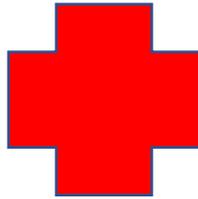




# **COVID 19 HEALTH & SANITATION PROTOCOLS**



WE ARE CLOSELY MONITORING GOVERNMENT POLICY CHANGES, CENTERS FOR DISEASE CONTROL (CDC) GUIDELINES, GOVERNMENT MANDATES, AND PUBLIC HEALTH ADVANCEMENTS AND WILL CONTINUE TO MAKE CHANGES AS NECESSARY OR APPROPRIATE TO OUR PROTOCOLS AND PROCEDURES

Dear KIA Skating Families:

We thank you for choosing KIA for your business. As you are aware, we are facing a unique time and set of circumstances due to the COVID-19 outbreak. At KIA, we care deeply about our family of employees and our communities.

We are excited to tell you that on Monday, May 18, 2020, we will have a “soft” opening to implement new procedures to operate under the social distancing standards of Miami-Dade County, and the State of Florida. We will then open on a larger scale later on as the situation improves.

However, we will not be back to a pre-COVID “normal.” We will still operate under strict guidelines and, therefore, must have processes in place to protect you, our valued customers, as well as our employees. I believe our skating community is up to the task and will do their part to follow the guidelines set in place by KIA and our local governments.

Below are key safety points we will operate under for the first 30+ days. We will continue to monitor safety guidelines daily to determine if we need to adjust our protocols.

## OVERVIEW & GENERAL APPROACH

### 1. EMPLOYEE & GUEST HEALTH

The health and safety of our employees and guests is our number one priority.

**Thermal Cameras** - Points of entry will be specified and will be outfitted to allow our team to scan guests for fever using **state-of-the-art monitors. Any guest displaying a temperature over 100.0°F will not be allowed entry to the property and** will be directed toward appropriate medical care.

**Physical Distancing** - Guests will be advised to practice physical distancing by standing at least six feet away from other people not traveling with them while standing in lines, or moving around the facility. 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. All rink service stations will comply with, or exceed, local or state mandated occupancy limits. The front desk and check-in locations will also be modified to protect both guests and our team.

**Hand Sanitizer** - Hand sanitizer dispensers will be placed at key guest entrances and high-contact areas such as lobby, reception areas, and other public areas.

**Front of House Signage** - There will be health and hygiene reminders throughout the facility.

**Back of House Signage** - Signage will be posted throughout the property reminding employees of the proper way to wear, handle, and dispose of masks; use gloves (in positions deemed appropriate by medical experts); wash hands; sneeze; and to avoid touching their faces.

**Employee & Guest Health Concerns** - Employees and guests are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19.

### 2. EMPLOYEE RESPONSIBILITIES

Our Kendall Ice Arena employee team is vital for an effective sanitation and health program.

**Hand Washing** - Correct hygiene and frequent hand washing with soap is 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 the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the rink floor, going on break, and before or after starting a shift.

**COVID-19 Training** - All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including rink attendants, food and beverage, rink operations, and coaches.

**Personal Protective Equipment (PPE)** - Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the rink will be required to wear that mask while in the facility. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants in direct contact with guests.

**Daily Pre-Shift & Timekeeping** - Employee pre-shift meetings will be conducted. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

### 3. GUEST ARRIVAL

An operations team member will greet each visitor, Visitors will be screened, asked to use hand sanitizer, and to wear a mask, appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the rink. Please see program – specific procedures below.

Many programs will be separated by a 30-minute break instead of the normal 15 minutes to allow program transition and enhanced sanitization.

### 4. CLEANING PRODUCTS & PROTOCOLS

Our cleaning products and protocols, which meet EPA guidelines, are approved for use and effective against viruses, bacteria, and other airborne and blood borne 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 & 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, equipment, dining surfaces, and seating areas.
- **Locker Rooms.** All locker rooms will be cleaned and sanitized before and after all programming.
- **Back of House.** The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on employee entrances, control rooms, offices, kitchens, stock and storage areas, and meeting areas. Cleaning and sanitizing protocols are also in effect for mechanical rooms and other areas restricted to employee access only. Biohazard items will be cleaned and disposed of according to CDC and OSHA regulation.
- **Shared Equipment.** Shared tools and equipment will be sanitized before, during, and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks, and all other direct contact items used throughout the rink.

