



Arenas Covid Q&A

Q&As UPDATED OR ADDED SEPTEMBER 30, 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

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 available as of October 5th. Patrons must maintain 2m spacing in the dressing rooms or wear a mask. Patrons are still recommended to come dressed in full gear to maximize their ice time. There will be some additional seating inside to put on skates, take off skate guards, and fasten helmets.

***What is the capacity of the dressing rooms to maintain physical distancing?**

Kin 1 Dressing Rooms 1-3 Limit: 11 persons

Kin 1 Dressing Rooms 4-5 Limit: 10 persons

Kin 2 Dressing Rooms 1-5 Limit: 10 persons

Kin 3 Dressing Room 1-4 Limit: 8 persons

Kin 3 Dressing Room 5 Limit: 3 persons

***Will I have more time to get changed now that the dressing rooms are open?**

Dressing rooms will only be open 15 minutes before the scheduled ice time and 15 minutes after to ensure everyone is able to use their full ice time.

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.

Why are the water filling stations closed?

The water filling stations are difficult to maintain distances as well as provide a high touch point.

Is the concession open?

The concession is currently closed however we do have vending machines in each arena.

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

Personal belongings can be stored at your seat while on the ice or in the *dressing room.

Are my belongings secure in the seating area or *dressing room?

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. *User groups are recommended to bring locks for the dressing rooms to secure belongings.

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 *unless you are unable to maintain physical distancing outside the field of play (hallways, dressing rooms, staging areas, etc.).

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

As of August 24th, 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, “The organizer must a. collect the first and last names and telephone number, or email address, of every patron who attends an event or of every driver of a vehicle present at a drive-in event; and retain this information for thirty days, in case there is a need for contact tracing on the part of the medical health officer, in which case the information must be provided to the medical health officer.”

***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 *and are considered within the field of play.

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

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.

Where can I find the Community Arenas Covid Safety Plan?

The Community Arenas Safety Plan can be found at princegeorge.ca/arenas

How was the Community Arenas Covid Safety Plan developed?

The Community Arenas Safety Plan was developed in accordance with the Provincial guidelines as set by the Provincial Health Officer, BC Centre for Disease Control, WorkSafe BC and the City of Prince George’s Health & Safety Division. Additional information was provided by British Columbia Recreation and Parks Association (RCRPA), Recreation Facilities Association of British Columbia (RFABC), viaSport, and Sport BC.