together so let's work with one another to keep Party Town safe by adhering to the guidelines outlined.