



# Arenas Covid Q&A

Q&As UPDATED OR ADDED SEPTEMBER 2, 2020 ARE MARKED BY \*

## **How will I know where to go?**

Signage, floor markings and barriers are installed to guide you in and out of the facility as well as throughout each of our rentable spaces. Floorplans/maps are available at [princegeorge.ca/arenas](http://princegeorge.ca/arenas)

## **Can I drop my child off from the vehicle at the entrance or do I need to use the parking lot?**

Please park in the parking lot and walk with your child to the entrance (or have your child walk him/herself). This will create a safe area for all participants.

## **I am running late – will I be locked out?**

The outside doors will be locked at the start of the scheduled ice time. If you are late, please contact your group/group's ambassador for access.

## **Are spectators (parents, siblings, etc.) allowed to watch?**

Entrance is limited to participants, instructors, coaches, and the designated ambassador to ensure each arena's capacity does not exceed the limit directed by the Provincial Health Officer.

## **My child needs help tying skates – can I assist?**

One parent is allowed to enter the facility to assist with tying skates, fastening helmets, etc. but must immediately leave the building. Once the session is over, one parent may again enter the facility to assist.

## **My child is young and may need my assistance to re-tie skates, adjust gear, or go to the bathroom. Can I stay to help?**

Due to our maximum limit in each arena of no more than 50 people, parents should work with their group's ambassador to ensure their child gets assistance.

## **Are the public washrooms available?**

The public washrooms are available for the participants, instructors, coaches and the group's ambassador. The occupancy limit is posted on the door to ensure 2m spacing.

## **Are dressing rooms available?**

Dressing rooms are not available at this time due to the number of limited people who can use the dressing rooms while physically distancing; therefore participants must come dressed in full gear. There will be seating inside to put on skates, take off skate guards, and fasten helmets.

## **Can I bring food and drink in to the building?**

Only a water bottle can be brought in to the building. Please note that the water filling stations are closed.

## **Where can I put my jacket, equipment bag, etc.?**

Personal belongings can be stored at your seat while on the ice.

## **Are my belongings secure in the seating area?**

Each arena is blocked off from the others to ensure we adhere to our capacity limit, however we cannot guarantee that the space will be totally secure. We encourage participants to bring minimal personal property as well as assign the group's ambassador to walk through the area.

## **Why isn't the elevator in service for accessibility?**

There is currently no access to any other floors. Maintaining 2m distance is also difficult in such a small area.

## **Are meeting rooms available?**

At this time, only the three Kin Arenas are available for use.

## **Do I have to wear a face mask in the facility?**

The City of Prince George does not currently require you to wear a face mask, however some user groups may require it. Please check with your group/coach/instructor.

\*Please note that Provincial Health and viaSport state "At least two metres distancing should be maintained between all participants when outside of the field of play (e.g. ...hallways, team benches, staging areas, etc.). If physical distancing cannot be maintained masks should be worn."

## **\*Now that we are in Phase 3, can we play games?**

As of August 24<sup>th</sup>, sport has moved to the "Progressively Loosen" phase. In this phase there can be a careful increase to contact intensity. Sport Organizations are asked to update their safety plans to reflect the addition of any new activities such as game-play or competition. These plans need to be in accordance with our Facility Safety Plan, the Provincial Health Officer regulations, viaSport guidelines, and your Provincial Sport Organization guidelines.

## **\*Do we need to create a list for Contact Tracing?**

According to the Order of the Provincial Health Officer on August 7<sup>th</sup>, 2020, "if the organizer is not the owner or operator of the place the organizer must provide the owner or operator with the first and last names and telephone number, or email addresses, of the patrons who attend the event."

All user groups should have their contact tracing lists for to our facility for any bookings that have occurred since August 7<sup>th</sup>, 2020. All future bookings should have the contact tracing list to our facility before the scheduled ice time. Lists should be sent to [arenabooking@princegeorge.ca](mailto:arenabooking@princegeorge.ca)

## **\*How often do I need to send a Contact Tracing List to the facility?**

Every time an organization has a new group, a contact tracing list should be sent.

## **\*What is a cohort?**

A cohort is a group of participants who primarily interact with each other within the sport environment over an extended period of time. Establishing cohorts will limit the number of people that each individual will come into contact with, reducing the risk of transmission and ensuring quicker contact tracing by health authorities if an outbreak occurs.

Cohorts must be within your Provincial Sport Organization's guidelines and our Facility Safety Plan.

## **\*Are the players benches available?**

The players benches are now available, however capacity is very limited. They are marked to ensure two metre spacing between players:

Kin 1 = 4 participants/bench

Kin 2 = 4 participants/bench

Kin 3 = 3 participants/bench

The penalty boxes are also available for use as players benches with 1 participant/bench.

## **What do I do if I have a concern while at the Arenas?**

Please speak to your group ambassador/coach/instructor regarding your concern first. If they cannot resolve your issue, please email us at [arenabooking@princegeorge.ca](mailto:arenabooking@princegeorge.ca)

## **What do I do if I start to feel sick while at the facility?**

Notify your group ambassador/coach/instructor who will separate you from the group until you are able to go home. Call the Northern Health COVID-19 information line: 1-844-645-7811 for advice. Your group will be required to notify our staff.

## **What do I do if I am sick and have been at the arenas?**

Stay at home. Call the Northern Health COVID-19 information line: 1-844-645-7811 for advice. Follow your group's Return to Play Safety Plan directions. You or your group are required to notify our staff. Please call 250-561-7559.