



## **Suburban Ice**

### **Return Together Preparedness and Response Plan**

**Updated: September 8, 2020**

Suburban Ice is committed to providing a safe and healthy facility for our teammates, participants, and guests. Our protocols are based on information and guidance from the Centers for Disease Control (CDC) and Michigan Department of Health and Human Services (MDHSS) at the time of its development. Because the COVID-19 situation is frequently changing, the need for modifications may occur based on further guidance provided by the CDC, MDHSS, OSHA, and other public officials at the state or local levels.

*These policies will continuously be reviewed and updated as state mandates allow.*

#### **EMPLOYEES, PARTICIPANTS AND GUESTS' HEALTH AND SAFETY PREVENTIVE MEASURES**

The health and safety of our employees, participants and guests is our No. 1 priority.

**Employees Self-Health Screening** - Employees will be required to complete a temperature check and health screening before entering any SSG facility. Employees will be asked to remain home or be sent home at any sign of potential illness.

**Participant and Guest Self-Health Screening** - Upon entering the facility, participants will need to first visit the check-in table to complete the sign-in and waiver process. Participants will also have their temperature checked at the entrance; anyone repeatedly showing a temperature of 100.4 or above will be asked to exit the facility.

**Facial Covering** - Face masks are required to be worn while in the facility by all employees, participants, and guests.

**Personal Protective Equipment (PPE)** - Appropriate PPE must be worn by all employees based on their roles and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE is mandatory. Employees in direct contact with other employees or guests will be required to wear a face covering. Gloves will be provided to employees whose responsibilities require them, as determined by medical experts.

**Social Distancing** - All are advised to practice physical distancing inside our facility by keeping a distance of six (6) feet between you and anyone who did not arrive at the rink with you. Tables, chairs, and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. We will comply with and not exceed local or state mandated occupancy limits. The arena office and check-in locations will be modified to protect both guests and our employees.

**Hand Washing** – Frequent handwashing with soap and proper hygiene are vital to help combat the spread of contagions. All employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20 seconds) and after any of the following activities: using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and/or leaving the rink floor, going on break, and before or after starting a shift.

**Hand Sanitizer** - Hand sanitizer dispensers will be placed at guest entrances and high-contact areas.

**Signage** - There will be health and hygiene reminders throughout the facility. Signage will be posted throughout the building reminding employees of the proper way to wear, handle, and dispose of masks and face coverings; how to properly wear and



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dispose gloves (in positions deemed appropriate by medical experts); how to properly wash hands; how to keep others safe when sneezing; and to avoid touching one's face.

**Communication** - Pre-shift meetings will be conducted for our employees. Our management team will ensure constant communication and that proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

**Health Concerns** – Employees, Participants and Guests' are instructed to stay home if they do not feel well, have a fever at or above 100.4 degrees Fahrenheit or experiencing a cough, shortness of breath, a sore throat, a runny or stuffy nose, body aches, a headache, chills or fatigue should not report to the facility.

The Centers for Disease Control and Prevention (CDC) recommends employees remain at home until he/she are free of fever for 72 hours without the use of fever-reducing medications, the employees' symptoms have improved, and at least seven days have passed since the symptoms first appeared.

Employees may return to work earlier if a doctor confirms the cause of his/her fever or other symptoms is not COVID-19 and the doctor provides a release in writing.

Suburban Sports Group will comply with the Families First Coronavirus Act (FFCRA or ACT) and provide eligible employees leave in accordance with the plan for medical leave for specified reasons related to COVID-19.

**COVID-19 Training** - All employees will receive training on COVID-19 safety and sanitation protocols.

### **TESTING AND RESPONDING TO POSITIVE TESTS**

Per the Michigan Department of Health and Human Services (MDHHS) recommendation, while maintaining confidentiality consistent with the Health Insurance Portability and Accountability Act (HIPAA) and American with Disabilities Act (ADA), exposed employees, participants and guests will be notified of the presence of any laboratory positive or clinically diagnosed cases of COVID-19 to encourage closer observation for any symptoms at home.

Confirmed COVID-19 participants can return to normal activity upon clearance from a health provider.

### **CLEANING PRODUCTS AND PROTOCOLS**

Our cleaning products and protocols comply with EPA guidelines and are approved for use and effective against viruses, bacteria, and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and necessary PPE.

**Public Spaces and Communal Areas** - The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent-contact surfaces including (but not limited to): front desk check-in counters, door handles, public restrooms, room keys and locks, tables and seating areas, player benches and scoreboxes.



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**Locker Rooms** - All locker rooms will be cleaned and sanitized before each use. Showers in locker rooms will be unavailable for use.

