



# Restoration of Services and Facilities

## Multi-Sport Facility Rental Users

We are committed to the health of our clients, team members and community and have taken extra time and precautions to restore operations with high safety standards.

Please read the following information carefully. It provides a detailed update on the Oval's restoration of services strategy for rental users, facility safety protocols and FAQs.

### RICHMOND OLYMPIC OVAL ENHANCED SAFETY AND CLEANING GUIDELINES

In preparing the Oval's resumption of service plan the Oval has considered and implemented directions, controls and guidelines as outlined by The Provincial Health Authority, WorkSafeBC, BC Centre for Disease Control, BCRPA, ViaSport, and the City of Richmond. Different controls have been put in place throughout the facility which fall under the categories of Elimination, Engineering Controls, Administrative Controls and PPE. The Oval has in place a robust safety plan for staff as well as a concise plan that can be viewed at [richmondoval.ca/covid-safety-plan](http://richmondoval.ca/covid-safety-plan). The usual manner in which user groups access, use and leave the Oval has been modified. The purpose of this document is to provide user groups with a quick understanding of what to expect when returning to the Oval. Additional **Environmental Hygiene, Safe Social Interactions** and **Physical Modifications** have been implemented for the Richmond Olympic Oval activity spaces. Please read for more details on the changes and enhanced cleaning protocols we have implemented:

<b>Before Access</b>	<p>Prior to returning to the facility, each user group is required to provide an Oval specific copy of a <b>Return to Sport</b> plan created using resources like viaSport's Return to Sport Guidelines, BCRPA's Guidelines and municipal facility guidelines as references. The submitted plan will be reviewed by the Oval to determine alignment with the Oval's larger facility safety plan.</p> <p>Each user group must submit a signed <b>Facility Rental Agreement</b>, a copy of insurance as outlined in the agreement, and have their account in good financial standing.</p> <p>A <b>Daily Health Attestation</b> is completed by all Oval staff to confirm they are free of COVID-19 symptoms prior to accessing the facility. Each user group is responsible for</p>
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	<p>having a daily health attestation process in place and completing the daily attestation with their users prior to their arrival at the Oval. Information on the daily health attestation should be included in the return to sport plan.</p> <p>The Richmond Olympic Oval requires all staff to wear masks. Mask use by sport users is not mandatory but will follow the guidelines in place by the Provincial Health Authority. In instances where social distancing is not possible mask use is highly recommended. The Oval reserves the right to implement a mandatory mask policy at its discretion.</p> <p>A <b>Contact Tracing Strategy</b> is in place for all visitors to the Oval. User groups are required to have a contact tracing process in place for all individuals visiting the Oval in association with their booking and/or program. This includes, but is not limited to, athletes, coaches, officials and parents. Information on the strategy should be included in the return to sport plan.</p> <p>As a condition of booking, a designate or group of designates (referred to ongoing as “User Group Coordinator”) from each group must attend a user group walk through of the facility to learn about processes and procedures prior to the first session. This walk through must be completed prior to the first session. At least one of these User Group Coordinators must be in attendance at all user group sessions. The User Group Coordinator at each booking is required to ensure that social distancing and hygiene, cleaning and sanitization processes are followed by those forming the user group.</p>
<p><b>Access</b></p>	<p>A revised entry and exit plan has been put into place at the Richmond Olympic Oval to help ensure efficient flow of people in and out of the building while limiting the chance of physical interaction. The main parkade doors or the main lobby entrance serve as the entry for most activities. To ensure physical distancing upon entry, there are markers 2m apart to help indicate appropriate spacing between individuals.</p> <p>Alternate entry and exit doors on the Oval Riverside plaza may be used by user groups to limit access to other areas and users in the building. Entry is limited to users who have confirmed sessions or rentals.</p> <p>Oval staff may be onsite to check-in your group depending on the booking. A User Group Coordinator will be responsible for checking in and out all members of the group in accordance with their contact tracing strategy.</p> <p>See Map of Level 1 for directional flows.</p>
<p><b>Building Flow</b></p>	<p>Directional signage is posted throughout the building, including arrows on the floor directing how to get to the different areas of the facility.</p> <p>Change Rooms and Team Rooms are not available at this time.</p> <p>Users should arrive ready to play/participate and upon entry should head directly to their activity space. We ask that all groups “ARRIVE, TRAIN, LEAVE” and avoid any prolonged social interactions while in the facility.</p> <p>Washrooms are available on the activity level.</p> <p>See Map of Level 2 for directional flows.</p>

