



COVID-19 Reopening

Health and Safety Protocols

Tri-Town Ice Arena is committed to the health and safety of our staff and customers and will continue to monitor the constantly changing recommendations by the CDC, US Government, Local Government and Public Health. We will continue updating our protocols and procedures as announcements and new recommendations are made.

Updated 8/14/20

Tri-Town Ice Arena
311 West River Road
Hooksett, NH 03106

(603) 485-1100

www.tri-townicearena.com

1. STAFF AND CUSTOMER HEALTH

COVID-19 SCREENINGS

All customers/staff/spectators, if you answer yes to any of the following questions, please do not enter the facility.

1. Do you have any possible symptoms of COVID-19?
 - a) Fever of 100.4 degrees F or higher in the last 72 hours
 - b) Respiratory symptoms such as runny nose, sore throat, cough, or shortness of breath
 - c) Flu-like symptoms such as muscle aches, chills, and severe fatigue
 - d) Changes in a person's sense of taste or smell
2. Have you had any close contact with someone who is suspected or confirmed to have COVID-19 in the past 14 days?
3. Traveled in the past 14 days either:
 - a) Internationally (outside the U.S.)
 - b) By cruise ship, or
 - c) Domestically (within the U.S.) outside of New England regardless of the mode of transportation (e.g, bus, train, plane etc)

All Employees will be screened prior to the beginning of every shift for COVID-19 symptoms and have their temperature checked. Employees who are experiencing any COVID-19 symptoms will be sent home from work immediately.

FACE COVERINGS

Anyone 2 + & up entering the facility will be **required** to wear a face covering such as a cloth or disposable mask to help protect against the spread of the virus. Signage will be posted at the entrance doors to the facility.

PRACTICE SOCIAL DISTANCING

Employees and customers should practice social distancing while in the arena. Please try to keep at least 6 feet or more between anyone not in your family at all times. We will be adding "6 foot" social distancing markings on the floor throughout our facility for everyone's safety along with arranging benches and chairs with 6-foot distancing in between. We will also have green arrows on the floor to help foot traffic flow inside the arena. Signage will be posted inside the facility.

Spectators

Tri Town Ice arena will be allowing one (1) parent per Youth Player into the facility. No other spectators will be allowed. Please follow all guidelines listed herein.

2. CLEANING PROTOCOLS

Based on recommendations and guidance from the US Centers for Disease Control and Prevention (CDC) and Federal or State agencies we have increased our cleaning procedures to ensure the health of everyone in our facility and ensure we are taking the appropriate steps to reopen safely.

Public Areas

- Public areas and high-moderate touched surfaces will be cleaned and disinfected with approved disinfectants at least every 2 hours

Employee COVID-19 Training

- All staff members will be required to wear face coverings
- All staff members will be provided COVID-19 safety and cleaning protocols in order to keep our facility as clean and safe as possible

3. PERSONAL HYGIENE FOR STAFF AND CUSTOMERS

- Please remember to wash your hands frequently with soap and water for at least 20 seconds
- Refrain from touching your face, nose and mouth
- Sneeze into a tissue or if not readily available into your elbow and immediately wash your hands with soap and water or use hand sanitizer
- Hand Sanitizer stations and pumps (60% alcohol or higher) will be located at the front entrance doors, exit doors, outside the restrooms along with numerous other locations for your use

4. PROGRAMS

GENERAL GUIDELINES

- Per our locker room policy prior to COVID-19, coaches will be required to hand in a car key or license to the Front Desk in exchange for the locker room key. After each ice session, the locker room will be checked by a staff member for cleanliness.
- YOU WILL BE ALLOWED INTO THE ARENA 15 MINUTES BEFORE YOUR ICE TIME
- Players are to arrive FULLY dressed. Each team will be assigned (1) locker room plus the mezzanine for additional social distancing.
- Please wait outside on the designated 6 ft markings until your group is welcomed into the facility
- Please use a designated "x" on the floor of the mezzanine to put your skates on or the assigned locker room (showers are closed).
- If you have any symptoms of respiratory illness, please stay home. Anyone presenting a temperature of 100.4 or higher will not be allowed entrance to the facility.
- All customers are asked to sanitize their hands when they enter and exit the facility, please become familiar with locations of sanitizers.
- Everyone is asked to practice social distancing on and off the ice
- Please bring your own water bottle (water fountains will not be accessible) and hand sanitizer
- Please follow the arrows on the floor to help traffic flow inside the facility, do not gather at staircase or by trophy case; to allow the flow of traffic for entering and exiting.
- After your session, please take your skates off and exit the facility through the "exit only" doors as quickly as possible. (15 minutes max) Please no loitering in the arena after your practice/game.

HOCKEY

- No spitting on the ice or anywhere in the facility
- Coaches are required to wear masks in the facility (except when on the ice)

- Skaters are asked to warm up outside the facility.

FIGURE SKATING

- Please sign in at the front and pay for your session. We are currently only selling 1-hr ice times at \$20 per skater cash or check payable to Tri-Town Ice Arena.
- Skaters are asked to warm-up outside the facility
- Coaches are required to wear mask in the facility (except when on the ice)

CONCESSIONS

- All staff members will be required to wear face coverings.
- Patrons ordering/picking up food shall be required to wear face covering.
- 1 person or 1 family per table – face coverings shall be worn at all times unless eating food.

If you have any questions or concerns, please feel free to call us at (603) 485-1100 or email customerservice@tri-townicearena.com.