### 5. PROGRAM & DEPARTMENT PROCEDURES

#### GENERAL – ALL PROGRAMS & DEPARTMENTS

- If you are displaying any symptoms of respiratory illness or the flu, please stay home
- Limit the amount of people accompanying the participant
- Do not leave any small children unattended in the facility
- No outside food or drinks
- Practice Social Distancing
- Wash your hands before and after programming
- Enter the building through the authorized doorways

- Refrain from spitting on the ice and throughout the facility
- Consider wearing a mask or face covering to protect yourself and others

## 6. FREESTYLE ICE

- Maximum six skaters per one hour freestyle.
- Social distancing of at least 6-feet apart will remain in place in ALL areas of the arena.
- Freestyle Sessions will be Monday-Sunday. Times will vary, please refer to the schedule. *Freestyle Sessions must be booked in advance at this time. No walk-ons allowed!*
- All persons (skaters, coaches, parents) must wear a face mask inside the building. Athletes may remove masks when skating.
- Coaches are asked to limit skating on the ice and give lessons mostly from the boards.
- Coaches to refrain from physical contact with students.
- Coaches must stay at least 6-feet apart from other coaches and skaters during lessons.
- Skaters who have had any symptom associated with COVID-19 or have had contact with persons who have contracted the virus, should not skate at the rink until two weeks of quarantine have passed.
- No group or off-ice activities allowed on rink property.
- All warm-ups must be done prior to entering the arena or outside of the building.
- We urge parents to stay outside the arena or in their cars, currently.
- Skaters should enter the arena no more than 10 minutes prior to their booked freestyle and leave no later than 10 minutes after their last freestyle session. If a skater or coach must wait between freestyles, then they should leave the building and come back if possible.
- KIA may refuse service or suspend anyone who obviously breaks social distancing rules therefore endangering the arena community.
- Skaters must bring their own tissues for use on the ice. (Bring a plastic bag and be responsible for removing your own dirty tissues/water bottles, etc.)
- Arena second floor facilities and common area will remain closed.
- Freestyle session cancellations must be made 24 hours prior otherwise the fee is forfeited.

## 7. HOCKEY PRIVATE LESSONS, SKILLS CLINIC, STICK AND PUCK, 3 x 3, LEAGUE PRACTICE, ADULT HOCKEY

- Players should dress at home to the extent possible.
- Only use the Locker Rooms indicated by a coach or staff member.
- Hockey Skaters must be under the direction of a coach on ice at all times.
- Coaches are required to wear face masks at all times.
- Spitting and nose-blowing without tissues are prohibited.
- Skaters must bring their own tissues for use on the ice. (Bring a plastic bag and be responsible for removing your own dirty tissues/water bottles, etc.)
- Players are required to keep gloves on during the post-game handshake line.
- Referees are required to wear face masks at all times.
- We urge parents to stay outside the arena or in their cars, currently.
- No spectators will be allowed in the building.
- After your session, exit the ice, take skates off, and exit the building quickly. Showers will not be available.
- Refrain from loitering or socializing inside the building.

## 8. LEARN TO SKATE CLASSES

- Learn to Skate Classes for Basic 2 to Freeskate levels will resume very soon.
- Classes will be available by level on days and times to be announced. Those with outstanding punches on their skate school cards will be contacted for class times.
- Class times and procedures will be adjusted as needed to accommodate necessary social distancing and cleaning breaks.
- Class sizes will be limited, so early registration is recommended.
- All coaches will wear masks, and will adopt “touchless” teaching methods to reduce close contact with students as much as possible.

## 9. SPECIAL NOTES FOR SNOWPLOW SAM (TOTS) AND SPECIALTY CLASSES

We will not offer any Tots/Snowplow Sam or any specialty classes (Stroking, Power, etc.) initially due to limited ice time and the need to expand regular class times to accommodate all levels and social distancing.

## 10. THANK YOU!

We apologize for any inconvenience these changes may cause. We are taking the necessary steps to balance being open for skating and keeping everyone safe. We hope everyone is as excited as we are to get back on the ice and to see all our skating friends and family. If you have any questions or concerns, please do not hesitate to reach out to me.

KIA will continue to have the facility deep cleaned and sanitized daily using medical grade cleaning supplies. ☑ KIA is working to analyze the addition of sanitation measures specifically targeting COVID-19 that may be implemented to ensure a safer environment. ☑ KIA will continue to deep clean and sanitize common areas, high touch areas, and hard surfaces to provide a safe and clean facility. ☑ In addition, we have ordered and will be providing multiple hand sanitation stations, we will increase employee monitoring of soap dispensers and sanitation stations, and will institute regular shift sanitization of high touch areas around the facility. ☑ KIA has begun to clean and repaint high-wear areas around the facility in order to provide the most sanitary environment possible.

Our goal at KIA is to provide a safe and clean environment for our patrons and staff. Based on current information, we ask that you help by taking the same steps to protect against coronavirus as we take to prevent the spread of everyday illnesses like the common cold or flu:

Wash your hands often with soap and water for at least 20 seconds; ☑ If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol; ☑ Avoid touching your eyes, nose, and mouth; ☑ Avoid close contact with people who are sick; ☑ Stay home if you feel ill;

Cover your mouth and nose with the inside of your elbow when you cough or sneeze, or use disposable tissues and wash your hands immediately; ☑ Clean and disinfect frequently touched objects and surfaces.

COVID-19 is certainly a big challenge for everyone. The situation changes almost daily. We feel our rules represent a balanced response and will guard our skating families. We will be reviewing these rules often so they may well be subject to change on short notice.

Should you have any questions or concerns, please feel free to contact us at [skateschool@kendallicearena.com](mailto:skateschool@kendallicearena.com) Please pay attention to our social media, website, and emails for any changes or updates. We look forward to seeing you again.

Stay safe, healthy and keep skating!