<p><b>While at the Oval</b></p>	<p>Users to wash/sanitize hands prior to and upon arrival at the Oval. Additional hand sanitizing and hand washing stations are located throughout the facility. It is recommended that sanitization of hands also occurs during activity when appropriate.</p> <p><u>Water Fountains and bottle filling stations are currently not available at the Oval.</u> Bring your own water from home and arrive prepared for your session.</p> <p>Oval staff are required to wear masks and we recommend that masks be worn by users when physical distancing is not possible (2m between).</p> <p>User groups are required to provide their own first-aid kits (complete with PPE) and qualified first-aid attendant. Oval staff should be notified immediately should a user feel ill or present symptoms while at the Oval. The Oval has an isolation plan in place for individuals who begin to feel ill while at the Oval . Individuals feeling ill may be asked to isolate in the Oval Isolation Rooms (Team Rooms 5 + 6) while the situation is assessed.</p> <p>The sharing of sport equipment should follow the recommended return to sport guidelines provided by each Provincial Sport Organization. It is recommended that equipment sharing is limited and cleaning of equipment is done before a piece of equipment is used by a different individual.</p> <p>The introduction of competition, breaking of the 2 meter social distancing guidelines and allowance of incidental contact during practice or games must be done in accordance with PSO guidelines and return to competition guidelines approved by the Health Authority. It is the user groups responsibility to follow changes in what is/is not allowed from a return to sport perspective. Please update Oval staff of these changes as they are announced.</p> <p>Capacity of the activity level courts, rinks and other spaces are varied based on sport and nature of activity. Each organization will be required to provide details on their own capacity based on the nature of their sport and activity as outlined by their Provincial or National Return to Sport guidelines. Parents may not be allowed to remain in the Oval or on the activity level due to capacity limitations or social distancing considerations.</p> <p>Personal items/equipment that are not required should not be brought into the facility as the locker rooms and team rooms are not accessible.</p>
<p><b>Cleaning</b></p>	<p>Oval owned equipment will be cleaned between users/ bookings by Oval staff. In addition to this cleaning, user groups will be required to safely participate in basic cleanliness of used equipment and space.</p> <p>The Oval will supply cleaning products for use during bookings.</p> <p>The cleaning and sanitization of user owned equipment is the responsibility of the user group. Please include details on how you intend to clean your own organization's equipment when at the facility.</p>
<p><b>Exit</b></p>	<p>User groups are required to promptly leave the Oval at the completion of their booking so as to allow for proper cleaning and sanitization and the arrival of the next group.</p> <p>Have users follow the directional signage and/or directions provided by staff to exit the facility. The proper entrance and exit locations for your user group will be communicated</p>

	<p>to your User Group Coordinator during the mandatory facility walk through. Two options may include:</p> <ol style="list-style-type: none"> <li>1. Down the stairwell between the ice rinks to the parking lot</li> <li>2. The doors that exit onto the North Plaza</li> </ol> <p>We request that user groups remind their players to sanitize/wash hands upon leaving the building.</p>
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**USER GROUPS REQUIREMENTS CHECKLIST:**

- Submit rental requests** to the usual coordinator or manager with whom you communicate.
- Submit your organizations' Return to Sport Plan;** this plan should include:
  - Capacity** per rental space (include players, volunteers/coaches, supervisors)
  - Nature of Activity** per rental space
  - Capacity Management**
  - Social Distancing Strategy** (in the facility and in the field of play/practice)
  - Measures and Control** that will be utilized to help protect your players and other individuals accessing the facility in association with your booking. (use of masks, cleaning strategy, equipment sharing, hand sanitization schedule/strategy..etc).
  - Cohort Training Plan** (if applicable)
  - Daily Health/Attestation** process for users, staff, coaches or supervisors accessing the facility (some organizations are using a google form that is to be filled out daily prior to individual access).
  - Contact Tracing** As per the Phase 3 Return to Sport Plan updated September 25, 2020, "The updated Public Health Office Order on Gatherings and Events now requires only the user group or event organizer collect contact tracing information (first and last names, telephone numbers, or email addresses) for each participant at each event"
  - Equipment use** including cleaning process.
  - User Group Coordinator-** Contact information
  - A contact person** that will notify their Oval contact if an individual organization user tests positive for COVID-19.
- Confirm booking requests:**
  - Signed contract by the Oval and user organization
  - Liability insurance submitted to the Oval
  - Return to Sport plan reviewed by the Oval
- Facility Walk Through by User Group Coordinator(s):**
  - Scheduled
  - Completed

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**Please direct questions and submit your Return to Sport Plan to:**

Angela Straker- Program Manager Community Sport  
[astraker@richmondoval.ca](mailto:astraker@richmondoval.ca)

Andrew Clark- Senior Manager Oval Experiences  
[aclark@richmondoval.ca](mailto:aclark@richmondoval.ca)

## USER GROUP COORDINATOR RESPONSIBILITIES

### ICE ZONE USERS:

- Check in User Group at Group Check in located at Parkade / Lobby Slider Doors – refer to map
- Ensure health check is completed. Each User Group is responsible to ensure that a roll call is taken complete with Health Checks and recorded and kept in case this information is needed in the future
- Once the group is checked in, escort the group up to Staging Area assigned by Floor Lead or Oval Ice Facilitator (there are 4 Staging Areas, 2 located at each rink – please refer to map)
- Ensure the group is adhering to Oval procedures, i.e.: limiting access to Staging area and assigned Rink, no team room use
- Monitor Washroom access. Washrooms are located on the South side of the South rink
- Ensure team rules are being followed with regard to Covid procedures
- Clean Staging Area as needed (benches, chairs, rink door handles, touch points, player's benches. Penalty boxes and scorekeepers box. Cleaning solution and rags supplied by Oval.
- Assist participants with proper exiting procedures
- Liaise with Oval Ice Facilitator or Ops as needed