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Step 3 (in Provincial Roadmap to Reopen)

COVID-19 Arena Protocols

Effective – July 19, 2021

The health and safety of our customers and employees is our number one priority. In response to recent provincial restrictions and recommendations from the Region of Peel’s Medical Office of Health, we will be operating under a number of safety precautions, and with services that may be limited.

The following protocols have been developed to reduce the risk of transmission of COVID-19 among our customers and employees.

Please familiarize yourself with these protocols prior to arriving at any City of Mississauga arena. It is essential that customers take these policies and precautions seriously to support a safe and healthy experience for everyone.

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Safety Precautions

- All persons entering our facilities must wear a face covering that securely covers the nose, mouth and chin as required under the City of Mississauga by-law no. 0169-2020.
 - Persons who are engaged in on-ice activity are exempt while on the ice, in accordance with Step 3 regulations.
- Physical distancing of 2 meters (6 feet) is required at all times, except during sport activity.
- Ensure you wash or sanitize your hands upon arrival and often throughout your day.
- Please be advised that we are required to record contact information for any customer that enters our facility in order to support Public Health contact tracing efforts as required, and if necessary.
- All customers will be required to be actively screened before being permitted entry to the facility.
- Surfaces and other high touch points will be cleaned and disinfected frequently by staff.
- City of Mississauga employees have had appropriate training and personal protective equipment for their work environment, and will be actively screened by their Supervisor before entering the facility.

Ice Bookings

- All bookings must be done in advance through the Customer Service Centre 905-615-4100, option 2, or emailing facility.rentals@mississauga.ca.
 - Each booking will include a 10 minute flood.
 - Bookings must adhere to the Step 3 regulations in the *Roadmap to Reopen*, Ontario's three-step plan to safely and gradually lift public health measures. For further information on the framework, please visit [Reopening Ontario | Ontario.ca](https://www.ontario.ca/page/reopening-ontario)
 - If applicable, groups must follow the appropriate governing body's (i.e., Greater Toronto Hockey League, Skate Ontario) return to play guidelines.
 - Each group is responsible for the development of a COVID-19 Safety Plan prior any league/tournament activities. For more information on the development of a safety plan please visit: <https://www.ontario.ca/page/develop-your-covid-19-workplace-safety-plan>. Groups are expected to have the safety plan on site for any permits if requested.

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Drop in Programs & Ice Skating Lessons

- All drop-in programs will require participants to reserve a spot ahead of attending [Information and instructions here.](#)
- Reserving your spot for a drop-in program is on a first-come, first-served basis. Reservations occur five (5) days in advance of the program.
- Please visit [Active Mississauga](#) to register and reserve your spot.
- Registered skating programs will resume in the fall.

Before You Arrive

- Main entrance doors will remain open during rental hours, and access will be limited to those who have a confirmed rental booking or registration. This will be done by Facility Ambassador staff at the front doors. During off peak rental times, the doors may be locked, and access will be granted by staff after calling the phone number posted on the exterior door.
- **No individuals, teams or groups will be allowed to enter earlier than 45 minutes before rental time to help minimize rental overlap.**
- **2 change rooms per rental will be made available for rentals.**
 - Each change room will have a capacity limit posted. In most cases, due to change room size, only 5-8 participants (each facility will be different) can be in the room at the same time.
 - Therefore, efforts will need to be made by the rental group to coordinate rotating use of the change room to ensure change room capacities are not exceeded.
 - We are not able to assign more than 2 rooms per rental.
- Additional benches and chairs will be made available in rink corridors to put on skates, and to help facilitate rotating use of the change room by participants.

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Rink Capacities & Spectators

- It is the rental groups' responsibility to monitor and maintain social distancing (2 meters, or 6 feet) of all participants
- **Each pad of ice in the City will have its' own unique capacity, which is based on the overall square footage of that space, and the ability to maintain social distancing measures.**
 - This capacity limit will include everyone (on-ice participants/coaches/referees/spectators).
 - Capacity limits will be posted for each pad of ice.
 - In most cases because our arena spaces are so large, this will easily allow for on-ice participants and a 'normal' level of spectators to enjoy the activity.
 - * For example, a hockey game with 2 teams may have: 32 players, 6 coaches, 3 referees, and 64 spectators. In almost all cases, this total number of 105 people in that arena would be permitted.
 - Spectator sitting areas will be identified and marked to maintain social distancing
 - Parents/guardians/spectators must remain in the designated area during the rental and should vacate the facility immediately afterwards, in order to help maintain the overall capacity limits. For the safety of everyone, parents/guardians are encouraged to wait outside if they can

Other

- The players' benches will be open for use, and will be sanitized by City staff prior to each rental during the flood
- General areas of the facility (i.e. lobby, warm viewing areas) will have limited access, and will be primarily used for participants and parents/spectators to go to their rink. We do not want to encourage groups hanging around the lobby. Customers must stay within the stanchions and follow directional markings
- Warm-ups will not be allowed inside the facility under any circumstances
- Concessions will remain closed
- On-site Pro Shops will be open, but may have limited hours of operation

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- Customer service desks will be open, but may have limited hours of operation
- Public washrooms will be open

Following Your Rental/Activity

- Please proceed out of the facility following the directional markings, and proceed to your vehicle