**Shared Equipment** - Shared tools and equipment will be sanitized frequently or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, concession items, tools, cleaning equipment, keys, and all other direct-contact items used throughout the arena.

### **PARTICIPANT AND GUEST ARRIVAL**

An employee will greet each participant and guest. Participants and guests are required to wear a face covering throughout the facility. Signage will be prominently displayed outlining social distancing guidelines, proper hand washing procedures and how to stop the spread of germs. Masks will be made available to any guest who does not have their own. Participants will also have their temperature checked at the entrance; anyone repeatedly showing a temperature of 100.4 or above will be asked to exit the facility.

### **GENERAL POLICIES AND PROCEDURES**

- If you are feeling ill or displaying any concerning symptoms, please stay home.
- Enter and exit using the designated entrance/exit.
- Face coverings are required when inside the facility.
- Upon entering the facility, participants will need to first visit the check-in table to complete the sign-in and waiver process. Participants will also have their temperature checked at the entrance; anyone repeatedly showing a temperature of 100.4 or above will be asked to exit the facility.
- Only one (1) guest is allowed to accompany the participant.
- Do not leave any minors unattended in the facility.
- All areas and surfaces within the facility will be cleaned and sanitized with approved equipment and disinfectants to kill COVID-19.
  - This sanitization includes (but is not limited to) the front desk, rental skates, concessions, floors, doors, bleachers, rink glass and boards, benches, penalty boxes, scorekeeper boxes, locker rooms, showers, restrooms, lobby, tables, chairs and seating areas.
- Hand sanitation stations are available in all common areas.
- No outside food or drink is allowed inside the facility.
- Practice Social Distancing while waiting in line and throughout the facility.
- Refrain from spitting on ice and throughout the facility.
- There will be no lost-and-found – all items left behind will be discarded.



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**COVID-19 TASK FORCE**

**Suburban Sports Group** has designated the following teammates as its COVID-19 Workplace Coordinators, please contact directly with any questions or concerns.

**Suburban Ice East Lansing**

Jeff Mitchell, General Manager – [jmitchell@suburbanice.com](mailto:jmitchell@suburbanice.com) – 517-336-4272

**Suburban Ice Farmington Hills**

Geoff Bennetts, General Manager – [gbennetts@suburbanice.com](mailto:gbennetts@suburbanice.com) – 248-888-1400

**Suburban Ice Macomb**

Luke Bodeis, General Manager – [lbodeis@suburbanice.com](mailto:lbodeis@suburbanice.com) – 586-992-8600

**Suburban Ice Rochester**

Ryan Pardoski, General Manager – [rpardoski@suburbanice.com](mailto:rpardoski@suburbanice.com) – 248-601-6699

**Novi Ice Arena**

Erik Carlson, General Manager – [ecarlson@suburbanice.com](mailto:ecarlson@suburbanice.com) – 248-347-1010

**John Lindell Royal Oak Ice Arena**

Scott McNeil, General Manager – [smcneil@suburbanice.com](mailto:smcneil@suburbanice.com) – 248-246-3950

**Suburban Sports Group**

Jennifer Johnson, Human Resources – [jjohnson@suburbanice.com](mailto:jjohnson@suburbanice.com) – 248-479-1131

**RESOURCES**

[Centers for Disease Control and Prevention](#)

[State of Michigan - COVID19](#)

[Michigan Department of Health & Human Services](#)

[USA Hockey](#)

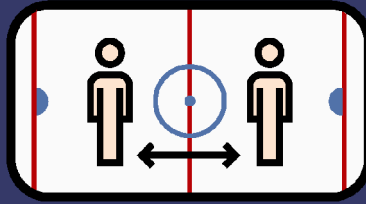
# COVID-19 BEST PRACTICES for ICE ARENAS

1)



Wash and Sanitize  
Hands Often

2)



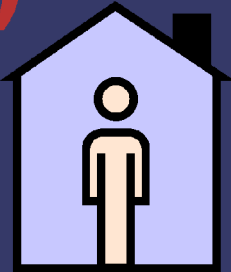
Maintain 6' of  
Social Distance

3)



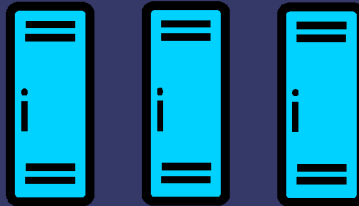
Cover Coughs  
and Sneezes

4)



If You are Not Feeling  
Well, Stay Home

5)



Modified, Limited or  
No Locker Room Access

6)



Handshakes  
Discouraged

7)



No Spitting or Sharing  
of Water Bottles

8)



Do Not Gather Before,  
During or After Ice Times

9)



Keep Gloves on  
During Ice Times